

# Scanner User's Guide

Version 1.20

*For*  
*A4-Sized Color Flatbed Scanners*  
*Parallel Port Interface*

- *Hardware*
- *Installation*
- *Usage*



*This user's guide is applicable to the following models:*

***Without Transparency Adapters:***

- ✓ *Plustek OpticPro P12*
- ✓ *Plustek OpticPro 9636P Turbo*
- ✓ *Plustek OpticPro 12000P Turbo*

***With Transparency Adapters Built-in:***

- ✓ *Plustek OpticPro PT12*
- ✓ *Plustek OpticPro 9636T*
- ✓ *Plustek OpticPro 12000T*

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# Introduction

Welcome to the world of Plustek scanners – the ultimate in computer imaging. Your new scanner will improve the professionalism of your day-to-day computing tasks by allowing you to input images and electronic text into your computer system.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction.

Please remember to register your scanner. Registration may be completed in one of three ways:

- 1) By registering online via Plustek's Web Site;
- 2) By printing out and faxing a completed registration card to Plustek's customer service center;
- 3) By printing out and mailing the registration card directly to the Plustek office nearest you.

See the last page of this user's guide for a complete list of Plustek offices worldwide.

As a registered customer, you will receive customer support, new product information and software upgrades.

Thank you for choosing us as your scanner supplier. We hope you will continue to turn to us for additional quality products as your computing needs and interests grow.

## How to Use This Guide

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This User's Guide provides instructions and illustrations on how to install and operate your scanner. We recommend that you read through the entire Hardware Installation, Chapter I, before you begin installing the scanner to your computer.

The Introduction section of this manual describes the box contents and minimum computer requirements to use this scanner. Before you start installing your Plustek OpticPro scanner, check the box contents to make sure all parts are included. If any items are damaged or missing, please contact the vendor where you purchased your scanner or Plustek's customer service directly at one of the locations at the back of this manual.

Chapter I describes how to install the scanner. **Note: The scanner's interface is through an Enhanced Parallel Port (EPP) or Extended Capabilities Port (ECP). If your computer does not support EPP or ECP technology, you may need to**

**purchase an additional parallel port interface card that does support EPP or ECP to maximize the scanner's performance.**

Chapter II describes how to install the scanner's software. This guide assumes the user is familiar with Microsoft Windows. If this is not the case, we suggest you learn more about Microsoft Windows by referring to your Microsoft Windows manual before using your scanner.

Chapter III describes how to test, maintain and clean your scanner. It also describes how to use the scanner utility program which helps you troubleshoot and fix connection problems which may have occurred during the scanner installation.

Appendices A & B have technical support information that can help you solve simple problems. Before calling for help, please read through Appendix A: Troubleshooting. Appendix B contains Plustek's limited warranty agreement and FCC statement concerning the product.

## Conventions of This Guide

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**Bold** — Important note or first use of an important term in a chapter.  
**ALL CAPS** — Represents commands or contents on your computer screen.

## A Note about Icons

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This guide uses the following icons to point out information that deserves special attention.



**Danger**

**Danger:** A procedure that must be followed carefully to prevent injury, or accidents.



**Caution**

**Caution:** Information that, if not followed, may result in data loss or damage to the product.



**Attention**

**Pay Special Attention:** Instructions that are important to remember and may prevent mistakes.

## System Requirements

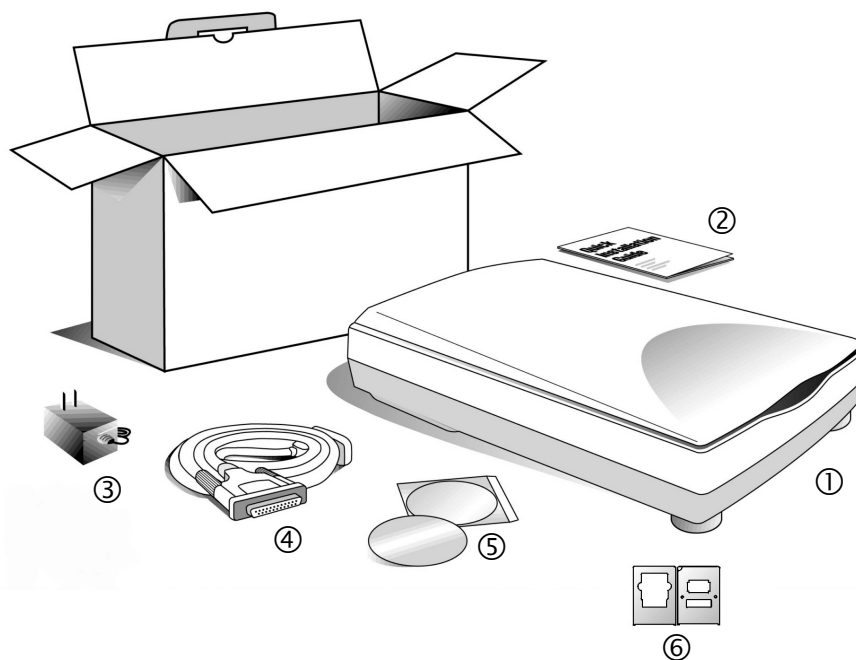
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- Windows/Intel Compatible Personal Computer
- Pentium CPU or above

- CD-ROM Drive
- 64 MB RAM (128 MB Recommended)
- 160 MB Free Hard Disk Space (260 MB Recommended)
- Enhanced Printer Port
- Windows 95/98, Windows NT Workstation 4.0, or 2000 Professional
- Video card that supports 16-bit color or greater

## Box Contents<sup>1</sup>

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**Figure 1: Box Contents**

1. Scanner<sup>2</sup>
2. Quick Installation Guide
3. Power Adapter
4. Scanner Cable
5. Setup / Application CD-ROM includes the following software applications:
  - Scanner Setup software
  - ScanSoft TextBridge OCR software
  - Micrografx PicturePublisher image-editing software
  - Action Manager 32
  - This User's Guide (Electronic version)
  - Software User's Guide (Electronic version)

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<sup>1</sup> Save the box and packing materials in case you need to transport this scanner in the future.

<sup>2</sup> The scanner illustration(s) may appear different than from the actual scanner itself.

- Registration Form (Electronic version)
6. Slide and Negative holders<sup>3</sup> (to be found on the underside of the scanner cover)

## Product Information

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Please fill in the following information for your own records. You will need it when you install the Setup/Application CD-ROM, as well as if you contact your dealer or Plustek service center in the future.

Serial Number:

(Located at the back of the scanner)

Date of Purchase:  -  -

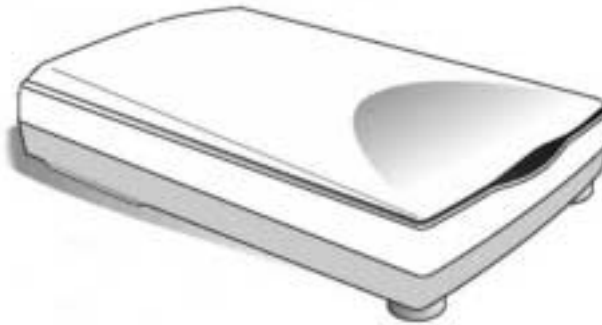
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<sup>3</sup> Available only to the scanners equipped with the transparency adapter.



# Chapter I. Installing the Plustek OpticPro Scanner

**B**efore installing your scanner, please verify that you have all of the proper components. A list of the package contents is provided in the *Box Contents* section on page iii of this guide.



**Figure 2: The Scanner**<sup>4</sup>

## Hardware Requirements

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Your scanner uses an interface called an Enhanced Parallel Port (EPP) or Extended Capabilities Port (ECP). The scanner's EPP and ECP interface allows you to scan information into your computer without the need to use an interface card. The majority of Pentium™ computers support EPP or ECP. If your computer's printer port does not support EPP or ECP, or if you wish to use additional parallel port pass-through devices such as removable drives, etc., then it is recommended that you purchase an additional parallel port interface card that supports EPP or ECP technology to maximize your scanner's performance.

## Installing the Scanner Hardware

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**If you have already installed your scanner, you may skip this section.** The following section describes how to connect the scanner to your computer and printer. Please carefully follow along to ensure proper installation.

### For OpticPro P12 and PT12 Scanners

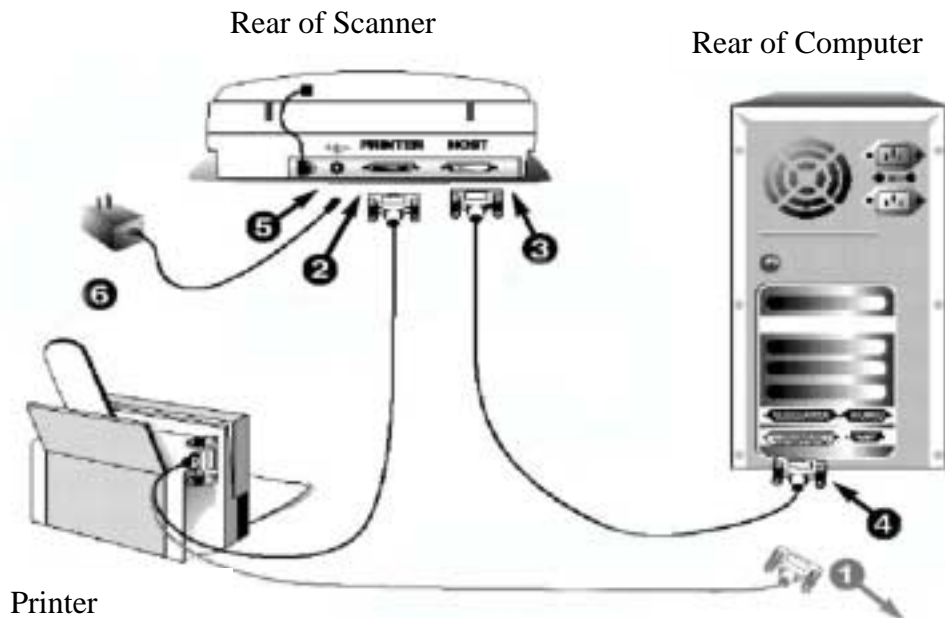
This section of the manual describes how to connect OpticPro P12/PT12 scanners to your computer. The users of OpticPro 9636T/12000T/9636P Turbo/12000P Turbo

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<sup>4</sup> The scanner illustration(s) may appear different than from the actual scanner itself.

should refer to *For OpticPro 9636T/12000T/9636P Turbo/12000P Turbo Scanners* on page 3.

1. Turn off and unplug the power cords to your computer and printer.
2. Please take a moment to study Figure 3A.



**Figure 3A. Connecting the Scanner**

3. If you have a printer connected to your computer, please disconnect its cable from the rear of the computer (see Figure 3A, Step 1).
4. Next, plug the same end of the disconnected printer cable into the PRINTER port on the rear of the scanner (see Figure 3A, Step 2).
5. Eliminate any ESD (Electro Static Discharge) from the scanner cable by touching its metal connector to any metal portion of your computer.
6. Plug the SCANNER CABLE into the scanner (see Figure 3A, Step 3) port marked HOST.
7. Connect the other end of the SCANNER CABLE into the PC's parallel printer port (see Figure 3A, step 4).



**Danger**



**Attention**

**If you do not have a printer connected to your computer or you are not sure where the parallel printer port is, see your computer's information book and locate the section that refers to the parallel port, printer port or LPT1.**

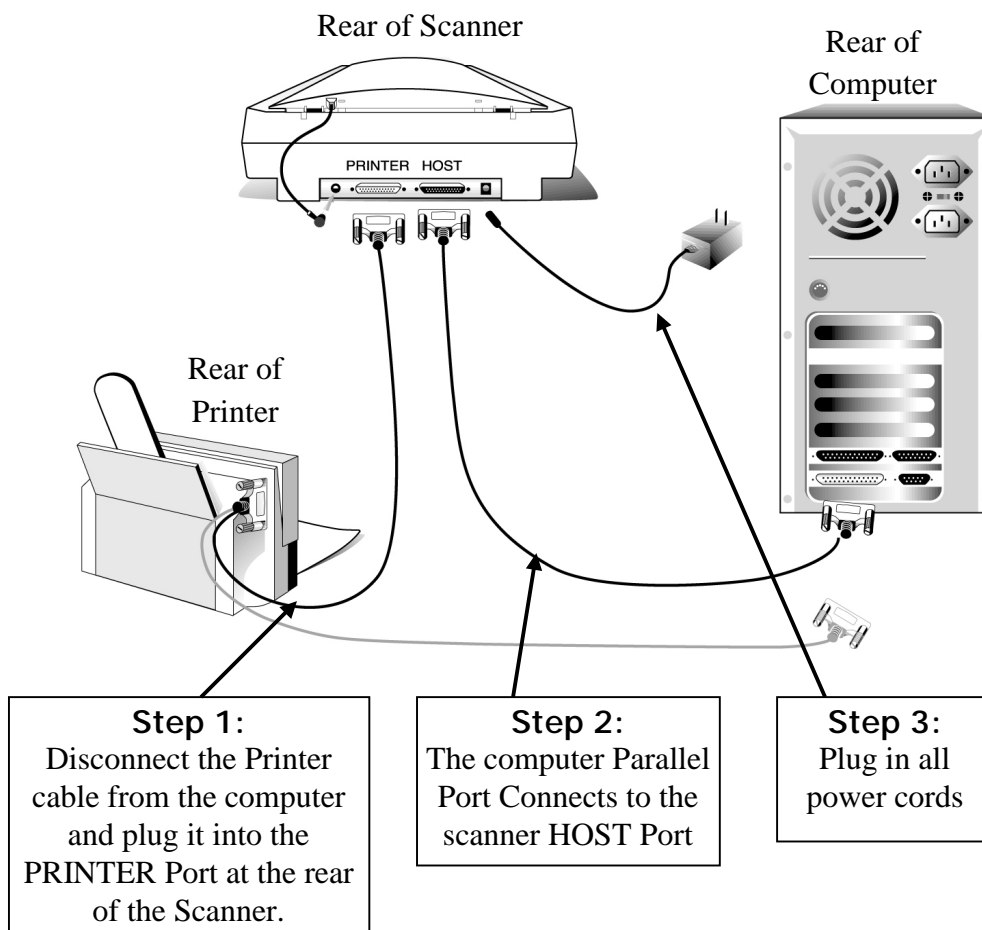
8. After plugging the scanner and printer cables into the correct locations, plug the power adapter into the scanner's power receptor (see Figure 3A, step 5).

9. Plug the other end of the power adapter into a standard AC outlet (see Figure 3A, step 6).
10. Plug in all power cords and turn on your computer.
11. Install the scanner software (see *Chapter II. Software Setup* at page 6).

**Note:** Because your printer and scanner share the same port, you will not be able to scan and print simultaneously. Your computer will wait for any scanning processes to be finished before it begins printing and vice-versa.

### For OpticPro 9636T/12000T/9636P Turbo/12000P Turbo Scanners

1. Unplug the power cords from your computer and printer.
2. Please take a moment to study Figure 3B.



**Figure 3B.** Connecting the Scanner

3. If you have a printer connected to your computer, please disconnect its cable from the rear of the computer.
4. Next, plug the same end of the disconnected printer cable into the PRINTER port on the rear of the scanner (see Figure 3B, Step 1).
5. Eliminate any ESD (Electro Static Discharge) from the scanner cable by touching its metal connector to any metal portion of your computer.
6. Plug the SCANNER CABLE into the scanner (see Figure 3B, Step 2) port marked HOST.
7. Connect the other end of the SCANNER CABLE into the PC's parallel (printer) port (see Figure 1, step 2).



### Attention

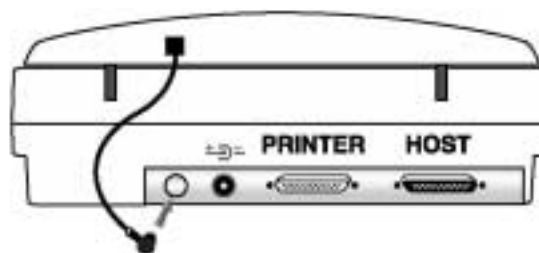
**If you do not have a printer connected to your computer or you are not sure where the parallel printer port is, see your computer's information book and locate the section that refers to the parallel port, printer port or LPT1.**

8. After plugging the scanner and printer cables into the correct locations, plug the power adapter into the scanner's power receptor (see Figure 1, step 3).
9. Plug the other end of the power adapter into a standard AC outlet.
10. Plug in all power cords and turn on your computer.
11. Install the scanner software (see *Chapter II. Software Setup* at page 6).

## Installing the Transparency Adapter\*

(\*This section applies to only select models that have a transparency adapter.)

The transparency adapter is located on the underside of the scanner lid and is a necessary tool when scanning slides or negatives. The transparency adapter already comes installed in your scanner model. To activate it, simply plug it in as shown in Figure 4 below.



**Figure 4. Plugging in the transparency adapter**

**Note: Your printer no longer plugs directly into your computer. Instead, it plugs into the pass-through port on the scanner which plugs into the computer. This is called a daisy-chain. Your printer and scanner will now share the same port and the same cabling. Because of this, you will not be able to scan and print simultaneously. Your computer will wait for any scanning processes to be finished before it begins printing and vice-versa.**

# Chapter II. Software Setup

**B**efore installing the scanner software, make sure that the scanner is properly connected as described in *Chapter I. Installing the Plustek OpticPro Scanner*.

## Software Installation Requirements

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Your scanner comes with the image-editing software (Micrografx' PicturePublisher), OCR software (TextBridge), the scanner's driver, Scanner Utility and Action Manager 32 software. All of these software applications use approximately 160 megabytes of hard disk space after they are installed into your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 260 megabytes of hard disk space is recommended.

## Software Installation

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The installation program called SETUP.EXE on the installation CD-ROM must be run from within Microsoft Windows. Once Windows is running on your system, please follow the steps below to properly install the software:

1. Insert the installation CD-ROM into its disk drive.
2. The auto-run sequence will begin.
3. Follow the on-screen instructions carefully to properly install the scanner's software into your computer.

## Software Setup Troubleshooting

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Carefully review the steps outlined in this guide and the Quick Installation Guide that accompanied your scanner. If you still need support, you may contact us through one of the three methods listed on the last page of this guide.

## Installing Additional Software

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Your scanner is TWAIN compliant and functions with virtually all available TWAIN compliant software. When purchasing new software that will use the scanner, please make sure that it conforms to the TWAIN standard.

**Note:** Please be sure to select the correct TWAIN source when setting up any new software that will use the scanner. If you intend to use different programs to directly receive images from your scanner, choose the scanning source within the software setup as TWAIN or “Acquire Device”, and select the appropriate TWAIN source as your scanner.

# Chapter III. Usage and Maintenance

## Operating the Scanner

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Your scanner accepts documents as small as business cards and as large as letter-sized documents. However, some software programs have limitations as to the information they can handle. The capacity of the computer's memory and free space on your hard drive can also limit the physical size of the document that you scan.

There are two different ways to operate the scanner:

1. From within an image-editing program that can acquire images from the scanner.
2. By using the Action Manager 32 program that is automatically installed as your scanner software.

Your scanner needs to be driven by some type of software program. Since all documents or images (whether text or pictures) that are acquired from the scanner are treated by your computer as images, most scanning will probably be done from an image-editing program where you can view, edit, save and output the scanned images. An image-editing program has been bundled with your scanner on the included Setup/Application CD-ROM. It will allow you to alter and correct any scanned images by using a variety of filters, tools and effects.

What about scanning text documents and editing them in a word processor? This is the role of Optical Character Recognition (OCR) software. OCR software converts the image files that are created from scanning text documents into text files that can be viewed, edited and saved by word processors. An OCR program has also been bundled on the included Setup/Application CD-ROM, and if you wish to use the scanner in this way you should install the OCR software that is included.

Action Manager 32 is a program that allows you to conveniently scan images and text without the need to work directly within any image-editing application (i.e., PicturePublisher). Action Manager 32 also includes features to allow you to use your scanner as fax<sup>5</sup> and copy machines<sup>6</sup>.

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<sup>5</sup> A fax/modem and fax software is required to send faxes.

<sup>6</sup> A printer is required for the copy utility.



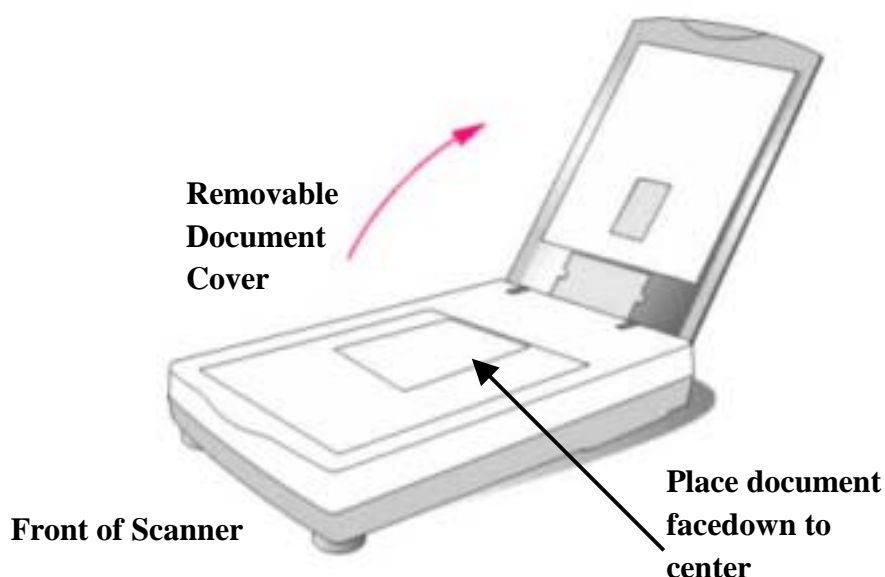
Please refer to the Action Manager 32 section of the *Software User's Guide* or the Action Manager 32 on-line Help (accessible by right-clicking on the Action Manager 32 window and choosing Help) for more information about these functions.

## Testing the Scanner


The following test procedure checks to see if the scanner is properly functioning with your computer and the scanning software. Before testing your scanner, double check to make sure that all connections are securely fastened.

**To properly test your scanner, please perform the following steps:**

1. Open the scanner's document cover and place a picture onto the scanner glass headfirst and face-down.



**Figure 5. Flatbed Scanner**

2. Gently close the document cover.
3. Next, open the scanner's image-editing program. Click on the Windows START button and then PROGRAMS, PLUSTEK EPP SCANNER and then ACTION MANAGER 32.
4. In the Action Manager 32 window that opens, click on the image-editor button  to open PicturePublisher.
5. When PicturePublisher opens, you will be asked to install a scanning device. Click on the Next button and in the following window, click on the button marked SELECT SOURCE. In the window that opens, choose PLUSTEK EPP SCANNER. Click on the SELECT button to close the window and then click on the FINISH button to install the device. This procedure allows

PicturePublisher to gain access to the scanner.

6. Within PicturePublisher, click on FILE and then choose ACQUIRE.
7. The Plustek EPP Scanner (TWAIN) window will open.
8. CLOSE the Guided Scan window and click the SCAN button.
9. In the PhotoFix window that opens, click CANCEL.

If an image appears on your screen, your scanner is working properly. To learn how to manipulate the image, please read the *Image Editor - PicturePublisher* section of *the Software User's Guide*.



**Attention**

**Note: If the test failed in any way, please read *The Scanner Utility Program* section of this manual and follow the instructions therein.**

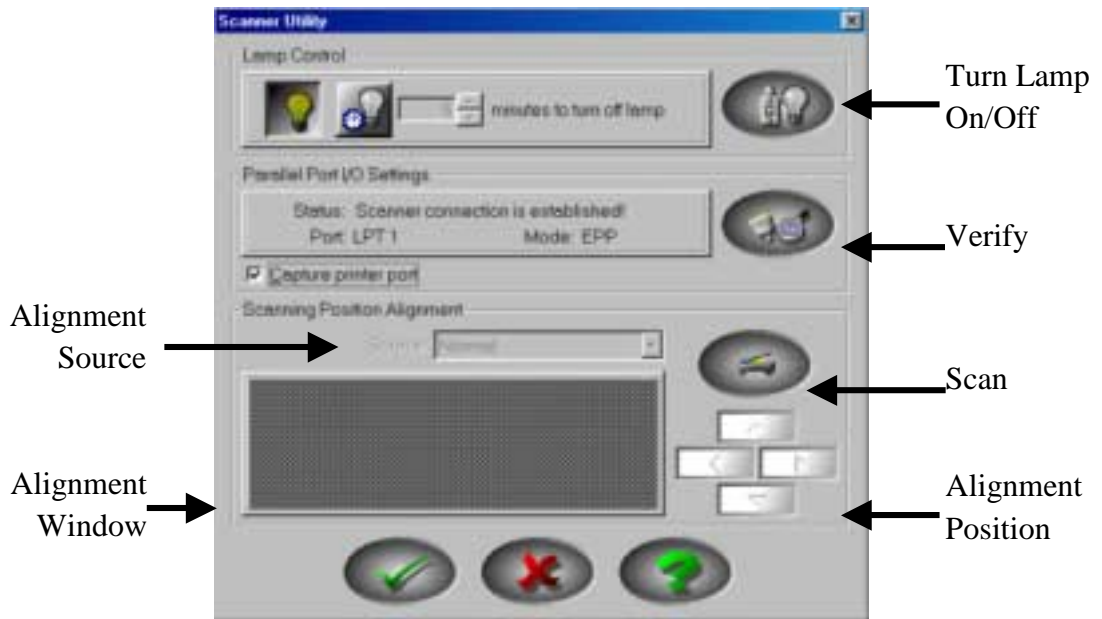
## The Scanner Utility Program

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The Scanner Utility, located inside the scanner Program Group, is for determining and updating your parallel printer port configuration. In addition, it contains a number of other features to help you tailor and control the scanner.

Correct port settings are crucial for the operation of the scanner. If you have received the error message *Unable to find the scanner* or *Unable to establish connection with scanner*, chances are you only need to adjust the Ports or Modes settings.

Two other features of the Scanner Utility program are **the scanning lamp controls** and **the scanning position alignment utility**. The Scanner Utility allows you to turn the scanning lamp on and off, and define an idle time for the scanning lamp to automatically turn itself off. Also, it allows you to define the exact position on the scanning glass where scanning will begin. The scanner lock was designed to hold the scanning lamp in place during shipping, but some refinement of the initial scanning position may still be necessary.



**Figure 6. Scanner Utility**



### Attention

**Note:** The Scanner Utility program does NOT affect the quality of scanned images. It is only used to establish a connection with the scanner. Settings that affect the scanned image (i.e., color, size, readability, clarity, etc.) can be found in the scanner software programs and especially the TWAIN interface.

## Physical Connection

The first thing to do when trying to solve connection problems is to check the physical connections. Please ensure that the following connections have been made:

1. Your scanner is plugged in to an electrical socket.
2. The scanner cable is firmly plugged into the HOST socket in the scanner and the parallel port in the back of your computer.



### Attention

If you find that one of your cables are not plugged in or is plugged in incorrectly, make sure to shut down and turn off your computer before making the correction.

## Parallel Port and Port Mode

Next to the VERIFY button, there is the status of the scanner connection. If the scanner is found, the port (i.e. LPT 1) and the Port Mode (i.e. EPP) will be displayed. If the scanner is not found, you will see a “Unable to establish connection” message in red letters. Consult the troubleshooting section if the scanner is not found.

## Aligning the Scanner

In most cases, the scanner doesn't need to be aligned but there are instances when the alignment might be required. You need to align the scanner only if parts of the scanned document are missing from any of its edges. For example, the heading of a document might be missing from the top edge after the document has been scanned.

To align the scanner, follow the steps below:

1. Place a photograph on the top right side of the scanner glass (near the back of the scanner). Please note that only part of the photograph will be scanned.
2. Select NORMAL from the ALIGNMENT SOURCE drop down menu.
3. Click on the SCAN button. Part of the photograph will be displayed in the ALIGNMENT window.
4. Click on the ALIGN POSITION buttons until the top left corner of the scanned photograph aligns with the top left corner of the preview window.

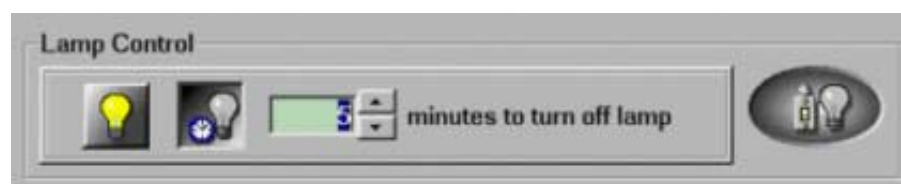
5. Click on the check mark button when the alignment has been completed.

## Lamp Control

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The scanner's lamp may be turned ON and OFF manually in the Scanner Utility program. While there, you can also set a timer to turn the lamp off after the scanner has been idle for a designated amount of time.

To do this, click on the Windows START button and choose PROGRAMS, PLUSTEK EPP SCANNER, SCANNER UTILITY. In the window that opens, find the Lamp Control section shown below:



**Figure 7. Lamp Control**

Click on the On/Off switch at the far right of the section to immediately turn the scanning lamp on or off.

You may also set the default time for the lamp to automatically turn off after a scan by clicking the up or down arrows next to the area that reads “minutes to turn off lamp.”

## Maintenance

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To keep your scanner working smoothly, take a moment to review the following maintenance tips.



### Caution

- Avoid using the scanner in a dusty environment. When it is not in use, keep the scanner covered. Dust particles and other foreign objects may damage the unit.
- Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
- Do not subject the scanner to excessive vibration. It may damage the internal components.
- Be sure not to bump or knock the scanner glass as it is fragile and could break.
- Clean the scanner glass by lightly spraying a non-abrasive glass cleaner onto a lint-free cloth. Then, wipe the glass thoroughly with the cloth. **DO NOT SPRAY CLEANER DIRECTLY ONTO THE SCANNER GLASS.** Excess liquid residue may fog or damage the scanner.
- Your scanner operates best in temperatures between 10° C to 40° C (50° F to 104° F).

## Removing the Document Cover

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The document cover has been designed for easy removal so that larger items, such as bound books, can be placed on the scanner glass. To remove the cover, open it all the way. Place your other hand firmly at the back of the scanner and lift the document cover, separating it from the back of the scanner. To replace the cover, simply slide it back into place.

## Using the Transparency Adapter\*

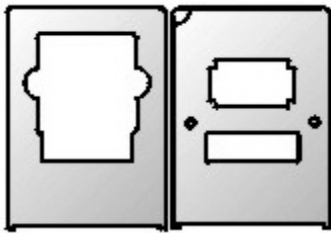
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(\*This section applies only to select models that include a transparency adapter)

When scanning transparencies or photo negatives, it is necessary to use the transparency adapter included with your scanner. The adapter changes the light source for scanning from inside the scanner to the lid. In order to do this, you must plug in the transparency. After this is done, transparencies can be scanned much like normal images. **Be sure to change the SOURCE setting in the TWAIN window to 35mm Negative (See the *Software User's Guide* for information about how to use TWAIN)!**

### The Frame Holders

When scanning photo negatives or slides, you must use a frame holder<sup>7</sup>. The illustrations below instruct you on the precise usage of these important tools.



**Figure 8. Frame Holders**

There are two types of frame holders (see Figure 8). The one with the large, single opening is for slides. The holder with the two smaller openings is for photo negatives. The frame holders guarantee the correct position of the slide or filmstrip while being scanned. To prevent misplacing this important tool and ensure that it is always available, be sure to replace it in the specially designed compartment under the lid.

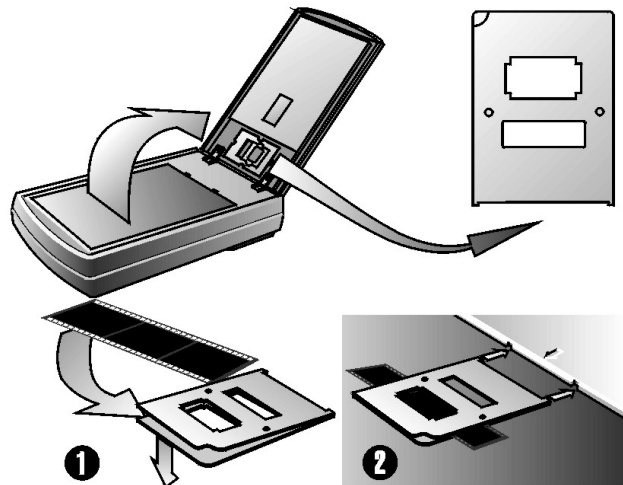
### Negative Film Scan

1. Insert the negative film stripe into the appropriate holder (see Figure 9, Step ❶). There will be a small rectangular opening that is not covered by the film. Do not cover this opening. The opening is very important for calibration.

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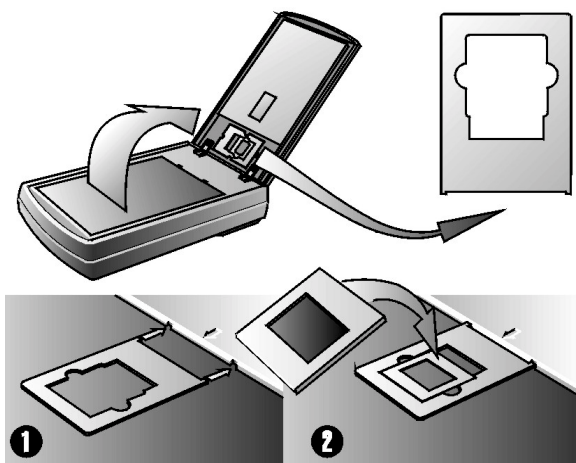
<sup>7</sup> The frame holders are located in the underside of the scanner's document cover.

- Place the frame holder onto the scanner glass. There are two notches in the frame of the scanner surrounding the scanner glass (see Figure 9, step ②). The two tabs on the frame holder should be fit into the notches. When this is done, the film is perfectly positioned for scanning.



**Figure 9. Negative Film Scan**

## Slide Scan



**Figure 10. Negative Film Scan**

- Place the appropriate frame holder onto the scanner glass. There are two notches in the frame of the scanner surrounding the scanner glass (see Figure 10, Step ①). The two tabs on the frame holder should be fit into the notches.
- Insert the slide into the holder (see Figure 10, Step ②). When this is done, the slide is perfectly positioned for scanning.



### Attention

## Important Notes about Scanning Film

- Make sure the film is properly loaded into the frame holder and the frame holder is correctly positioned on the scanner glass (see above).
- Make sure you adjust the SOURCE in the TWAIN window to the appropriate **35mm Negative** or **35mm Slide** setting (see the TWAIN section of the *Software User's Guide* for more detailed information about scanner settings)

- Since photo negatives and slides are almost always enlarged, make sure you use a higher scanning resolution – for example, 600 dpi (see the TWAIN section of the *Software User's Guide*).
- Remember to replace the frame holders in the document cover when you are finished using them.



# Appendix A: Troubleshooting

## Scanning Problems

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**M**ost problems are easily solved, and some of the most common questions and their recommended solutions are listed below. If your computer cannot receive images from the scanner, please refer to the *Scanner Utility* section of this manual before you proceed.

**Symptom:** The scanned image looks grainy on the screen.

Cause: Your video mode is not set to show more than 256 colors.

Solution: We recommend that you set your video mode to 16 bits per pixel (65536 colors) or higher. Please consult your video card, computer or Windows documentation to change the video mode.

**Symptom:** The scanner scans very slow.

Cause 1: You are running other applications in the background.

Solution 1: Close all the other applications that are running in the background.

Cause 2: You are scanning at a high resolution (DPI).

Solution 2: Reduce the resolution.

Cause 3: The Printer Port mode in the BIOS might not be set up properly.

Solution 3: Change the Parallel Port mode in your computer BIOS to EPP, ECP or Bi-directional. Consult your computer manual on how to make changes to the BIOS.

**Symptom:** The scanned document comes out as strange characters on the screen after the OCR process is completed.

Cause 1: Text page was scanned upside down.

Solution 1: Reverse the page and scan again.

Cause 2: The OCR software is limited to certain types of documents, fonts and formats. You might be trying to scan a form, spread sheet, a hand written letter or a document with color text or color page.

Solution 2: Scan a clean document that contains, preferably, one column and has black text on a white page.

**Symptom:** The scanner stopped working after I upgraded to Windows 98.

Cause: You may have old scanner files, or some files necessary to operate the scanner might be missing. Windows 98 is a 32-bit Operating System and most programs written for Windows 98 require 32-bit device drivers (the program that communicates between your computer and the scanner).

Solution: Contact our Web site and download the newest device driver available. If you do not have access to the Internet, please contact us by phone. Our phone numbers are listed on the last page of the guide. **NOTE:** Please uninstall the original scanner driver before you install the new one.

**Symptom: The scanner is not in the list of supported scanners in other commercial software.**

Solution: Select TWAIN as the scanner.

**Symptom: Unable to scan from other software other than the one that came with the scanner.**

Solution: Enter the Scanner Setup within the program, Select TWAIN and you will see your scanner listed (e.g., Plustek EPP Scanner).

**Symptom: Unable to save to a floppy diskette.**

Cause 1: The floppy disk might be write protected.

Solution 1: Move the write protection tab, located in the back of the diskette, to the closed position.

Cause 2: Your disk might not be formatted.

Solution 2: Format the diskette.

Cause 3: There is not enough space available in the disk to save the document.

Solution 3: Delete any files that you do not need from the floppy disk.

Cause 4: You might be scanning your document at a high resolution. Documents scanned using higher resolution modes will take a considerable amount of disk space.

Solution 4: Reduce the resolution. See Chapter 2 of the *Software User's Guide* for information about recommended resolution settings.

**Symptom: The image looks good in the software that came with the scanner but it does not look good when I export the image to another program.**

Cause: Different imaging programs use different Monitor Gamma settings.

- Solution: Change the Monitor Gamma settings in either of the programs so that they match. Please consult the help files for each program to find out how to adjust the Monitor Gamma.
- Symptom:** **The image looks good in the screen but is very dark when printed.**  
Cause1: The Monitor Gamma Settings or the scanner brightness settings are not set properly.  
Solution 1: 1) Change the Monitor Gamma to a value between 1.0 and 1.5. Please consult your help file for information on how to adjust the Monitor Gamma.  
2) Adjust the brightness control in the TWAIN window before scanning.
- Cause2: The printer brightness setting is not set properly.  
Solution 2: Adjust the brightness in the printer. Some printers allow you to change the brightness settings. Please consult your printer documentation.
- Symptom:** **The scanned image takes too long to be sent with an email message.**  
Cause1: The image was scanned at a high resolution or is physically large.  
Solution1: Scan at a lower resolution (DPI)
- Cause 2: The Internet might be congested.  
Solution 2: Try sending the message at a later time.
- Symptom:** **The image that I sent through email looks good in my computer but it looks dark in the recipient computer.**  
Solution: The Monitor gamma settings should be approximately the same in your and the recipient computer.
- Symptom:** **The light inside the scanner stays on all the time.**  
Cause: The Scanner Utility timer is not set up properly.  
Solution: Run the Scanner Utility and select the timer to turn the scanner off after the number of minutes that you desire.
- Symptom:** **There is a grinding or rattling noise at the beginning of each scan.**  
Cause: The scanner engages the gears and it initializes itself before scanning.  
Solution: This noise is normal to the operation of the scanner.
- Symptom:** **A. -Disk is full- error is displayed when I click on the scan button.**  
Cause: Your computer is running low in resources. Your computer hard disk drive does not have enough space to process the image. This may be because you are scanning at too high of a resolution.  
Solution: Obtain a larger hard disk or rescan at a lower resolution.

**Symptom: A -Disk I/O error- message is displayed.**

Cause 1: This error is caused if the hard disk drive does not have enough space available to process the image.

Solution 1: Make some space available in the hard disk drive by deleting any programs or files that you do not need.

Cause 2: Your hard disk drive might be heavily fragmented or it might contain some bad sectors.

Solution 2: Run the Scan Disk utility that came with your Windows computer. Please consult your computer documentation or the Windows help files on how to run the Scan Disk Utility.

**Symptom: The error Scanner not Found is displayed.**

Cause 1: Scanner was not initialized after the installation because the computer was not restarted.

Solution 1: Restart the computer.

Cause 2: The cables are not connected properly.

Solution 2: Make sure that the cables are connected tightly and to the proper port.

Cause 3: The printer cable might be too long.

Solution 3: Use a Bi-directional printer cable that is no longer than 6 feet.

Cause 4: The scanner cable might have been changed.

Solution 4: If you move your scanner to another computer, make sure that you use the cable that came with your scanner.

Cause 5: The printer AC adapter is not connected properly.

Solution 5: Make sure that the AC adapter is connected to an outlet. If the scanner is connected to a Surge Protector, make sure that the Surge Protector is turned on.

Cause 6: The Printer Port mode in the BIOS might not be set up properly.

Solution 6: Change the Parallel Port mode in your computer BIOS to EPP or Bi-directional. Consult your computer manual on how to make changes to the BIOS.

Cause 7: The Parallel Port I/O address is not set properly.

Solution 7: Change the Port address, 378h or 3BCh is recommended.

Cause 8: Your printer might be conflicting with the scanner.

Solution 8: Disconnect the printer from the back of the scanner and try to scan. If the scanner works with the printer disconnected then you need to install a second parallel port.

Cause 9: You might need to update the LPT.VXD file that controls the parallel port in Windows 95/ 98.

Solution 9: Contact the Microsoft Web site and download the LPT.VXD file.

Cause 10: Your parallel port might be old or unstable.

Solution 10: If none of the solutions mentioned above worked, then we recommend that you install a new parallel port that supports EPP.

**Symptom: The scanner grinds at the end of the scan and it looks like it wants to continue scanning.**

Cause: This noise occurs when the Parallel Port mode is not set properly in some computers.

Solution 1: Change the Parallel Port Address in your computer BIOS (3BCh is recommended) and make sure that the Parallel Port mode is set to EPP or Bi-directional. Consult your computer manual on how to make changes to the BIOS.

Solution 2: Change the Parallel Port mode to SPP.

Solution 3: If the problem persists, please contact our service department.

**Symptom: There is a yellow or green line in the right hand side of the scanned document.**

Cause: These color lines are shown if the parallel port type is detected or set improperly.

Solution: Make sure that the Parallel Port Mode is set to EPP or Bi-directional in your computer BIOS. Consult your computer manual on how to make changes to the BIOS.

**Symptom: The keyboard and the mouse locked after the scanner was installed.**

Cause: There is an I/O (Input/Output) address conflict.

Solution: Change the Parallel Port Address in your computer BIOS (3BCh is recommended). Consult your computer manual on how to make changes to the BIOS.

**Symptom: The sound was lost after the scanner was installed.**

Cause: There is an I/O (Input/Output) address conflict. This situation usually occurs with Yamaha OLP3 sound cards.

Solution: Change the Parallel Port Address in your computer BIOS (3BCh is recommended) and make sure that the Parallel Port mode is set to EPP

or Bi-directional. Consult your computer manual on how to make changes to the BIOS.

**Symptom:** The error message the - OLE file COMPBJ is locked and cannot be updated- is displayed.

**Cause:** Your Office short cut bar (the bar that launches your office suite application) is open.

**Solution:** Close the Office short cut bar before you install or use the scanner.

## Printing Problems

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**Symptom:** The printed document is cut ½ an inch on the sides when printed.

**Cause:** All printers have a fixed printable area. Most printers will allow you to print a maximum of 7 ½ inches by 10.0.

**Solution:** Reduce the size of the image to 95% or 90%.

**Symptom:** Unable to print, or strange characters are printed when the printer is connected to the scanner.

**Cause 1:** The cables are not connected properly.

**Solution 1:** Make sure that the cables are connected tightly and to the proper port.

**Cause 2:** The printer might not be turned on or it is off line.

**Solution 2:** Turn the printer on and make sure that is online

**Cause 3:** The printer cable might be too long.

**Solution 3:** Use a Bi-directional printer cable that is no longer than 6 feet.

**Cause 4:** The scanner cable might have been changed.

**Solution 4:** If you move your scanner to another computer, make sure that you use the cable that came with your scanner.

**Cause 5:** The Printer Port mode in the BIOS might not be set up properly.

**Solution 5:** Change the Parallel Port mode in your computer BIOS to EPP or Bi-directional. Consult your computer manual about how to make changes to the BIOS.

**Cause 6:** The bi-directional mode in some printers might not work properly when connected to the scanner.

**Solution 6:** Disable the bi-directional mode for your printer. Please consult your printer documentation.

Cause 7: You might need to update the LPT.VXD file that controls the parallel port in Windows 95/ 98.

Solution 7: Contact the Microsoft Web site and download the LPT.VXD file.

Cause 8: Some printer manufacturers do not recommend connecting the printer to a switch box or to any type of pass-through device.

Solution 8: Install a second parallel port in your computer and connect the scanner to one port and the scanner to the other. Please consult your printer manufacturer to find out if a pass-through device is recommended.

## Common -How-to- Questions

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**Symptom:** How do I save the scanned image in JPG format?

**Solution:** In the Image-editor, click on FILE

Click on SAVE AS.

Select the folder where you want to save your image.

Select JPEG or JPG under Save as type:

Type the name of the file name for your image.

**Symptom:** How do I enlarge an Image?

**Solution:** If you are using Picture Publisher do the following:

- 1) Scan an image.
- 2) Click on IMAGE.
- 3) Click on SIZE.
- 4) Enter the dimensions of the image.

If you have more questions on how to enlarge an image please consult the program documentation.

**Symptom:** How do I cut an image and paste in another program?

**Solution:** 1) Select the area that you want to cut.

2) Click on EDIT.

3) Click on CUT.

4) Start the program and open the document where you want to paste your image.

5) Click on EDIT.

6) Click on PASTE.

Please consult your program documentation on how to Cut and Paste if you have any more questions.

**Symptom:** How do I place a scanned image into my Word Processor?

**Solution:** 1) Find out what formats are supported by your Word Processor.

2) Write the name and the location of the file before you save it.

3) Save in a format supported by your Word Processor.

4) Depending on your Word Processor, select INSERT or IMPORT from your menu, then select IMAGE or PICTURE. Consult your Word Processor documentation for more information on how to import images.

**Symptom:** **How do I put my scanned text document in my Word Processor?**

**Solution:**

- 1) Find out what formats are supported by your Word Processor.
- 2) Save in a format supported by your Word Processor.
- 3) Open the file that you saved from your Word Processor.

**Symptom:** **How do I send a scanned image using my email program?**

**Solution:** Save your scanned image in a format that is supported by your email program (JPG, GIF or PNG are recommended). Once your picture is saved, consult the documentation of your email program on how to attach a file to a message.



# Appendix B: Customer Service and Warranty

If you encounter problems with your scanner, please review the installation instructions and troubleshooting suggestions contained in this guide.

For further assistance call our customer support phone number listed on the last page of this guide. One of our representatives will be happy to assist you from Monday through Friday in office working hours as shown below:

Europe	9:00 a.m. – 5:30 p.m.
USA & Canada	8:30 a.m. – 5:30 p.m. Pacific Standard Time
Asia Pacific, Africa	8:30 a.m. – 6:00 p.m. Taiwan Time

To avoid delays, please have the following information available before calling:

- **Scanner name and model number**
- **Scanner serial number (located at rear of scanner near port connectors)**
- **A detailed description of the problem**
- **Your computer manufacturer and its model number**
- **The speed of your CPU (Pentium 133, etc.)**
- **Your current operating system and BIOS (optional)**
- **Other interface cards in your system (including I/O address settings and IRQ settings)**
- **Name of software package(s), version or release number and manufacturer of the software**



**Attention**

We are continuously enhancing the performance of our product drivers. To check for the latest device driver, visit our Web site. Further contact information is located on the last page of this guide.

## Statement of Limited Warranty

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This Statement of Limited Warranty applies only to the options you originally purchase for your use, and not for resale, from an authorized reseller.

The manufacturer warranty period for this product is one year from the date of Original Purchase as shown on your receipt, and includes all parts and labor. You should keep the receipt as it establishes Proof of Original purchase. You will need it to obtain warranty service.

If you transfer this product to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this statement to that user.

We warrant that this machine will be in good working order and will conform to its functional descriptions in the documentation provided. Upon provision of proof of purchase, replacement parts assume the remaining warranty of the parts they replace.

Before presenting this product for warranty service, you must remove all programmes, data and removable storage media. Products returned without guides and software will be replaced without guides and software.

This Limited Warranty service does not provide for carry-in exchange when the problem results from accident, disaster, vandalism, misuse, abuse, unsuitable environment, programme modification, another machine or non-vendor modification for this product.

If this product is an optional feature, this Limited Warranty applies only when the feature is used in a machine for which it was designed.

If you have any questions about your Limited Warranty, contact the approved retailer from whom you bought the product or the manufacturer.

**THIS LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO OTHER WARRANTIES APPLY AFTER THAT PERIOD.**

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Under no circumstances are we liable for any of the following:

1. Third party claims against you for losses or damages.
2. Loss of, or damage to, your records or data; or
3. Economic consequential damages (including lost profits or savings) or

incidental damages, even if we are informed of their possibility.

Some jurisdictions do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

## **Statement of Limited Warranty, for Continental US or Canada**

This Statement of Limited Warranty applies only to the options you originally purchase for your use, and not for resale, from an authorized reseller. **If the product was purchased in the US or Canada, this warranty will only be applicable within the regions of continental United States or Canada.**

The manufacturer warranty period for this product is one year from the date of Original Purchase as shown on your receipt, and includes all parts and labor. You should keep the receipt as it establishes Proof of Original purchase. You will need it to obtain warranty service.

If you transfer this product to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase to that user.

We warrant that this machine will be in good working order and will conform to its functional descriptions in the documentation provided. Upon provision of proof of purchase, replacement parts assume the remaining warranty of the parts they replace.

Before presenting this product for warranty service, you must remove all programs, data and removable storage media. Products returned without software will be replaced without software.

This Limited Warranty service does not provide for carry-in exchange when the problem results from accident, disaster, vandalism, misuse, abuse, unsuitable environment, program modification, or another machine or non-vendor modification for this product.

If this product is an optional feature, this Limited Warranty applies only when the feature is used in a machine for which it was designed.

If you have any questions about your Limited Warranty, contact Plustek.

THIS LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND

IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO OTHER WARRANTIES APPLY AFTER THAT PERIOD.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Under no circumstances are we liable for any of the following:

1. Third party claims against you for losses or damages.
2. Loss of, or damage to, your records or data; or
3. Economic consequential damages (including lost profits or savings) or incidental damages, even if we are informed of their possibility.

Some jurisdictions do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

## FCC Radio Frequency Statement

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular television reception (which can be determined by turning the equipment off and on), the user is encouraged to try to correct the interference by one or more of the following measures:

- √ Reorient or relocate the receiving antenna.
- √ Increase the separation between the equipment and receiver.
- √ Connect the equipment to an outlet on a circuit different from that which the receiver is connected.
- √ Shielded interconnect cables and shielded power cord which are supplied with this equipment must be employed with this equipment to ensure compliance with the pertinent RF emission limits governing this device.
- √ Consult the dealer or an experienced radio/TV technician for help if the conditions persist.
- √ Changes or modifications not expressly approved by the manufacturer or authorized service center could void the user's authority to operate this equipment

# Contacting Plustek

## EUROPE

Plustek Technology GmbH  
Gutenbergring 38, 22848 Norderstedt, Germany

### **Pan-Europe**

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Fax: +49 (0) 40 523 035 00  
E-mail: [support@plustek.de](mailto:support@plustek.de)  
Website: [www.plustek.de](http://www.plustek.de)

### **Great Britain & Ireland**

Tel.: +44 (0) 870 90 16 834 (support engineers)  
+44 (0) 870 90 16 835 (24 hr. Automated Support)  
Calls charged at national rates  
Fax: +44 (0) 870 90 16 832  
E-mail: [support@digitequk.com](mailto:support@digitequk.com)

## USA & CANADA

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## ASIA PACIFIC, AFRICA

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