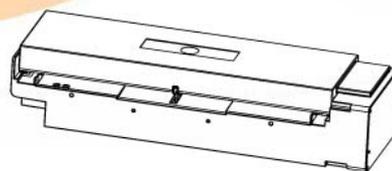


Scanner User's Guide

plustek



- ✓ **Installation**
- ✓ **Usage & Maintenance**

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Screen Examples in This Manual

The screen shots in this guide were made with Windows 7. If you are using Windows Vista / 8 / 10, your screen will look somewhat different but function the same.

Table of Contents

INTRODUCTION	1
How to Use This Guide.....	1
<i>Conventions of This Guide</i>	1
<i>A Note about Icons</i>	2
Safety Precautions.....	2
System Requirements.....	3
Box Contents.....	3
Scanner Overview.....	4
CHAPTER I. INSTALLING THE SCANNER	5
Software Installation Requirements.....	5
Hardware Requirements.....	5
Installing and Setting up the Scanner.....	5
<i>Step 1. Connecting the Scanner to Your Computer</i>	6
<i>Step 2. Installing the Software</i>	6
CHAPTER II. SCANNING	7
Placing the Plastic Card.....	7
Placing the Document.....	7
Scanning via the Demo Program.....	7
CHAPTER III. PRODUCT FUNCTION DESCRIPTION	10
CHAPTER IV. CLEAN AND MAINTENANCE	15
Clean the Scanner.....	15
<i>Cleaning Materials</i>	15
<i>Clean Feed Roller and Glass</i>	15
Calibrating the Scanner.....	16
Power Save.....	17
Usage & Maintenance Tips.....	17
APPENDIX A: SPECIFICATIONS	18
APPENDIX B: CUSTOMER SERVICE AND WARRANTY	19
Service & Support Information.....	19
Statement of Limited Warranty.....	20
FCC Radio Frequency Statement.....	21

Introduction

Thank you for choosing us as your scanner supplier. 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. You can easily scan single-sided documents with your scanner.

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

This User's Guide provides instructions and illustrations on how to install and operate your scanner. 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.

The Introduction section of this manual describes the box contents and minimum computer requirements to use this scanner. Before you start installing your 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 our customer service directly.

Chapter I describes how to install the scanner's software and connect the scanner to your computer. Note: The scanner connects to your computer through the Universal Serial Bus (USB). If your computer does not support USB technology, you will need to purchase a USB interface card to add USB capabilities to your computer, or buy and install USB connectors if your motherboard has USB capabilities. This guide assumes that your computer is USB-ready and has a free USB port.

Chapter II describes how to use your scanner.

Chapter III describes the scanner functions.

Chapter IV describes how to maintain and clean your scanner.

Appendix A contains the specifications of the scanner you purchased.

Appendix B contains our customer service, the limited warranty agreement and FCC statement concerning the product.

Conventions of This Guide

Bold — Important note or first use of an important term in a chapter.

"XXX" — Represents commands or contents on your computer screen.

A Note about Icons

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



Warning

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



Attention

Instructions that are important to remember and may prevent mistakes.



Information

Optional tips for your reference.

Safety Precautions

Before using this device, please read the following important information to eliminate or reduce any possibility of causing damage and personal injury.

1. Usage — the product is for indoor use in dry locations. Moisture condensation may occur inside this device and cause malfunction under these conditions:
 - when this device is moved directly from a cold to a warm location;
 - after a cold room is heated;
 - when this device is placed in a damp room.

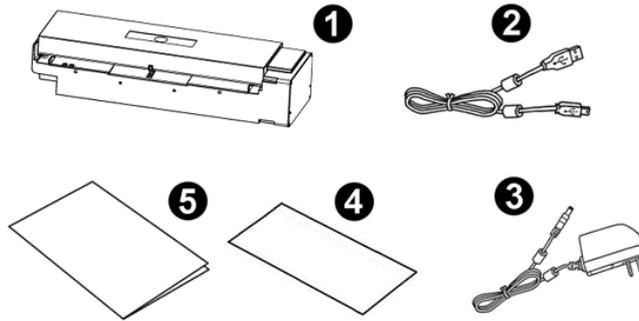
To avoid the moisture condensation, you are recommended to follow these procedures:

- i. Seal this device in a plastic bag for it to adapt to room conditions.
 - ii. Wait for 1-2 hours before removing this device from the bag.
2. Only use the AC adapter and USB cable provided with the scanner. Use of other cable may lead to malfunction.
3. Avoid using the scanner in a dusty environment. Dust particles and other foreign objects may damage the unit.
4. Do not subject the scanner to excessive vibration. It may damage the internal components.
5. Unplug this device if you do not need to use for a certain period of time, such as during night or long weekend, to avoid any risks of causing fire.
6. Do not attempt to disassemble the scanner. There is danger of electrical shock and opening your scanner will void your warranty.

System Requirements¹

- Available USB 2.0 port
- Operating System: Windows Vista / 7 / 8 / 10

Box Contents²

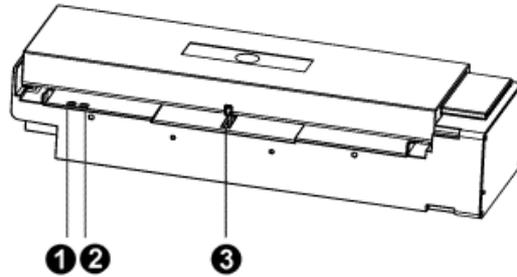


1. Scanner
2. USB Cable
3. AC Adapter
4. Calibration Sheet
5. Quick Guide

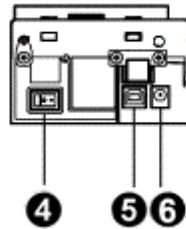
¹ Higher requirements might be needed when scanning or editing a large quantity of image data. The system requirements here are only a guideline, as in general the better the computer (motherboard, processor, hard disk, RAM, video graphic card), the better the results.

² Save the box and packing materials in case you need to transport this scanner in the future. The product packaging can be recycled.

Scanner Overview



1. **Power Indicator:** Indicates the scanner's power status.
2. **Status Indicator:** Indicates the scanner's operating status.
3. **Page Feed Slot:** Feed the document into the scanner from this slot. You can feel the document being grabbed by the scanner.



4. **Power Switch:** Use this to turn the scanner ON or OFF.
5. **USB Port:** It connects the scanner to a USB port on your computer by the included USB cable.
6. **Power Receptor:** Connects the scanner to a standard AC power outlet by the included AC adapter.

Chapter I. Installing the Scanner

Before 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 of this guide.

Software Installation Requirements

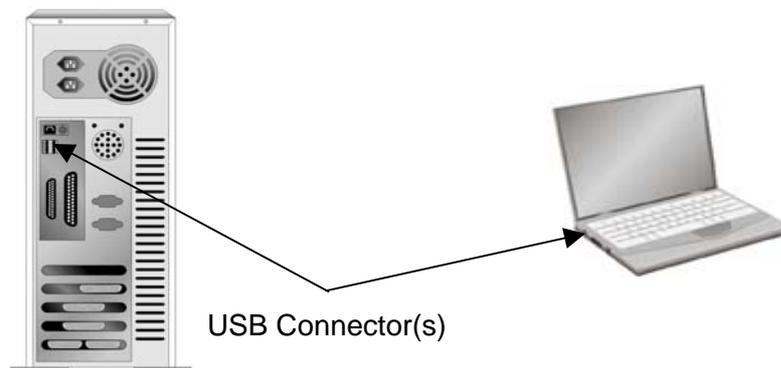
Your scanner comes with the scanner's driver and the Demo program. All of these software applications use approximately 800 megabytes of hard disk space after they are installed on your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 1 GB of hard disk space is recommended.

This USB scanner can only operate under the Microsoft Windows Vista / 7 / 8 / 10 operating system.

Hardware Requirements

This scanner connects to your computer through the Universal Serial Bus (USB), which supports hot swap. To determine whether your computer is USB-capable, you must check the rear of your PC to locate a USB jack that looks the same as the one pictured below. Note that on some computers, the USB port at the rear of the computer may be occupied and additional ports may be found on the monitor or keyboard. If you are having trouble in locating the USB port on your computer, please refer to the hardware manual that came with your computer.

Upon examination, you should find one or two rectangular USB ports, which usually appear as shown below.



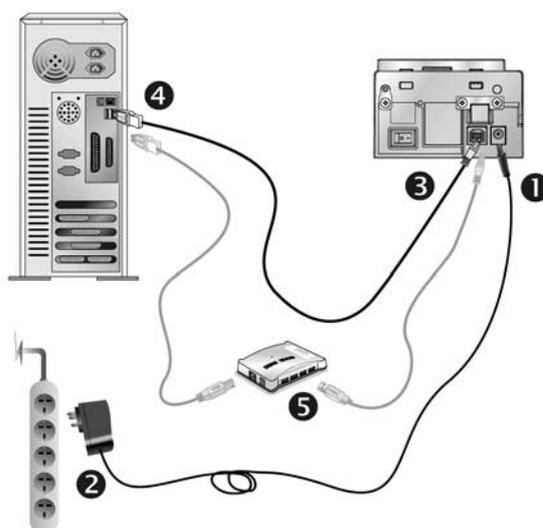
If you do not find such USB ports on your computer, then you need to purchase a certified USB interface card to add USB capabilities to your computer.

Installing and Setting up the Scanner

Please follow the step-by-step procedures described below to install the Plustek

scanner.

Step 1. Connecting the Scanner to Your Computer



Attention

Please make sure the scanner is turned OFF before you plug or unplug the scanner power adapter.

1. Plug the AC adapter into the scanner's power receptor.
2. Plug the other end of the power cable into a standard AC power outlet.
3. Plug the end of the included USB cable into the USB port of the scanner.
4. Plug the rectangular end of the USB cable to an available USB port on your computer.
5. If you plan to connect your scanner to a USB hub³, make sure that the hub is connected to the USB port in your computer. Next, connect the scanner to the USB hub.

Step 2. Installing the Software

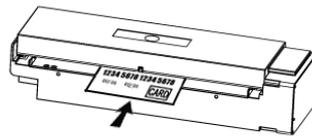
1. Switch on the scanner power from the side of the scanner.
2. Follow the on-screen instructions of the installation driver to install the software that your new scanner requires.

³ The USB hub is not included with the scanner.

Chapter II. Scanning

Placing the Plastic Card

The plastic card can be embossed credit card, driver license, ID card, insurance card, medic-care card or any membership card. Make sure to load the embossed face of the embossed card face up into the scanner. Insert one plastic card face up into the scanner.

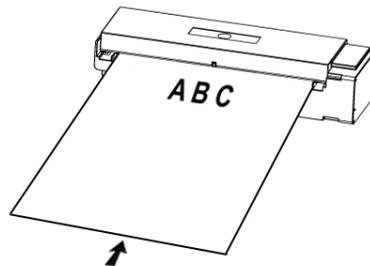


Attention

- Make sure the plastic card you wish to scan is horizontally loaded into the scanner.
- Maximum thickness of each plastic card is: Embossed up to 1.2 mm.

Placing the Document

Insert one-document face up into the scanner.



Scanning via the Demo Program

The Demo program is automatically installed to your system along with the scanner driver.



Attention

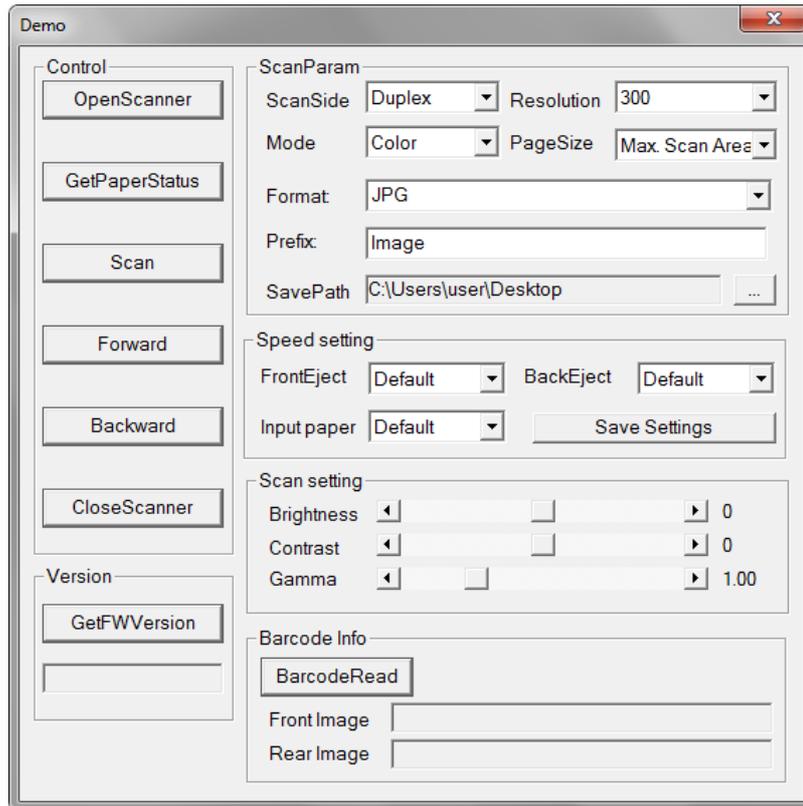
Before you start scanning, check the following:

1. The power of both your computer and scanner is turned on.
2. The document is appropriately loaded into the scanner.

The Demo program is a very important piece of software that comes with your

scanner. The Demo program allows you to adjust a number of settings to define the quality of the scanned image.

From the Windows **START** menu, point to **All Programs > Your Scanner Model Name**, and then click **VTM_Demo**. (For Windows 8.1 users: Point your mouse cursor to the upper or lower right corner of your screen to open the **Charm** bar. Click on the **Start** charm, then click on the downwards arrow button in the lower left corner of the screen. The **Apps** screen will be shown. Move your cursor to the right edge of the screen to scroll right until you find **Your Scanner Model Name**, and then click on **VTM_Demo**.)



Control

OpenScanner: Click on this button to open the scanner.

GetPaperStatus: Click on this button to get the paper status.

Scan: Click on this button to scan the document.

Forward: Click on this button to eject the document forward.

Backward: Click on this button to eject the document backward.

CloseScanner: Click on this button to close the scanner.

Version

GetFWVersion: Click on this button to get the firmware version.

ScanParam

ScanSide: Select the available options from the drop-down menu. Available

options are: **Front, Rear** and **Duplex**.

Resolution: Select the available options from the drop-down menu. Available options are: **100, 150, 200, 300** and **600**.

Mode: Select the available options from the drop-down menu. Available options are: **B/W, Gray** and **Color**.

PageSize: Select the available option from the drop-down menu. Available option is: **Max. Scan Area**.

Format: Select the available options from the drop-down menu. Available options are: **BMP** and **JPG**.

Prefix: Enter the desired prefix for the scan images.

SavePath: Click the  button to select the desired saving folder.

Speed setting

FrontEject: Select the available options from the drop-down menu. Available options are: **Default, Speed1, Speed2, Speed3, Speed4** and **Speed5**. The larger the speed number is, the slower the ejecting speed.

BackEject: Select the available options from the drop-down menu. Available options are: **Default, Speed1, Speed2, Speed3, Speed4** and **Speed5**. The larger the speed number is, the slower the ejecting speed.

Inputpaper: Select the available options from the drop-down menu. Available options are: **Default, Speed1, Speed2, Speed3, Speed4** and **Speed5**. The larger the speed number is, the slower the mounting speed.

Save Settings: Click on this button to save the settings.

Scan setting

Brightness: Adjust the brightness setting from –100 to 100. The default setting is 0.

Contrast: Adjust the contrast setting from –100 to 100. The default setting is 0.

Gamma: Adjust the gamma setting from 0.01 to 4.00. The default setting is 1.00.

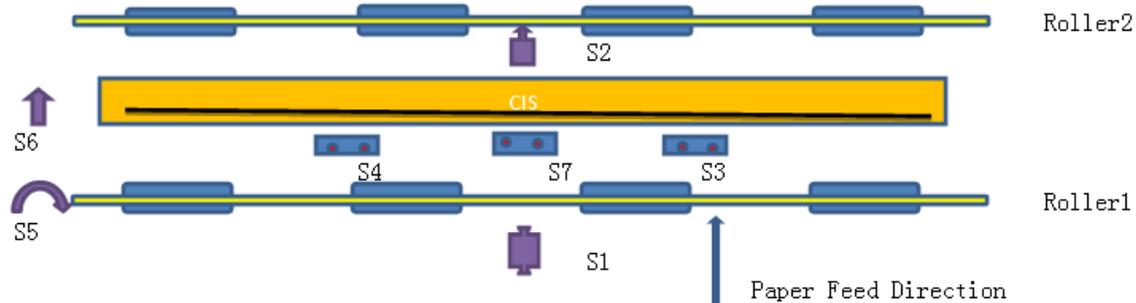
Barcode Info

BarcodeRead: Click on this button to get the barcode information after scanning the images.

Chapter III.

Product Function Description

Internal sensors Illustration:



1. Check whether the VTM300 cover is closed firmly:

- 1) When the scanner is power on, and the cover is closed firmly, the status indicator on the right shines blue.
- 2) When the scanner is power on, and the cover is not closed well, the status indicator on the right shines yellow-orange to notify the user to close the cover firmly.

2. Auto eject function when powering on the VTM300:

- 1) When the scanner is power on, and there is no paper inside, the scanner will do nothing.
- 2) When the scanner is power on, and there is some paper inside, the scanner will take the following actions:
 - If only the Sensor2 detects the paper and others don't detect the paper, the VTM300 will eject the paper from the back end and drop the paper in the recycle box.
 - If more than one of the Sensor3, Sensor4 or Sensor7 detects the paper, or more than one of the Sensor3, Sensor4, Sensor7 and the Sensor2 detect the paper, the VTM300 will eject the paper from the front end and return the paper to the user.
 - If only the Sensor1 detects the paper and others don't detect the paper, the VTM300 will feed the paper.

3. Auto feed function when inserting the paper (card):

- 1) When the scanner is power on, user inserts the paper from the front end, if the Sensor1 detects the paper, the VTM300 will feed the paper. At the same time, the VTM300 will detect the skew and the paper jam, if there is no abnormal situation, the VTM300 will feed the paper.

4. Paper skew detection in the scanning process:

- 1) User inserts the paper from the front end, if the Sensor1 detects the paper, the VTM300 will feed the paper. At the same time, the Sensor3 and Sensor4 detect the paper skew.

- 2) If the detected skew angle is larger than the default setting, the paper will be judged skew, the VTM300 will eject the paper from the front end to the user, and the user has to reload the paper.
- 3) If the detected skew angle is smaller than the default setting, the paper will be judged normal and the VTM300 will feed the paper.
- 4) Skew angle can be customized, customer can set desired skew angle as the default setting.

5. Auto Deskew function in the scanning process:

- 1) If user insert the paper with angle, but the skew angle is under the default settings, the VTM300 will feed the paper.
- 2) When the user scan the document, the VTM300 will auto deskew the scan document, user can see the correction from the walking trace of the paper and the scanned result.
- 3) User can see the correction from the walking trace of the paper.
- 4) User can see the correction from the scanned result. User can see the concave correction in the opposite side of the skew.

6. Paper jam detection in the scanning process:

- 1) The VTM300 will auto detect paper jam when it is occurred in the scanning process.
- 2) When the user click on the Scan button to scan the document, if the sensor2 doesn't detect the paper after a certain period of time, no matter the Sensor5 signal is normal or abnormal, the VTM300 will eject the paper from the front side and end up this scan without saving the image. The New Demo will popup the feeding error dialog, and the status indicator on the right shines blue to notify the user there is paper jam occurred, please insert the paper and scan the paper again.
- 3) When the user click on the Scan button to scan the document, if the sensor2 detects the paper after a certain period of time, and the Sensor5 signal is abnormal, it is judged to be paper jam, the VTM300 will stop the Motor and end up this scan without saving the image. New Demo program will not popup any information, and the status indicator on the right shines blue to notify the user there is paper jam occurred.

7. Paper eject direction selection function:

- 1) When the scan is finished, the VTM300 will grab the paper at the back end, user may select the paper eject direction by clicking on the "Forward" or "Backward" button in the New Demo application software.
- 2) **Forward:** Let the VTM300 eject the paper forwardly, eject the paper from the back end and drop the paper in the recycle box.
- 3) **Backward:** Let the VTM300 eject the paper backwardly, eject the paper from the front end and return the paper to the user.

8. Paper jam detection in the feeding/ejecting process:

- 1) User inserts the paper from the front end, if the Sensor1 detects the paper, the VTM300 will feed the paper. At the same time, the Sensor3 and Sensor4 detect the paper skew and the Sensor5 detects the paper jam.

- If the Sensor5 signal is abnormal and it is judged to be paper jam, the VTM300 will eject the paper from the front end and return the paper to the user. User has to insert the paper again.
 - **If user inserts the card** and sees the card jam in the card feeding process, as long as the Motor is rotating normally, the Sensor5 signal is not abnormal, the VTM300 will feed the card. When the card feeding time lasts over 3 seconds, the VTM300 will stop the Motor, and user can select to eject the card forward or backward.
- 2) VTM300 will perform Sensor5 paper jam detection in the forward / backward ejection process:
- If the Sensor5 signal is abnormal and it is judged to be paper jam, the VTM300 will stop the Motor and end up the ejection. At the same time, the status indicator on the right shines blue to notify the user there is paper jam occurred.
 - If user sees the paper jam, as long as the Motor is rotating normally, and the Sensor5 signal is not abnormal, the VTM300 will not detect the paper jam occurred and will keep ejecting the paper. When the ejecting time lasts over 3 seconds and the paper is still detected by more than one of the Sensor3, Sensor4, Sensor7 or Sensor2, the VTM300 will stop the Motor and end up the ejection. At the same time, the status indicator on the right shines blue to notify the user there is paper jam occurred.

9. Auto detect document type:

- 1) User inserts the "Object to be scanned" from the front end, if the Sensor1 detects the "Object to be scanned", the VTM300 will feed the "Object to be scanned". During the feeding process, the VTM300 will judge the "Object to be scanned", whether it is a paper or a card.
- 2) If the "Object to be scanned" is detected by neither Sensor3 nor Sensor4, but is detected by Sensor2, the "Object to be scanned" is judged to be a card. When the user click on the Scan button to scan the "Object to be scanned", the VTM300 will perform the card scanning.

10. LED indicators:

- 1) There are 2 LED indicators (Blue and Yellow-orange) on the VTM300. The Power indicator is on the left and the Status indicator is on the right.
- 2) The Power indicator on the left shines blue and the Status indicator on the right is off: indicates the scanner connection is normal and is ready to be operated.
- 3) The Power indicator on the left is off, and the Status indicator on the right is off: indicates the scanner connection is abnormal and is not ready to be operated.
- 4) The Power indicator on the left shines blue and the Status indicator on the right shines yellow-orange: indicates the scanner cover is open or is not close firmly.
- 5) The Power indicator on the left shines blue, and the Status indicator on the right shines blue: indicates that there is paper jam occurred.
- 6) The Power indicator on the left shines blue and the Status indicator on the right blinks blue: indicates that there is something wrong on the scanner hardware, for example: RAM, SDRAM, ROM etc.

- 7) The Power indicator on the left shines blue, and the Status indicator on the right blinks yellow-orange: indicates that the VTM300 is performing calibration.

11. Barcode recognition function:

- 1) The VTM300 supports 1D barcode and 2D barcode recognition.
- 2) Supports many kinds of barcode, for example: EAN, EAN8, Code 39, Code 93, Code 128, UPC-A, UPC-E, ITF-14, ITF-16, NW-7, 12 of 5 and QR code.
- 3) The VTM300 currently supports front side and rear side single barcode recognition.
- 4) Recognition speed:
 - It depends on the image file size, resolution and the search settings. The smaller the file, the higher the resolution and the smaller the search criteria is, the faster the speed.
 - If the file size is small (resolution: 200 dpi), black and white, search in the specific zone, the VTM300 can recognize single QR code in 1 second.
- 5) Recognition rate:
 - The recognition rate for 1D barcode and QR code is almost 100%.
- 6) To reach the high recognition rate, the barcode images should meet the following criteria:
 - The resolution is equal or higher than 200 dpi.
 - The barcode image is not distorted or is not interference by noises (such as horizontal and vertical lines, dirt, text, etc.).
 - The barcode generator should meet the standard of ISO / IEC 18004.
 - The printer prints clear.
- 7) The following situation may lead to bad recognition:
 - The barcode is covered by something (such as texts, images etc).
 - The barcode is not clear enough (for example: the image is serrated seriously.).
 - The barcode size is too large and it takes too much time for calculation.

12. No-image-required calibration:

- 1) The VTM300 is already calibrated in our factory, and the calibration data is saved in the scanner. In normal condition, user doesn't have to perform calibration like ordinary scanner does.

13. Scan counts function:

- 1) The VTM300 is built with scan counts function and it is easy to get total scan counts for maintenance reference.
- 2) There is special design software for viewing scan counts. It is very useful for the maintenance person.

14. Paper static electricity export function:

- 1) The VTM300 is designed with static electricity export function to avoid paper static electricity accumulation.

15. The VTM300 cover open direction is selectable:

- 1) There are 2 directions for VTM300 to open the cover, one is open from the front and the other is open from the back.
- 2) Customer can decide the cover open direction.

16. The VTM300 input paper speed is selectable:

- 1) The VTM300 supports input paper speed setting.
- 2) User can adjust the input paper speed according to their need. There are 6 options for selection. Taking A4 size 297mm paper as an example, it takes 1.0s, 1.3s, 1.6s, 1.9s, 2.2s and 2.5s to input the paper separately. Since the distance is very short, the time is little.

17. The VTM300 front eject speed is selectable:

- 1) The VTM300 supports front ejection speed setting.
- 2) User can adjust the front eject speed according to their need. There are 6 options for selection. Taking A4 size 297mm paper as an example, it separately takes 1.0s, 1.3s, 1.6s, 1.9s, 2.2s and 2.5s to eject the paper from the back side. The exact eject time depends on the paper length.

18. The VTM300 back eject speed is selectable:

- 1) The VTM300 supports back eject speed setting.
- 2) User can adjust the back eject speed according to their need. There are 6 options for selection. Taking A4 size 297mm paper as an example, it separately takes 1.0s, 1.3s, 1.6s, 1.9s, 2.2s and 2.5s to eject the paper from the front side. The exact eject time depends on the paper length.

19. The VTM300 supports customize scanned file name:

- 1) The VTM300 supports user customizes the scanned file name.
- 2) User can customize the scanned file name according to their need.

20. The VTM300 supports auto-crop and save the QR code image:

- 1) The VTM300 supports auto-crop the QR code image.
- 2) When scanning the QR code document, the VTM300 automatically recognizes the QR code, auto-crop and save the QR code image for further reference.

Chapter IV.

Clean and Maintenance

Your scanner is designed to be maintenance-free. However, constant care and maintenance can keep your scanner working smoothly.

Clean the Scanner

Paper powder, dust, ink and toner from paper being scanned may make the inner scanner dirty, which leads to poor image quality or document-feeding errors. Often clean your scanner could ensure your scanning better efficiency.



- Before cleaning the scanner, turn off the scanner and disconnect the scanner's power cable and USB cable, and then wait a few minutes for the glass and/or the inner scanner to cool to ambient temperature.
- Wash your hands with soap and water before and after cleaning the scanner.

Cleaning Materials

Have the following cleaning materials ready to clean the scanner:

- **Cleansing cloth (or a cotton swab)**
- **non-abrasive cleaner** - Isopropyl alcohol (95%). **DO NOT** use water.



- Alternatively you can use glass cleaner or a neutral detergent for window cleaning to clean the scanner glass.
- However, **DO NOT** use either of them to clean the scanner.
- Use of other cleaning materials could damage your scanner.

Clean Feed Roller and Glass

1. Open the scanner cover gently.
2. Wipe the Feed Roller from side to side and then roll it.
3. Clean the glass side to side. Repeat this until its entire surface is cleaned.



Attention

Do not spray cleaner directly onto the scanner glass. Excess liquid residue may fog or damage the scanner.

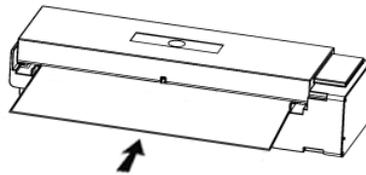
4. Wait for cleaned areas to dry completely.
5. Press down the revolt bracket until it snaps back into place.

Calibrating the Scanner

Calibrate the scanner if colors appear in areas that should be white, or colors of the scanned image and the original vary a lot. This allows you to adjust and compensate for variations that can occur in the optical component over time by its nature.

The following describes how to calibrate the scanner:

1. Insert the special calibration sheet face up into the page feed slot of the scanner.



Attention

Please insert the special calibration sheet included with the scanner. Alternatively you may also use any plain white sheet of paper sized in Letter/A4 size instead; however, the calibration effect may be less good than the special calibration sheet.

2. Click the Windows **Start** button to launch **Calibration Wizard**. (For Windows 8.1 users: Point your mouse cursor to the upper or lower right corner of your screen to open the **Charm** bar. Click on the **Start** charm, then click on the downwards arrow button in the lower left corner of the screen. The **Apps** screen will be shown. Move your cursor to the right edge of the screen to scroll right until you find **Your scanner model name**, and then click on **Calibration Wizard**.)
3. Click **Next** from the Calibration Wizard that pops up and then click **Calibrate Now....**
4. Click on the **Start** button to begin the calibration process.
5. The scanner pulls the calibration sheet through the scanner, which completes this scanner calibration. After the calibration is complete, click **OK** and then click **Finish**.

Power Save

To save power consumption, when the scanning process is finished, the scanner light source will turn itself off and the scanner will enter a lower-power mode without delay time.

Usage & Maintenance Tips



Attention

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

- Do not insert any document into the scanner with small objects such as paper clips, pins, staples or any other fasteners attached.
- Do not insert damp, curled or wrinkled documents into the scanner for scanning. These documents can cause paper jams and possibly damage the unit.

Appendix A: Specifications⁴

Scanner Type	Duplex sheet feeder scanner
Feed Mode	Single sheet
Image Sensor	CIS x 2
Light Source	RGB LED
Optical Resolution	600 dpi
Hardware Resolution	600 x 600 dpi
Scanning Speed	≤ 4 sec (Color, 300 dpi, A4, Duplex) Note: Scanning speed varies, depending upon the scanning software, CPU and RAM of PC.
Scanning Area (W x L)	Max.: 216 x 594 mm (8.5" x 23.4") Standard: 210 x 297 mm (A4)
Acceptable Paper Sizes (W x L)	Max.: 218 x 594 mm (8.6" x 23.4") Min.: 54 x 54 mm (2.1" x 2.1")
Acceptable Paper Weight	50 g/m ² to 250 g/m ² (13 to 90 Lbs)
Thickness of card	Embossed up to 1.2 mm
Daily Duty Scan (Sheets)	500 Sheets
Max. Lifetime Scan (Sheets / Hours)	500,000 Sheets / 5,000 Hours (Whichever comes first)
Power Supply	Input: AC 100-240V ± 10%, 50/60Hz Output: DC 24V / 1.25A
Power Consumption	Operation: Under 18.5W Idle: Under 4.5W
Operation Temperature	High: 45°C Low: 5°C (10°C is recommended)
Operation Humidity	High: 80° (Not condensing) Low: 20°
Interface	USB 2.0 / USB 3.0 (Compatible)
Net Weight	1.2 Kgs (2.67 Lbs)
Dimensions (W x D x H)	289 x 90.7 x 60.7 mm (11.38" x 3.57" x 2.39")
Support OS	Microsoft Windows Vista / 7 / 8 / 10 (32/64 bit)

⁴ Hardware specifications may change at any time without prior notice.

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.

Visit our website www.plustek.com for more customer service information. For further assistance, visit our website or call our customer support phone number listed on the website. One of our representatives will be happy to assist you from Monday through Friday during office working hours as shown below:

Europe	9:00 a.m. – 5:30 p.m. (CET)
Other Countries or Areas	9:00 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 the bottom of the scanner)
- 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)
- Name of software package(s), version or release number and manufacturer of the software
- Other USB devices installed

Service & Support Information

For information about product spare parts product upgrades, please ask local distributors and suppliers.

Information about the Implementing Measure test report, please ask local distributors and suppliers.

Do not dispose anything of the product before asking local distributors and suppliers about the right disposal methods and procedures in order to decrease the environmental impact.

If you want to dispose of the product and/or an accessory, please ask local distributors and suppliers to get the contact information of your nearest electronic disposal center.

If you have any maintenance inquiry, please ask local distributors and suppliers to get the contact information of nearest maintenance center in order to extend the product usage life time.

If you want to maintain and/or have the product cleaned, please ask local distributors and suppliers to get the right information of nearest stores.

Statement of Limited Warranty

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 includes all parts and labor, and is not valid without the receipt of original purchase. To obtain warranty service, you may contact the authorized dealer or distributor, or visit our website to check out the available service information, or send a request via E-mail for further help.

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.

FCC Radio Frequency Statement

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.