



# Scanner User's Guide

## SmartOffice S30



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Attention for recycling (For EU country only)

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## **Screen Examples in This Manual**

The screen shots in this guide were made with Windows 10. If you are using Windows 11 / 8 / 7, your screen will look somewhat different but functions 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. You can easily scan single-sided or double-sided documents with your scanner.

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

## HOW TO USE THIS GUIDE

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

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

Chapter I describes how to install 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. 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.

## CONVENTIONS OF THIS GUIDE

**Bold** —Represents commands or contents on your computer screen.

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

*Italic* —Represents buttons on your scanner OR important notes.

### 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



**Warning**

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:
  - 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. Do use the AC adapter and USB cable provided with the scanner. Use of other AC adapter and cables may lead to malfunction.
3. Keep the space around the AC adapter clear in case you need to quickly unplug the AC adapter during emergencies.

4. Damaged wire could cause fire or electrical shock. Keep the power cord straight and without being twisted, bended, or scraped.
5. Unplug this 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.
6. Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
7. Be sure not to bump or knock the scanner glass as it is fragile and could break.
8. Do not subject the scanner to excessive vibration. It may damage the internal components.

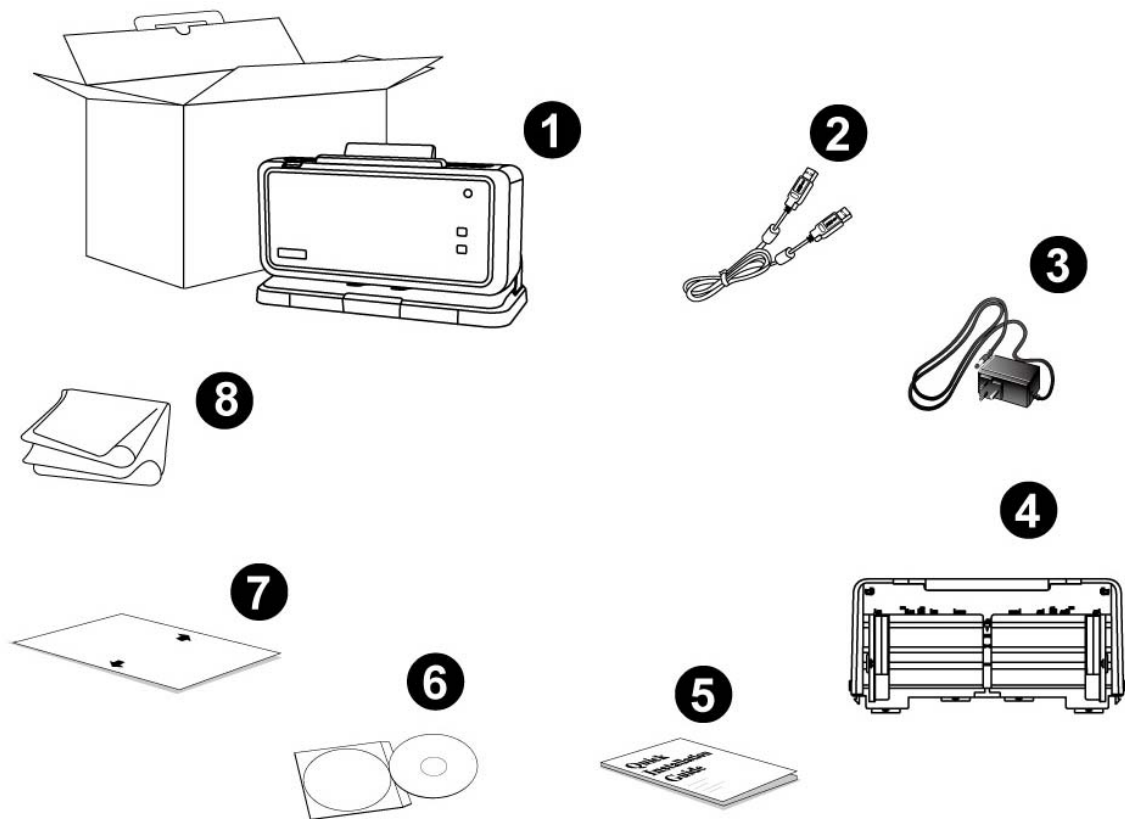
## **MINIMUM SYSTEM REQUIREMENTS<sup>1</sup>**

- 3.2 GHz CPU processor or higher[1]  
[1]Windows Recommended: 3.2 GHz Intel® Core™ i7 Processor with 4 CPU Cores or higher
- 4 GB RAM minimum (Recommended: 8 GB or more)
- 6 GB of hard-disk space for program installation
- Display dimensions of 1024x768 or greater
- Operating System: Windows 7 / 8 / 10 / 11

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<sup>1</sup> Higher requirements may be needed when scanning or editing large quantities of images. The system requirements stated are only a guideline, generally the better the computer (motherboard, processor, hard disk, RAM, video graphic card), the better the results.

## BOX CONTENTS<sup>2</sup>



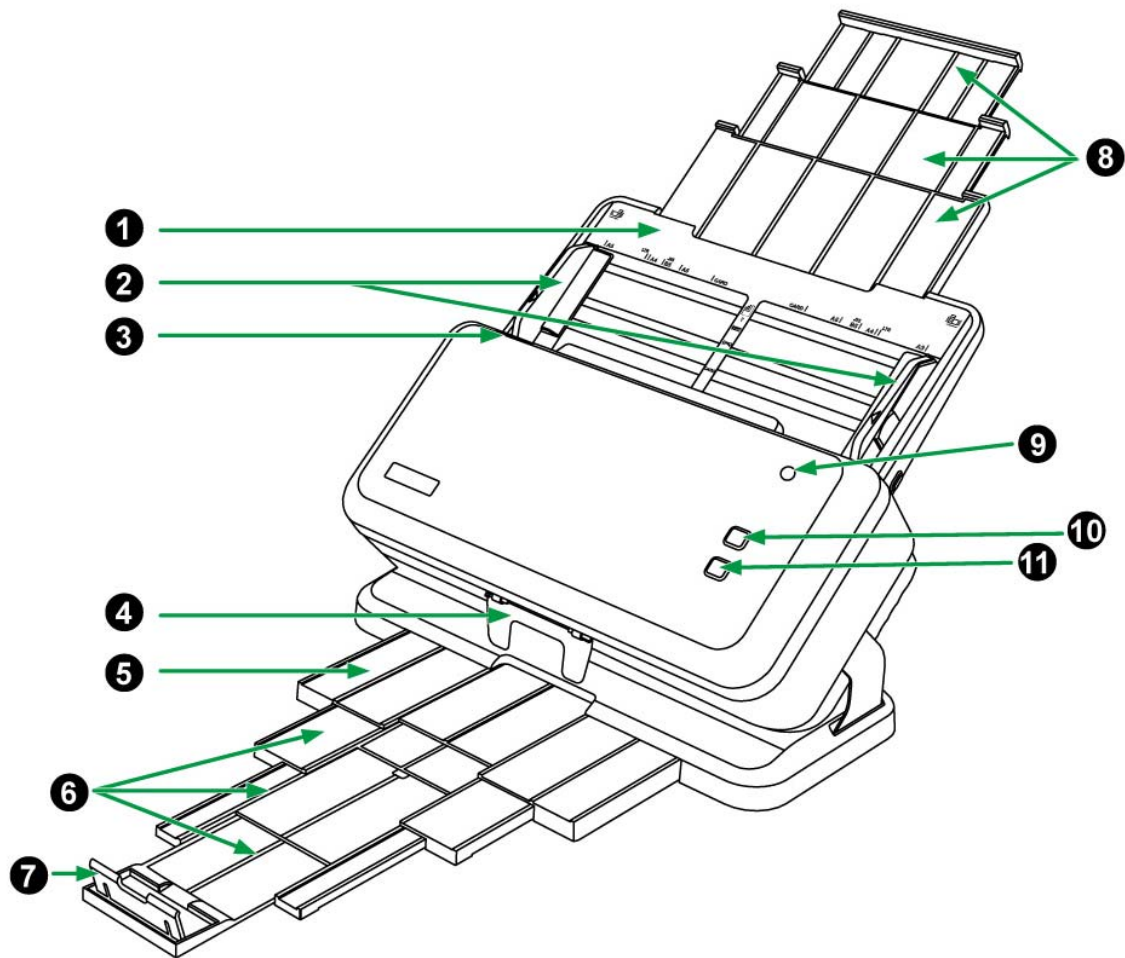
1. Scanner
2. USB Cable
3. AC Adapter
4. Paper Chute
5. Quick Guide
6. Setup/Application DVD-ROM
7. Calibration Sheet
8. Cleansing Cloth

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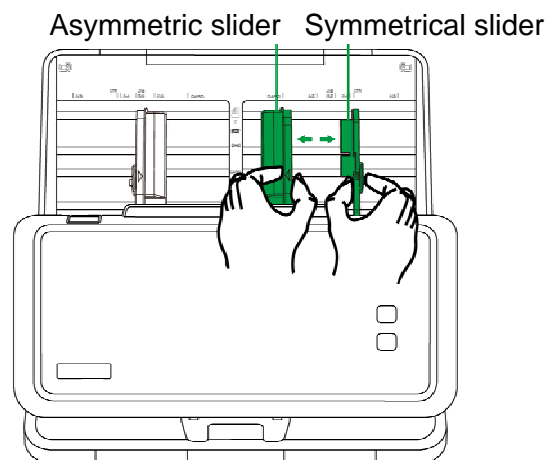
<sup>2</sup> Save the box and packing materials in case you need to transport this scanner in the future.



## SCANNER OVERVIEW<sup>3</sup>



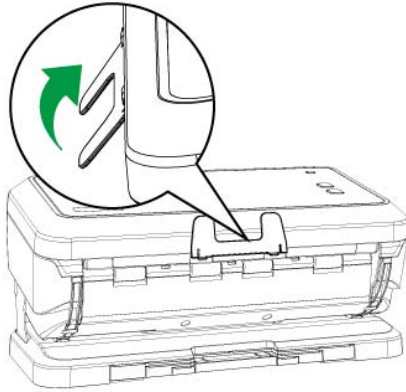
1. Paper chute—Help to place a stack of originals to avoid paper falling.
2. Paper width slider—Adjust the paper width slider for the paper size you are using. The composite design allows you to adjust the left or right slider into symmetrical slider and asymmetric slider for the scanning needs of mixed different size originals. Refer to [“Placing Different Size Originals”](#) for more information.



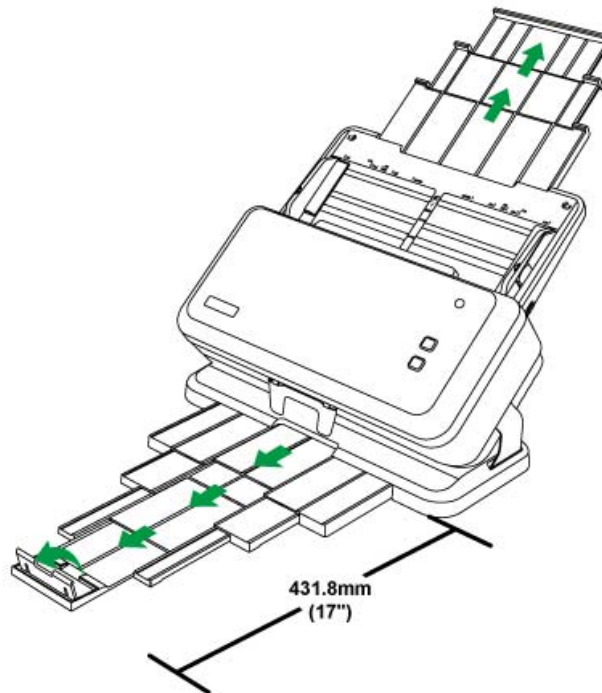
<sup>3</sup> The scanner illustration(s) in this manual may appear different than from the actual scanner itself.

3. Cover open lever—Pull it to open the ADF cover when you need to clear paper jam or clean the scanner.
4. Paperweight—Force the original to stop moving immediately after the paper is ejected. Avoid obstructing next original paper ejection.

**Note: When scanning long paper or folded document, please close the paperweight.**



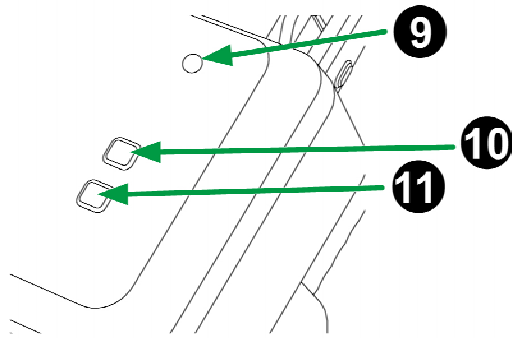
5. Stacker—Prevent the paper from falling and missing. Help to neatly stack documents after scanning.
6. Stacker extension—Extend the stacker for resting longer paper.



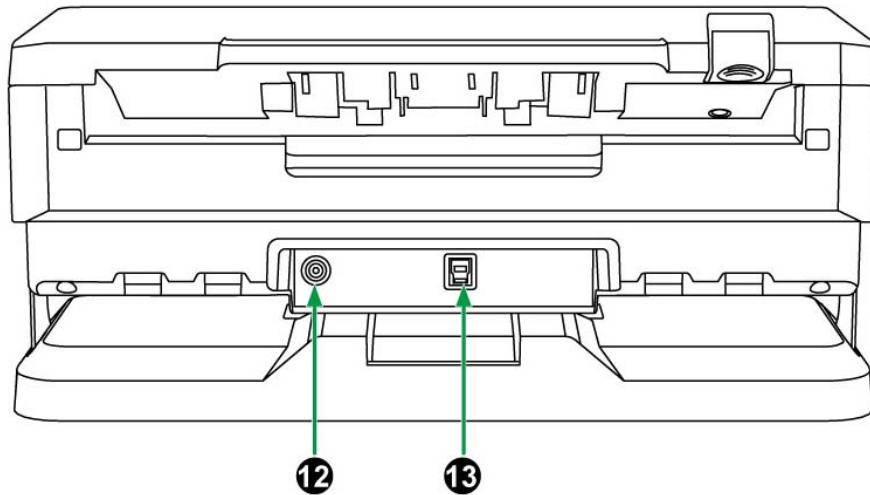
7. Stopper—Stop the paper from falling after scanning.

**Note: When scanning document longer than 431.8mm (17"), please close the stopper.**

8. Paper chute extension—Extend to hold A4 to A3 size paper. Avoid paper feeding failure.



9. Power button—Press to turn on the scanner. Keep pressing few seconds to turn off the power. Power LED—Indicate the scanner status.
10. Cancel button—Press to stop scanning. During the scanning process, press this button when the power LED light is blinking blue, the scanner will stop scanning and eject the document.
11. Scan button—Press to perform a predefined scanning task.



12. Power receptor—Connect the scanner to a standard AC power outlet by the included AC adapter.
13. USB port—Connect the scanner to a USB port on your computer by the included USB cable.

## LED INDICATOR

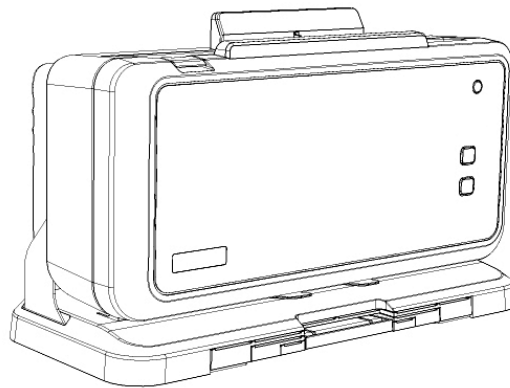
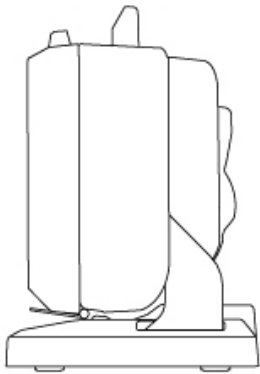
The Power LED and Scan Button LED indicate different scanner status.

Status	Power LED Light	Scan Button LED	Description
Power On	Blue	Off	The scanner is turned on, ready to scan images.
Scanning	Blinking Blue	Off	The scanner is scanning document.
Power Off	Off	Off	The scanner is off, either because the power is not turned on, or because the AC adapter is not properly plugged into an AC power outlet.
Cover Open	Blinking Red	Off	The ADF cover is opened.
Power Save	Off	Orange	The scanner is in standby mode. Simply press any scanner button on the scanner panel and the scanner will return back to the normal status.
Operation Error	Blinking Red	Off	ADF missing feed.
		Off	The paper or objects exceeds the scanning position. Open the scanner cover to remove paper or objects and then close the scanner cover to reload the paper.
		Off	Paper jam after scanning. Could cause by the paper length exceeding the preset size.
		Off	Scanner's memory buffer overflows.

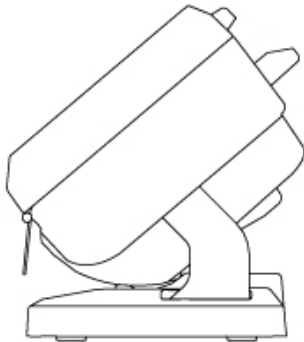
## SCANNER POSITION

The scanner has 3 positions for your preference to best meet your scanning need. The 3 positions are **Storage Mode**, **Normal Mode** and **Special Mode**. You may use special mode to scan special document, such as fragile documents, long paper or folded document.

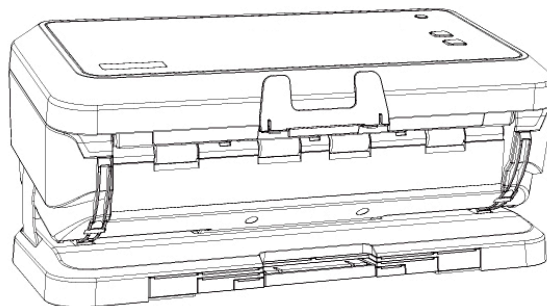
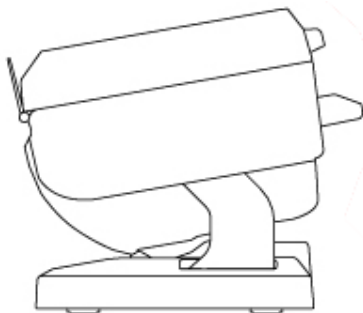
**Storage Mode: when opening the box, the scanner is in storage mode.**



**Normal Mode: suitable for scanning a batch of documents.**



**Special Mode: suitable for scanning fragile documents, long paper or folded document.**

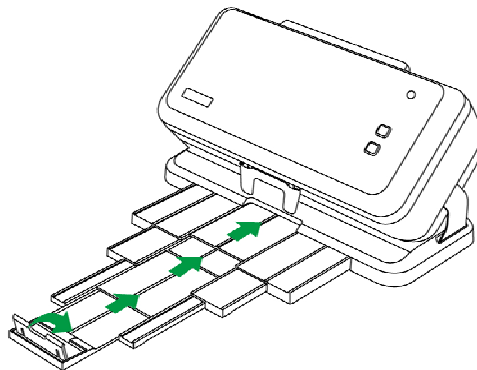
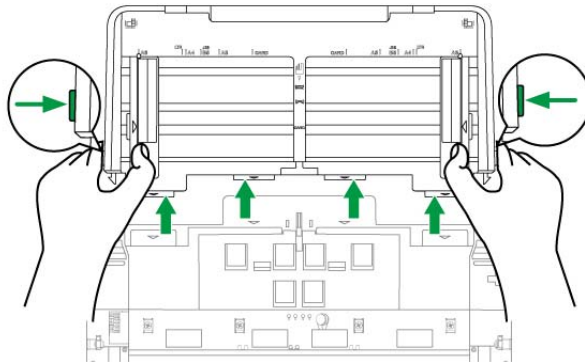


## CHANGING THE SCANNER POSITION

When changing the scanner position, please remove paper chute and close all stacker extension.

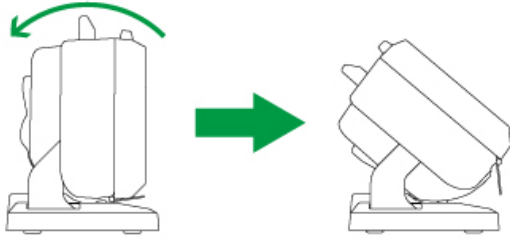


**Attention**



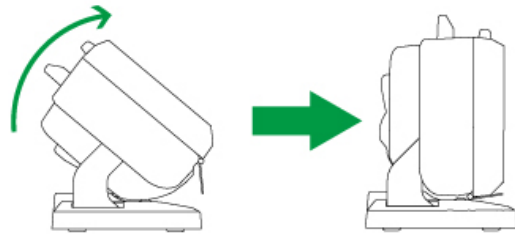
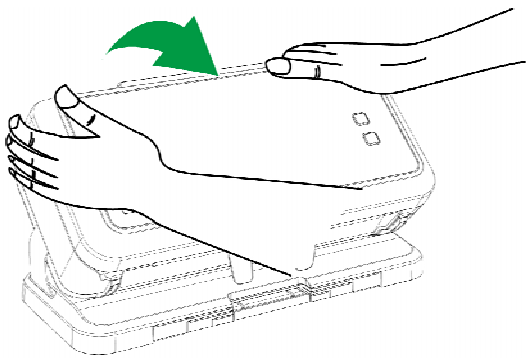
### Storage Mode to Normal Mode

Please hold the scanner body with your hand. Push the scanner body until you feel the scanner locks into place.



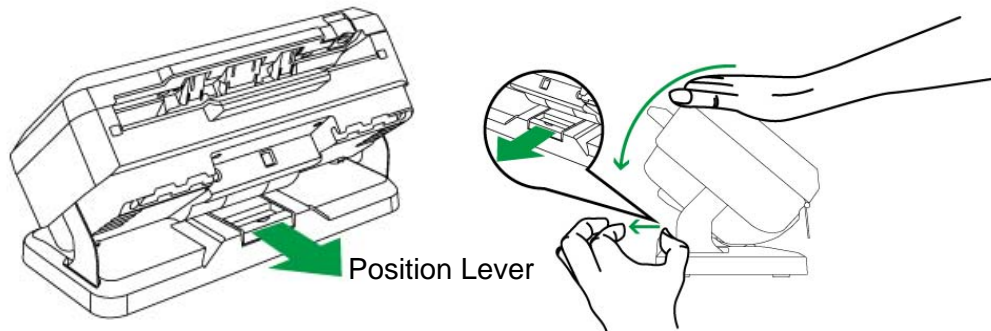
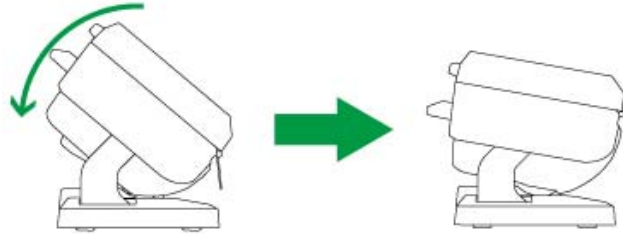
### Normal Mode to Storage Mode

Please hold the scanner body with your hand. Pull the scanner body until you feel the scanner locks into place.



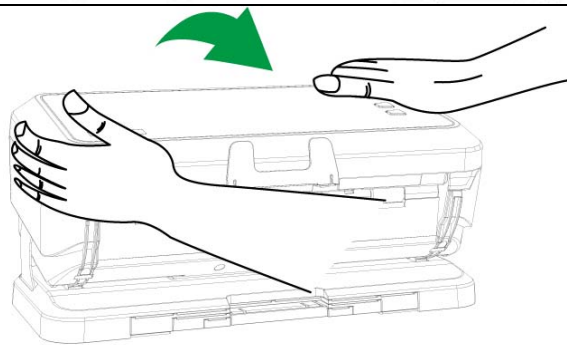
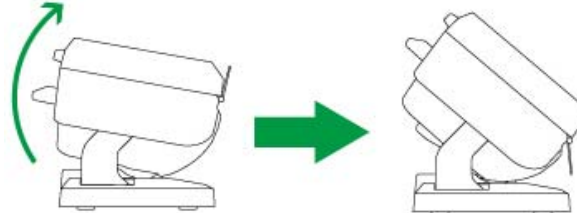
### Normal Mode to Special Mode

Pull out the position lever and push the scanner body until you feel the scanner locks into place.



### Special Mode to Normal Mode

Pull the scanner body to return to the normal mode.





# CHAPTER I. INSTALLING THE SCANNER

Before installing your scanner, please verify that you have all of the proper components. A list of the package contents is provided in the [“Box Contents”](#) section of this guide.

## SOFTWARE INSTALLATION REQUIREMENTS

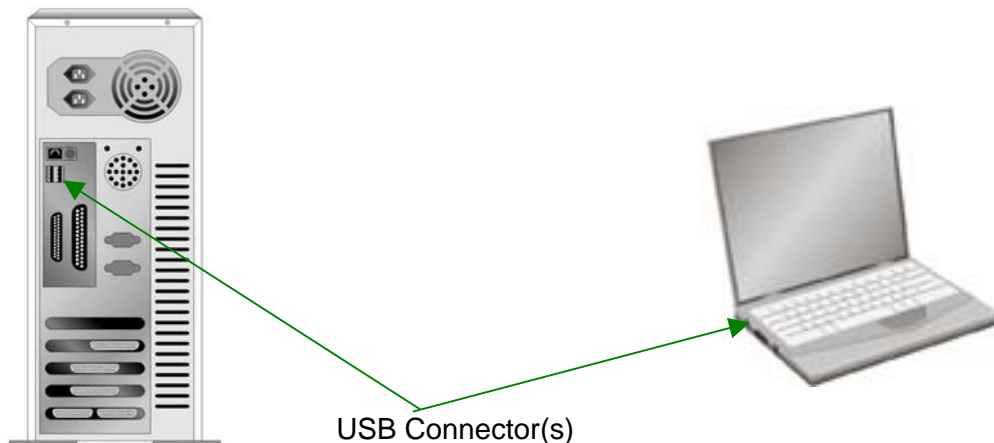
Your scanner comes with the scanner’s driver and DocAction II. All of these software applications use approximately 2 GB of hard disk space after they are installed into your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 6 GB of hard disk space is recommended.

This USB scanner can only operate under the Microsoft Windows 7 / 8 / 10 / 11 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 like the picture below. 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

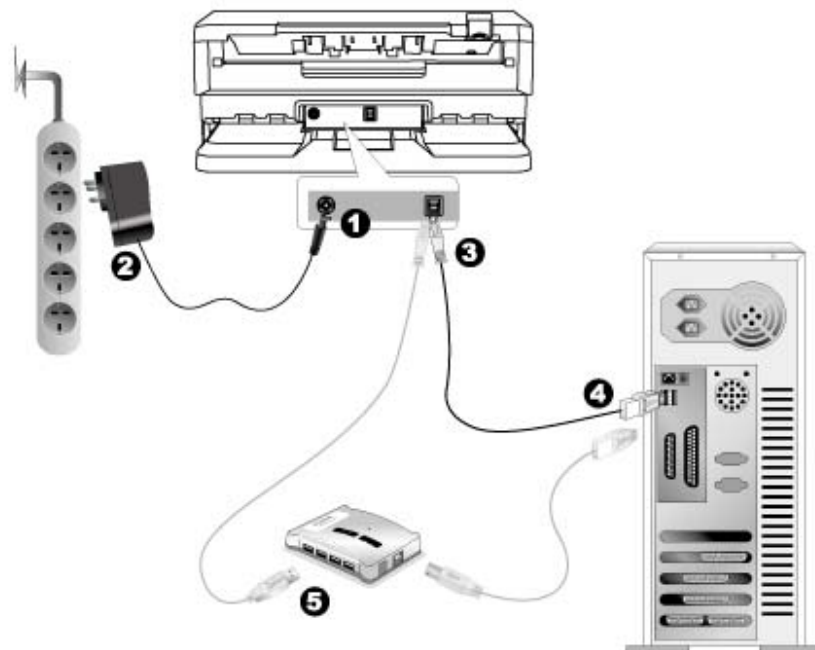
Please follow the step-by-step procedures described below to install the Plustek scanner.




### Choose a Proper Site First!

- Always place your scanner on a level, smooth and strong surface before proceeding the scanner setup or any scanning task.  
Tilted or uneven surface may cause paper-feeding errors, scanner damage or personal injury.
- Avoid using the scanner in a dusty environment. Dust particles and other foreign objects may damage the unit.



### 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.

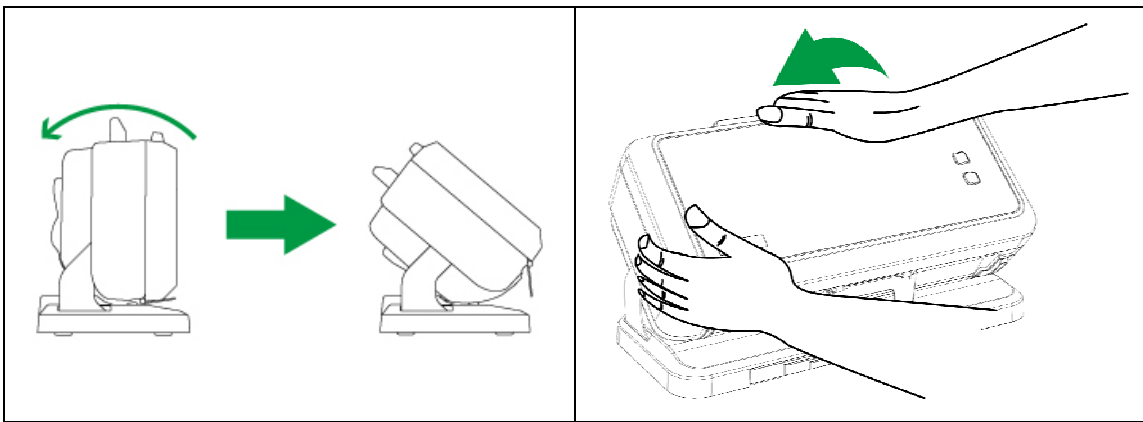
1. Plug the AC adapter into the scanner's power receptor .
2. Plug the other end of the AC adapter into a standard AC power outlet.
3. Plug the square end of the included USB cable to the USB port  at the rear of the scanner.

4. Plug the rectangular end of the USB cable to an available USB port on your computer.
5. If you plan to connect your scanner to a USB hub<sup>4</sup>, make sure that the hub is connected to the USB port in your computer. Next, connect the scanner to the USB hub.

## Step 2. Changing the Scanner Position

When you take out the scanner from the box, it is in Storage Mode. You should change the scanner position to Normal Mode for operation.

Please hold the scanner body with your hand. Push the scanner body until you feel the scanner locks into place.

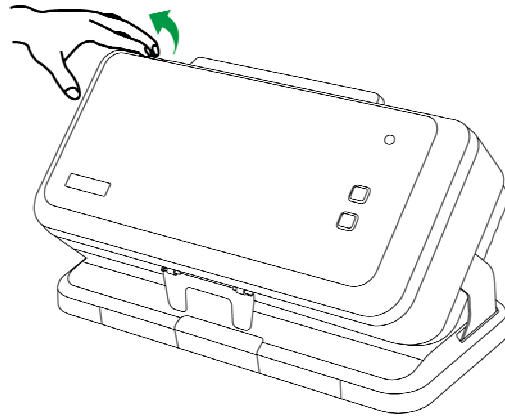


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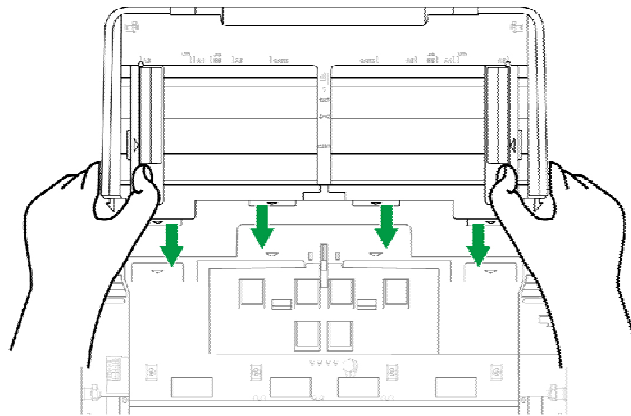
<sup>4</sup> The USB hub is not included with the scanner. If using a hub, you are recommended to use a hub with its own external power adapter.

### Step 3. Install the Paper Chute


1. Open the ADF cover by pulling the lever, and get the paper chute ready.



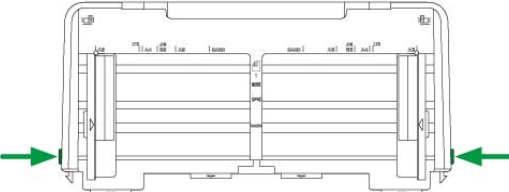
2. Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner.



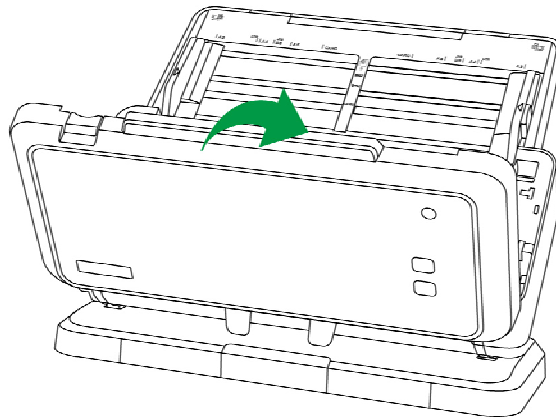
Do not press the buttons on both sides of the paper chute unless you want to remove it.



**Information**

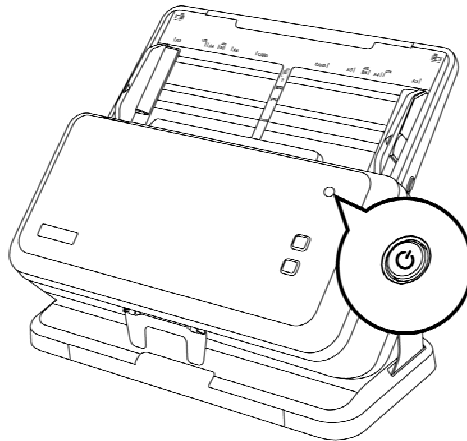


3. Close the ADF cover by pushing it back down until it snaps back into place.



## Step 4. Installing the Software

1. Turn on the scanner power.



2. Install the driver:
  - 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.
3. Follow the on-screen instructions to install all software that your new 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.
4. After the software is installed, close all open applications and click 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.

5. 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.



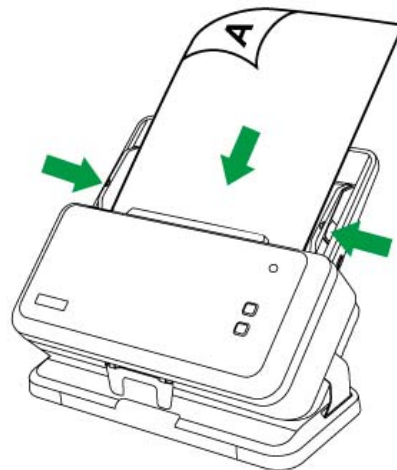
**Information**

If your computer is off when the scanner is connected, the “Add New Hardware Wizard” message will not be displayed until the computer is on and Windows starts.

## Step 5. Testing the Scanner

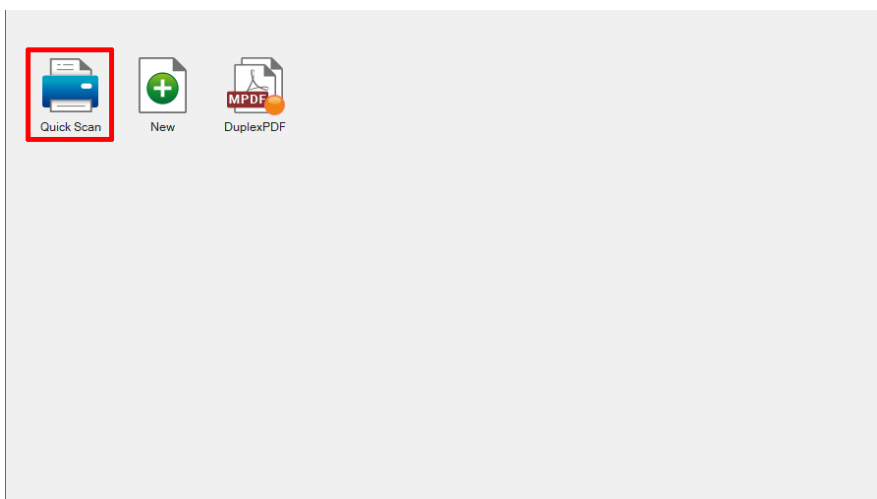
The following describes how you can check if the scanner is properly functioning with your computer and the scanning software. Before testing your scanner, double check to make sure that all connections are securely fastened.

1. Load a document headfirst and face down into the ADF with the text side facing the paper chute.

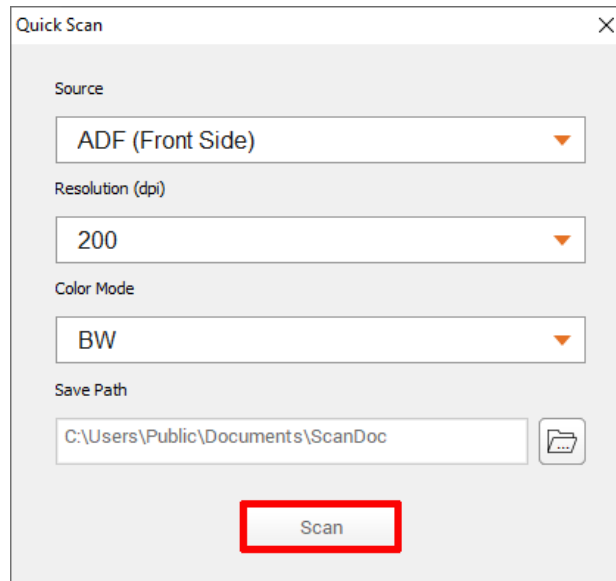


2. Double-click the icon **DocAction II**  on the desktop.

3. Double-click the icon **Quick Scan**  in the **DocAction II** window.



4. Within the “**Quick Scan**” window, adjust scan settings. Click the **Scan** button.



5. The document in the ADF paper chute should be now loaded into the ADF and scanned. The scanner starts to scan immediately and carry out the corresponding action according to settings you have set up in the “**Quick Scan**” window.

## COMPATIBLE WITH STANDARD TWAIN SOFTWARE

Your scanner is TWAIN compliant and functions with virtually all available TWAIN compatible software.

## 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.

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.

The DocAction II 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 II, you don't need to adjust settings every time you scan. Simply press Scan button on the scanner's front panel or click any scanning menu item of DocAction II on the screen. The scanner starts to scan your paper documents and transfer them to your assigned destination. The destination can be files on your disk drives, FTP, etc.

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

This chapter describes three important steps of scanner operations. Read them thoroughly and follow the instructions to ensure correct use and optimal scanner performance.

Step 1. [Preparing Originals](#)

Step 2. [Placing Originals](#), [Placing Same Size Originals](#), [Placing Business Cards](#), [Placing Plastic Cards](#), [Placing Different Size Originals](#), [Placing Special Originals](#)

Step 3. [Scanning Documents](#)

### PREPARING ORIGINALS

Proper document preparation prior to the scan can prevent paper feed errors and damages to the scanner.

- [Checking Document Conditions](#)
- [Loosening Documents](#)

#### Checking Document Conditions

Make sure the size and ream weight of your documents are acceptable by the scanner. Refer to "[Appendix A: Specifications](#)" of this guide for more information.



To scan multiple documents in a batch from the ADF can increase your work efficiency and make large scanning tasks easier. The ADF of this scanner accepts a variety of paper and stationery you may use in your daily work or personal life, such as:

- Normal paper whose size and ream weight meet the requirements stated in [“Appendix A: Specifications”](#) of this guide.
- Notched paper
- Coated paper (e.g., brochure)



**Attention**

To prevent paper feeding errors and damages to the ADF unit, strictly follow the instructions below:

- Remove all small objects e.g., paper clips, pins, staples or any other fasteners attached, before loading the paper into the ADF.
- Make sure the paper is completely flat with no creased or curled corners.
- Avoid scanning documents with pencil lead and newspaper clippings as they will make the ADF exposure glass and the inner ADF dirty. If you have to scan such paper, clean the scanner frequently (refer to [“Chapter III. Care and Maintenance”](#) of this guide for more information).
- The paper for each batch scanned by ADF can be of the same or different weights.

However, don't use the ADF to scan documents if they meet any of the following conditions:

- Paper lighter than 40 g/m<sup>2</sup> (10 lb.) or heavier than 220 g/m<sup>2</sup> (58 lb.)
- Paper with clips or staples attached
- Paper with inconsistent thickness, e.g., envelopes
- Paper with wrinkles, curls, folds, or tears
- Paper with an odd (non-rectangular) shape
- Paper with static electricity
- Tracing paper
- Carbon paper, pressure sensitive paper, carbonless paper
- Items other than paper, e.g., cloth, metal foil.



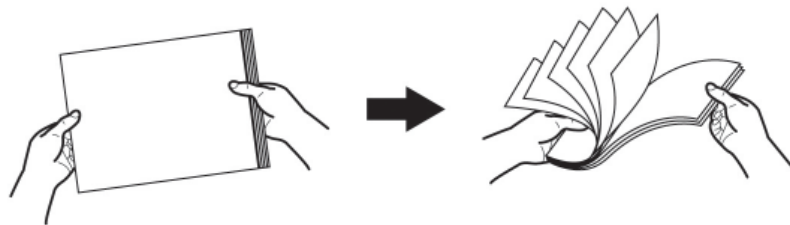
### Attention

- DO NOT use the ADF to scan photographic sheets or particularly valuable document originals; wrinkles or other damages can happen in case of paper feeding errors.
- DO NOT place paper with wet ink or correction fluid into the ADF. Wait few minutes for it to get dry.

## Loosening Documents

Before loading documents into the ADF, loosen them as follows:

1. Fan the documents so that no two pages are sticking together. Make sure to remove static electricity from paper.



2. Hold the documents upside down with both hands, and then gently push them onto a flat surface to align the edges of all documents.



This will allow documents being fed into the ADF one at a time and prevent paper-feeding errors.

## PLACING SCANNED ITEMS AT THE CENTER OF THE ADF PAPER CHUTE

Placing scanned items at the center of the ADF paper chute is the main way to scan items with the same size.

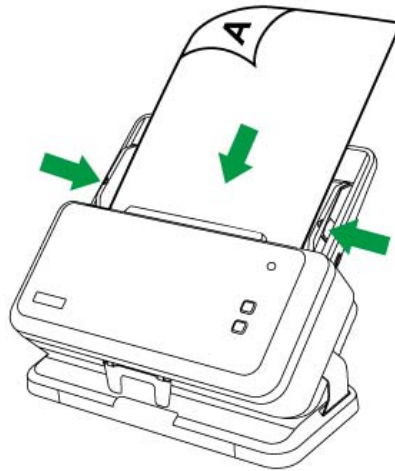
# PLACING ORIGINALS

## Placing Same Size Originals

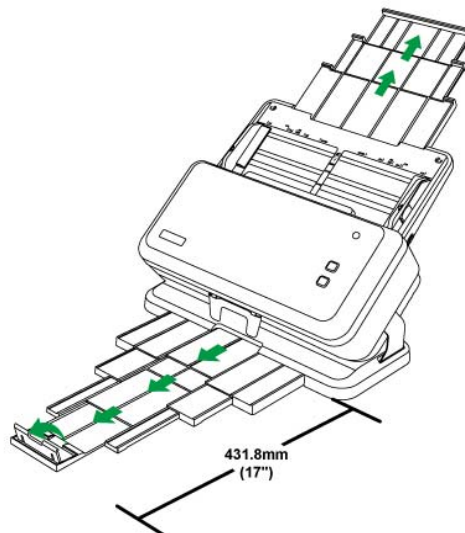
1. Load the documents, headfirst and face down, toward the center of the ADF paper chute and all the way into the ADF until touching the bottom.

For single-sided scans, load the documents face down so that the side to be scanned faces towards the paper chute.

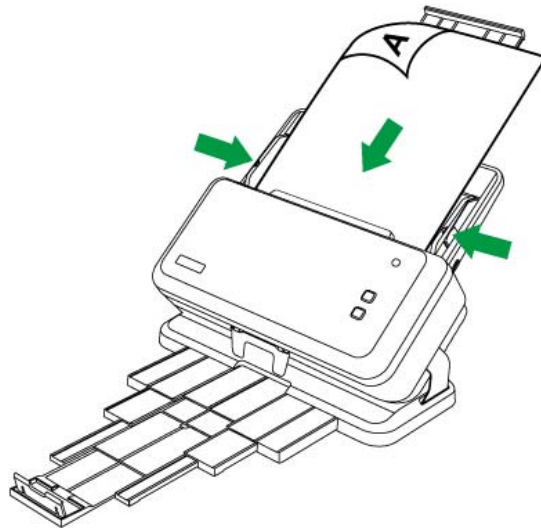
For double-sided scans, load the desired page order of documents face down so that the side to be scanned faces towards the paper chute.



2. Pull out the paper chute extension and stacker extension to provide further support for the documents. Pull down the paperweight to keep the correct order for the stack of output documents.



3. Adjust the paper width slider for the paper size you are using. The paper width slider should be gently touching both sides of the documents.



### Attention

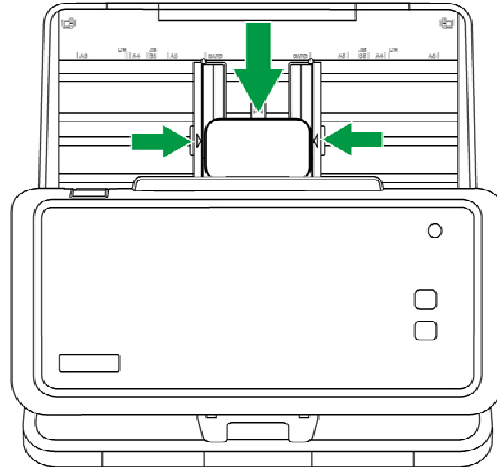
- DO NOT load more than 100 sheets of paper (70 g/m<sup>2</sup>, 18 lb.) to the ADF.
- Paper scanned from the ADF must be a minimum of 13.2 x 13.2 mm (0.52" x 0.52", W x L).
- Make sure there are no gaps between the document stack and the paper-width slider; otherwise, the scanned images can be skewed.
- Although the documents should be loaded firmly in place ensuring optimum scanning accuracy, they should never be wedged in so tightly that the process of feeding them through the scanner is strained.
- Do not load additional paper into the ADF while the unit is feeding and scanning.

## Placing Business Cards

1. Horizontally load the business cards, headfirst and face down, toward the center of the ADF and all the way into the ADF until touching the bottom.

For single-sided scans, load the business cards face down.

For double-sided scans, load the business cards in desired order.



2. Adjust the paper width slider to the business card width. The paper width slider should be gently touching both sides of the business cards.



### Attention

- Make sure the business cards you wish to scan are horizontally loaded into the ADF.
- Don't load more than 20 business cards in one batch.

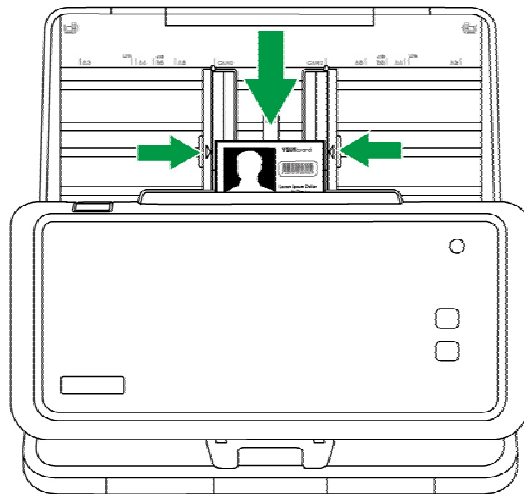
## Placing Plastic Cards

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.

1. Horizontally load the plastic card, headfirst and face up, toward the center of the ADF.

For single-sided scans, load the card face up.

For double-sided scans, load the card in desired order.



2. Adjust the paper width slider to the card width. The paper width slider should be gently touching both sides of the card.



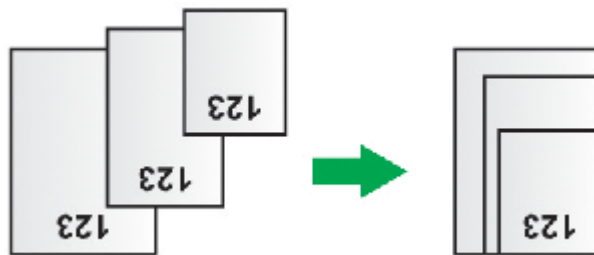
### Attention

- Make sure the plastic cards you wish to scan are horizontally loaded into the ADF.
- Maximum thickness of each plastic card is 1.2 mm.

## Placing Different Size Originals

### Align on the right

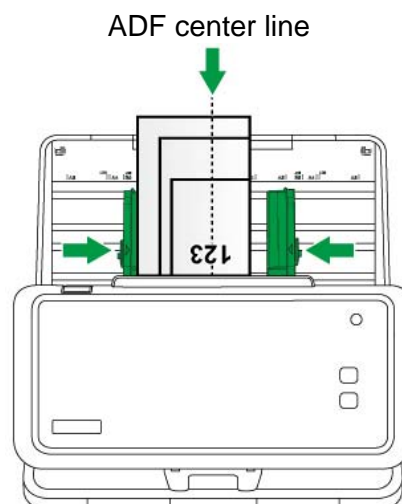
1. Align the top of the documents first and then **align all documents on the right side**. The smallest document is placed on the top of the mixed batch documents.



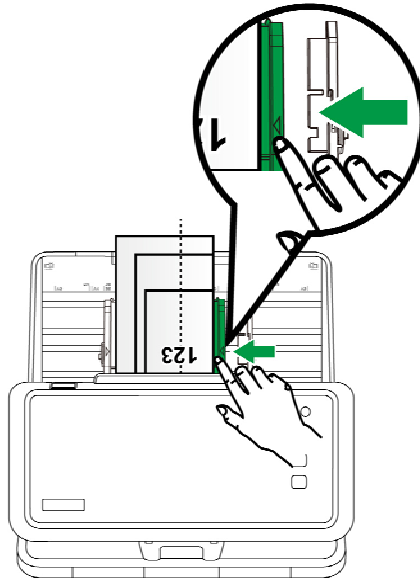
Align all documents on the right side

Load the documents, headfirst and face down, in the ADF paper chute and all the way into the ADF until touching the bottom. Make sure all documents reach ADF center line to be fed into the scanner, and **the center line of the narrowest document is placed on the ADF center line** to be picked by the pick rollers. Otherwise, some documents may not feed into the scanner.

Adjust the paper width slider for the paper size you are using. The paper width slider should be gently touching the widest document in the batch.

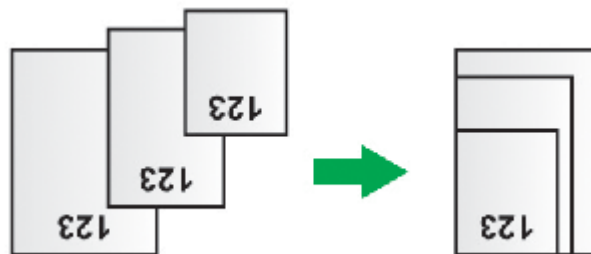


2. You can separate the **right slider** into symmetrical slider and asymmetric slider for your needs.



### Align on the left

1. Align the top of the documents first and then **align all documents on the left side**. The smallest document is placed on the top of the mixed batch documents.

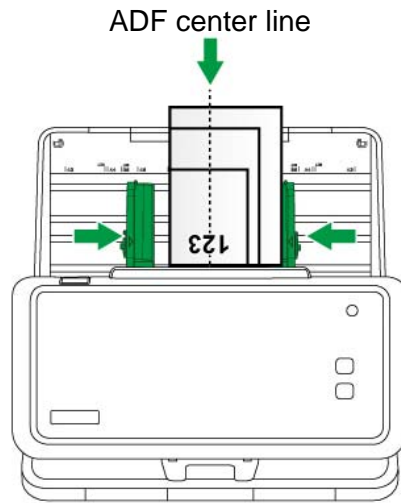


Align all documents on the left side

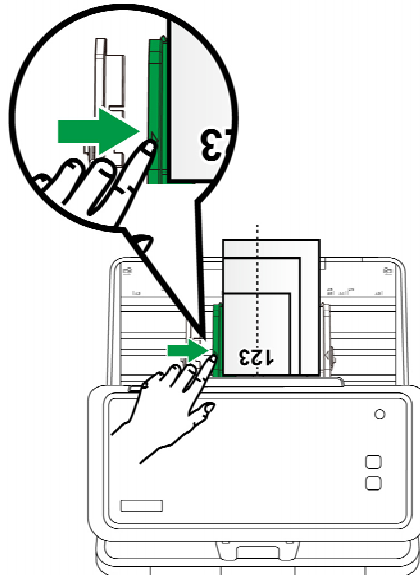
Load the documents, headfirst and face down, in the ADF paper chute and all the way into the ADF until touching the bottom. Make sure all documents reach ADF center line to be fed into the scanner, and **the center line of the narrowest document is placed on the ADF center line** to be picked by the pick rollers. Otherwise, some documents may not feed into the scanner.

Adjust the paper width slider for the paper size you are using. The paper width slider should be gently touching the widest document in the batch.





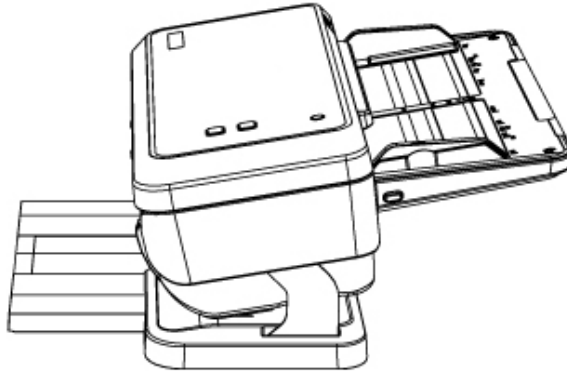
2. You can separate the **left slider** into symmetrical slider and asymmetric slider for your needs.



## Placing Special Originals

You may use special mode to scan special document, such as fragile documents, long paper or folded document.

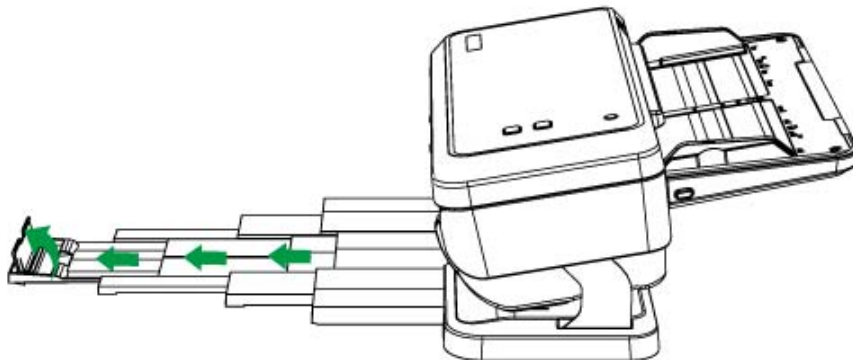
1. Place the scanner in Special Mode. (Please refer to [Changing the Scanner Position](#) for detailed description)



2. Load the documents, headfirst and face down, in the ADF paper chute and all the way into the ADF until touching the bottom.
3. Pull out the stacker extension to provide further support for the documents. You may adjust the position of the stopper to fit the ejected originals if necessary.

### Note:

1. When scanning long paper or folded document, please close the paperweight.
2. When scanning document longer than 431.8mm (17"), please close the stopper.




## SCANNING DOCUMENTS

There are 4 different ways to operate the scanner:


1. By scanning from the **Scan** button within the **Quick Scan** window of DocAction II program.
2. By scanning from the buttons on the scanner front panel.
3. By scanning from the scan profile buttons within DocAction II window.
4. By acquiring images from the scanner through our TWAIN interface within any TWAIN-compliant application programs.

The TWAIN interface and DocAction II software are 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 ADF.

### Launch the DocAction II Program

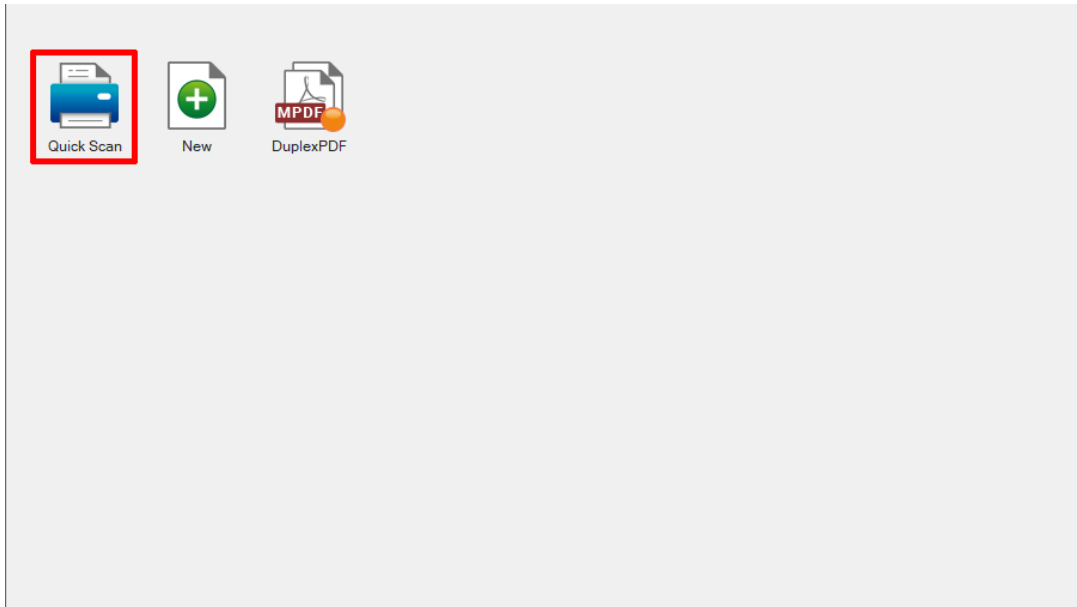
Do one of the following to open the DocAction II window:

- Click on the Windows **Start** menu, point to **All Programs** and then click **DocAction II**.
- Double-click the icon **DocAction II**  on the desktop.
- Right-click the icon  in the Windows system tray, and then choose **Button Setting** in the pop-up menu that opens.
- Double-click the icon **DocAction II**  in the Windows system tray.

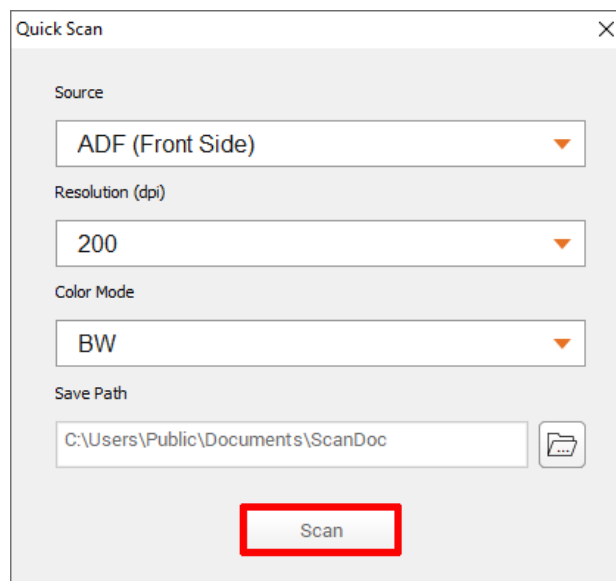
### Scanning from the Scan Button within the Quick Scan Window of DocAction II Program

The **Scan** button within the **Quick Scan** window allows you to quickly scan with basic scan settings. Follow the steps described below:

1. Place the document or images onto the scanner. (Refer to "[Chapter II. Scanning](#)" of the Scanner User's Guide for more information in placing paper into the ADF properly.)
2. Launch the DocAction II program.



3. Double-click the **Quick Scan** button  in the **DocAction II** window. Within the “**Quick Scan**” window, adjust scan settings. Click the **Scan** button.



4. The scanner starts to scan immediately and carry out the corresponding action according to settings you have set up in the “**Quick Scan**” window.

## Scanning from the Scanner’s Front Panel

To complete your scanning projects by using the scanner buttons is very easy and convenient. Before performing your first scan via scanner buttons, you are recommended to configure the button settings to your needs and preferences first.

### Scan from the Scanner Buttons

1. Place the document or images onto the scanner. (Refer to “[Chapter II. Scanning](#)” of the Scanner User’s Guide for more information in placing paper into the ADF properly.)

2. Check current button settings by viewing the DocAction II window. If needed, you may also modify settings to meet your current needs. (Refer to “View Scan Profile and Configure Profile Settings” below for more information.)

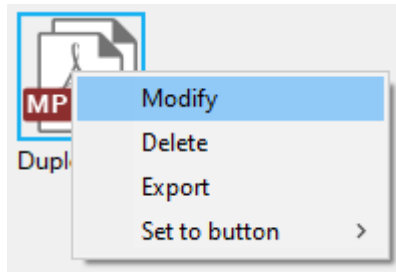
3. Press the **Scan** button.

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

## View Scan Profile and Configure Profile Settings

Within the “DocAction II” window, you may customize the settings of tasks to best meet your needs and preferences. Follow the steps described below:

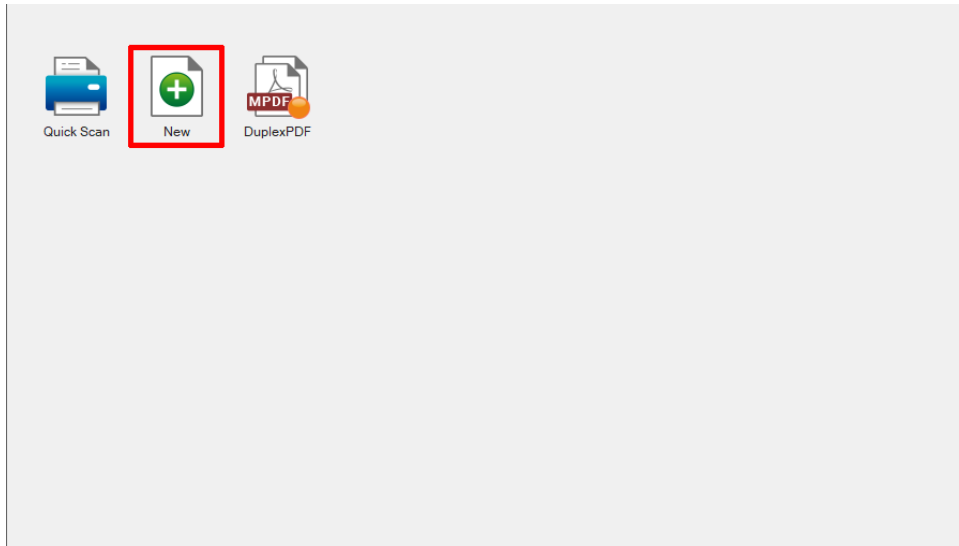
1. Launch the DocAction II program.
2. Within the DocAction II window, right-click the desired scan profile button and select **Modify** from the pop-up menu.



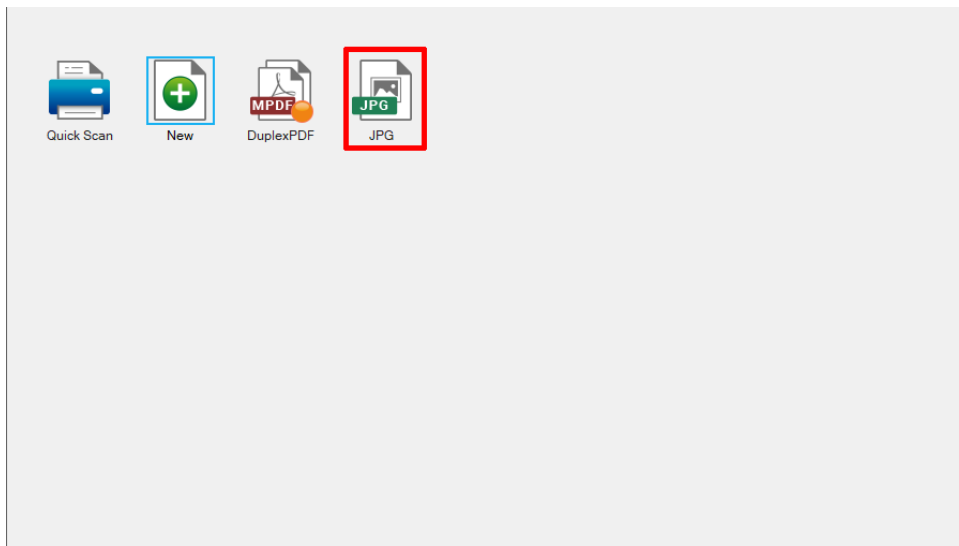
Go to the **Filename**, **File Format**, **Scan**, **Save** and **Adjust** page to view and configure scan profile settings. Click **OK** button to save the settings.

3. You can add your desired scan profile button by double-clicking the **New** button

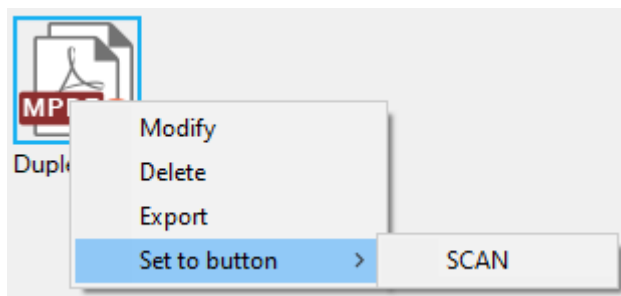




Go to the **Filename, File Format, Scan, Save** and **Adjust** page to configure scan profile settings. Click **OK** to save the settings. The scan profile button you created will be displayed in the window.



4. Right-click the scan profile button and select **Set to button** in the pop-up menu that opens. Select **Scan** from the pop-up list to assign the scan profile to be the **Scan** button on scanner front panel.

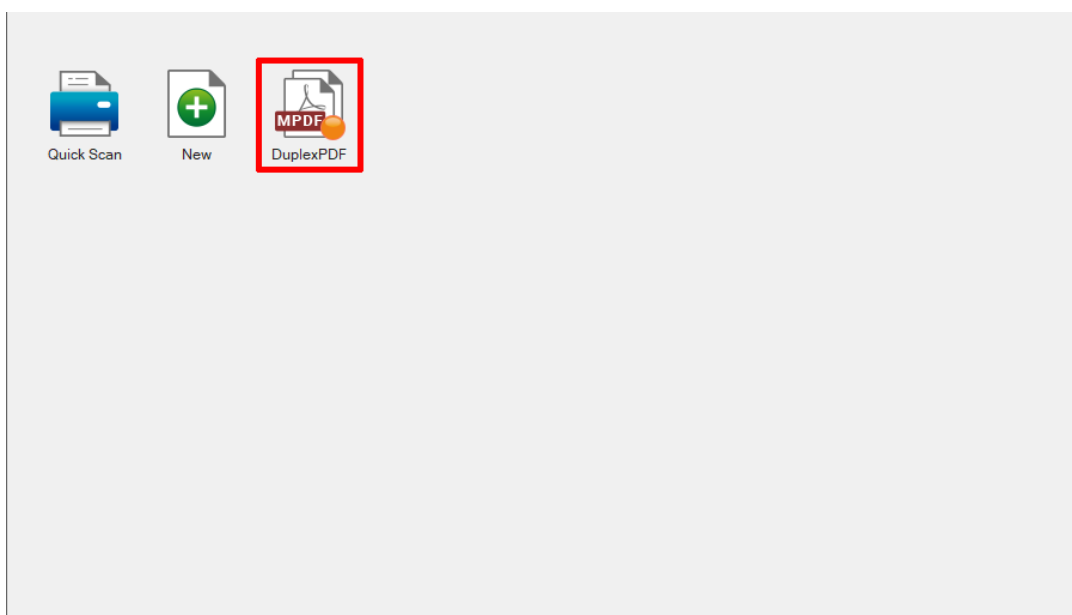


Click the **?** button within the DocAction II window for more information about the settings.

## Scanning from the On-screen DocAction II Scan Profile Button

You can perform scanning task by double-clicking the scan profile button on the screen. Follow the steps described below:

1. Place the document or images onto the scanner. (Refer to "[Chapter II. Scanning](#)" of the Scanner User's Guide for more information in placing paper into the ADF properly.)
2. Launch the DocAction II program.
3. Double-click the desired scan profile button.



4. The scanner starts to scan immediately and carry out the corresponding action according to settings you have set up for the scan profile button.

## 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 your TWAIN compatible program to scan via the 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.

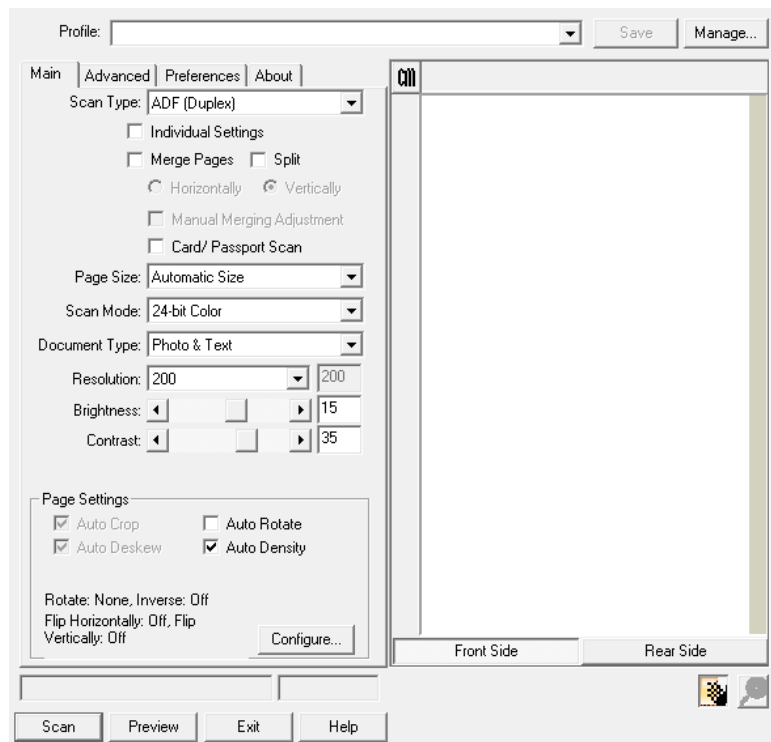
### Select the Scan Source:

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 TWAIN program. Please refer to your TWAIN compatible program manual for more information about the settings.

### Scan within your TWAIN compatible program:

1. Launch your TWAIN compatible program.
2. Open the TWAIN window within your TWAIN compatible program. Please refer to your TWAIN compatible program manual for detailed information.
3. In the TWAIN window that opens, select **ADF (Front Side)** as the Scan Type if you want to scan single-sided documents, or select **ADF (Duplex)** to scan double-sided documents.



4. Adjust the scanning settings. For **ADF (Duplex)** scan, you can tailor settings individually for front and rear sides of the documents. Click **Front Side** button to adjust the scanning settings of document front side and then click **Rear Side** button to adjust the scanning settings of document rear side. You can enable the function of **Merge Pages** only when you select **ADF (Duplex)** as **Scan type** and **Automatic Size** as **Page Size** to output the scan images of both front and rear sides in one image. After the function of **Merge Pages** is enabled, you can make the selection of **Horizontally** to generate both front and rear image data horizontally in a joined image (the rear image will be placed at the right side next to the front image), or make the selection of **Vertically** to generate both front and rear image data vertically in a joined image (the rear image will be placed below the front image).



5. Load one page of the document and click the **Preview** button. The scanned image should appear in the Preview Window. To define the margins and crop out sections of the image you don't want scanned, use the mouse to click and drag the corners or sides of the scan area borders. Adjust the scan settings again if the preview image doesn't satisfy your needs.
6. Load all pages of the document and click the **Scan** button.
7. When the scan finishes, click the **Exit** button to close the TWAIN window. The scanned images are displayed in your TWAIN compatible program, and you may perform the image editing tasks.

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

## CHAPTER III. CARE AND MAINTENANCE

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

### CLEANING THE SCANNER

Paper powder, dust, ink and toner from paper being scanned may make the inner ADF dirty, which leads to poor image quality or document-feeding errors. How often to clean your scanner depends on the type of paper and number of pages being scanned.

Perform the following procedures to clean the scanner surface and the ADF unit. Gently wipe locations described herein. Do not rub too hard.



**Warning**

- 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 ADF to cool to ambient temperature.
- Wash your hands with soap and water after cleaning the scanner.

### Cleaning Materials

Have the following cleaning materials ready to clean the scanner:

- **soft, dry, lint-free cloth (or a cotton swab)**
- **non-abrasive cleaner**—Isopropyl alcohol (75%). DO NOT use water.

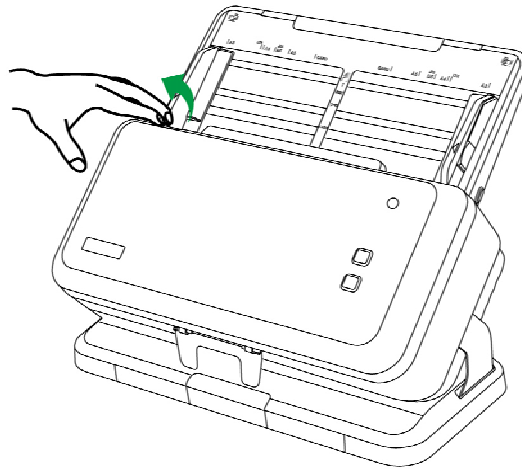


**Attention**

- Alternatively you can use glass cleaner or neutral detergent for windows cleaning to clean the scanner glass.
- However, DO NOT use either of them to clean the ADF feed roller, friction roller, pick rollers, separation rollers and sensors.
- Use of other cleaning materials could damage your scanner.

## Cleaning the ADF

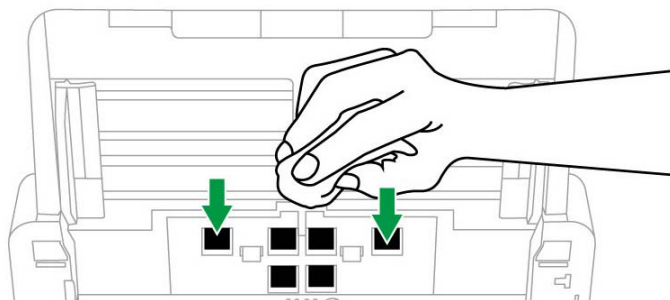
1. Open the ADF cover by pulling the lever.



2. Gently wipe the following areas with the cloth dampened with the cleaner. Be careful NOT to scratch their surfaces.

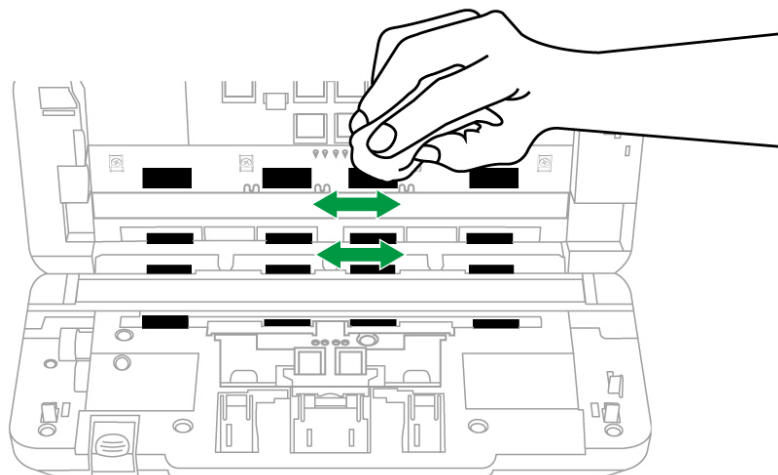
### Clean Pick Rollers and Separation Rollers:

Wipe the pick rollers and separation rollers from top to bottom (in the direction of arrow shown in the picture).



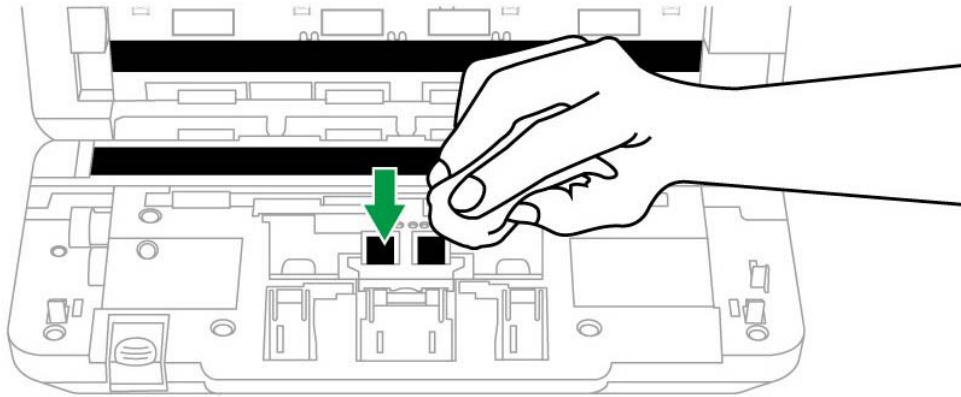
### Clean Feed Rollers:

Wipe the Feed Rollers from side to side and then rotate it. Repeat this until its entire surface is cleaned.

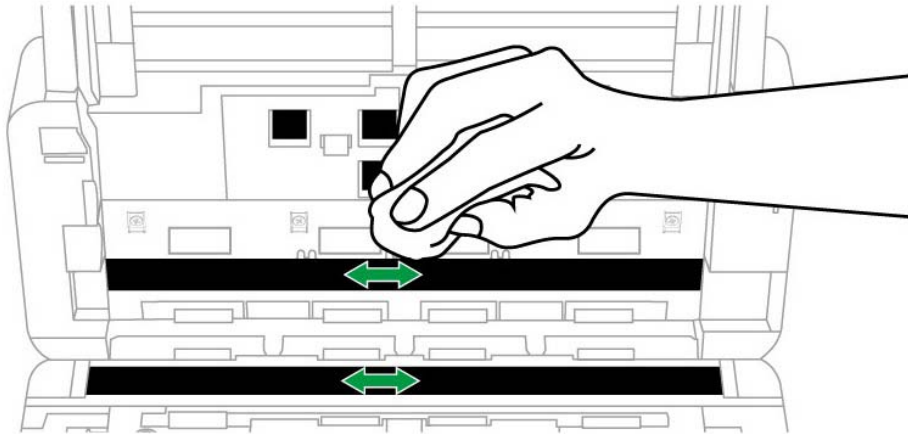


### Clean Friction Rollers:

Wipe the friction rollers from top to bottom (in the direction of arrow shown in the picture).



### Clean ADF Glass:

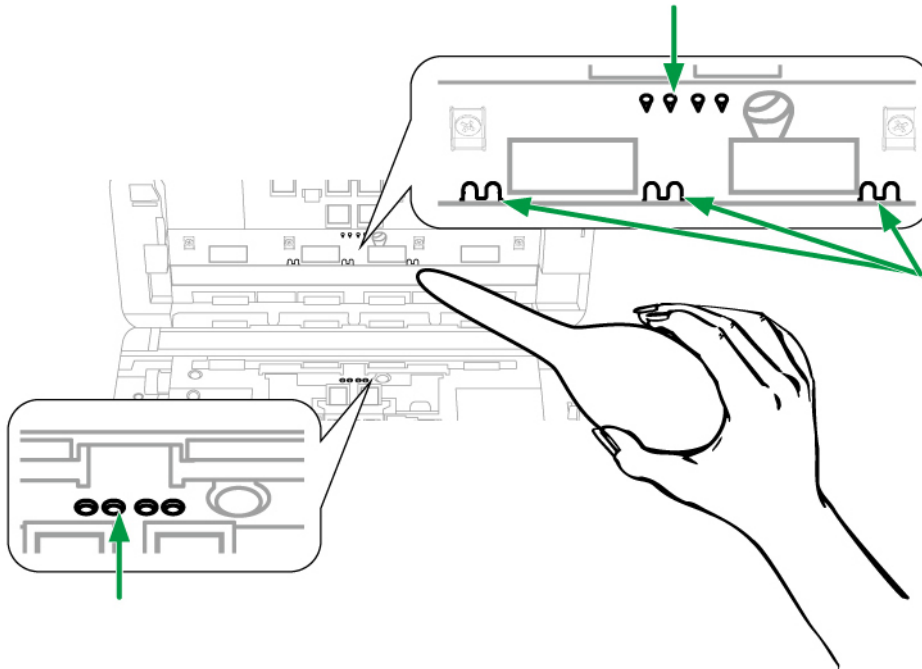


#### Attention

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

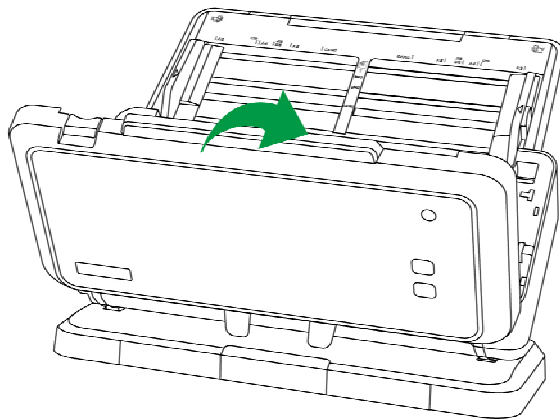
### Clean Sensors:

Remove dust from the sensors with a dust cleaner "Air Blower Ball".



DO NOT use alcohol, water, detergent and liquid.

3. Wait for cleaned areas to dry completely.
4. Close the ADF cover by pushing it back down until it snaps back into place.

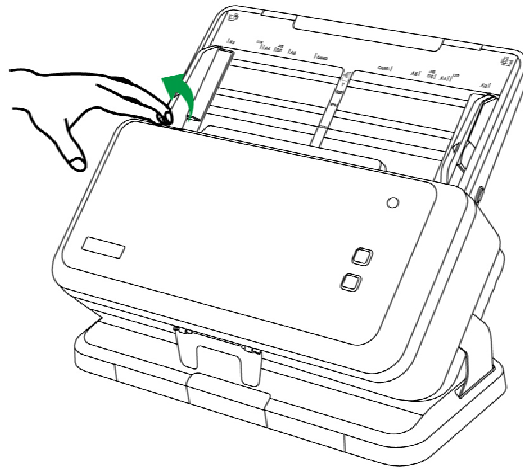


## REPLACING CONSUMABLES

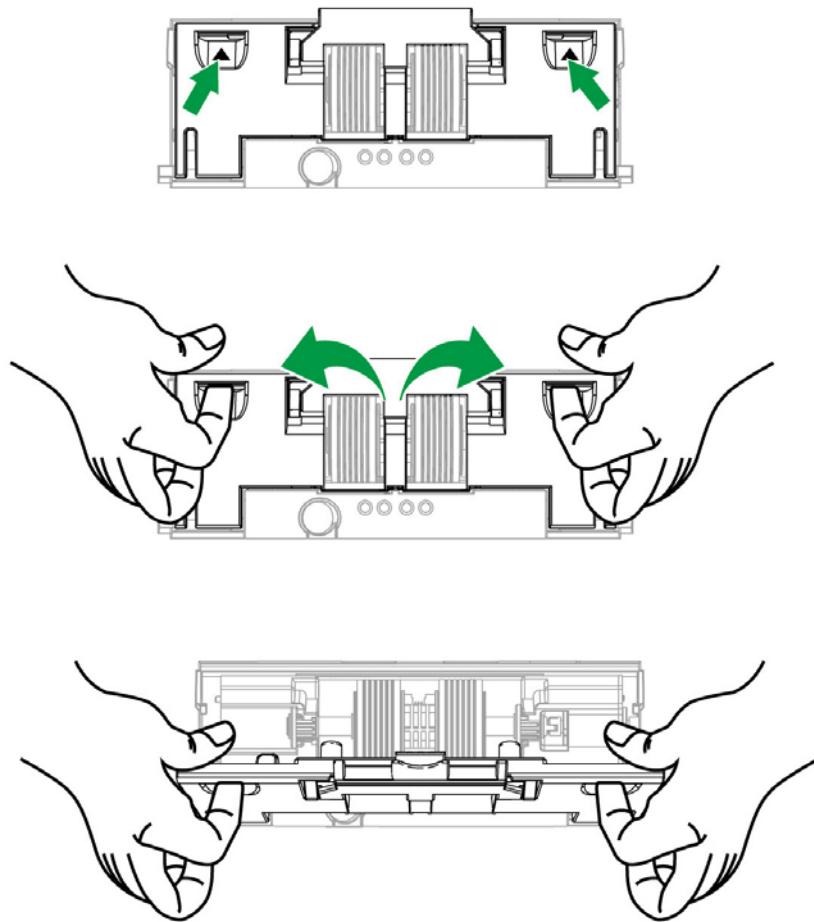
As a guideline, it is recommended to replace the friction roller every 100000 sheets of scans (A4, 70 g/m<sup>2</sup> or 18 lb.), and it is recommended to replace the separation roller every 300000 sheets of scans (A4, 70 g/m<sup>2</sup> or 18 lb.). The Counter Utility program automatically counts the number of sheets scanned by your scanner and how many times the consumables are used. After replacing consumables, please reset the counter to 0. From the Windows **START** menu, point to **All Programs > Your Scanner Model Name**, and then click **Scanner Utility**. (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 **Scanner Utility**.) The Scanner Utility window opens. Find the Counter Utility section. Refer to the online help of Scanner Utility to explore more about Counter Utility.

### Replacing the Friction Roller

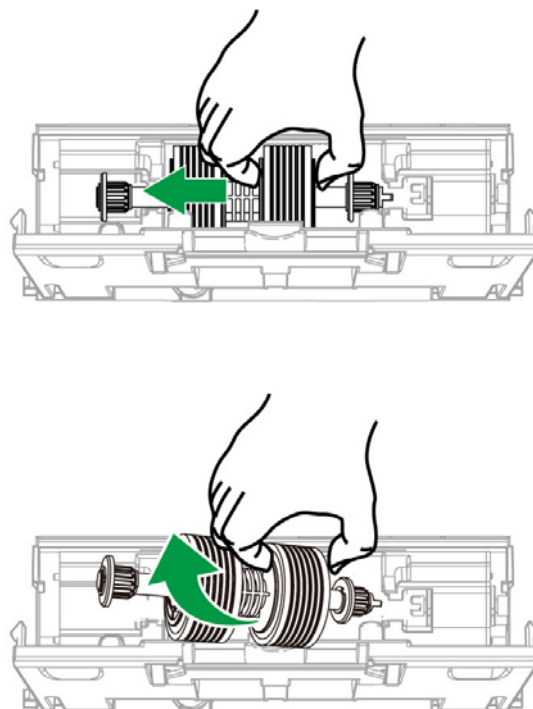
1. Open the ADF cover by pulling the cover open lever.



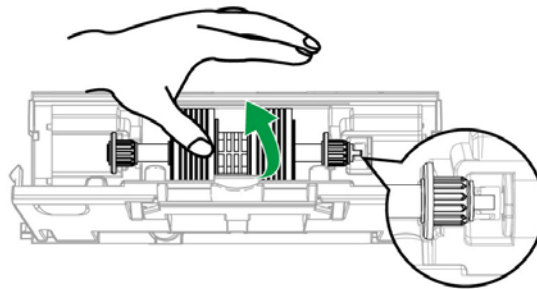
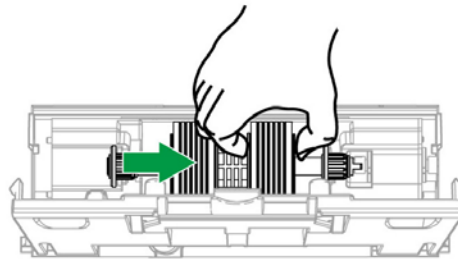
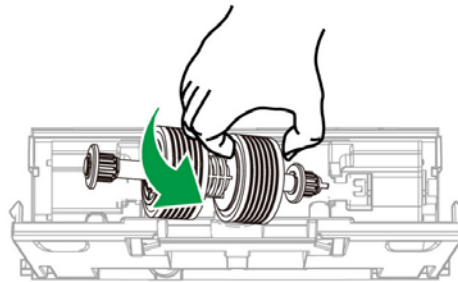
2. Open the friction roller cover (in the direction of arrow shown in the picture).



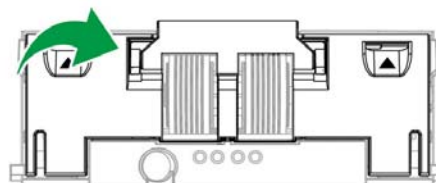
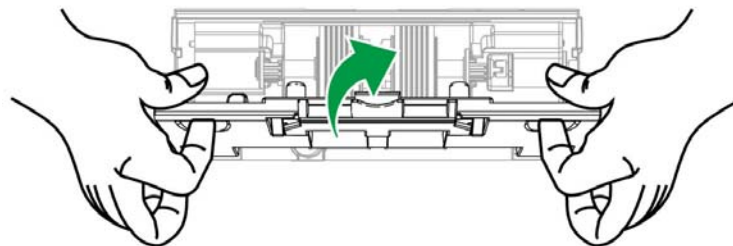
3. Remove the friction roller with the shaft (in the direction of arrow shown in the picture).



4. Install the new friction roller with the shaft by aligning and inserting the roller with the shaft onto the roller pitman on the scanner (in the direction of arrow shown in the picture).

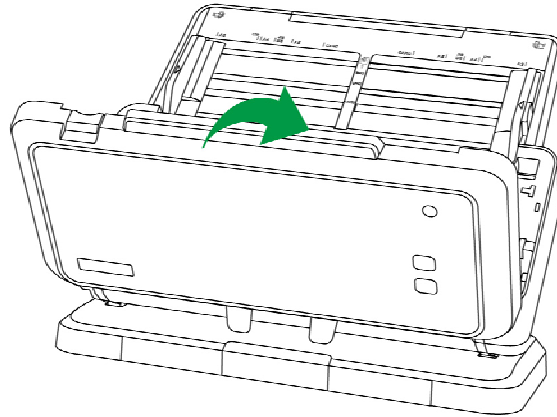


5. Roll the roller to make sure the roller is positioned at the right place. Close the roller cover.



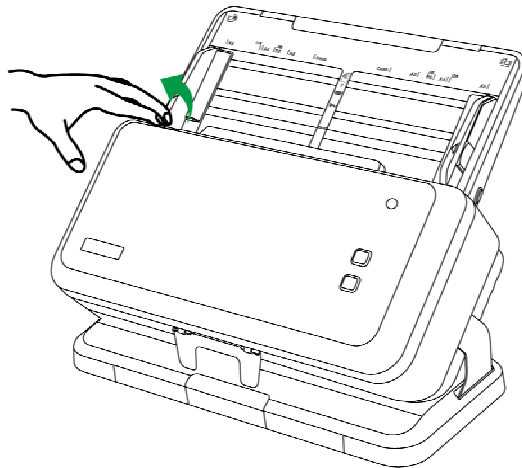


6. Close the ADF cover by pushing it back down until it snaps back into place.

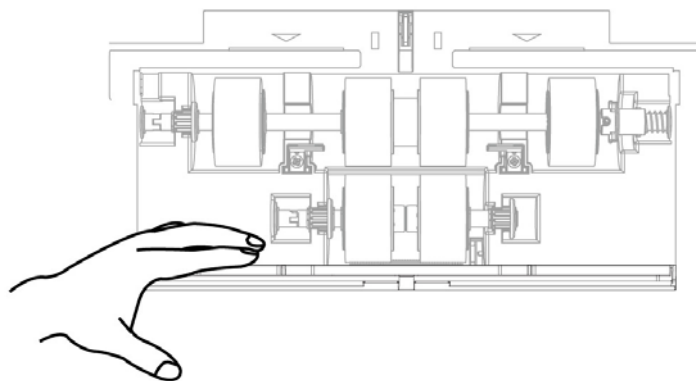
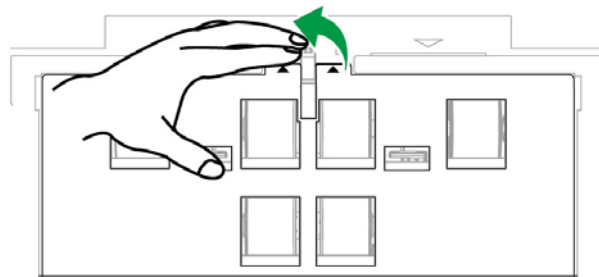
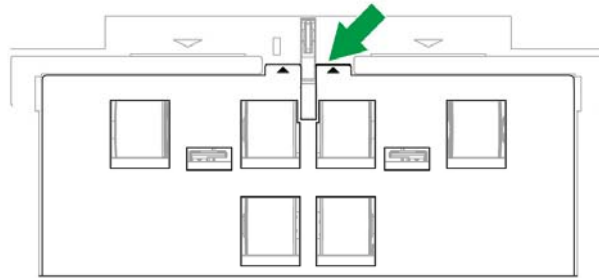
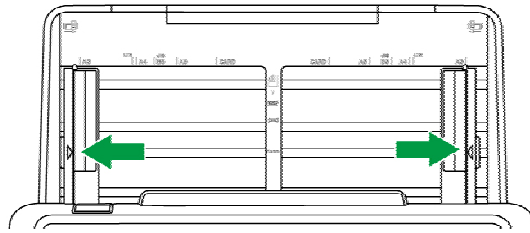


## Replacing the Pick Roller

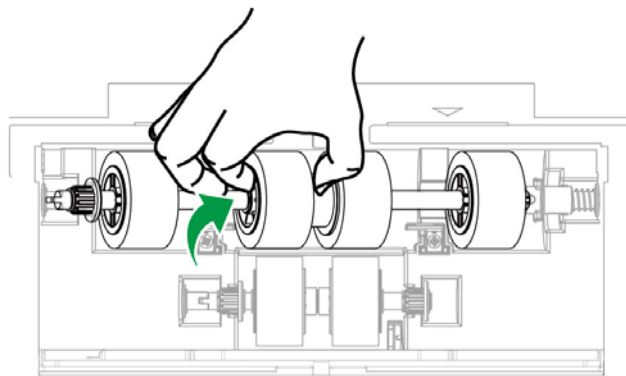
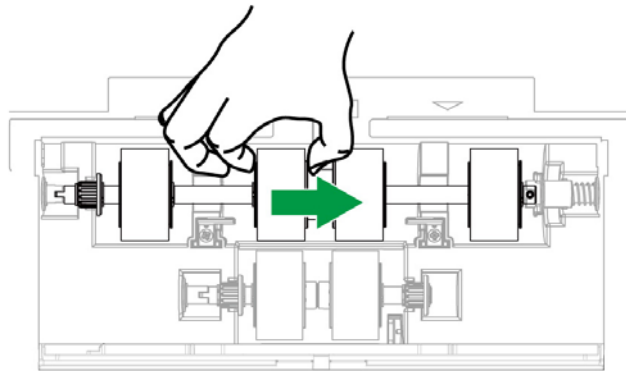
1. Open the ADF cover by pulling the cover open lever.



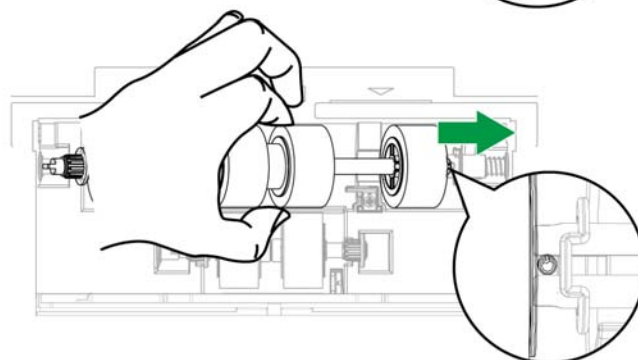
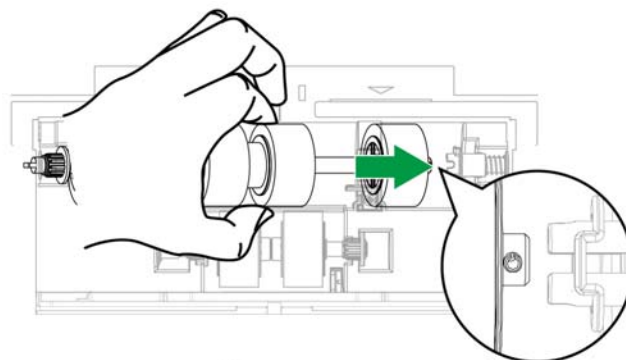
- Slide the paper width sliders fully outward before you open the roller cover. Open the roller cover (in the direction of arrow shown in the picture).



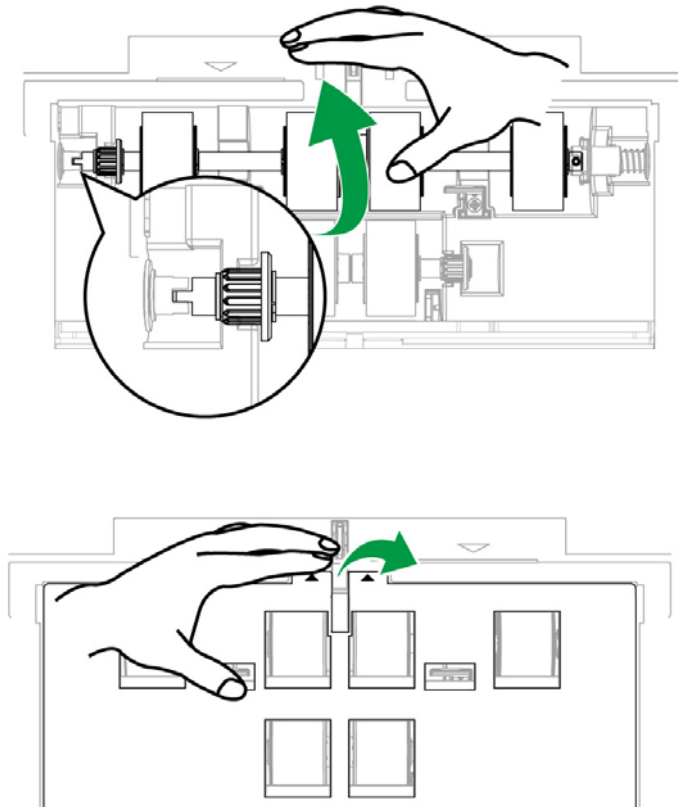
3. Remove the pick roller with the shaft (in the direction of arrow shown in the picture).



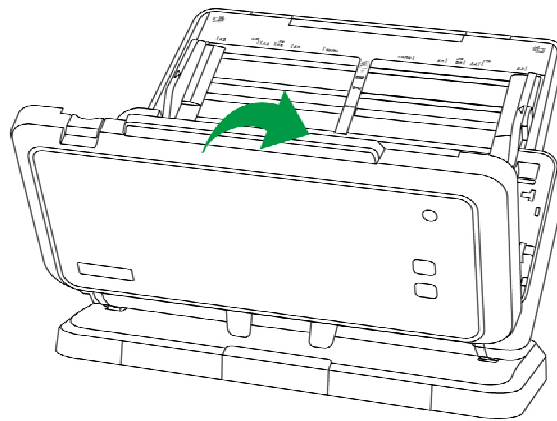
4. Install the new pick roller with the shaft by aligning and inserting the roller with the shaft onto the roller pitman on the scanner (in the direction of arrow shown in the picture).



5. Roll the roller to make sure the roller is positioned at the right place. Close the roller cover.

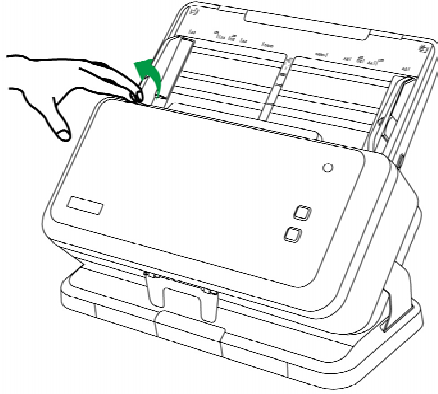


6. Close the ADF cover by pushing it back down until it snaps back into place.

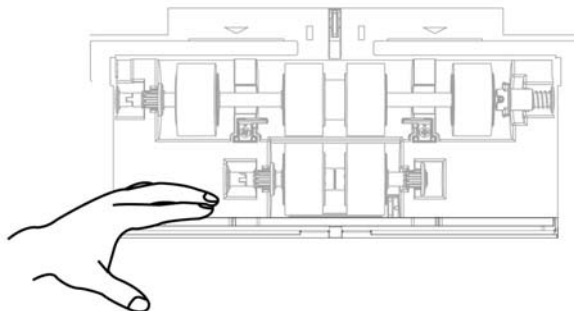
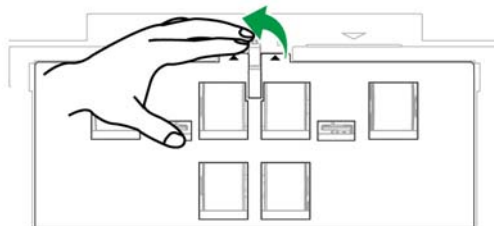
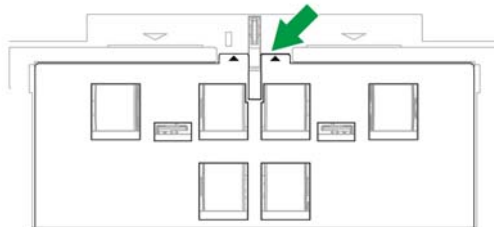
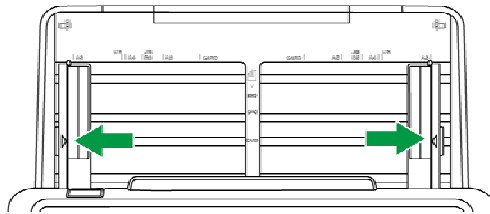


## Replacing the Separation Roller

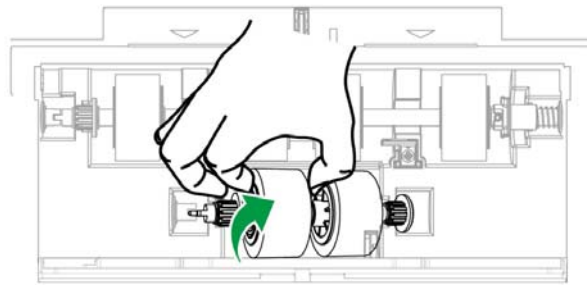
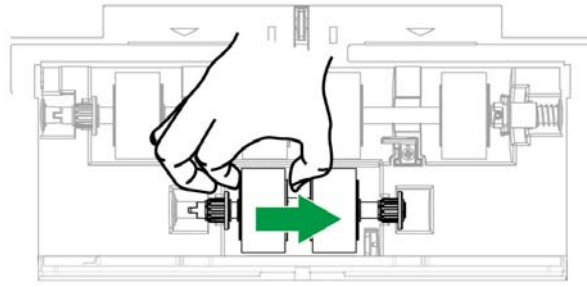
1. Open the ADF cover by pulling the cover open lever.



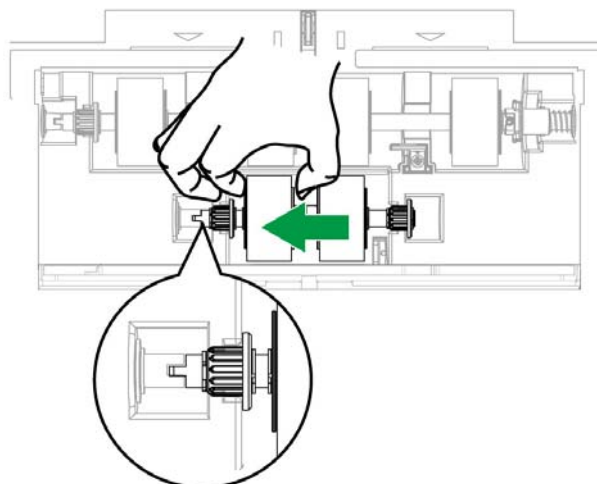
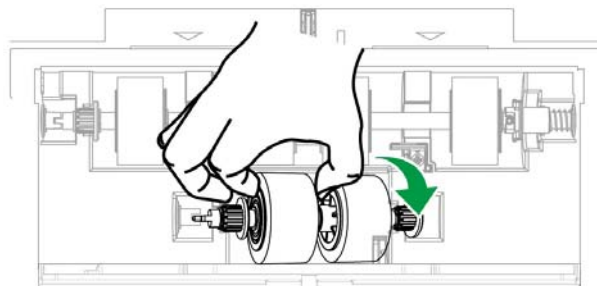
2. Slide the paper width sliders fully outward before you open the roller cover. Open the roller cover (in the direction of arrow shown in the picture).



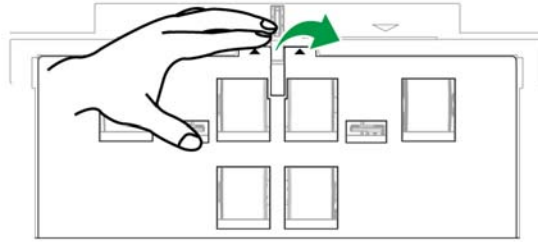
3. Remove the separation roller with the shaft (in the direction of arrow shown in the picture).



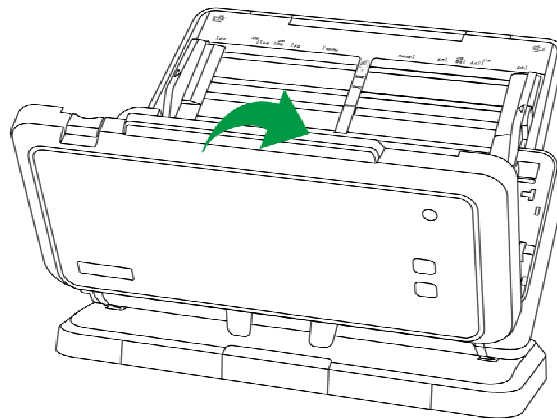
4. Install the new separation roller with the shaft by aligning and inserting the roller with the shaft onto the roller pitman on the scanner (in the direction of arrow shown in the picture).



5. Roll the roller to make sure the roller is positioned at the right place. Close the roller cover.



6. Close the ADF cover by pushing it back down until it snaps back into place.



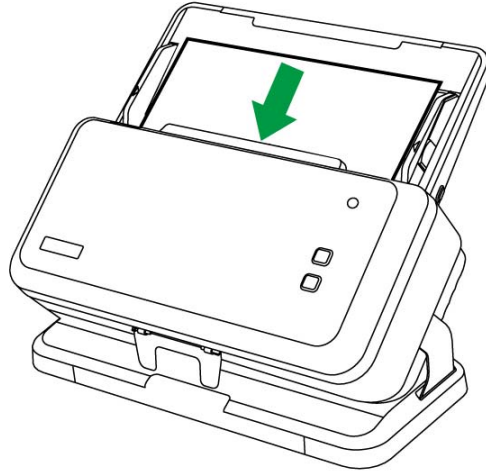
## CALIBRATING THE SCANNER

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. The Calibration Sheet, marked with an arrow on either edge at both sides, is used specially for **ADF Scanning** calibration.

2. Insert the special calibration sheet into the ADF of the scanner, with an arrow toward the scanner buttons.



#### Attention

- Please insert the special calibration sheet included with the scanner. Alternatively you may also use any plain white sheet of paper instead; however, the calibration effect may be less good than the special calibration sheet.
- Save the Calibration Sheet in case you need to calibrate the scanner in the future.

3. 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**.)
4. Click **Next** from the Calibration Wizard that pops up and then click **Calibrate Now....**
5. Click on the **Start** button to begin the calibration process.
6. 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.





### Information


- You may define an idle time for the scanner to automatically enter the standby mode. You may press any scanner button to wake up the scanner from power saving.
- From the Windows **START** menu, point to **All Programs > Your Scanner Model Name**, and then click **Scanner Utility**. (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 **Scanner Utility**.) Refer to the online help of Scanner Utility to explore more about standby mode.



# 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 **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

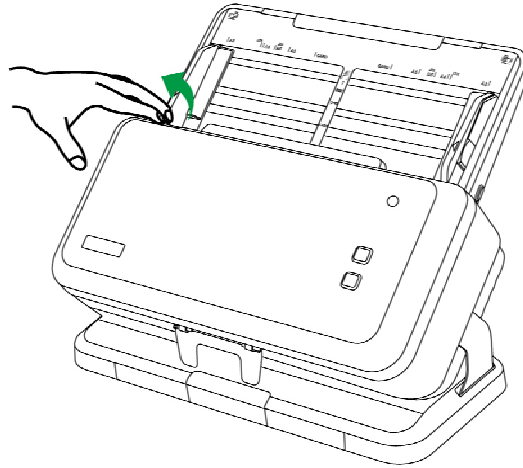
The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. The icon , located on the Windows system tray, indicates if the scanner software is properly launched and the scanner and computer are communicating with each other.

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. Or, the scanner is in standby mode.-
No Display	You have chosen to terminate the program, no matter the scanner is connected or disconnected with the computer.

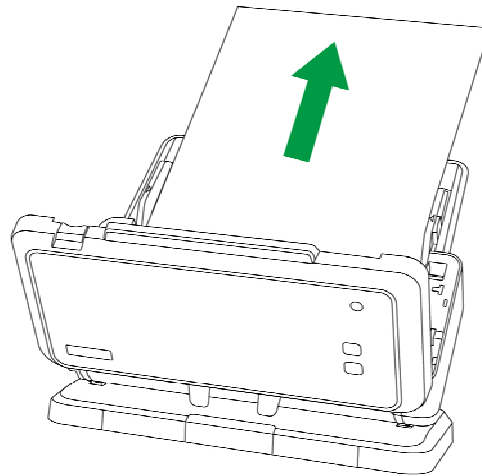
## CLEARING PAPER JAMS

If a paper jam in the ADF happens, please perform the following steps:

1. Remove any unjammed documents still loaded into the ADF.
2. Open the ADF cover by pulling the cover open lever.



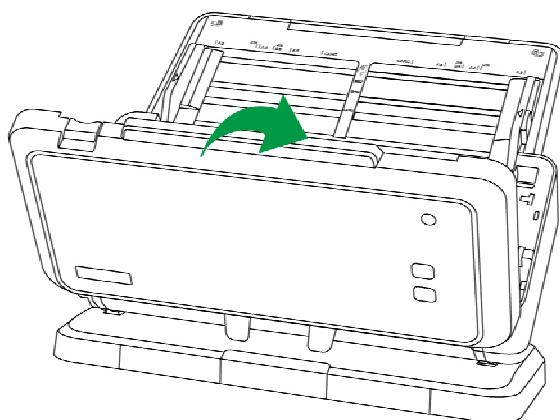
3. Gently but firmly pull the jammed documents out of the ADF. Try to avoid creasing or wrinkling the documents.



### Attention

Do not try to pull jammed or half-scanned documents out of the ADF without first opening the ADF cover. Doing so may permanently damage the ADF.

4. Close the ADF cover by pushing it back down until it snaps back into place.



## **ELIMINATING STREAKS ON SCANNED IMAGES**

If streaks appear on scanned images, please clean the ADF glass and all rollers, and then calibrate the scanner again.

## APPENDIX A: SPECIFICATIONS<sup>5</sup>

Image Sensor	CIS x 2 (Duplex)
Light Source	LED
Optical Resolution	600 dpi
Hardware Resolution	600 x 600 dpi
Scan Modes	Color: Input 48-bit, Output 24-bit Grayscale: Input 16-bit, Output 8-bit Black & White: 1-bit
ADF Capacity	1. 100 sheets (A4/ Letter, 70 g/m <sup>2</sup> or 18 Lbs), Max. thickness under 10 mm (0.4") 2. 50 sheets (A3, 70 g/m <sup>2</sup> or 18 Lbs) 3. 20 sheets (Business Cards) 4. Plastic Card (Landscape Loading), Max. thickness under 1.2 mm, embossed cards can be scanned. Note: Maximum ADF capacity varies, depending upon paper weight.
Scanning Speed (ADF)	30 ppm/ 60 ipm (Color mode, 300 dpi, A4 Landscape) 44 ppm/ 88 ipm (Color mode, 200 dpi, A4 Landscape) 23 ppm/ 46 ipm (Color mode, 300 dpi, A4 Protrait) 34 ppm/ 68 ipm (Color mode, 200 dpi, A4 Protrait) 17 ppm/ 34 ipm (Color mode, 300 dpi, A3) 25 ppm/ 50 ipm (Color mode, 200 dpi, A3) Note: Results may vary depending upon your scanning application, computer processor and system memory.
Scanning Area (W x L)	Max: 304.8 x 431.8 mm (12" x 17") Min: 50.8 x 63.5 mm (2" x 2.5") Long Paper: 304.8 x 5080 mm (12" x 200")
Acceptable Paper Sizes (W x L)	Max: 304.8 x 431.8 mm (12" x 17") mm Min: 13.2 x 13.2 mm (0.52" x 0.52")
Acceptable Paper Weight (Thickness)	40 to 220 g/m <sup>2</sup> (10 to 58 Lbs)
Daily Duty Scan ( Sheets )	4500

<sup>5</sup> Hardware specifications may change at any time without prior notice.

Separate Roller Lifetime (Scans)	300,000
Pick Roller Lifetime (Scans)	300,000
Friction Roller Lifetime (Scans)	100,000
Action Button	2 Buttons: Scan, Cancel
Power Supply	24 Vdc/ 1.25 A
Interface	USB 2.0
Net Weight	6.8 Kgs (14.99 Lbs)
Dimensions (W x D x H)	436 x 262 x 266 mm (17.16" x 10.31" x 10.47")
Protocol	TWAIN Compliant

# APPENDIX B: CUSTOMER SERVICE AND WARRANTY

Please visit our website [www.plustek.com](http://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)
- Scanner DVD version and part number
- A detailed description of the problem
- Your computer manufacturer and its model number
- The speed of your CPU
- 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

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 programs, 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, program 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 A 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.