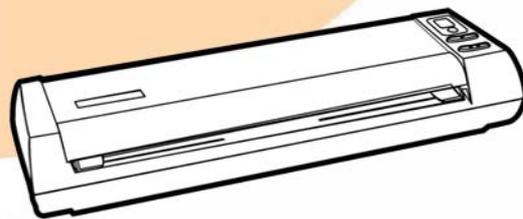


Scanner User's Guide

plustek



MobileOffice D430

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

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Environmental Information

For recycling or disposal at end-of-life information, please ask local distributors or suppliers for detailed information. The product is designed and produced to achieve sustainable environmental improvement. We strive to produce products in compliance with global environmental standards. Please consult your local authorities for proper disposal.

The product packaging is recyclable.

Attention for recycling (For EU country only)

Protect your environment! This product should not be thrown into the household waste container. Please give it to the free collecting center in your community.

Screen Examples in This Manual

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

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Introduction

Thank you for choosing us as your scanner supplier. Your new scanner will improve the professionalism of your day-to-day computing tasks by allowing you to input images and electronic text into your computer system.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction. We hope you will continue to turn to us for additional quality products as your computing needs and interests grow.

How to Use This Guide

This User's Guide provides instructions and illustrations on how to install and operate your scanner. This guide assumes the user is familiar with Microsoft Windows. If this is not the case, we suggest you learn more about Microsoft Windows by referring to your Microsoft Windows manual before using your scanner.

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

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

Chapter II describes how to use your scanner.

Chapter III describes how to maintain and clean your scanner.

Chapter IV contains technical support information that can help you solve simple problems.

Appendix A contains the specifications of the scanner you purchased.

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

A Note about Icons

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



Warning

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



Attention

Instructions that are important to remember and may prevent mistakes.



Information

Optional tips for your reference.

Safety Precautions

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

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

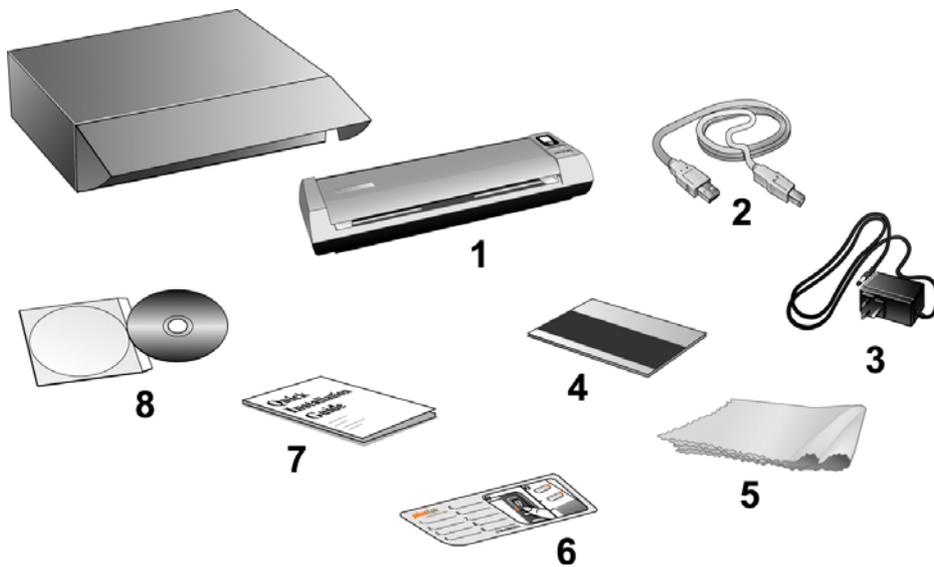
To avoid the moisture condensation, you are recommended to follow these procedures:

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

System Requirements¹

- PC with Intel Pentium®IV 2GHz processor or compatible
- 512 MB RAM
- Available USB 2.0 port
- DVD-ROM Drive
- 800 MB Free Hard Disk Space (1GB Recommended)
- Operating System: Windows XP / Vista / 7 / 8 / 10

Box Contents²

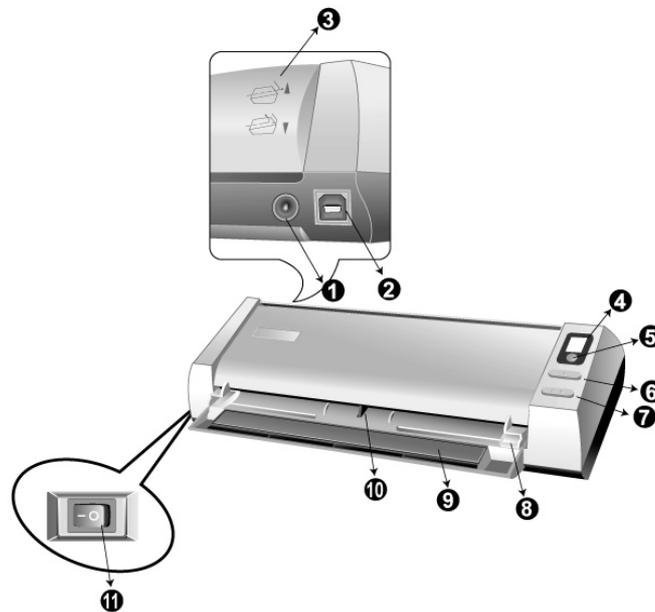


1. Scanner
2. USB Cable
3. AC Adapter
4. Calibration Sheet
5. Soft, lint-free cloth
6. Memo Sticker
7. Quick Guide
8. Setup/Application DVD-ROM

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

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

Scanner Overview



1. **Power Receptor:** It connects the scanner to a standard AC power outlet by the included power adapter.
2. **USB Port:** It connects the scanner to a USB port on your computer by the included USB cable.
3. **Guide Paper Return:** Adjust the orientation cover up or down, you can choose the horizontal or vertical paper output as desired. (Please refer to “Paper Output” section of this manual and follow the instructions therein.)
4. **Function Number Display:** indicates the number of the predefined scanning task selected by the up or down button.
5. **Scan Button:** press to perform a predefined scanning task selected by the up or down button.
6. **Up Button:** press to move forward the scanning task number indicated in the function number display.
7. **Down Button:** press to move backward the scanning task number indicated in the function number display.
8. **Paper Width Slider:** Adjusts the paper width slider for the paper size you are using.
9. **Lead Into Bracket:** Open lead into bracket when using the scanner. Hold the document or card in place.
10. **Photo Sensor:** Induce the document or card you insert into the scanner, and you can feel the document being grabbed by the scanner.
11. **Power Switch:** Use this to turn the scanner ON or OFF.

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

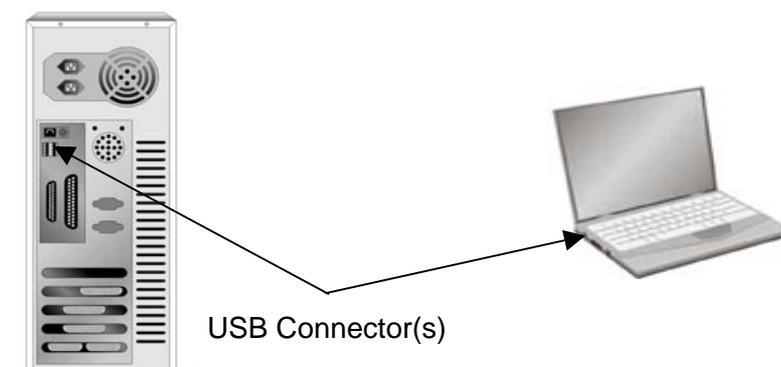
Your scanner comes with the OCR software (ABBYY FineReader Sprint), business card recognition software (NewSoft Presto! BizCard), the scanner's driver and DocAction. All of these software applications use approximately 800 megabytes of hard disk space after they are installed on your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 1 GB of hard disk space is recommended.

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

Hardware Requirements

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

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

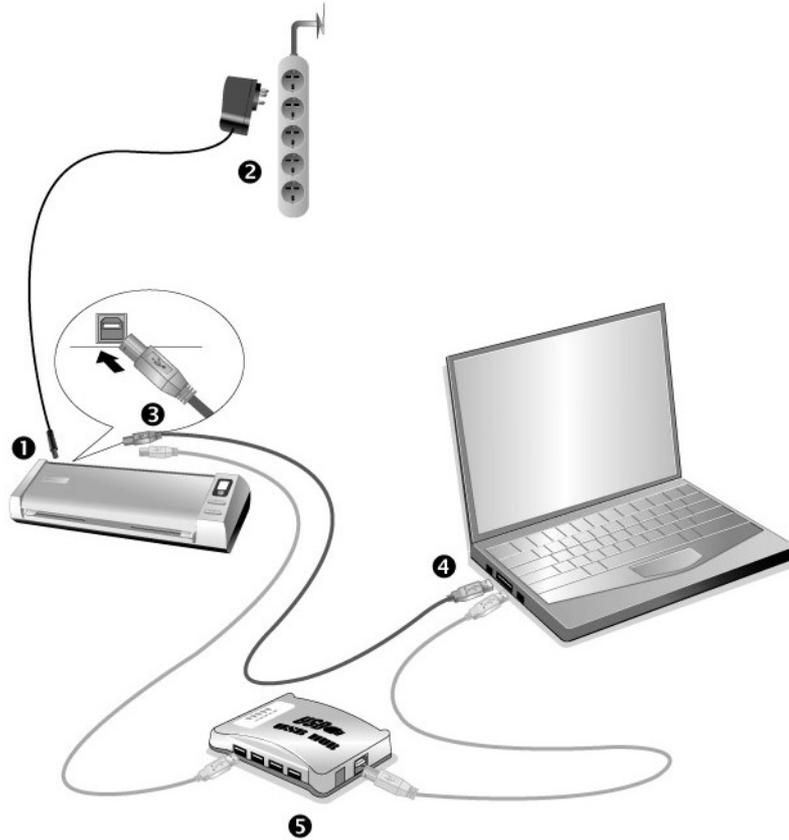


If you do not find such USB ports on your computer, then you need to purchase a certified USB interface card to add USB capabilities to your computer.

Installing and Setting up the Scanner

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

Step 1. Connecting the Scanner to Your Computer



Attention

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

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

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. Switch on the scanner power from the side of the scanner.
2. 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.

3. For Windows XP:

- a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-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. Afterwards, please skip to procedure 8.

4. For Windows Vista:

- a. Select “Locate and install driver software (recommended)” when the “Found New Hardware” window is displayed.
- b. Click on the “Continue” button when the “User Account Control” dialog pops up.
- c. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive when the system prompts you “Insert the disc that came with your USB Scanner”, and click on the “Next” button. Afterwards, please skip to procedure 7.

5. 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 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

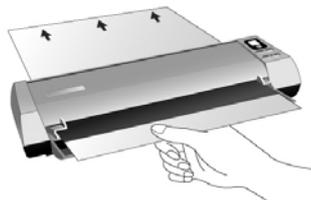
procedure 9.

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 9.

6. 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 9.
7. During the installation process, you might be prompted by a message "Windows can't verify the publisher of this driver software". Please ignore it, and click on "Install this driver software anyway" to continue the installation.
 8. When the system completes the installation, click on the "Finish" button.
 9. 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.
 10. After the software is installed, you will be prompted to perform the scanner calibration.
 11. Please push up the cover of the Guide Paper Return. Insert the special calibration sheet, included with the scanner, face up into the page feed slot of the scanner.



12. Follow the on-screen instructions to complete the scanner calibration.
13. After the installation is complete, close all open applications and click the "Finish" button to restart your computer.



Attention

- Alternatively you may also use any plain white sheet of paper sized in Letter/A4 instead; however, the calibration effect may be less good than the special calibration sheet.
 - 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. Vertically load the business cards, insert the card toward the center of the scanner until the card being grabbed by the scanner.



2. 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**.)
3. (If you have only one scanner connected with your computer, please skip to Step 4.)
From the **File** menu, click **Select Scanner**. In the window that opens, choose this scanner and then click the **OK** button to set this scanner as the default scanning source.
4. Within Presto! BizCard, click **File** > **Scan with TWAIN user interface**.
5. Select **Sheet Feeder (Front Side)** as the Scan Type within the TWAIN window.

Adjust the scanning settings (**Paper Size: Automatic Size, Resolution: 300**).

6. Click the **Scan** button.
7. If an image appears on your screen, your scanner is working properly.

Installing Additional Software

Your scanner is TWAIN compliant and functions with virtually any 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. Scanning

Your scanner needs to be driven by certain 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 for your scanner on the included Setup/Application DVD-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 DVD-ROM, and if you wish to use the scanner in this way you should install the OCR software that is included.

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 do not 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 buttons designed to make your scanning experience more convenient and efficient.

1. Scan Button
2. Up Button
3. Down Button



Attention

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

Card Scanning

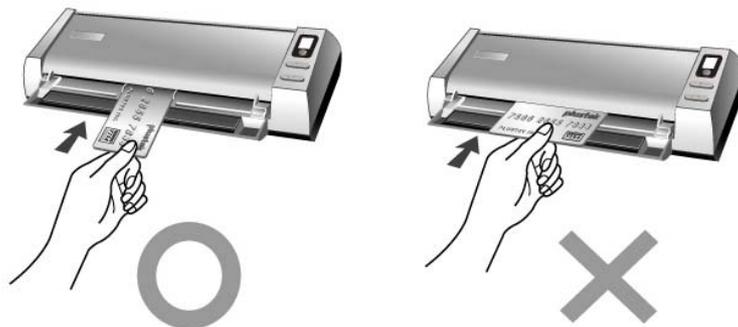
This is the special design for plastic card scan. Besides documents, you can insert up to 1.2 mm thickness plastic card for scanning. Plastic cards include: emboss/credit card, driver license, ID card, medic-care or any membership cards.

Plastic card scanning

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

To scan the plastic card, please follow the steps:

1. Please change the button setting from the DocAction window, and then vertically load the plastic cards, insert the card toward the center of the scanner until the card being grabbed by the scanner.



2. Press the Up/Down function button continually until the Function Number Display shows the number are you wanted.



Information

- It's optional for you to write down the customized button number settings on the included memo sticker and place this memo anywhere on the scanner.
 - When you use this scanner next time, you can view your memo if you write down the customized button number settings on the memo sticker.
-

3. Press the Scan Button. The scanning starts immediately.
4. If you have the "Continuous scan" option checked, insert another card until you have scanned all.
5. When the scan completes, the scanned images will be saved to the defined file path as separate image files and sent to the assigned post-processing software. (e.g. File, Program, PDF, OCR, E-mail, or Printer).

Business card scanning

To scan the business card, please follow the steps:

1. Please change the button setting from the DocAction window, and then vertically load the business cards, insert the card toward the center of the scanner until the card being grabbed by the scanner.

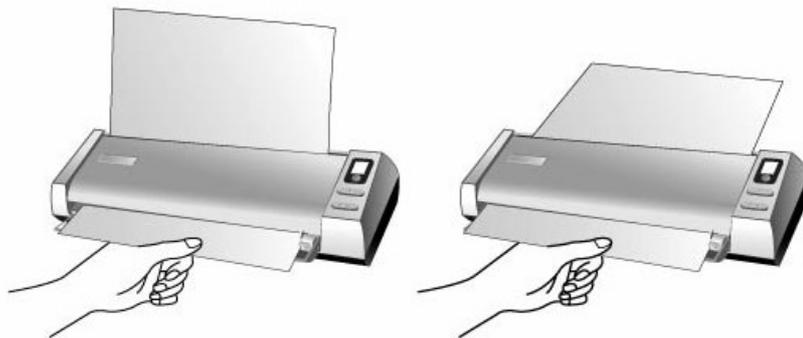


2. The steps 2 to 5 please refer to the same steps of the "Plastic card scanning".

Document Scanning

Actually, document scanning is similar with the card scanning, however, we'll describe the steps simply for you:

1. Please change the button setting from the DocAction window, insert the document or image toward the center of the scanner until the document or image being grabbed by the scanner.



2. The steps 2 to 5 please refer to the same steps of the "Plastic card scanning".

Paper Output

The scanner has offered a unique and compact paper output design, horizontal and vertical output; this compact design can easy to place the scanner in a narrow or corner spot. Make the scanning process more friendly and enjoyable!



- a. Horizontal output is suitable for thick pages and calibration sheet.
- b. Vertical output is suitable for the general document and image.

Scanning Methods

There are 3 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:

- The power of both your computer and scanner is turned on.
 - The icon  appears on the Windows system tray.
 - 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**.)

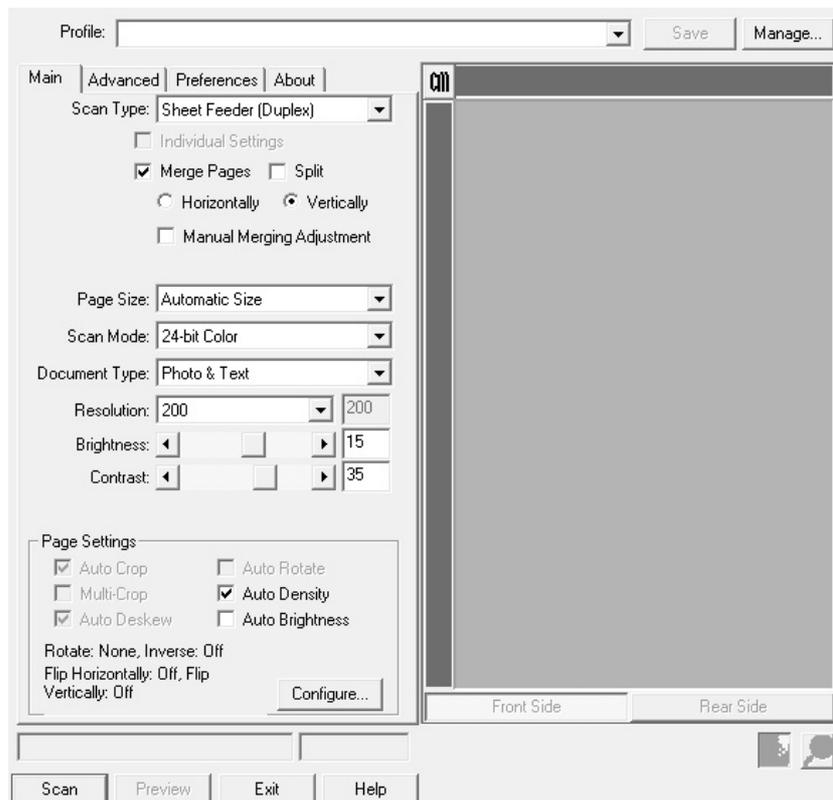


Attention

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 (Front Side)** as the Scan Type if you want to scan single-sided documents, or select **Sheet Feeder (Duplex)** to scan double-sided documents.



4. Adjust the scanning settings (Paper Size: Automatic Size, Resolution: 300). For **Sheet Feeder (Duplex)** scan, you can tailor settings individually for front and rear sides of the business cards. Click **Front Side** button to adjust the scanning settings of front side and then click **Rear Side** button to adjust the scanning settings of rear side.
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

Within the "Button Configuration" window, you can find a row of icons running through the left side of the window. Each icon represents a scanning task, and the number underneath corresponds to the function number displayed on the scanner front panel. Nine frequently-used scanning tasks are pre-configured for your convenience to start scanning immediately. You may, however, customize the settings of every nine tasks to best meet your needs and preferences. Follow the steps described below:

1. 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.
2. Select a task number by clicking on the icon.
3. Select the desired function from the drop-down list of Button Template and adjust button settings.



Information

It's optional for you to write down the customized button number settings on the included memo label and place this memo anywhere on the scanner.

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

View Button Settings

There are three ways to view the button settings:

- Double-click the icon  in the Windows system tray.
- Right-click the icon  in the Windows system tray, and then choose **Button Configuration...** in the pop-up menu that opens.
- View your memo if you write down the customized button number settings on the memo label.

Scan from the Scanner Buttons

1. Insert the document face up into the scanner. Adjust the paper width slider for the paper size you are using.
2. Check current button settings by viewing the memo label or the Button Configuration window. If needed, you may also modify settings to meet your current needs. (Refer to “View Button Settings” and “Configure Button Settings” for more information.)
3. Press the UP or DOWN button to select the desired task.
4. Press the **Scan** button.
5. The scanner starts to scan immediately and carry out the corresponding action according to settings you have set up in the Button Configuration window.



Attention

Place only text documents for OCR purposes.
Do not scan a photo using the OCR button.

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. Insert the document face up into the scanner. Adjust the paper width slider for the paper size you are using.
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.

Chapter III.

Clean and Maintenance

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

Clean the Scanner

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



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

Cleaning Materials

Have the following cleaning materials ready to clean the scanner:

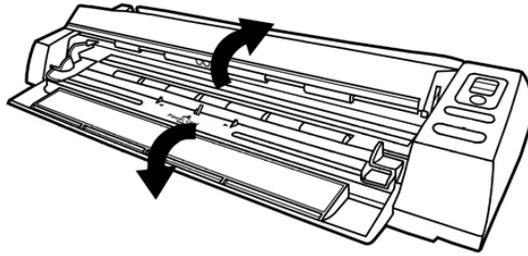
- **Cleansing cloth (or a cotton swab)**
 - **Non-abrasive cleaner** - Isopropyl alcohol (95%). DO NOT use water.
-



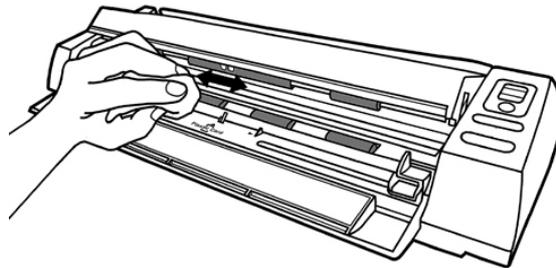
- Alternatively you can use glass cleaner or a neutral detergent for window cleaning to clean the scanner glass.
 - However, DO NOT use either of them to clean the scanner.
 - Use of other cleaning materials could damage your scanner.
-

Clean Feed Roller and Glass

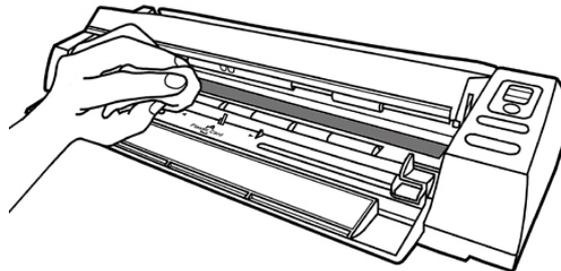
1. Open the scanner cover gently.



2. Wipe the Feed Roller from side to side and then roll it.



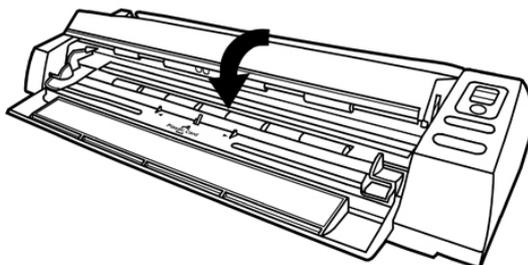
3. Clean the glass side to side. Repeat this until its entire surface is cleaned.



Attention

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

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

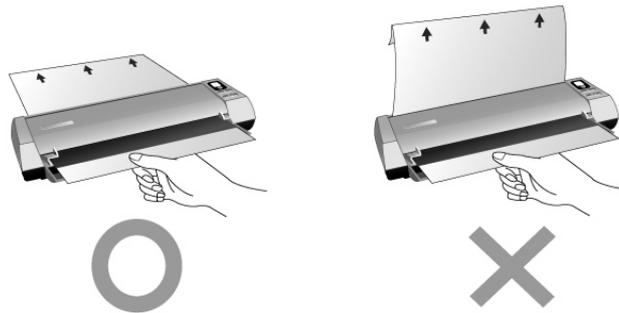


Calibrating the Scanner

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

The following describes how to calibrate the scanner:

1. Please push up the cover of the Guide Paper Return. Insert the special calibration sheet face up into the page feed slot of the scanner.



Attention

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

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**.

Power Save

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

Usage & Maintenance Tips



Attention

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

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

Chapter IV. Troubleshooting

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

Before you ask for customer service or repair, please refer to the information in this chapter and consult our FAQ (Frequently Asked Questions) in which you can find useful self troubleshooting information. From the Windows **START** menu, point to **All Programs > Your Scanner Model Name**, and then click **FAQ**. (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 **Search** charm. 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 **FAQ**.)

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 images.
	The scanner is not connected with the computer. Or, the scanner power is not switched on.
No Display	You have chosen to terminate the program, no matter the scanner is connected or disconnected with the computer.

Appendix A: Specifications⁴

Plustek MobileOffice D430	
Image Sensor	CIS x 2
Optical Resolution	600 dpi
Hardware Resolution	600 x 600 dpi
Scan Modes	Color: 48-bit Input; 24-bit Output Grayscale: 16-bit Input; 8-bit Output B/W: 1-bit
Scanning Speed	Simplex: 1.8 sec (Grayscale Mode, 200 dpi, A4) Duplex: 2.4 sec (Grayscale Mode, 200 dpi, A4)
Scanning Area (W x L)	Max.: 216 x 1270 mm (8.5" x 50") Min.: 12.7 x 12.7 mm (0.5" x 0.5")
Acceptable Paper Sizes (W x L)	Max.: 240 x 1270 mm (9.45" x 50") Min.: 30 x 35 mm (1.18" x 1.38")
Acceptable Paper Weight (Thickness)	Paper: 50 g/m ² to 125 g/m ² Plastic card: Non-Embossed up to 0.76 mm & Embossed up to 1.24 mm (ISO 7810)
Daily Duty Scan (Sheets)	1000
Action Button	Scan, Function x 2 (Up & Down)
Power Supply	AC Adapter: 24 Vdc/ 0.75 A
Interface	USB 2.0
Net Weight	0.96 Kgs (2.13 Lbs)
Dimensions (W x D x H)	303 x 94 x 60 mm (11.93" x 3.7" x 2.36")
Protocol	TWAIN compliant

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

Appendix B: Customer Service and Warranty

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

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

Europe	9:00 a.m. – 5:30 p.m. (CET)
Other Countries or Areas	9:00 a.m. – 6:00 p.m. Taiwan Time

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

- Scanner name and model number
- Scanner serial number (located at the bottom of the scanner)
- A detailed description of the problem
- Your computer manufacturer and its model number
- The speed of your CPU (Pentium 133, etc.)
- Your current operating system and BIOS (optional)
- Name of software package(s), version or release number and manufacturer of the software
- Other USB devices installed

Service & Support Information (For EU country only)

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

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

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

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

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

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

Statement of Limited Warranty

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

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

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

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

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

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

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

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

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

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

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

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

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

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

FCC Radio Frequency Statement

This 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.

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