



# ScanSharp®

## 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 awoken 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.

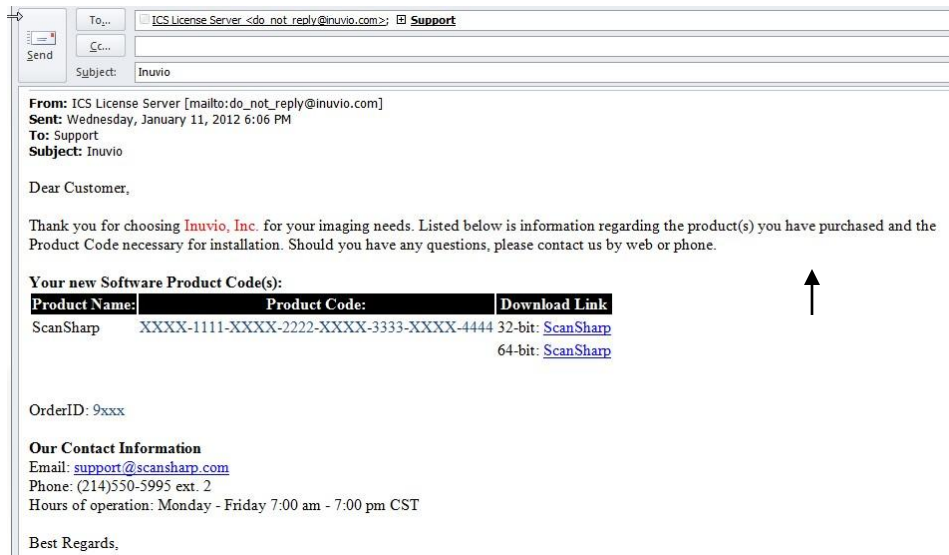
[Support@inuvio.com](mailto:Support@inuvio.com)



## 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:')

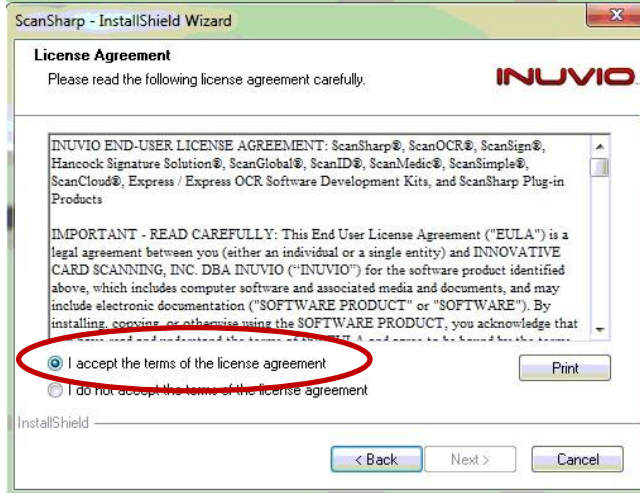
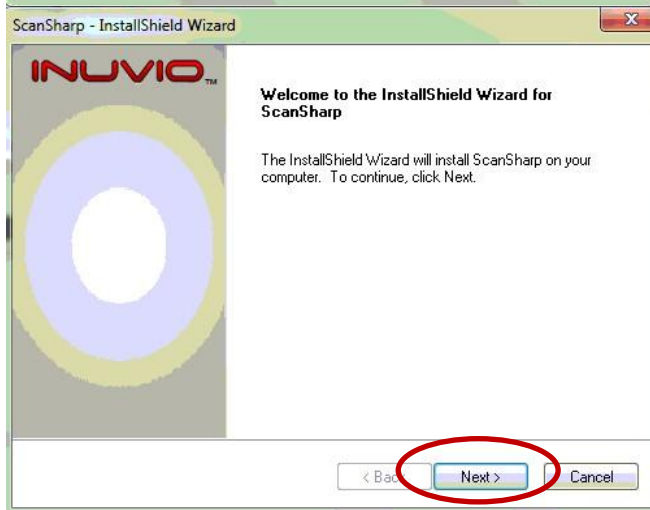
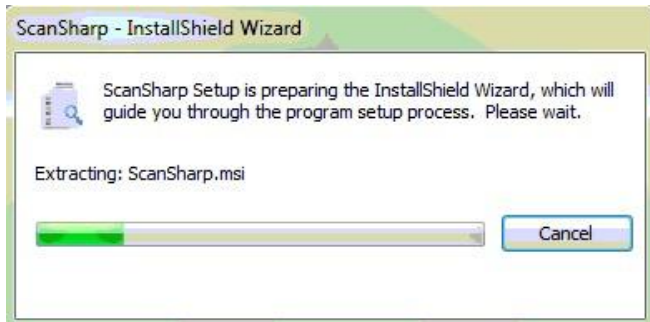


2. Click run and follow through the default setup process



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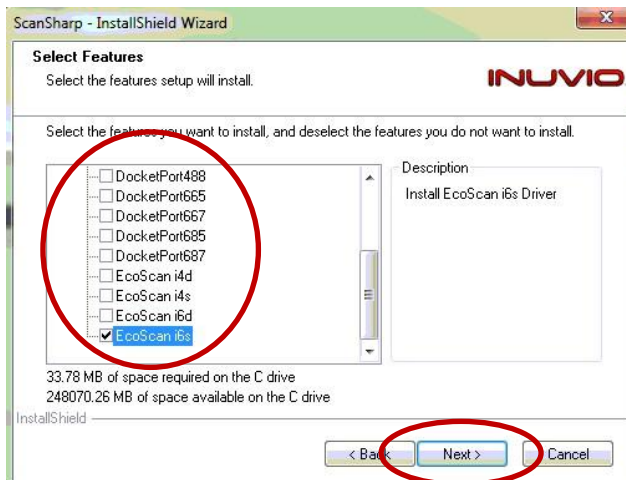


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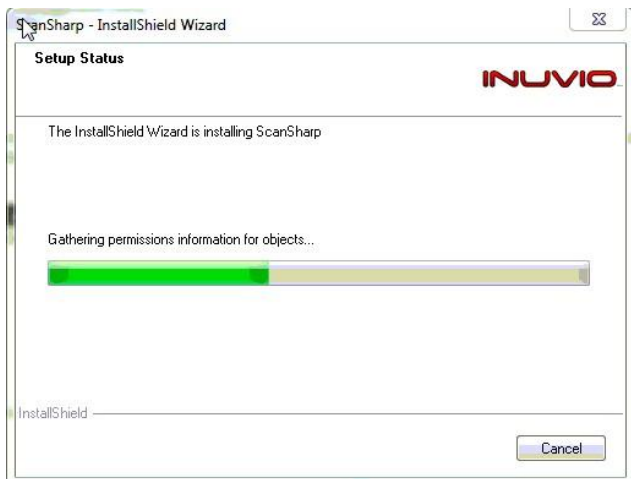
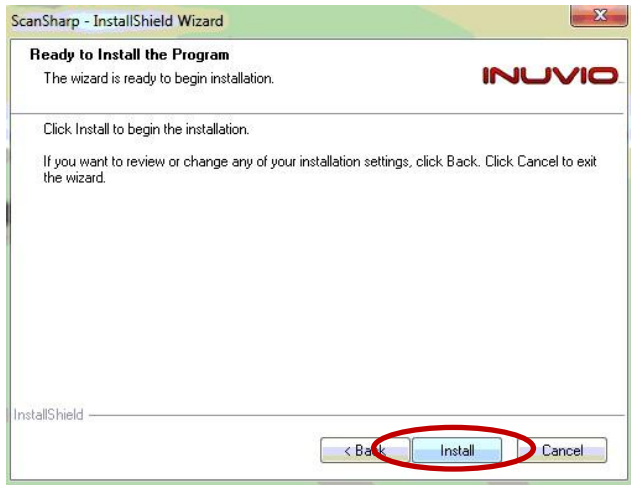


3. Select the scanner that you have and continue with the installation process.

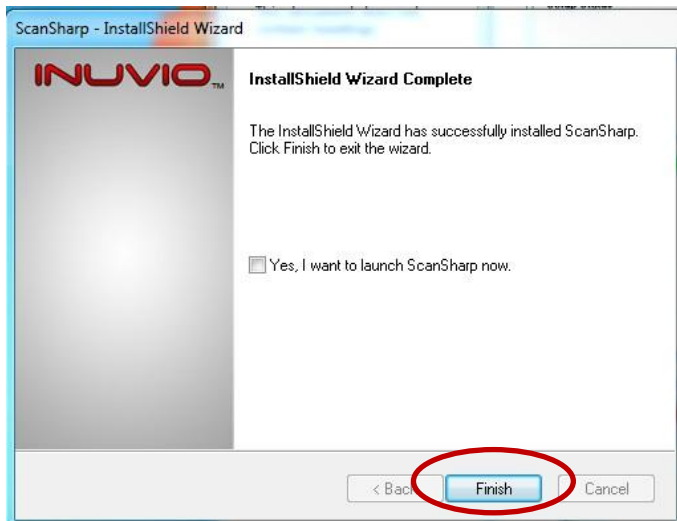


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#### 4. Click finish.



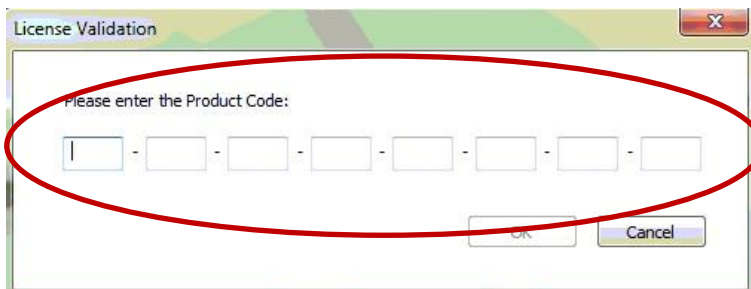
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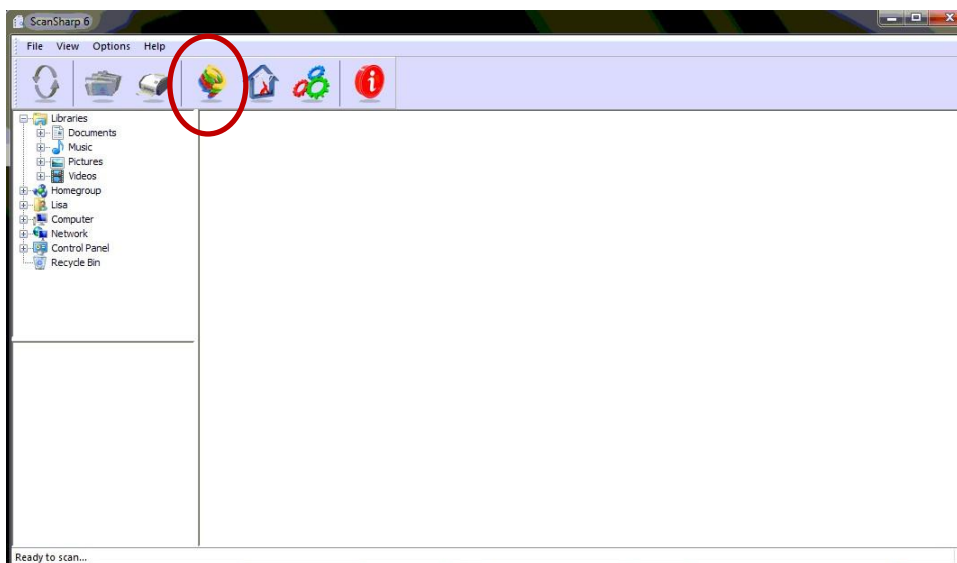
5. Go to your desktop and double click on “Live Update ScanSharp 6” for the first time.



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.



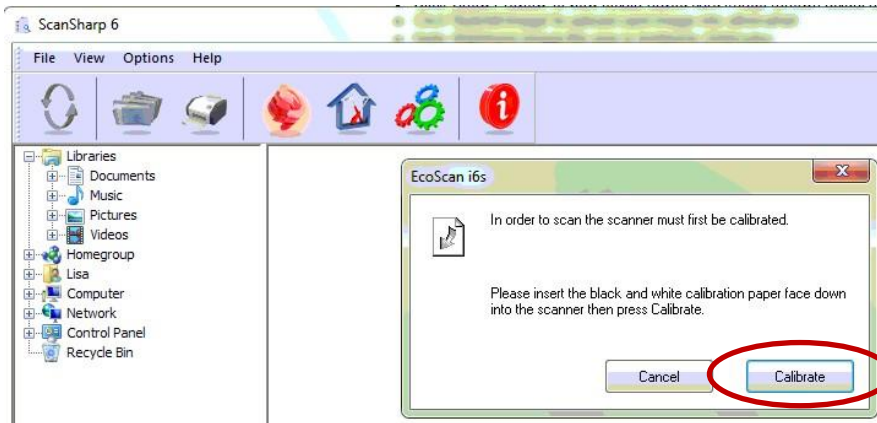
7. Your ScanSharp 6 software should now be activated and ready to be calibrated. Select the calibrate icon.



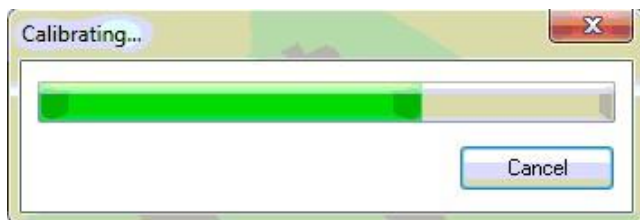
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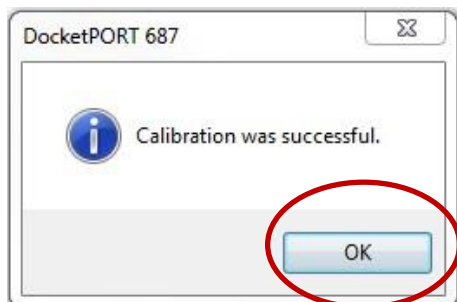
8. Please grab your black and white calibration paper that came with the scanner and calibrate the scanner for the best performance.



**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:

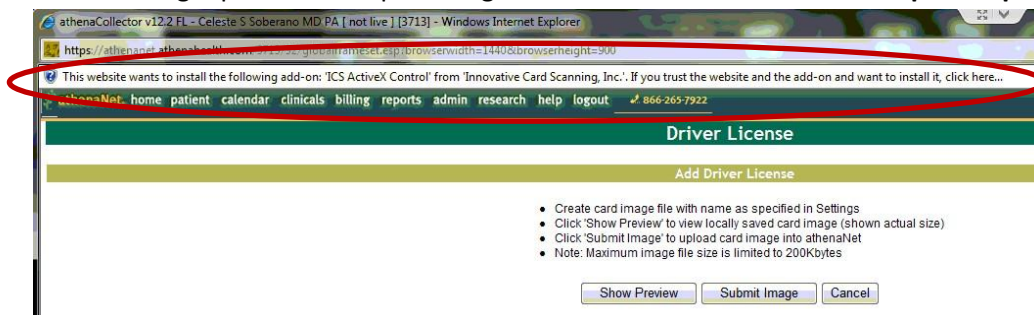
**Note:** This configuration needs to be done to each individual windows user account. We recommend that Athena and to Athena customers to use C:\Card\Card.jpg. Folder location is called "Card" in the C: root and the filename called "card.jpg" without changing any windows security settings.

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.

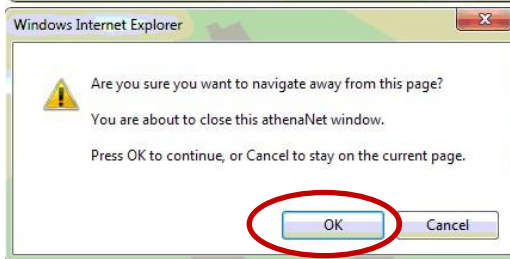
A screenshot of the Athena patient profile form. The form has several fields: Address, Address (ctd), Zip, City, State, Driver License Image, and Patient Photo. The 'Driver License Image' field has a dropdown menu with the option 'add card image' circled in red. The 'Patient Photo' field has a dropdown menu with the option 'add patient photo'.

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



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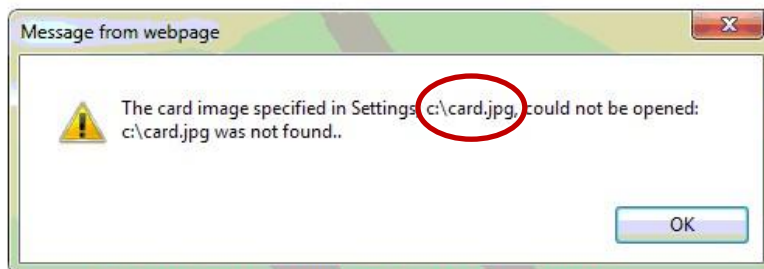
PATH TO INNOVATION



**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"***



The card image specified in Settings, c:\card.jpg, co...

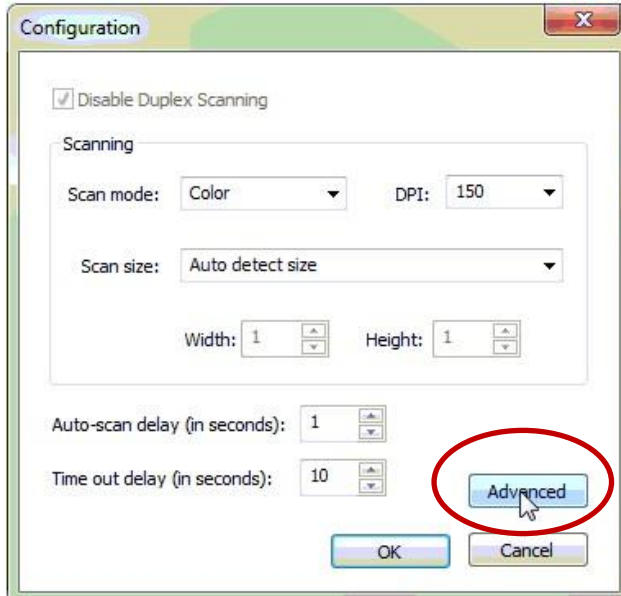
4. Now go to your ScanSharp 6 program and select the "Configuration" button highlighted in red below.



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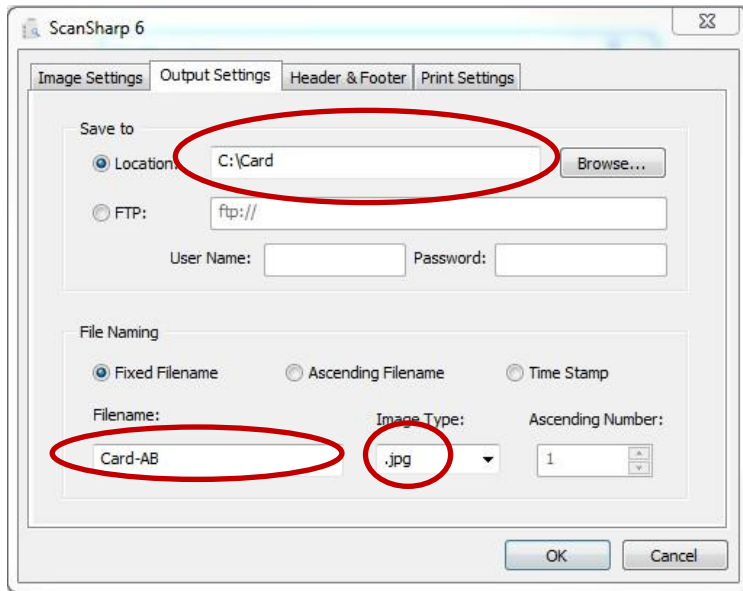
PATH TO INNOVATION

5. Click on Advanced



6. 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"**



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."**

1. 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.

1. Go to Start --> Computer --> select the Alt button on the keyboard and the tool bar will expose on top of the window 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 [www.innovativescanning.com](http://www.innovativescanning.com). 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 [support@inuvio.com](mailto:support@inuvio.com) 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!

