plustek

Scanner User's Guide
MobileOffice

Trademarks

Liability

Copyright

Environmental Information

Screen Examples in This Manual

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

Table of Contents

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.

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

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 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, maintain and clean your scanner.

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.

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 at 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 the procedure:

   1) Seal this device in a plastic bag for it to adapt to room conditions.

   2) Wait for 1-2 hours before removing this device from the bag.

2. Do use the USB cable provided with the scanner. Use of other cable may lead to malfunction.

3. Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.

4. Do not subject the scanner to excessive vibration. It may damage the internal components.

5. Unplug the device if you don't need to use for a certain period of time, such as, during night or long weekend, to avoid any risks of causing fire.

System Requirements[1]

- Pentium® IV 2.4 GHz processor

- DVD-ROM Drive

- One available USB 2.0 Port

- 1GB RAM (2GB or higher recommended)

- 2GB free HDD space (3GB or larger recommended)

- Operating System: Windows 7 / 8 / 10

Box Contents[2]
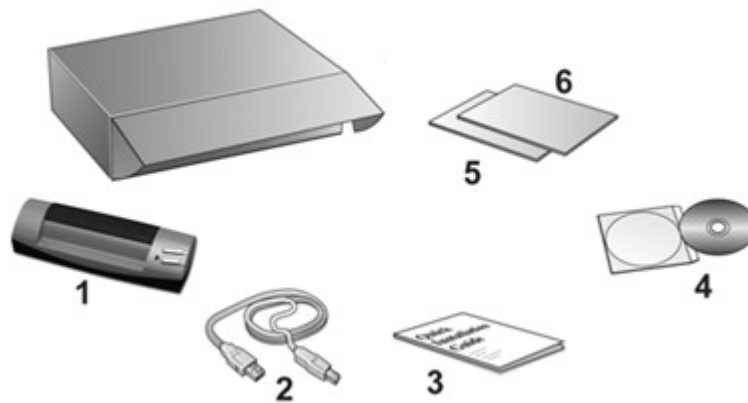
1. Scanner

2. USB Cable

3. Quick Guide

4. Setup / Application DVD-ROM

5. Calibration Sheet

6. Cleaning paper

---

[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.

Scanner Overview
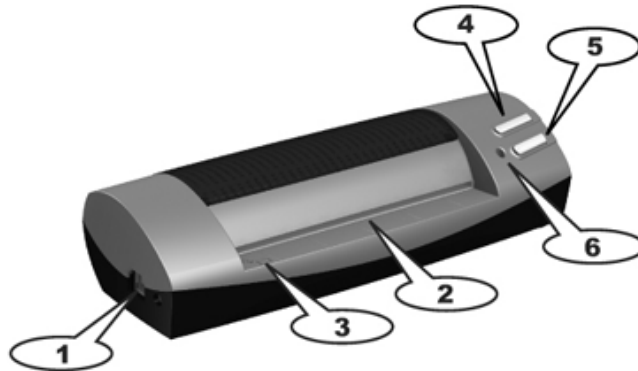
1. **USB port**: It connects the scanner to a USB port on your computer by the included USB cable.

2. **Page feed slot**: Feed the document into the scanner from this direction. You can feel the document being grabbed by the scanner.

3. **Alignment arrow**: Always align the edges of your documents to this arrow sign.

4. **SCAN button**: Press this button to start scanning. When the scan completes, the scanned images will be sent to the business card recognition software.

5. **Custom Button**: Press to perform a predefined scanning task.

6. **LED indicator**: It indicates the scanner's current status.

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 OCR software (ABBYY FineReader Sprint), business card recognition software (NewSoft Presto! BizCard), the scanner's driver and DocAction. All of these software applications use approximately 800 MB 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 2 GB of hard disk space is recommended.

The USB scanner can only operate under the Microsoft Windows 7 / 8 / 10 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.

USB Connector(s)
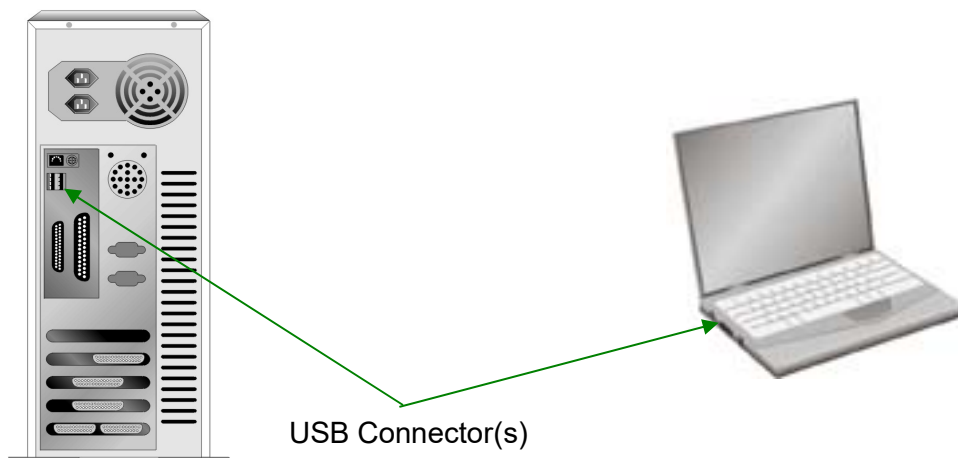
If you don't find such USB ports on your computer, then you need to purchase a certified USB interface card to add USB capabilities to your computer.

Installing and Setting up the Scanner

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

Step 1. Connecting the Scanner to Your Computer
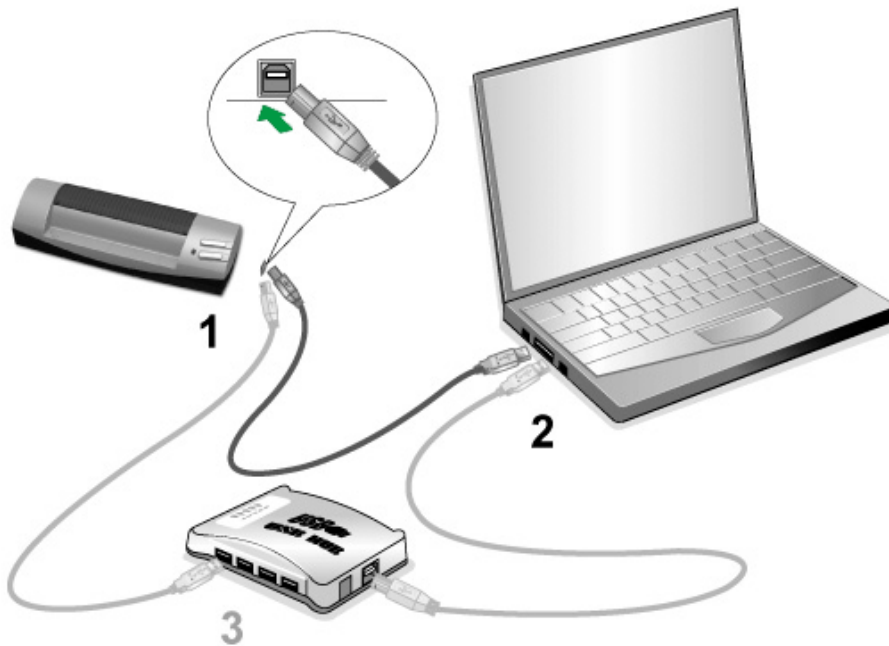
1. Plug the square end of the included USB cable to the USB port of the scanner.

2. 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.

3. If you plan to connect your scanner to a USB hub[3], 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.

---

[3] The USB hub is not included with the scanner. If using a hub, you are recommended to use a hub with its own external power adapter.

Step 2. 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 you turn the computer on and when Windows starts.

2. For Windows 7:

   When the Setup/Application DVD is for several scanner models

   a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive. Click **Run install.exe** in the **AutoPlay** window.

   b. Click on the **Yes** button if the **User Account Control** dialog pops up. Follow the instructions in the pop-up installation message.

   c. In the **Device Manager** window, right-click on this scanner under **Other devices** and select **Update Driver Software** from the pop-up menu. Click **Browse my computer for driver software** in the window that appears, and click the **Browse** button.

   d. In the **Browse For Folder** window, select the folder or the DVD-ROM drive that contains this scanner's driver and click the **OK** button to return to the previous screen. Click the **Next** button and click **Install this driver software anyway** if the **Windows Security** window appears. Afterwards, please skip to procedure 4.

   When the Setup/Application DVD is for one scanner model

   a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive. Click **Run install.exe** in the **AutoPlay** window.

   b. Click on the **Yes** button if the **User Account Control** dialog pops up. Afterwards, please skip to procedure 4.

3. For Windows 8 & Windows 10:

   a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive. Click on the pop-up notification, then click **Run install.exe** in the pop-up window. If you miss the pop-up notification, please eject and re-insert the Setup/Application DVD-ROM.

   b. Click on the **Yes** button if the **User Account Control** dialog pops up. Afterwards, please skip to procedure 4.

4. Follow the on-screen instructions to install all software that your new USB scanner requires. If the pop-up wizard window appears click **Next**, and click **Install this driver software anyway** in the **Windows Security** window then click **Finish** in the wizard window.

5.   After the software is installed, you will be prompted to perform the scanner calibration.

6.   Insert the special calibration sheet, included with the scanner, face up into the page feed of the scanner.

7.   Follow the on-screen instructions to complete the scanner calibration.

8.   After the installation is complete, close all open applications and click on the "Finish" button to restart your computer.

Attention	● Save the Setup/Application DVD in case you need to reinstall the driver and software in the future. ● Save the Calibration Sheet in case you need to calibrate the scanner in the future.

Step 3. 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.   Insert the document or image face up into the scanner. Align the paper to the arrow sign on the left of the scanner.
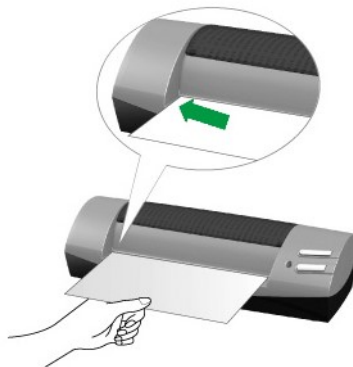
2. Do one of the following to open the Button Configuration window:

- Double-click the DocAction icon in the Windows system tray.

- Right-click the DocAction icon in the Windows system tray, and then choose **Button Configuration…** in the pop-up menu that opens.

3. Clicking the **Custom** icon on the left pane in the **Button Configuration** window displays its current button settings on the right pane. In the **Button Configuration** window, choose from the dropdown list of **Button Template** to select "**File Utility**", and keep in mind the default saving folder show in the "**Saving folder**" dropdown list.

4. Press the **Custom** button on the scanner and the scanning starts immediately. You'll see a scanned image of the document in the default saving folder; your scanner is working properly.

Software Setup Troubleshooting

Carefully review the steps outlined in this guide and the Quick Guide that accompanied your scanner.

If you are still having problems, please check that:

- You have 2 GB 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 DVD-ROM.

Installing Additional Software

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.

Chapter II.
Usage and Maintenance

Operating the Scanner

Your scanner accepts documents as small as business cards and as large as 4"x6" photographs. 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 pressing either of the two action buttons on the scanner. You may configure the button settings individually to your personal needs within the DocAction 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.

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 DVD-ROM, and if you wish to use the scanner in this way you should install the OCR software that is included.

What about scanning business cards and managing them in a more convenient way? This is the role of BCR (Business Card Recognition) function that can scan various business cards to NewSoft Presto! BizCard software. NewSoft Presto! BizCard can index the scanned images into business cards album, recognize and convert respective personal information contained in the scanned images into an address database for your further management. If you wish to use the scanner in this way you should install the NewSoft Presto! BizCard software that is included in the Setup/Application DVD-ROM.

The DocAction program, seamlessly integrating the operation of your scanner with your computer and other peripherals, provides a quick and convenient way to perform various scanning functions. With DocAction, you don't need to adjust settings every time you scan. Simply press any button on the scanner's front panel or click any scanning menu item of DocAction on the screen. The scanner starts to scan your paper documents and transfer them to your assigned destination. The destination can be a printer, your E-mail program, files on your disk drives, an image-editing program, etc.

Please refer to the online help of each program to guide you through any questions you may have while scanning within that program.

Using the Scanner Buttons

Your scanner is equipped with two function buttons designed to make your scanning experience more convenient and efficient. With simply one touch of the button, you can scan to file, copy, OCR, BCR or e-mail.

1. **SCAN Button**

2. **Custom Button**
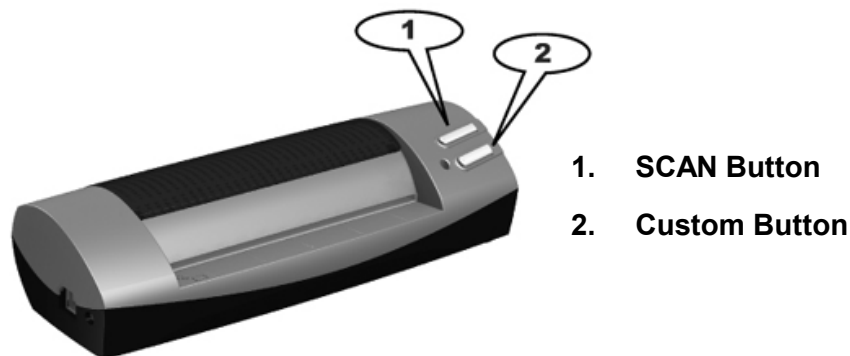
Attention	To use the buttons, ensure you have installed the relevant software (e.g., the printer driver is required for using the copy function) beforehand.

SCAN Button

The SCAN button can automate a scanning and the scanned images will be sent to the business card recognition software, depending on the settings you have defined for the SCAN button in the DocAction window.

To use the SCAN button, please follow the steps:

1. Please change the button setting from the DocAction window.

2. Insert the document or image face up into the scanner. Align the paper to the arrow sign on the left of the scanner.
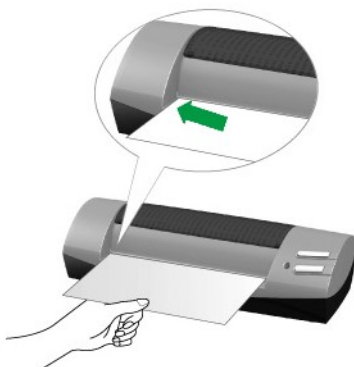
3. Press the **SCAN** button on the scanner. The scanning starts immediately.
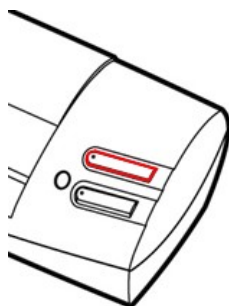
4. If you have the "Continuous Scan" option checked, follow the on-screen instructions to insert another document or image until you have scanned all.

5. When the scan completes, the scanned images will be sent to the business card recognition software.

Scanning Methods

There are 4 different ways to operate the scanner:

1. By acquiring images from the scanner through our TWAIN interface within any TWAIN-compliant application programs.

2. By scanning from the buttons on the scanner front panel

3. By scanning from DocAction's Execute menu on the screen.

4. By scanning from the icon in the left side of the DocAction window.

The TWAIN interface and DocAction software 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 icon appears on the Windows system tray. 3. Paper is appropriately loaded into the scanner.

Scanning via TWAIN Interface

The TWAIN program is a very important piece of software that comes with your scanner. This program acts as an interface between the scanner hardware and the image-editing software you are using to view and edit images. The TWAIN program allows you to adjust a number of settings to define the quality of the scanned image.

The following describes how you may use our bundled business card recognition software (NewSoft Presto! BizCard) to scan via TWAIN interface. When you get familiar with the scanning, you may alternatively use other TWAIN compatible scanning program or image-editing application to do your scanning projects.

Scan within Newsoft Presto! BizCard:

1. Click the Windows **Start** button to launch **Presto! BizCard**. (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 **Presto! BizCard**, and then click on **Presto! BizCard**.)

![Attention] **Attention**	If you have more than one scanner or other imaging devices installed on your computer, you need to set this scanner as the default scanning source before you acquire the TWAIN program. 1. From the **File** menu, click **Select Scanner**. 2. In the window that opens, choose this scanner and then click the **OK** button to set this scanner as the default scanning source.

2. Within Presto! BizCard, click **File** > **Scan with TWAIN user interface**.

3. In the TWAIN window that opens, select **Sheet Feeder** as the Scan Type.
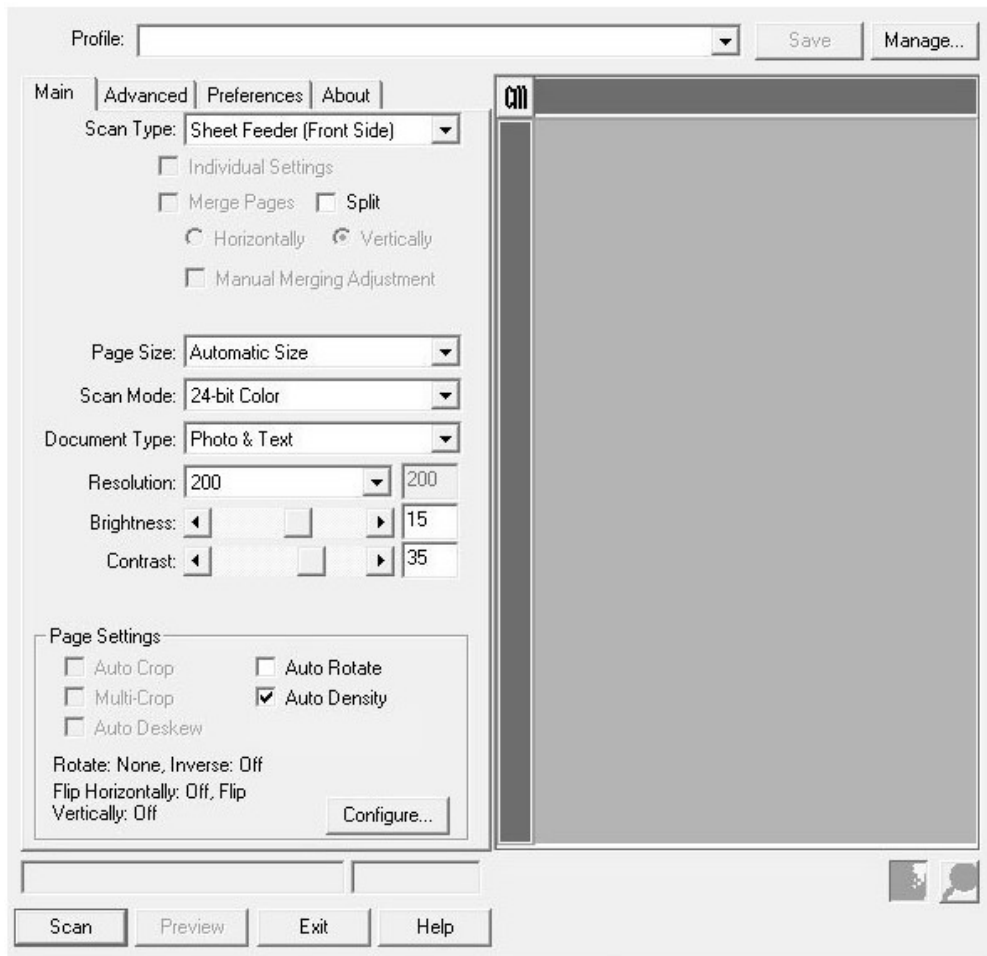
4. Adjust the scanning settings (Paper Size: Automatic Size, Resolution: 300).

5. Load one business card.

6. Click the **Scan** button.

7. The scanned images are displayed in the Presto! BizCard main window, and you may proceed OCR to convert images into editable text formats.

Click the **Help** button within the TWAIN window for more information about the settings.

Scanning from the Scanner's Panel or On-screen DocAction's Execute Menu

The settings for the button on the scanner's panel are configured through DocAction. DocAction offers you quick access to the most frequently-used scanning functions. They are especially useful when you need to repeatedly scan with the same settings and send images to the same destination.
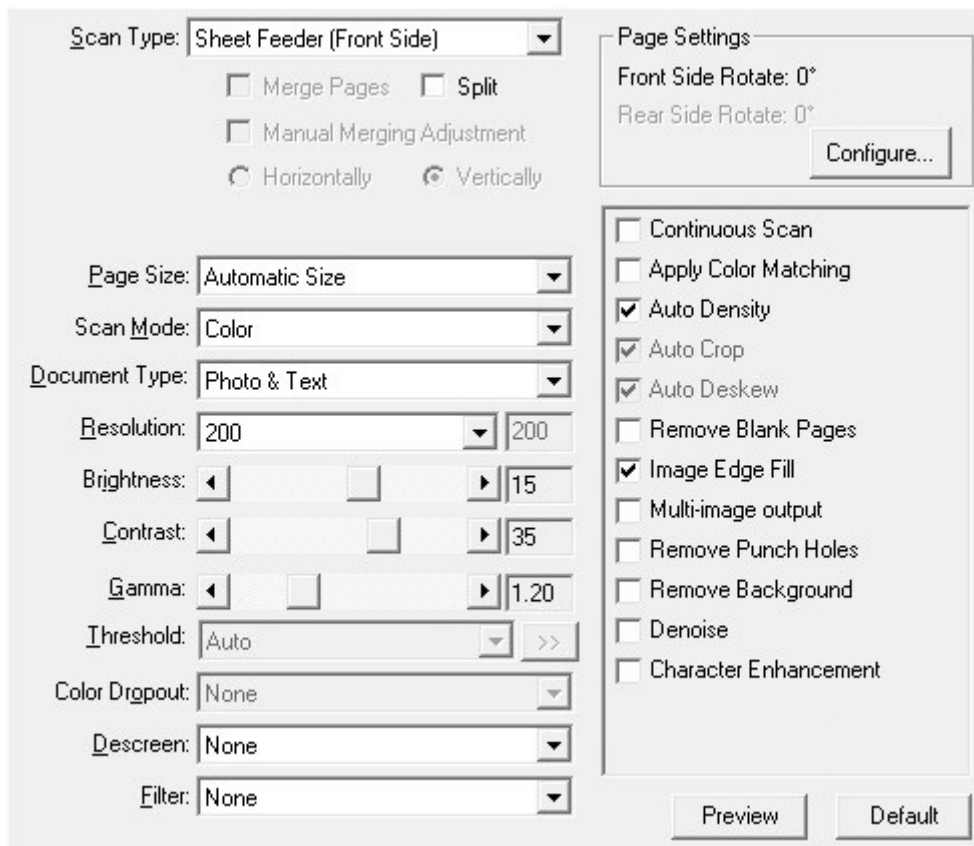
The button on the scanner panel will be used in this guide to demonstrate the scanner operations. You may also use DocAction's on-screen Execute menu to perform the same scanning tasks.

Configure Button Settings

Before performing your first scan via scanner buttons, you are recommended to configure the button settings to your needs and preferences first. There are two ways to configure or view the button settings of DocAction:

- Double-click the icon ![icon] in the Windows system tray.

- Right-click the icon ![icon] in the Windows system tray, and then choose **Button Configuration** in the pop-up menu that opens.

Within the "Button Configuration" window, you can find a row of icons running through the left side of the window. Each icon corresponds to a single-touch button on your scanner's front panel (as well as DocAction's on-screen Execute menu). Clicking any icon on the left pane and its current button settings are displayed immediately on the right pane. You may adjust the settings as desired.

Click the **Help** button within the Button Configuration window for more information about the settings.

Scan from the Button

Scanning documents or images from this scanner is very easy. Follow the two steps described below:

1. Place the document or image onto the scanner.
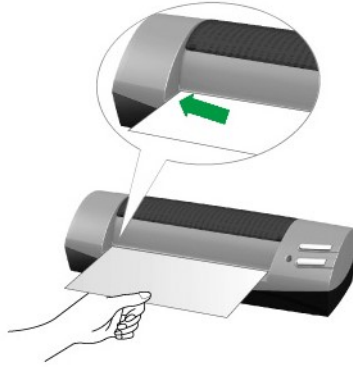
2. Do one of the following to start scanning:

● Press the button from the scanner's panel.
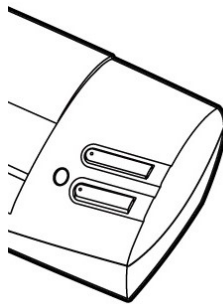
● Right-click the icon in the Windows system tray, and then choose Execute in the pop-up menu that opens. Click the desired button function item in the pop-up menu.
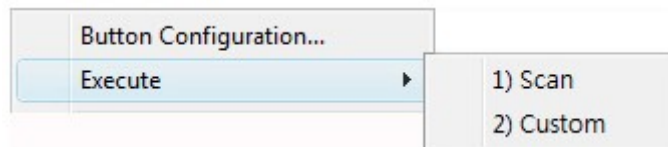
Button Configuration...		
Execute	▶	1) Scan
		2) Custom

The scanner starts to scan immediately and carry out the corresponding action according to the settings you have set up in the Button Configuration window.

Scanning from the Icon in the Left Side of the DocAction Window

You can perform scanning task by double-clicking the icon in the left side of the DocAction window. Follow the steps described below:

1. Place the document or image onto the scanner.
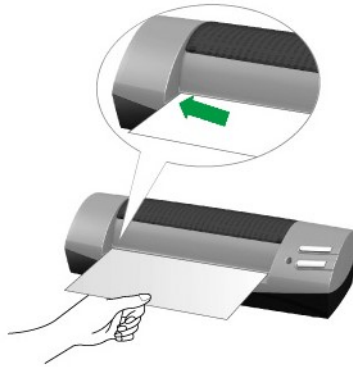
2. Check current button settings by viewing the Button Configuration window. If needed, you may also modify settings to meet your current needs.
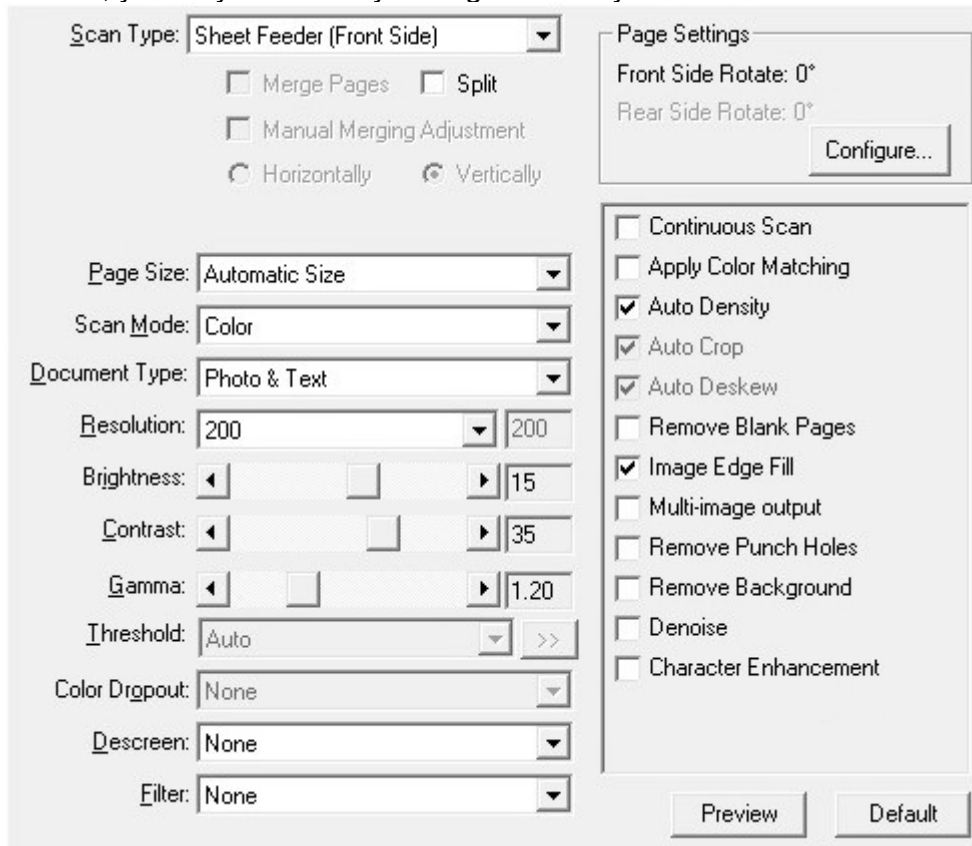
3. Double-clicking the desired icon in the left side of the DocAction window.
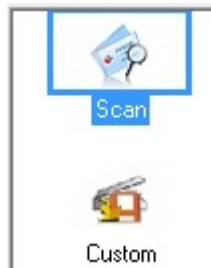
The scanner starts to scan immediately and carry out the corresponding action according to settings you have set up in the Button Configuration window.

Status Indicator

The green LED indicator (located beside Custom Button) indicates the status of the scanner, as described below:

Light	Status
On	The scanner is connected with the computer, ready to scan images.
Flashing	The scanner is busy scanning.
Off	The scanner is off, either because of disconnection with the computer, or because the computer being turned off.

Scanner Connection

The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. The icon , located on the Windows system tray, indicates if the scanner software is properly launched and the scanner and computer are communicating with each other.

Appearance	Status
	The program has been successfully launched and the scanner is connected with the computer, ready to scan mages.
	The scanner is not connected with the computer.
No Display	You have chosen to terminate the program, no matter the scanner is connected or disconnected with the computer.

Maintenance

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 which 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.

2. Click **Start** > **All Programs** > **Your scanner model name** > **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**.

Cleaning the Scanner

When you use this scanner for the very first time after installation, you are suggested to clean the scanner before use.

If unusual dots or lines are found in your scanned image, it is very likely that dust particles or other foreign objects have been brought inside the scanner. You may clean the scanner to rectify the problem.

The following describes how to clean the scanner:

1. Insert the special cleaning paper into the page feed slot of the scanner.
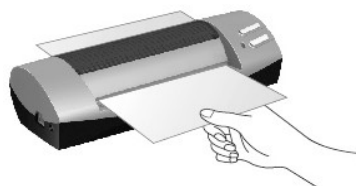
	· Do use the cleaning paper included in our package box. Remember to replace the cleaning paper in a safe and clean place when you finish using it.
Attention	· Do not use anything other than our cleaning paper to clean your scanner. Using other sheet will influence the scan quality or even lead to scanner malfunction.

2. From the Windows **START** menu, point to **All Programs** > **Your Scanner Model Name**, and then click **Clean 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 **Clean Wizard**.)

3. Click **Clean Now** from the window that pops up, and click **Clean** from the window that pops up.

4. The scanner pulls the cleaning paper through the scanner, which completes this scanner cleaning.

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

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

· Avoid using the scanner in a dusty environment. Dust particles and other foreign objects may damage the unit.

· 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: Troubleshooting

Scanning Problems

Most problems are easily solved, and some of the most common questions and their recommended solutions are listed below.

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

Cause 1:   Your software may have not been successfully installed.

Solution 1:   Please insert the DVD-ROM and reinstall the scanner software. Follow the on-screen instructions carefully when installing the software.

Cause 2:   Some aspect of your computer system does not support USB.

Solution 2:   Download and execute the file USBREADY.EXE at http://www.usb.org/home to determine the level of your computer's USB support.

Cause 3:   USB is not enabled in your BIOS settings.

Solution 3:   Enable the USB controller in your BIOS settings. This is typically done by pressing a key[4] (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 4:   The USB controller was improperly installed on your computer.

Solution 4:   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.

---

[4] Please consult your computer manual on how to modify your BIOS/CMOS settings.

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

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

Solution1:   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.

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.

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: **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.

Symptom: **The document or photo has been inserted into the scanner but is not fed through the scanner.**

Cause 1:   The document or photo was not correctly inserted into the scanner.

Solution 1:   Make sure the document or photo is properly inserted into the page feed of the scanner.

Solution 2:   The paper may be too think or too thick.

Cause 2:   The thickness of the paper is out of scanner specifications.

Symptom: The document or photo got jammed while getting fed into the scanner.

Cause: The document or photo was not correctly inserted into the scanner.

Solution: Grab the jammed paper and pull it through the scanner. Try to avoid creasing, wrinkling or tearing the paper.

Appendix B: Specifications[5]

Image Sensor	CIS
Light Source	LED
Optical Resolution	1200 dpi
Hardware Resolution	1200 x 1200 dpi
Scan Modes	Color: 48-bit input, 24-bit output Grayscale: 16-bit input, 8-bit output B/W: 1-bit output
Scanning Speed	5.5 sec (Color Mode, 300 dpi, A6)
Scanning Area (W x L)	Maximum: 104.9 x 500 mm (4.13" x 19.69") Minimum: 33 x 43 mm (1.3" x 1.7") TWAIN support 104.9 x 500 mm (4.13" x 19.69")
Acceptable Paper Weight (Thickness)	Paper: 50 g/m² to 120 g/m² Plastic card: Non-Embossed up to 0.76 mm
Daily Duty Scan (Sheets)	800
Action Button	Scan, Custom
Power Supply	USB Power: 5V / 0.5A
Interface	USB 2.0
Net Weight	0.19 Kgs (0.42 Lbs)
Dimensions (W x D x H)	174.5 x 60.5 x 38.5 mm (6.87" x 2.38" x 1.52")
Protocol	TWAIN Compliant

---

[5] Hardware specifications may change at any time without prior notice.

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.

Visit our website www.plustek.com for more customer service information. To avoid delays, please have the following information available:

- 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 EU country only)

Where appropriate, the period of availability of spare parts and the possibilities of upgrading products information. Please ask local distributors and suppliers for spare parts information and product upgrade information.

Information requested by relevant Implementing Measure. Please ask local distributors and suppliers for the related information of Implementing Measure test report.

Do not dispose anything of products before you ask local distributors and suppliers to get correct information for decreases of environmental impact with right methods and procedures.

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

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 clearance the product, 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 MERCHANTABLITY 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 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.