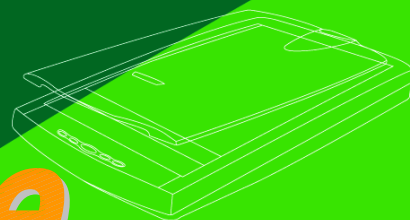




# *Scanner User's Guide*



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



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# Table of Contents

<b>INTRODUCTION.....</b>	<b>1</b>
HOW TO USE THIS GUIDE.....	1
CONVENTIONS OF THIS GUIDE.....	2
A NOTE ABOUT ICONS.....	2
SYSTEM REQUIREMENTS.....	2
BOX CONTENTS.....	3
<b>CHAPTER I. INSTALLING THE SCANNER.....</b>	<b>5</b>
SOFTWARE INSTALLATION REQUIREMENTS.....	5
HARDWARE REQUIREMENTS.....	5
INSTALLING AND SETTING UP THE SCANNER.....	6
<i>Step 1. Hassle-Free Lock Mechanism.....</i>	<i>6</i>
<i>Step 2. Connecting the Scanner to Your Computer.....</i>	<i>7</i>
<i>Step 3. Installing the Software.....</i>	<i>7</i>
SOFTWARE SETUP TROUBLESHOOTING.....	8
INSTALLING ADDITIONAL SOFTWARE.....	9
SCANNER SETUP AFTER WINDOWS XP UPGRADE.....	9
<b>CHAPTER II. USAGE AND MAINTENANCE.....</b>	<b>10</b>
OPERATING THE SCANNER.....	10
<i>Testing the Scanner.....</i>	<i>11</i>
<i>Using the Scanner Buttons.....</i>	<i>12</i>
<i>Defining The Custom button.....</i>	<i>12</i>
SCANNING THE FILMS.....	12
<i>Installing the Transparency Adapter.....</i>	<i>13</i>
<i>Using the Negative and Positive Film Holders.....</i>	<i>13</i>
<i>Important Notes about Scanning Films.....</i>	<i>15</i>
THE SCANNER UTILITY PROGRAM.....	15
<i>Connection Status.....</i>	<i>16</i>
<i>Aligning the Scanner.....</i>	<i>17</i>
LAMP CONTROL.....	17
<i>Via the Scanner Utility.....</i>	<i>17</i>
<i>Via the Power Save button.....</i>	<i>18</i>
BASE STAND.....	18
MAINTENANCE.....	19
<b>APPENDIX A: TROUBLESHOOTING.....</b>	<b>20</b>
SCANNING PROBLEMS.....	20
COMMON -HOW-TO- QUESTIONS.....	23
<b>APPENDIX B: SPECIFICATIONS.....</b>	<b>25</b>
<b>APPENDIX C: CUSTOMER SERVICE AND WARRANTY.....</b>	<b>27</b>
STATEMENT OF LIMITED WARRANTY.....	27
FCC RADIO FREQUENCY STATEMENT.....	28
<b>CONTACTING PLUSTEK.....</b>	<b>30</b>



# 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. This guide assumes the user is familiar with Microsoft Windows XP, 98, Me and 2000 Professional. 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. Installing the Scanner describes how to install 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 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.

Appendix A contains technical support information that can help you solve simple problems. Before calling for help, please read through Appendix A: Troubleshooting.

Appendix B contains the Specifications of the scanner you purchased.

Appendix C contains our limited warranty agreement and FCC statement concerning the product.

## Conventions of This Guide

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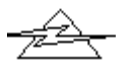
**Bold** — Important note or first use of an important term in a chapter.

**ALL CAPS** — Represents commands or contents on your computer screen.

## A Note about Icons

---

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<sup>1</sup>

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- Windows/Intel Compatible Personal Computer

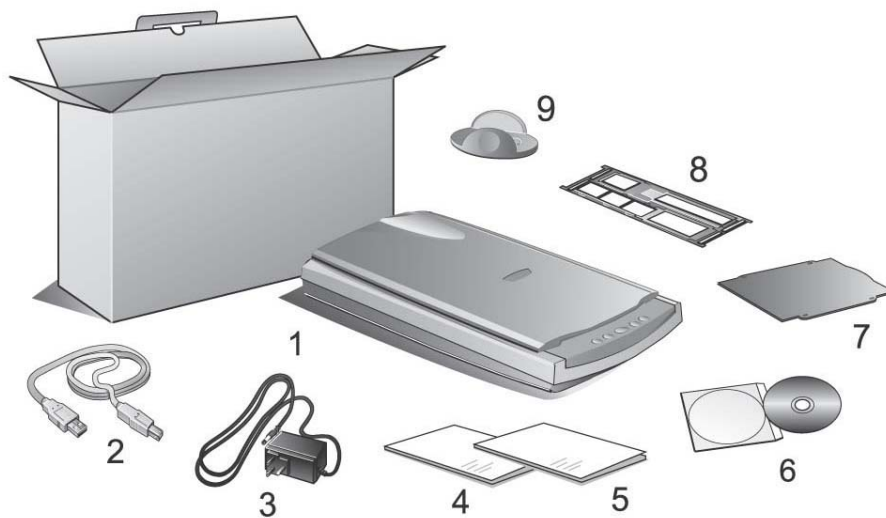
---

<sup>1</sup> Higher requirements might be needed when you scan or edit 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.

- Pentium CPU or above
  - CD-ROM Drive
  - 64 MB RAM (128 MB Recommended)
  - 160 MB Free Hard Disk Space (260 MB Recommended)
  - USB Port
  - Microsoft™ Windows XP, 98, Me, and 2000 Professional
- NOTE:** Windows NT 4.0 does not support Universal Serial Bus (USB) connectivity.
- Video card that supports 16-bit color or greater

## Box Contents<sup>2</sup>

---



1. Scanner<sup>3</sup>
2. USB Cable
3. Power Adapter
4. Quick Guide (Scanner)
5. Quick Guide (Action Manager 32)
6. Setup / Application CD-ROM includes the following software applications<sup>4</sup>:
  - Scanner Setup software
  - ABBYY FineReader 5.0 Sprint (OCR Software)
  - NewSoft Presto! PageManager (Document Management Software)
  - NewSoft Presto! ImageFolio (Image Editing Software)
  - NewSoft Presto! Mr. Photo (Photo Organizer)
  - Action Manager 32

<sup>2</sup> Save the box and packing materials in case you need to transport this scanner in the future.

<sup>3</sup> The scanner illustration(s) may appear different than from the actual scanner itself.

<sup>4</sup> The bundled software may change at any time without prior notice.

- Scanner User's Guide (Electronic version)
  - Scanner Software User's Guide (Electronic version)
  - Registration Form (Electronic version)
  - Adobe Acrobat Reader (PDF Product Manuals Reading Program)
7. Reflective Document Mat
  8. Negative and Positive Film Holder
  9. Base Stand



# 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

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Your scanner comes with the image-editing software (Presto! ImageFolio), OCR software (FineReader), document management software (Presto! PageManager), 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.

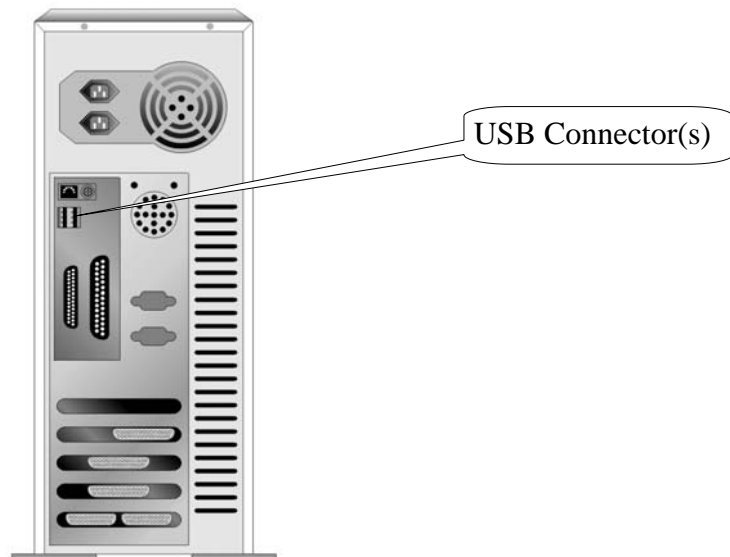
The USB scanner can only operate under the Microsoft Windows 98, Me, 2000 Professional or XP operating system.

## Hardware Requirements

---

This scanner connects to your computer through the Universal Serial Bus (USB) which supports *hot Plug and Play*. 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 don't 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 USB scanner.

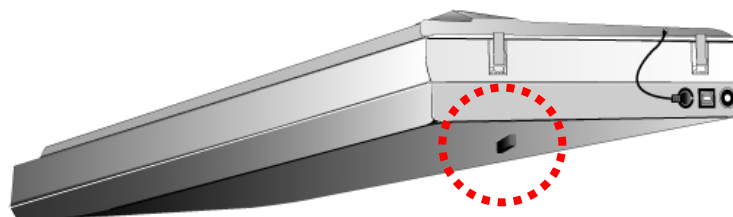
### Step 1. Hassle-Free Lock Mechanism

This scanner has an automatic locking mechanism to hold the scanning head in place during transportation. When the locking switch (located on the scanner's underside) is pressed, it automatically unlocks the scanning head; when not pressed, it automatically locks up the scanning head again.

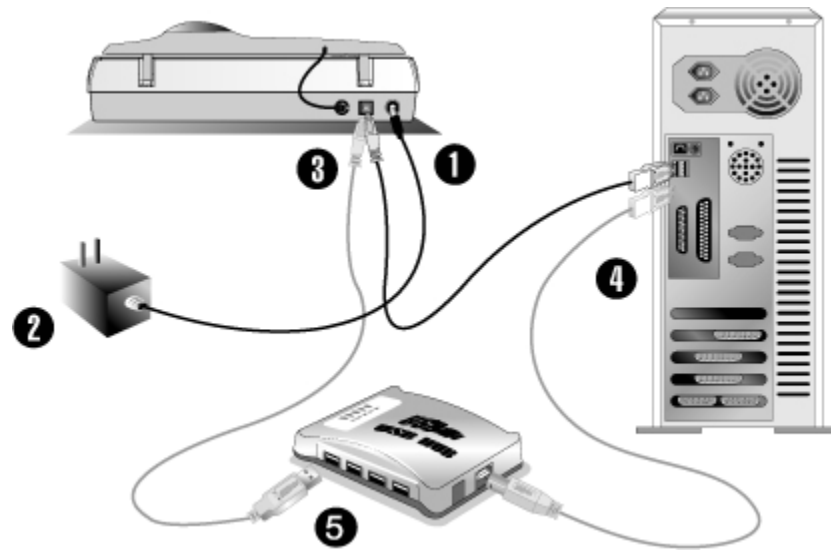


#### Attention

- Always place your scanner on a flat and smooth surface before proceeding the scanner setup or any scanning task.
- When you need to move the scanner, do keep the locking switch NOT PRESSED to ensure accurate and problem-free use of your scanner.



## Step 2. Connecting the Scanner to Your Computer



1. Plug the power adapter into the scanner's power receptor.
2. Plug the other end of the power adapter into a standard AC power outlet.
3. Plug the square end of the included USB cable to the USB port at the rear of the scanner.
4. Plug the rectangular end of the USB cable to the USB port on the back of your computer.

**Note:** If there is another USB device connected to the computer, connect the scanner to an available USB port.

5. If you plan to connect your scanner to a USB hub<sup>5</sup>, make sure that the hub is connected to the USB port in your computer. Next, connect the scanner to the USB hub.

**Note:** If you do not have a USB port available, you might need to buy a USB port.

## Step 3. Installing the Software

1. If the USB components on your computer are functioning correctly, they will automatically detect the scanner causing the "Add New Hardware Wizard" or "Found New Hardware Wizard" to be launched. Note: If your computer was off when you connected the scanner, the "Add New Hardware Wizard" message will be displayed when

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<sup>5</sup> The USB hub is not included with the scanner.

you turn the computer on and when Windows starts.

2. **For Windows 98 & 2000**

- a. Click on the NEXT button when the “Add New Hardware Wizard” window is displayed.
- b. Select “SEARCH FOR THE BEST DRIVER FOR YOUR DEVICE [RECOMMENDED]” and click on the NEXT button.
- c. The next window will ask you where to search to find the drive. Select “CD-ROM drive”, and deselect “Floppy disk drives” if it is checked.
- d. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive and then click on the NEXT button.
- e. Click on the “NEXT” button in the window that appears. Afterwards, for Windows 98 users, please skip to Step 4.
- f. **Windows 2000 users** – During the process of the installation, a message “Digital Signature required” might be prompted. Please ignore it, and click on “YES” to continue the installation without any misgiving at your scanner functioning. Afterwards, please skip to Step 4.

3. **For Windows XP & Me**

- a. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive.
  - b. Select “INSTALL THE SOFTWARE AUTOMATICALLY [RECOMMENDED]” and click on the NEXT button.
  - c. Click on the “NEXT” button in the window that appears.
4. When the system completes the installation, click on the “FINISH” button.
  5. Follow the on-screen instructions to install all software that your new USB scanner requires.
  6. After the software is installed, close all open applications and click on the FINISH button to restart your computer.



**Attention**

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If the scanner installation is not started and displayed automatically on the screen, click START, select RUN and type in [d:\setup] (where d: is the drive letter assigned to the CD-ROM drive of your computer.)

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## 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 are still having problems, please check that:

- You have 160MB of free space on your hard disk drive.

- The scanner is plugged in and has power.
- You are using the USB cable supplied with the scanner.
- The square end of the USB cable is plugged into the rear of the scanner.
- The rectangular end of the USB cable is plugged into the back of your computer.

If you deviated from the installation procedures defined in this manual, please unplug the USB cable from the scanner and reinstall the software from the CD-ROM. To reinstall your scanner's software, click START, RUN, then type D:\Setup (where D represents the letter of your CD-ROM drive). Carefully follow all the installation instructions presented in the Setup Wizard. Reboot your computer when prompted, and plug the USB cable back into the scanner while your computer is still turned on.

## Installing Additional Software

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Your scanner is TWAIN compliant and functions with virtually all available TWAIN compatible software. If you purchase additional software to be used with your scanner, please make sure that it conforms to the TWAIN standard.

## Scanner Setup After Windows XP Upgrade

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If you plan to upgrade your operating system from Windows 98 or Me to Windows XP after having installed the scanner software, please follow the instructions below:

1. Unplug the scanner's AC power adapter from the electrical outlet.
2. Unplug the scanner's USB cable from the rear of the computer.
3. From the Windows START menu, click on [Programs] and then [Plustek USB Scanner]. In the pop-up menu that opens, click on [Uninstall USB Scanner]. Follow the on-screen instructions to remove all the scanner software.
4. After uninstallation completes, close all open applications and click the [Finish] button to restart your computer.
5. Start installing your Windows XP upgrade software by following Microsoft's related procedures.
6. When the Windows XP upgrade is done, re-install the scanner's hardware and software. Refer to the scanner setup quick guide for details.

# Chapter II. Usage and Maintenance

## Operating the Scanner

---

Your scanner accepts documents as small as business cards and as large as A4-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. Presto! ImageFolio). Action Manager 32 also includes features to allow you to use your scanner as fax<sup>6</sup> and copy machines<sup>7</sup>.

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.

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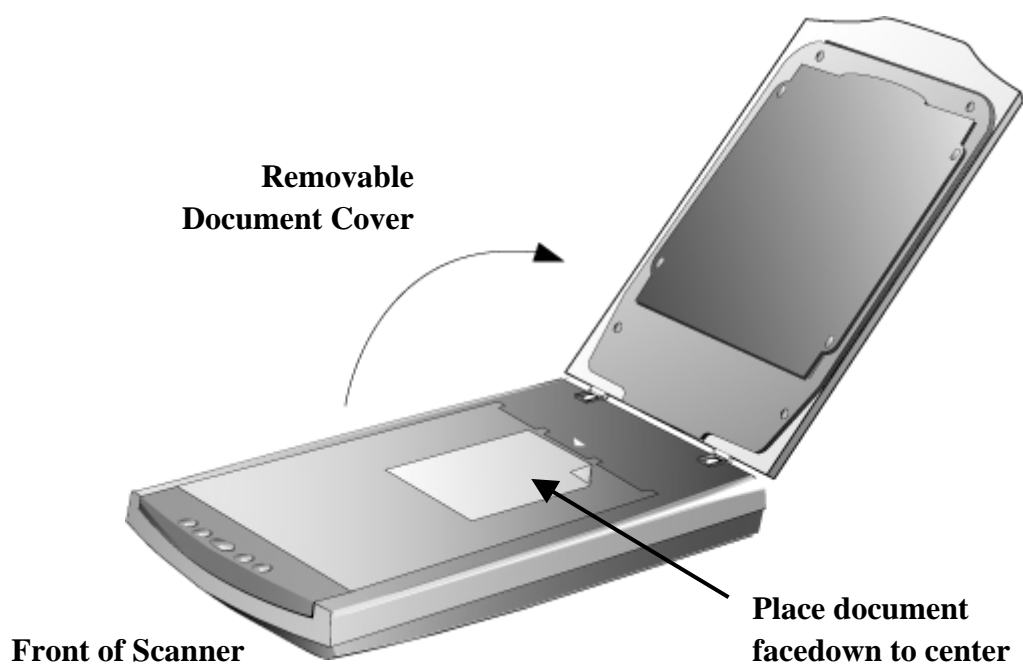
<sup>6</sup> A fax/modem and fax software is required to send faxes.

<sup>7</sup> A printer is required for the copy utility.

## Testing the Scanner<sup>8</sup>

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.
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 USB SCANNER, PRESTO! IMAGEFOLIO, and then PRESTO! IMAGEFOLIO.
4. When Presto! ImageFolio opens, click on FILE and then SELECT TWAIN SOURCE. In the window that opens, choose PLUSTEK USB SCANNER. Click on the SELECT button to close the window. This procedure allows Presto! ImageFolio to gain access to the scanner.
5. Within Presto! ImageFolio, click on FILE, ACQUIRE and then choose ACQUIRE.
6. The Plustek USB Scanner (TWAIN) window will open.
7. CLOSE the Guided Scan window and click the SCAN button.

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<sup>8</sup> The scanner illustration(s) may appear different than from the actual scanner itself.

8. If an image appears on your screen, your scanner is working properly.

To learn how to manipulate the image, please read the *Chapter II. The Scanner Software of the Scanner Software User's Guide*.



#### Attention


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

## Using the Scanner Buttons


Your scanner is equipped with function buttons designed to make your scanning experience more convenient and efficient. Each button launches a specialized utility of Action Manager 32 designed to make scanning quick and easy while giving you complete control over the scanning process.

## Defining The Custom button

With the Custom Utility, the users may turn the scanner's Custom button into a multifunctional assistant by defining it as any utility that is included in the Action Manager 32. Once the Custom button is defined, the selected utility will be opened with one press at the Custom button.

Users, after pressing the Custom button or alternatively click the Custom Utility  button in the Action manager 32 window for the very first time after completing the installation, will be prompted to define the Custom button.

The following describes how to define the Custom button:

1. Press the Custom button on the scanner.
2. The Custom Utility interface will be opened.
3. Select a desired utility from the list.
4. Press  button, and the selected utility will be launched and appear on the screen instantly.

**Note:** For those who have defined the Custom button for the very first time via Custom Utility in the Action Manager 32, they will not be prompted to define the Custom button again when they press the Custom button on the scanner, even if it is the first time they press the Custom button. For details, please read the *Chapter II. The Scanner Software* section of *the Scanner Software User's Guide*.

## Scanning the Films

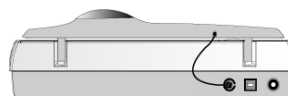
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Your scanner provides an easier and quicker way to scan transparent materials such as slides, positive or negative film. With the special designed Negative and Positive Film Holder supplied with your scanner, you may have a very different experience in proceeding scanning task. Read the following instructions carefully to learn how to scan the films.

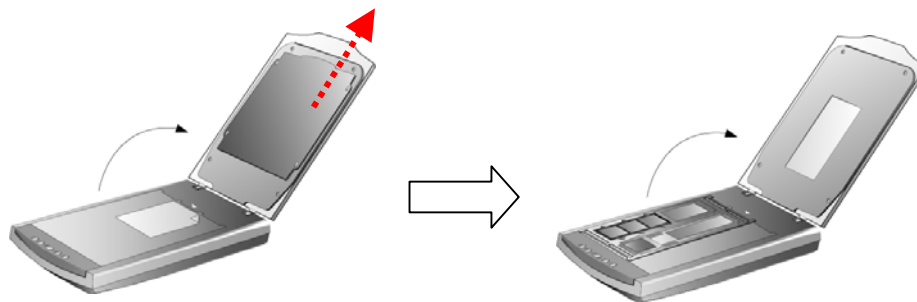
## Installing the Transparency Adapter

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 below.



## Using the Negative and Positive Film Holders

1. Remove the reflective document mat. Hold the top of the mat, and gently pull it upward until it is separated from the document cover.



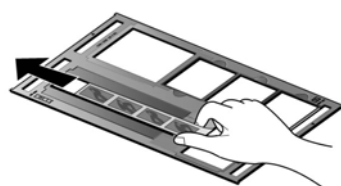
2. Insert a filmstrip or a 120/220 film into the proper compartment on the film holder. Adjust the position of the inserted film, so that the desired image appears in the view window.

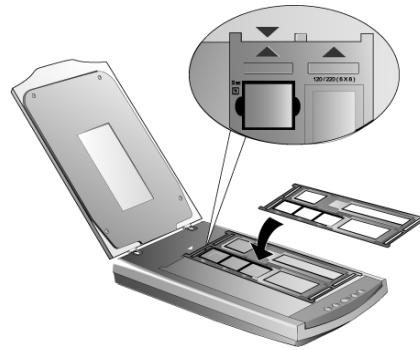
### **Caption**

- a. Filmstrip
- b. 35mm Slides
- c. 120/220 film: 60x45 mm / 60x60 mm
- d. 120/220 film: 60x70 mm / 60x80 mm / 60x90 mm

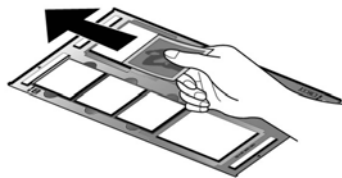
a.

b.





c.

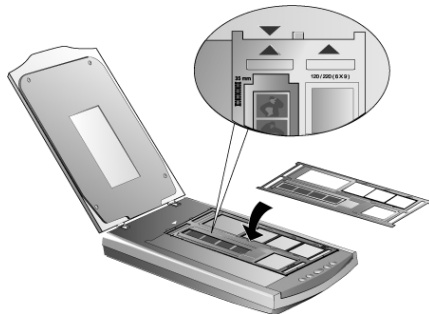


d.



3. Place the film holder on the scanner glass, and align the positioning aids of the film holder to fit into the indentations at the upper right-hand or left-hand corner of the scanner glass. Ensure that the ready-to-be-scanned film compartment must be positioned on the center of the scanner glass, and the arrow sign of the particular film compartment must be in alignment with the inverse-arrow sign carved on the scanner housing.

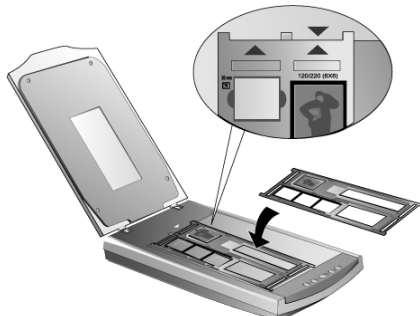
a.



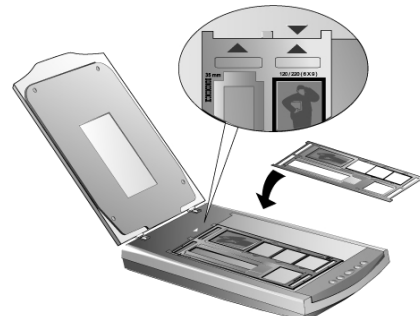
b.



c.



d.



**Attention**

**Note:** If you are scanning 35mm slides, place the film holder on the scanner first, and then place the slides in the holder.

4. Open an image editing program (e.g., Presto! ImageFolio or Presto! Mr. Photo), and then open the Plustek USB Scanner (TWAIN) window by choosing ACQUIRE from FILE menu of the image editing program.
5. Within the Plustek USB Scanner (Twain) window, select POSITIVE FILM or NEGATIVE FILM as the Scan Source.
6. Select **35mm (24x36/135)**, **120/220 (60x60 mm)**, or **120/220 (60x90 mm)** as the Film Size.
7. Click on the PRESCAN button to preview the image.
8. Adjust the scanning border, if necessary.
9. Click on the SCAN button to start scanning the image.

## Important Notes about Scanning Films

- Do not cover any small compartment below each arrow sign on the film holder because it is necessary for calibration.
- Always replace the reflective document mat onto the scanner's document cover after you finish scanning the films.
- Make sure the film is properly loaded into the film holder and the film holder is correctly positioned on the scanner glass.
- Make sure the proper SCAN SOURCE and FILM SIZE are selected before proceeding the scanning task.
- It is recommended to use a higher resolution (such as 600dpi for 35mm films, or 300dpi for 120/220 films) when you proceed the film scanning task to prevent the scan images from losing the quality while you enlarge the size of the images.

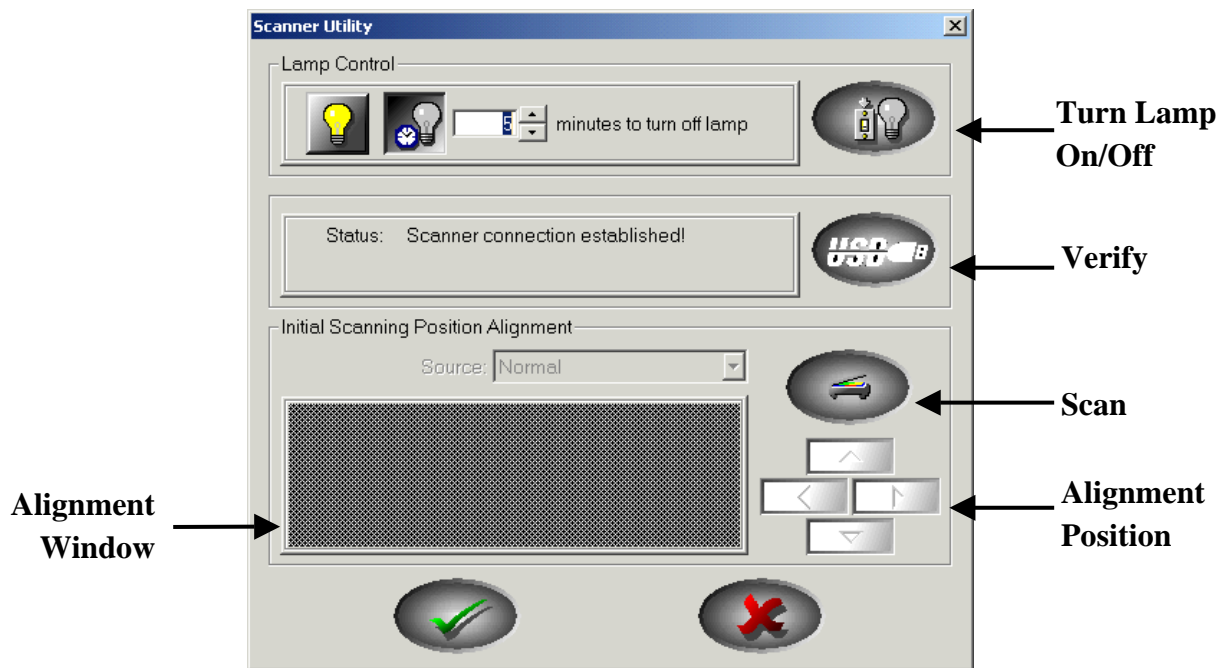
## The Scanner Utility Program

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The Scanner Utility Program can help you get your new scanner up and running. In addition, it contains a number of other features to help you tailor and control the scanner.

Most significantly, the Scanner Utility Program checks to make sure that the scanner software is properly installed and the scanner and computer are communicating with each other.

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.



### Attention

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.

## Connection Status

The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. Make sure your scanner is plugged in and the USB cable is fit snugly into the rear of your scanner and computer.

Secondly, determine the status of your USB hardware and software configuration. To do this, please run the Scanner Utility program as described below:

1. Click on the **START** button, then choose **PROGRAMS, PLUSTEK USB SCANNER** and then **SCANNER UTILITY**.
2. Once the Scanner Utility window is open, locate and click on the **USB** button shown below:



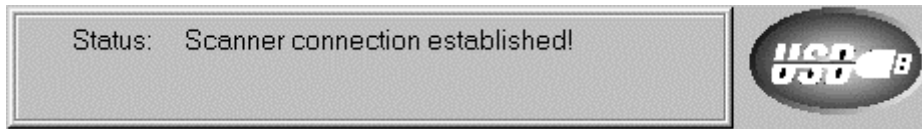
This will check the status of your USB hardware and software configuration.

3. If there is a problem with the installation, the following message will appear:



If you receive the above message, please refer to the Scanning Problems section of Appendix A Troubleshooting.

4. If the connection is OK, the following window will be displayed:

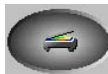


## Aligning the Scanner

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. Click on the SCAN button. Part of the photograph will be displayed in the ALIGNMENT window.
3. 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.



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

## Lamp Control

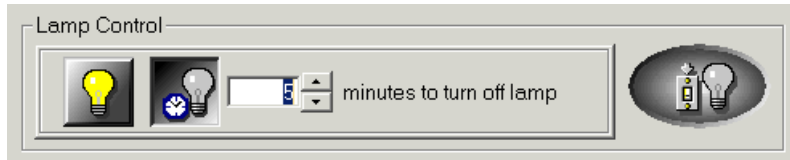
The scanner lamp may be turned ON and OFF manually via the Scanner Utility or the Power Save <sup>9</sup>. You may also press the Power Save button on the scanner's front panel to achieve the same result. Read the following paragraphs describing how to control the scanner lamp via the Scanner Utility or the Power Save button.

### Via the Scanner Utility

Click on the Windows START button and choose PROGRAMS, PLUSTEK USB SCANNER, SCANNER UTILITY. In the window that opens, find the Lamp Control section shown below:

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<sup>9</sup> You may find the Power Save in Action Manager 32 window. For details, please read the *Chapter II. The Scanner Software* section of the *Scanner Software User's Guide*.



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.”

Or, you can set the lamp being always illuminated.

## Via the Power Save button

The Power Save button enables users to turn off/on the scanner lamp immediately to conserve energy with simply one click.

### How to turn OFF the scanner lamp

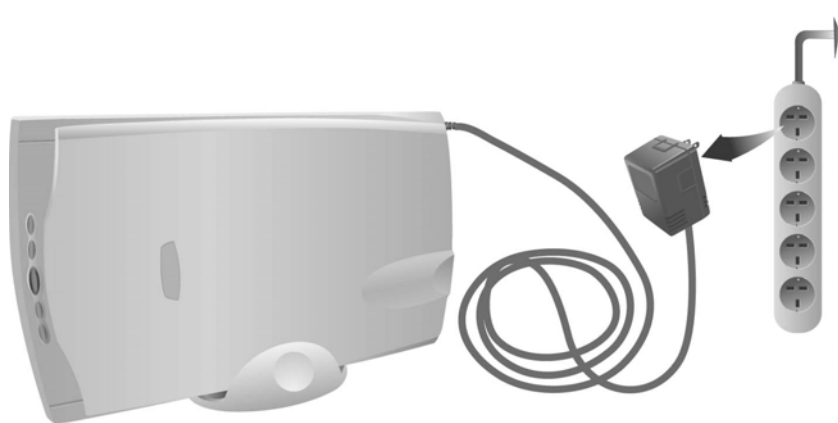
- Press the Power Save button on the scanner to turn off the lamp.

### How to turn ON the scanner lamp

- Press the Power Save button again.
- Press any function button on the scanner.

## Base Stand

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If you will not use the scanner for a while, you may alternatively use the base stand found in the scanner package to store it upright (as illustrated above) and thus save your desk space. For safety and enduring product usage, always follow these precautions:

- Do **UNPLUG** the AC power adapter from the electrical outlet.
- Do place the base stand and the scanner on **STABLE** surfaces to prevent them from falling.

When you want to use the scanner again,

- Ensure all cables are well connected to your scanner and computer. Refer to the scanner setup quick guide for details.
- Activate the Action Manager 32 program from your scanner's program folder via the Windows START menu.

## 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 soft 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).

# Appendix A: Troubleshooting

## Scanning Problems

Most 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:** After following the installation instructions, my computer cannot find the scanner.

Cause 1: Some aspect of your computer system does not support USB.

Solution 1: Download and execute the file USBREADY.EXE at <http://www.usb.org/faq.html> to determine the level of your computer's USB support.

Cause 2: USB is not enabled in your BIOS settings.

Solution 2: Enable the USB controller in your BIOS settings. This is typically done by pressing a key<sup>10</sup> (usually <del>, <F1> or <F10>) during startup. In the BIOS Settings screen that appears, find the option for USB and enable it. Exit and Save the changes you made. Your computer is rebooted automatically. Please consult your computer vendor before attempting to do this change.

Cause 3: The USB controller was improperly installed on your computer.

Solution 3: To reinstall the USB controller, click on the Start button, choose Settings and select Control Panel. In the window that opens, double-click on the Add New Hardware icon. Carefully follow the instructions that appear on your screen.

**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.

Solution1: Close all the other applications that are running in the background.

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<sup>10</sup> Please consult your computer manual on how to modify your BIOS/CMOS settings.



- Cause 2: You are scanning at a high resolution (DPI).  
 Solution 2: Reduce the resolution. See Chapter 2 of the *Software User's Guide* for information about recommended resolution settings.
- 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 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 USB 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 *Scanner 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:** 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” that is displayed.

Cause 1: The USB cables are not connected properly.

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

Cause 2: The USB cable might be too long.

Solution 2: Please use the USB cable that comes with your scanner.

Cause 3: The scanner’s power cord is not connected properly.

Solution 3: 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.

## Common -How-to- Questions

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

Solution:

- 1) In the Image-editor, click on FILE
- 2) Click on SAVE AS.
- 3) Select the folder where you want to save your image.
- 4) Select JPEG or JPG under Save as type:
- 5) Type the name of the file name for your image.

**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: Specifications<sup>11</sup>

<b>Plustek OpticPro ST24</b>	
Physical dimensions	435 x 260 x 80 mm (17.13" x 10.24" x 3.15")
Weight	2.5 Kgs (5.51 Lbs)
Operating Temperature	10° C to 40° C (50° F to 104° F)
Max. Scan Area	Reflective: 216 mm x 297 mm (8.5 x 11.69 in.) Transparency: Positive or negative films of 35 mm filmstrip, 3 pcs 35 mm slides or 120/220 film (max. 6 x 9 cm)
Scan Method	Single-Pass
Scan Modes	Color: Input 48-bit; Output 24/48-bit Grayscale: Input 16-bit; Output 8/16-bit Black & White: 1-bit
Resolution	Optical Resolution: 1200 dpi Max. Hardware Resolution: 1200 dpi (main scan) x 2400 dpi (sub scan) Max. Interpolated Resolution: 19200 dpi
Scanning Materials	Reflective color or black-and-white originals, 35 mm slides, 35mm filmstrip, 120/220 film (max. 6 x 9 cm)
Protocols	TWAIN Compliant
Connection	USB Port
Lamp type	Cold Cathode Lamp
Power adapter	Power Output DC 15V, 1.0A
Power Consumption	Operation: 15 watts maximum Idle: 4.3 watts
EMI	FCC Class B

<sup>11</sup> Hardware specifications may change at any time without prior notice.

<b>Plustek OpticPro ST12/ST16/ST19</b>	
Physical dimensions	435 x 260 x 80 mm (17.13" x 10.24" x 3.15")
Weight	2.5 Kgs (5.51 Lbs)
Operating Temperature	10° C to 40° C (50° F to 104° F)
Max. Scan Area	Reflective: 216 mm x 297 mm (8.5 x 11.69 in.) Transparency: Positive or negative films of 35 mm filmstrip, 3 pcs 35 mm slides or 120/220 film (max. 6 x 9 cm)
Scan Method	Single-Pass
Scan Modes	Color: Input 48-bit; Output 24/48-bit Grayscale: Input 16-bit; Output 8/16-bit Black & White: 1-bit
Resolution	Optical Resolution: 600 dpi Max. Hardware Resolution: 600 dpi (main scan) x 1200 dpi (sub scan) Max. Interpolated Resolution: 19200 dpi
Scanning Materials	Reflective color or black-and-white originals, 35 mm slides, 35mm filmstrip, 120/220 film (max. 6 x 9 cm)
Protocols	TWAIN Compliant
Connection	USB Port
Lamp type	Cold Cathode Lamp
Power adapter	Power Output DC 24V, 550mA
Power Consumption	Operation: 13 watts maximum Idle: 4.3 watts
EMI	FCC Class B

# Appendix C: 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.
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 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**

## 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.

To obtain the warranty service, you may:

- contact the authorized dealer or distributor.
- visit our website to check out the up-to-date service.
- send a request via E-mail for further help.

## **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

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