

# **ScanSharp**<sub>®</sub>

# ScanSharp 6 / Athena Installation Guide



## Things to know:

## Turn off Windows Standby or Hibernation mode in Power Options

-Windows needs to be setup to where the computer will not go into standby or hibernation mode. Any Twain compatible scanner will not respond properly if the computer is awaken after sleep mode.

### Hold onto the calibration sheet

-The calibration sheet will be a vital tool to re-calibrate the scanner if the images distort or scans slowly. Normally you want to re-calibrate the machine once every 6 months or which ever comes first.

Support@inuvio.com



## Installing ScanSharp:

**1.** Download the ScanSharp program from the email sent to your email. Choose either 32-bit or 64-bit.

**Note:** (Depending on your version of windows, check which system type it is by right-clicking on 'computer' go to properties and see 'system type:')

	To	□ ICS License Server <do not="" reply@inuvio.com="">; 🗉 Support</do>
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senu	S <u>u</u> bject:	Inuvio
From	ICS Licen	se Server [mailto:do_not_replv@inuvio.com]
Sent:	Wednesda	y, January 11, 2012 6:06 PM
To: Si	ipport	
Subje	ct. muvio	
Dear	Customer	
Thanl	c you for	choosing Inuvio, Inc. for your imaging needs. Listed below is information regarding the product(s) you have purchased and the
Produ	ict Code i	necessary for installation. Should you have any questions, please contact us by web or phone.
V		Provide at Conductor
Prod	new Sol	Product Code: Download Link
Scan	Sharp	VYVY 1111 VYVY 2222 VYVY 3323 VYVY 4444 22 hit: Soan Sham
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Our	Contact I	nformation
Email	: support	ascansharp.com
Phon	e: (214)55	0-5995 ext. 2
nour	s or opera	non, wonday - rnday 7.00 am - 7:00 pm CS1
Best	Regards.	

2. Click run and follow through the default setup process





ScanSharp - Ins	tallShield Wizard	
ScanS guide	harp Setup is preparing the InstallSł you through the program setup proc	hield Wizard, which will cess. Please wait.
Extracting: Sca	anSharp.msi	
-		Cancel
canSharp - InstallS	hield Wizard	X
	Welcome to the InstallS ScanSharp	hield Wizard for
	The InstallShield Wizard will i computer. To continue, click	install ScanSharp on your < Next.
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Choose Destination Location	
Select folder where setup will install files.	
Setup will install ScanSharp in the following folder.	
To install to this folder, click Next. To install to a different fold another folder.	der, click Browse and select
Destination Folder	
C:\Program Files (x86)\Inuvio\ScanSharp\	Browse
istallShield	
Bak	Next > Cancel
anSharp - InstallShield Wizard	X
Register To register your warranty	
TO ACTIVATE YOUR WARRANTY PLEASE CLICK H	IERE:
Begister and Activation	
2. 0417-11	
istallShield	

3. Select the scanner that you have and continue with the installation process.





Ready to Install the Program	
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation so the wizard.	ettings, click Back. Click Cancel to exit
allShield	

Setup Status	
The InstallShield Wizard is installing ScanSharp	
Gathering permissions information for objects	
stallShield	

#### **4.** Click finish.





**5.** Go to your desktop and double click on "Live Update ScanSharp 6" for the first time.



**6.** The License Validation box opens. From the email, copy/paste the entire License Key/Product Code to the License Validation box to activate the license.

Pleas	e enter th	e Product C	Code:					
1	]-[	]-[	]-[	]-[	-	]-[		
						OK	Cancel	

**7.** Your ScanSharp 6 software should now be activated and ready to be calibrated. Select the calibrate icon.

ScanSharp 6				
File View Options Help				
0 2	🔶 😰 😔	0		
Libraries Documents Music Propuls				
Homegroup				
Computer Network Control Panel Recycle Bin				
Ready to scan				



**8.** Please grab your black and white calibration paper that came with the scanner and calibrate the scanner for the best performance.



**Note:** If the calibration fails, please try again by clicking on the calibration button highlighted in red at the top.



9. Click OK after the calibration is successful. Let's now configure ScanSharp 6 with Athena





# **Configuring ScanSharp 6 with Athena:**

Note: This configuration needs to be done to each individual windows user account. We recommend that Athena and to Athena customers to use C:\Card\Card.jpg. Folder location is called "Card" in the C: root and the filename called "card.jpg" without changing any windows security settings.

In order to configure scansharp with athena properly, Athena usually would provide the information of where it looks to grab the image after scanning. If this information has been provided please skip to step 4. Otherwise please follow the steps below to find the location.

1. Please login to your Athena account and search for a patient profile. When pulling a patient profile please click on "add card image" in either of the Driver License Image or Insurance Image section.

Address	
Address (ctd)	
Zip	≥ <u>lookup</u>
City	
State	
Driver License Imag	▷ add card image
Patient Photo	▷ add patient photo

2. If you get a pop up to install the 'ICS ActiveX Control from Innovative Card Scanning, Inc" and "Athenalmageuploader.cab" please right click and install it. **Otherwise skip to step #3.** 

This website wants to install the second	he following add-on: 'ICS Acti	X Control' from 'Innovative Card Scanning, Inc.'. If you trust the website and the add-on and want to install it, click here
thenaNet home patient	calendar clinicals billing	reports admin research help logout 866-265-7922
		Driver License
		Add Driver License
		Create card image file with name as specified in Settings Click: Show Preview to view locally saved card image (shown actual size) Click: Submit Image to upload card image into athenaNet Note: Maximum image file size is limited to 200Kbytes



Do you want to install this software?		
Name: AthenaImageUploader.cab		
Publisher: AthenaHealth Inc.		
More options	Install	Don't Instal
While files from the Internet can be usefu your computer. Only install software from	ul, this file type n publishers you	can potentially harr u trust. <u>What's the r</u>
Jows Internet Explorer	X	
Are you sure you want to havigate away from this p	age:	
You are about to close this athenaNet window. Press OK to continue, or Cancel to stay on the curre	nt page. Cancel	
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You are about to close this athenaNet window. Press OK to continue, or Cancel to stay on the curre OK ermet Explorer - Security Warning Do you want to install this software? Name: ICS ActiveX Control	nt page.	X
You are about to close this athenaNet window. Press OK to continue, or Cancel to stay on the curre OK Press OK to continue, or Cancel to stay on the curre ok Press OK to continue, or Cancel to stay on the curre OK OK OK OK OK OK OK OK OK OK	nt page.	X
You are about to close this athenaNet window. Press OK to continue, or Cancel to stay on the curre OK Press OK to continue, or Cancel to stay on the curre OK Name: ICS Active Varning Name: ICS Active Control Publisher: Innovative Card Scanning, I More options	Instail	X Don't Install
You are about to close this athenaNet window. Press OK to continue, or Cancel to stay on the curre OK Press OK to continue, or Cancel to stay on the curre OK PRESSON Press OK to continue, or Cancel to stay on the curre Name: ICS ActiveX Control Publisher: Innovative Card Scanning T More options While files from the Internet can be useful, the	Install	Don't Install

Athena will ask you if you want to log out. Click "No" and continue back to the patients quickview profile.





3. Click "Show Preview." An error box should pop up. This is the path that ScanSharp needs to be configured with. Note: some Athena customers may be different. To avoid changing any windows security settings. We recommend to Athena customers to use C:\Card\Card-AB.jpg. Folder location is called "Card" in the C: root and the filename called "Card-AB.jpg"

Note: Maxim	num image file s	size is limited to 200k	Cbytes	
Sh	ow Preview	Submit Image	Cancel	
age from webp	age			<u></u>
age from webp	age			
sage from webp	age I image specified pg was not foun	l in Settings c:\card.jp	og, could not b	e opened:
age from webp	age I image specified pg was not found	l in Settings c:\card.jp	og, could not b	e opened:
age from webp	age I image specified pg was not found	l in Settings c:\card.jp d	og, could not b	e opened:

- 4. Now go to your ScanSharp 6 program and select the "Configuration" button highlighted in red below.





5. Click on Advanced

Scanning			
Scan mode:	Color 👻	DPI:	150 👻
Scan size:	Auto detect size		×
	Width: 1	Height:	1
Auto-scan dela	y (in seconds): 1		$\frown$
Time out delay	(in seconds): 10		

 Click on Output Settings tab. Step 3 showed the path C:\card.jpg. Change the location from "C:\My ScanSharp" to "C:\" and change the file name from "image" to "card". Image type should be ".jpg". Press OK to accept the changes.

Note: Some Athena customers may be different. Please contact Athena for this information To avoid changing any windows security settings. We recommend to Athena customers to use C:\Card\Card-AB.jpg. Folder location is called "Card" in the C: root and the filename called "Card-AB.jpg"



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Save to					
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ι	Jser Name:		Password:		j
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File Naming					
Fixed File	ename	C Ascending F	ilename	Time Stamp	
Filename:		In	age Type:	Ascending Number:	
Card-AB		>(	ipg 👻	1	

7. Go ahead and put a document or a card into the scanner. ScanSharp 6 will immediately notice the paper in the scanner and starts the process automatically.



8. Go back to Athena and click on "Show Preview" and the scanned image should show up automatically. Submit the image once verified that it is uploaded to Athena.





#### Troubleshooting

#### I get a license key is invalid message when I first try to launch and activate my license.

-Below the "Launch Scansharp" icon, double click on the "Live Update Scansharp 6" and activate the license from there.

When clicking 'add card image' from the patients profile a pop up message comes up saying "Please start the Express Service Application" and continues to load the image correctly. However the message still constantly returns after clicking the 'add card image' feature.

-This problem has to be fixed on Athena's end. Customer will need to contact their Athena support and have them turn off the 'Scansharp Active X for Scanning' feature.

# Scansharp gave me an error message saying "Error writing to registry. Please make sure that you have administrator privilege."

 Go to Start --> My Computer --> Tools --> Folder Options --> ViewTab --> select "show hidden folders and files" 2. In My Computer go to: C:\ProgramData\ICS 3: Right click on the folder with the productcode as the name of the folder and select 'Properties' 4: Go to the security tap and click "Edit" to change the permissions. 5: Click "Add" and enter the Object name "Everyone" in the blank field. Click OK and Apply the changes. 6: Restart ScanSharp 5/6

#### In Win7

1. Right-click on the scansharp icon shortcut on the desktop and select properties 2. Select**Compatibility** tab --> click **Change settings for all users 3.** Check mark the box on Run this program as an administrator 4. Apply and OK the saved settings and restart the program.

If that doesn't work, try the directions below.

 Go to Start --> Computer --> <u>select the Alt button on the keyboard and the tool bar</u> <u>will expose on top of the window</u> select: Tools --> Folder Options --> ViewTab --> select "show hidden folders and files"2. In My Computer go to: C:\ProgramData\ICS 3: Right click on the folder with the productcode as the name of the folder and select 'Properties' 4: Go to the security tap and click "Edit" to change the permissions. 5: Click "Add" and enter the Object name "Everyone" in the blank field. Click OK and Apply the changes. 6: Restart ScanSharp 5/6



# ScanSharp 6 won't activate my license. It gives me an error message saying that it can't communicate to the license server?

A firewall is very well likely blocking ScanSharp 6 from activating the license. Check your firewall or contact your IT admin and have them unblock the site <u>www.innovativescanning.com</u>. Once that is done, restart the ScanSharp 6 program.

# I want to move my ScanSharp 6 Software/Hardware to another workstation, what is the proper procedure?

First uninstall ScanSharp 6 from computer and install it unto the new computer. Email <u>support@inuvio.com</u> and ask that the product/license key be reset in order to transfer it to another computer. Please be sure to provide the license key or the Order ID in the phone call or the email.

Thank You!