



Scanner User's Guide

SmartOffice

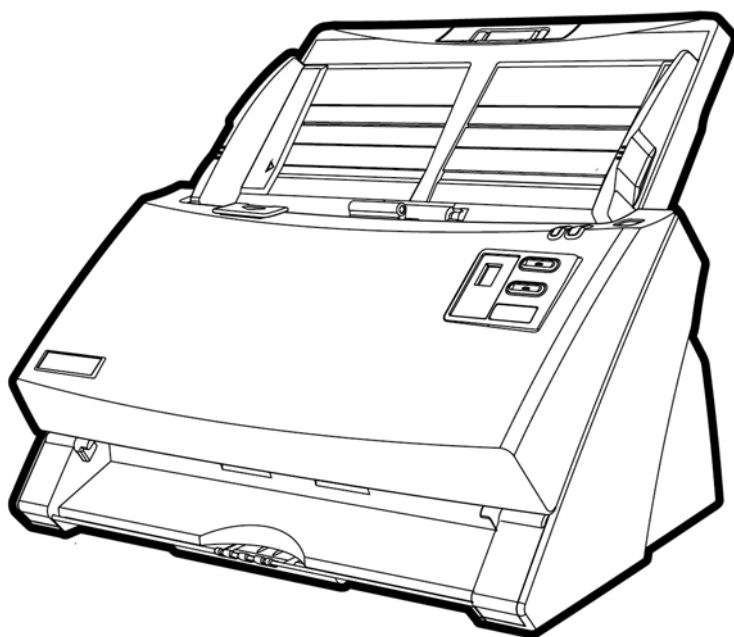


Table of Contents

INTRODUCTION	1
A Note about Icons	1
Important Safety Information	1
Minimum System Requirements	2
Features of the scanner	2
Scanner Features	2
Auto-Detection Functions	2
Image Processing Functions	4
the scanner overview	5
LED Indicator	8
Ultrasonic Sensor	8
SCANNER SETUP	9
Install the scanner	9
Download the driver and software package	10
Scanning with DocAction Plus	10
Scanning from DocAction Plus Execute Menu	10
Scanning from the Scanner's Front Panel	11
Scanner Connection	11
Scanning via TWAIN	12
HOW TO PLACE DOCUMENTS	13
Loosening Documents	13
Placing Documents	13
Placing Cards	14
MAINTENANCE	17
Cleaning the Scanner	17
Cleaning the Sensor Glass	17
Clean the Rollers	18
Clean Friction Roller	18
Replacing Consumables	19
Replacing the Friction Roller	19
Replacing the Separate Roller	19
Resetting the Counters	21
Calibrating the Scanner	22
Power Save	23
TROUBLESHOOTING	24
Problems with the Scanner	24
The scanner will not turn on.	24
The scanner is not recognized.	24
Internal scanner error	24
Problems with feeding	25
Feeding does not start	25
Documents feed askew (scanned images are slanted)	25
Documents jam	26
A documents double feed occurs.	26
Problems with the scanner driver	27
Memory becomes insufficient and scanning stops	27

<i>Scan is too slow.</i>	28
<i>Multiple pages of scanned images cannot be saved to a single file.</i>	28
APPENDIX A: SPECIFICATIONS	29
APPENDIX B: CUSTOMER SERVICE AND WARRANTY	30
Service & Support Information (For EU country only)	30
Statement of Limited Warranty	31
FCC Radio Frequency Statement	32
Regulations	33

INTRODUCTION

Thank you for purchasing this Scanner.

Please read the following manuals carefully and familiarize yourself with the functions of the scanner before use to ensure you sufficiently understand the functions and make the most of the scanner's capabilities.

A NOTE ABOUT ICONS

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



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



Instructions that are important to remember and may prevent mistakes.



Optional tips for your reference.

IMPORTANT SAFETY INFORMATION



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 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 it for a certain period, 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 on 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

To use the scanner, your computer must satisfy the following system requirements.

- 3.2 GHz Intel® Core™ i7 Processor with 4 CPU Cores or higher
- 8 GB RAM minimum or more
- 10 GB of hard-disk space for program installation
- Display dimensions of 1024x768 or better
- Operating System: Windows 7 / 8 / 10 / 11

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.

FEATURES OF THE SCANNER

Scanner Features

- Support of a Variety of Documents

You can scan a wide range of document types, from small sizes like business cards and receipts to A4-sized documents, long documents, and cards. In addition, when using "Duplex mode with merge function" (and using an optional carrier sheet), you can scan documents up to a maximum size of A3. It also supports long documents, allowing you to scan documents up to a maximum of 5,080 mm (200").

Auto-Detection Functions

- Auto Scan

Automatically detects whether scanned documents are color, grayscale, or black and white.

- Auto Size

Detects the size of the scanned document and creates an image without margins.
- Auto Crop

Automatically identify the dimensions of the scanned document and crop around the edges. The crop shape will be a square or rectangle and it will not trace the edges of oddly-shaped images.
- Auto Deskew

Automatically straighten the skewed image after auto crop is done.
- Auto Rotate

The text orientation on each page is detected, and the scanned image is automatically rotated and straightened.
- Auto Density

Auto Density defines the lightest and darkest pixels in each channel as white and black and then redistributes the intermediate pixel values proportionately. Checking this box automatically adjusts the Histogram, to make the scanned image clearer. It does this by increasing the difference between color tones.
- Apply Color Matching

Different types of devices reproduce different ranges of colors (or color gamut). For example, you may have noticed the colors of the scanned image displayed on your monitor and on the paper printed from your printer are different. Color Matching allows you to get consistent color between input and output devices (e.g., scanner, monitor, printer). It works by embedding a color profile to your image files. Each different device displays colors according to this profile and therefore results in consistent color appearance among all devices.
- Multi-feed Detection

The scanner stops feeding when the ultrasonic sensor detects that two or more document pages are feeding at the same time.
- Character Enhancement

Automatically enhance text characters in the scanned documents, improving the OCR processing accuracy for characters with thin lines.
- Denoise

Automatically remove noises from the scanned documents.
- Multi-image output

Output multiple images in Color, Gray and B/W from a single scan pass.
- Color Dropout

Creates a black and white or grayscale image that removes a specific color channel (red, green or blue). This is convenient when you want to scan ledgers or other documents with colored ruled lines.

Image Processing Functions

- **Descreen**

Filtering applies to images that contain moiré patterns (or herringbone). A moiré pattern is created from scanning pictures in magazines, or printed material that uses color dithering.

- **Threshold**

Threshold sets the color level for converting an image to line art, which can adjust the quality of line art image or eliminate unwanted dots in the documents to improve OCR accuracy.

- **Remove Background**

Remove the background of the scanned documents, making it easier to read characters on documents with a colored or dark or uneven background.

- **Remove Blank Pages**

Automatically remove blank pages from the scanned documents.

- **Remove Punch Holes**

The hole marks aligned along with the edge of the scanned document will be removed after auto crop is done.

- **Split**

A scanned image will be split in two equal halves and each equal half is called a page. The Remove Blank Pages function is valid for each split half so the blank half (one page) will be skipped. The scanned image can be split horizontally or vertically with your selection.

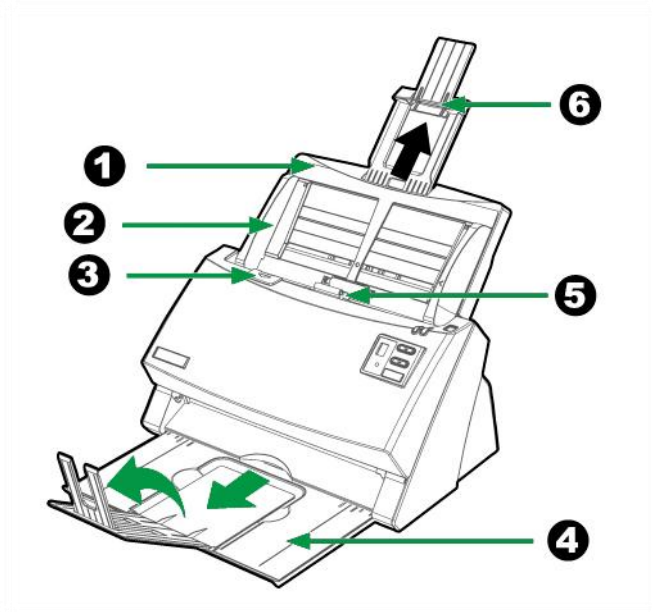
- **Merge Pages**

Combine the front and back sides of the scanned documents to produce a single image. Documents that are too large to fit in the feeder inlet can be folded and scanned on both sides, by using an optional carrier sheet, after which the images are combined into a single image. You can combine the front and back of a card or postcard placed horizontally to create a single easy-to-view image.

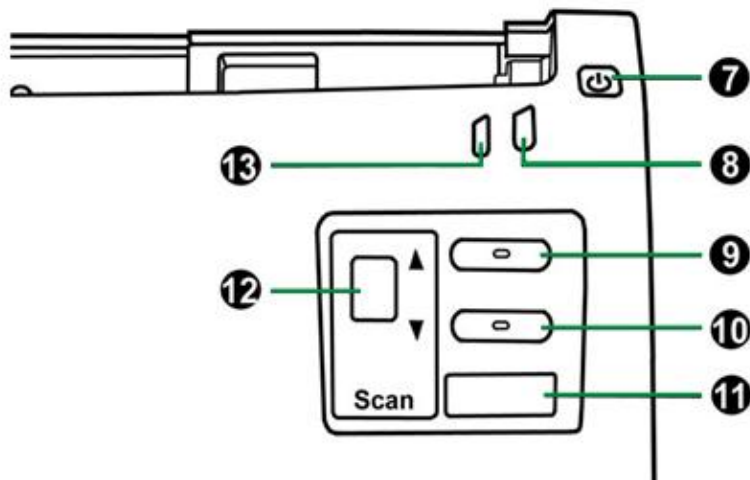
- **1200 dpi Support**

Supports output up to 1200 dpi. 1200 dpi images are generated from 600 dpi ones.

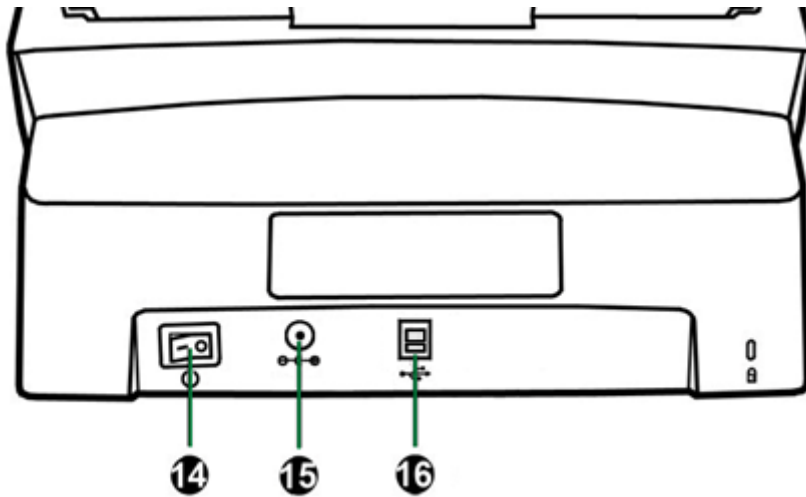
THE SCANNER OVERVIEW



1. PAPER CHUTE—Helps keep the paper in place. Install the paper chute before using the scanner.
2. PAPER WIDTH SLIDER—Adjusts the paper width slider for the paper size you are using.
3. COVER OPEN LEVER—Opens the ADF cover. Pull it to open the ADF cover when you need to clear paper jam or clean the scanner.
4. STACKER—Keeps the paper in place. Extend it in case of longer paper.
5. ADF (AUTOMATIC DOCUMENT FEEDER)—Automatically feeds a stack of documents for scanning.
6. PAPER CHUTE EXTENSION—Extends to hold longer paper.



7. POWER SAVING BUTTON—Press about 0.5 second to enter the standby mode and you may press this button again to wake up the scanner from power saving.
8. POWER / POWER SAVING LED—Indicates the scanner status.
9. UP BUTTON—Press to move forward the scanning task number indicated in the function number display.
10. DOWN BUTTON—Press to move backward the scanning task number indicated in the function number display.
11. SCAN BUTTON—Press to perform a predefined scanning task selected by the up or down button.
12. FUNCTION NUMBER DISPLAY—Indicates the number of the predefined scanning task selected by the up or down button.
13. WARNING LED—Indicates the scanner error status.



- 14. POWER SWITCH—Use this to turn the scanner ON or OFF.
- 15. POWER RECEPTOR—Connects the scanner to a standard AC power outlet by the included AC adapter.
- 16. USB PORT—Connects the scanner to a USB port on your computer by the included USB cable.

LED INDICATOR

The Power/Power Saving LED and Warning LED indicate different scanner status.

Indicator	Warning LED Light	Power / Power Saving LED Light	Function Number Display	Status
Power On	Off	White	On	The scanner is turned on, ready to scan images.
Power Off	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	Red	Blinking White	On	The ADF cover is opened.
Cover Close	Off	White	On	The ADF cover is closed.
Power Save	Off	Orange	Off	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	White	On	ADF missing feed.
			On	ADF paper jam.
			On	ADF multi-feed. *Ultrasonic paper-feeding detection function is enabled.

ULTRASONIC SENSOR

The scanner stops feeding when the ultrasonic sensor detects that two or more document pages are feeding at the same time.



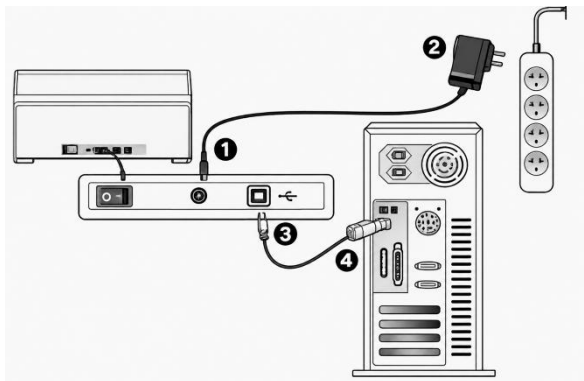
This function may or may not be available depending on the scanner model you purchase.

SCANNER SETUP

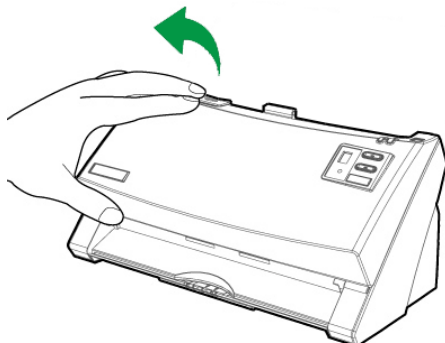
Open the front cover and remove all packing material. Close the cover until you hear it click into place.

INSTALL THE SCANNER

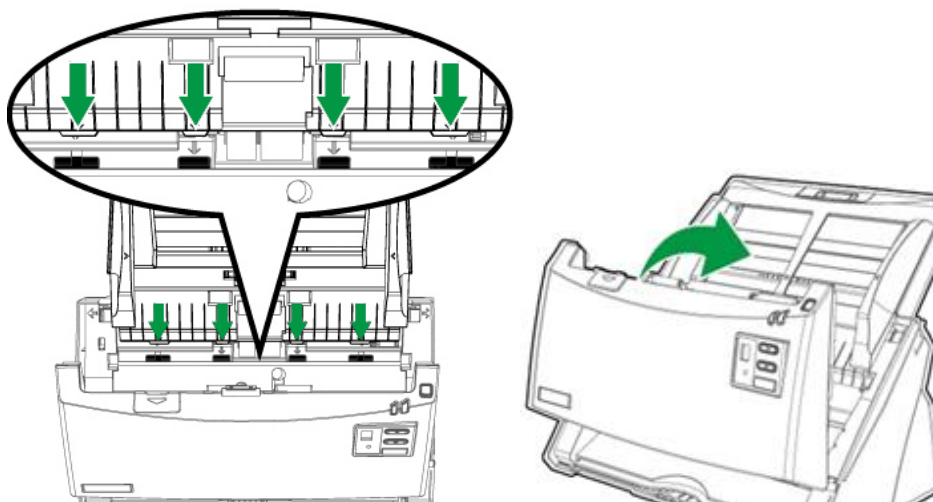
1. Connect the scanner to the computer with the supplied USB cable and AC adapter. Press the **Power Switch** on the back of the scanner to the "I" (**on**) position.



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



3. Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner. Close the ADF cover by pushing it back down until it snaps back into place.

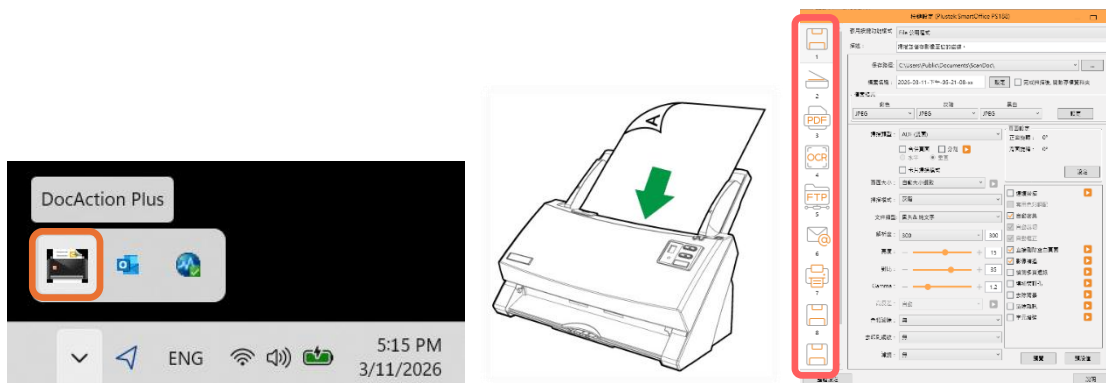


DOWNLOAD THE DRIVER AND SOFTWARE PACKAGE

Download the driver and software from plustek.com/p/ps3140u and run the downloaded .exe or package file and follow the on-screen prompts to complete the installation.

SCANNING WITH DOCACTION PLUS

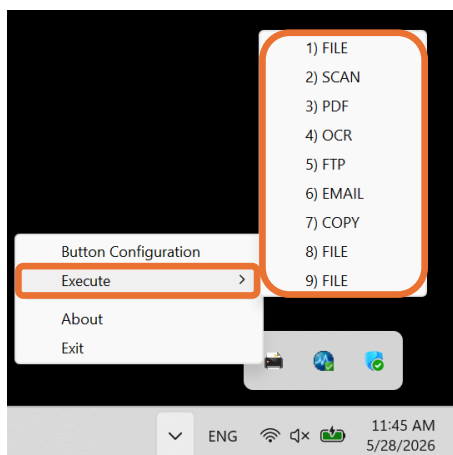
By default, DocAction Plus  becomes resident in the system when you start your computer. Double-click (DocAction Plus) in the taskbar to start DocAction Plus and display the main window. Load a document headfirst and face down into the ADF and double-click the icon button in the left pane of DocAction Plus window. The document in the ADF paper chute should be now loaded into the ADF and scanned.



Select the desired button function and you can adjust the advanced settings. For DocAction Plus tutorial please visit [online videos](#) or refer to the [Help of DocAction Plus](#). You may directly chat with our online support by [zendesk](#) on our official website.

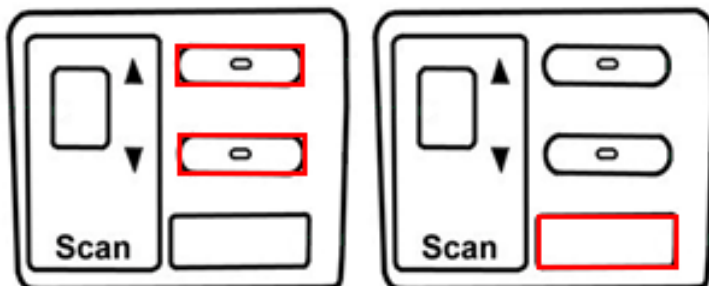
Scanning from DocAction Plus Execute Menu

Right-click the icon  in the Windows system tray and choose **Execute** in the pop-up menu that opens. Click the desired button function to scan the document.



Scanning from the Scanner's Front Panel

Check current button settings by viewing DocAction Plus Main window. If needed, you may also modify settings then press the **UP** or **DOWN** button to select the desired button task. Load the document and press the **SCAN** button.



Scanner Connection

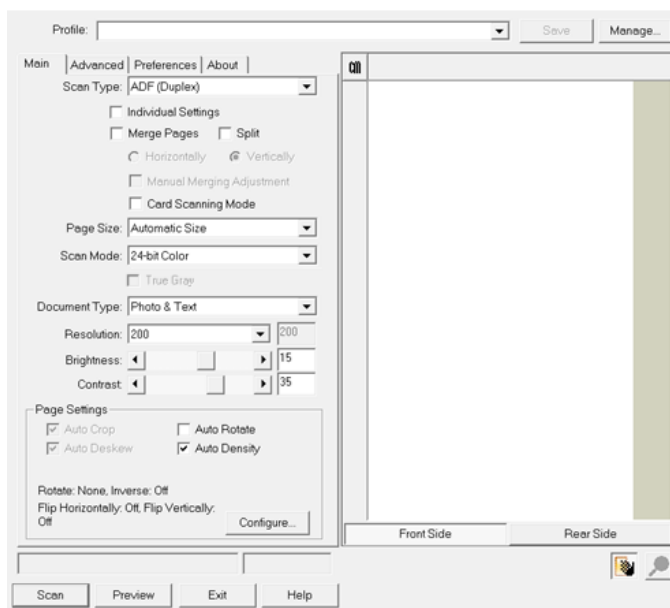
Appearance	Status
	The program has been successfully launched and the scanner is connected to the computer, ready to scan images.
	The scanner is not connected to the computer. Or the scanner power is not switched on. Or the scanner is in standby mode.
No Display	You have chosen to terminate the program, no matter if the scanner is connected or disconnected with the computer.

SCANNING VIA TWAIN

The TWAIN interface software is automatically installed to your system along with the scanner driver. Launch your TWAIN compatible program and select the Scan Source **Plustek SmartOffice PS3140U**. You can select the profile you want to scan, load the document and click the **Scan** button. 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.

For TWAIN tutorial please visit [online videos](#) or refer to the Help of TWAIN. You may directly chat with our online support by zendesk on our official website.

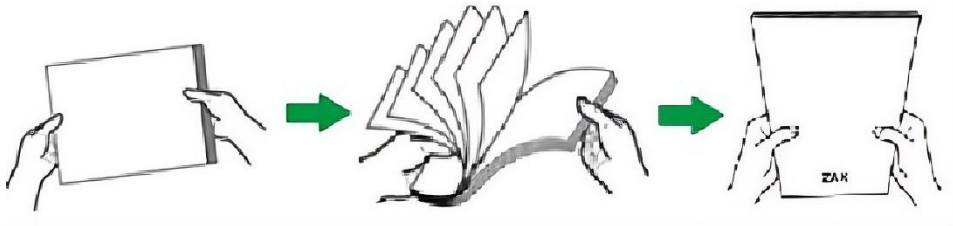


HOW TO PLACE DOCUMENTS

LOOSENING DOCUMENTS

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

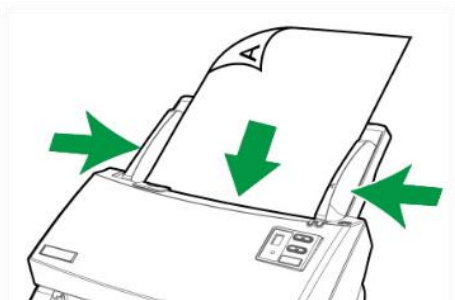
1. Fan the documents so that no two pages are sticking together. Make sure to remove static electricity from paper.



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 to be fed into the ADF one at a time and prevent paper-feeding errors.

PLACING DOCUMENTS

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. 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.

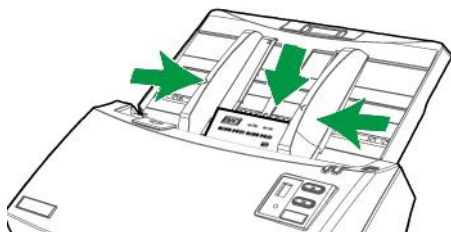


2. Longer documents scanning please unfold the paper chute extension, side guide to provide further support for the documents and output tray extension plate to fix the document position.



PLACING CARDS

When scanning cards, place the cards horizontally in the scanner. Make sure to load the embossed face of the embossed card face up into the scanner.



The scanner can scan documents ranging in size from business cards to LTR/A4. The document sizes that this scanner can scan are shown below.

Plain Paper

Size

Width: 50.8 mm to 216 mm (2" to 8.5")

Length: 50.8 mm to 356 mm (2" to 14") (You can scan documents up to 5,800 mm (200") long by setting the scanner to the Long Document Mode.)

Paper thickness

40 to 220 g/m² (10 to 58 lb bond)

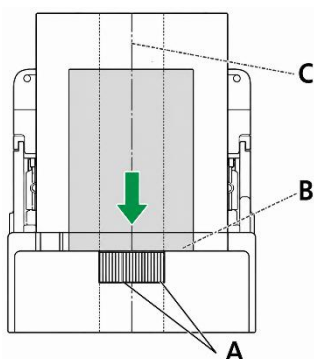
Loading capacity

A4 size or smaller: 100 sheets (80 g/m² (21.3 lb bond))

Make sure stacks do not exceed 5 mm in height for either of the above.

The documents to be scanned must satisfy certain criteria. Read the following items carefully.

- When scanning multiple documents of different sizes, place the documents so that they cover the entire span of the feed rollers (A) by aligning the centers (C) and leading edges (B) of the documents.



- It is recommended that documents exceeding 356 mm (14") size are fed one sheet at a time.

- Scanning documents before the ink is dry can cause problems with the scanner. Always make sure that the ink on a document is dry before scanning it.
- Scanning documents that are written in pencil or similar material may make the rollers and scanning glass dirty, which can lead to smudges on the scanned image and transfer the dirt to subsequent documents. Always clean the internal parts of the scanner after scanning such documents.
- When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. In this case, adjust the scanning intensity in the application software before scanning the document.
- Laminated documents may not be scanned correctly, depending on the document.
- Scanning the following types of documents can cause a paper jam or malfunction. To scan such a document, use a carrier sheet, sold separately, to scan the document; or make a photocopy of the document and then scan the photocopy.



There are creases or fold lines.



There are curls.



There are tears.



There are clips or staples.



Carbon paper



The surface is coated.



Extremely thin document such as semi-transparent thin paper.



Documents with excessive paper dust particles.

Others

- Not uniformly thick paper (things are attached to it).
- Tracing paper.
- Photosensitive paper.
- Vertically perforated paper.
- Non-square paper.
- If the document has clips or staples, remove them before placing it in the carrier sheet.

Business Card

Size

Width: 50 mm to 55 mm (2" to 2.2")

Length: 85 mm to 91 mm (3.3" to 3.6")

Paper thickness

50 to 105 g/m² (14 to 28 lb bond) 0.0024" ~ 0.0059" (0.06 mm ~ 0.15 mm)

Orientation

Horizontal feeding only

Loading capacity

20 pieces

Plastic Card

Size

86 mm × 54 mm (3.38" × 2.12") (ISO/JIS standard)

Card thickness

1.2 mm or less

Orientation

Horizontal feeding only

Loading capacity

5 pieces

- When scanning cards, place them to be fed horizontally. If you place cards to be fed vertically, they may not be ejected properly because load is applied to them. In addition, cards that get jammed may be damaged when you remove them.
- The plastic card can be embossed credit cards, driver license, ID cards, insurance card, medic-care card or any membership card.

MAINTENANCE

Clean the scanner on a regular basis, as described below, to maintain peak scanning quality.



- Before cleaning the scanner, turn off the scanner and disconnect the power cord from the power outlet and wait a minute for the glass and the inner ADF to cool to ambient temperature.
- Do not use spray cleaners to clean the scanner. Precision mechanisms, such as the light source, may get wet, and cause a malfunction.
- Never use paint thinner, alcohol, or other organic solvents to clean the scanner. The exterior of the scanner may become deformed, discolored, or melted. It may also cause a fire or electric shock.

CLEANING THE SCANNER

Paper particles, dust, ink inside the scanner may cause lines or smudges to appear on scanned images or document-feeding errors. Use compressed air to periodically clean dust and paper particles from the document feed opening and the inside of the scanner. After finishing a large scanning job, turn OFF the scanner and then clean out any paper particles remaining inside the scanner.

Cleaning Materials include soft, dry, lint-free cloth (or a cotton swab) and **non-abrasive cleaner**—Isopropyl alcohol (95%). DO NOT use water.

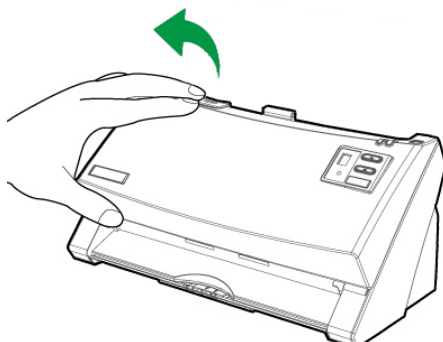


- Alternatively, you can use glass cleaner or neutral detergent for windows cleaning to clean the scanner glass.
- However, DO NOT use either of them to clean the ADF feed roller or pad module.
- Use of other cleaning materials could damage your scanner

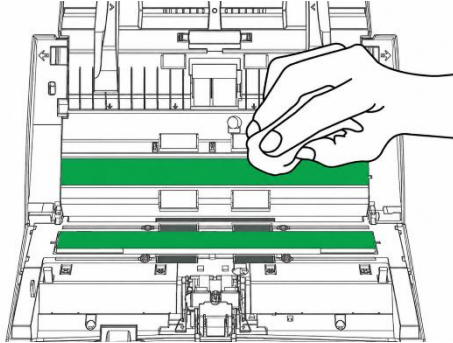
Cleaning the Sensor Glass

If scanned images contain streaks, or if the scanned documents become dirty, the sensor glass or rollers inside the scanner may be dirty. Clean them periodically.

1. Pull the OPEN lever and pull open the front unit toward you.



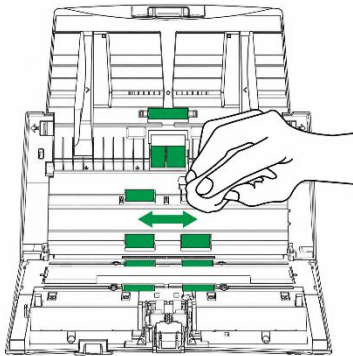
2. Use compressed air to remove dust and paper particles from the inside of the scanner. Wipe any dirt off the scanning glass.
3. Wipe any dirt off the scanning glass with a cloth that has been dampened with water and thoroughly wrung out, and then wipe the glass dry with a clean, dry and soft cloth.



Do not spray water or neutral detergent directly on the scanner. Precision mechanisms, such as the light source, may get wet, and cause a malfunction.

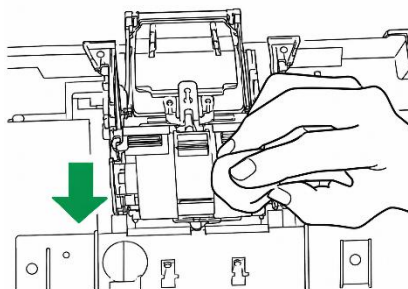
Clean the Rollers

Wipe the Feed Roller while turning them. Wipe the rollers with a cloth that has been dampened with water and thoroughly wrung out, and then use a clean, dry and soft cloth to wipe away any moisture.



Clean Friction Roller

Wipe the Friction Roller Module from top to bottom. Be careful not to damage the pick springs of the pad. Wipe it with a cloth that has been dampened with water and thoroughly wrung out, and then use a clean, dry and soft cloth to wipe away any moisture.



REPLACING CONSUMABLES

Reset the roller count after replacement of the friction roller and separate roller.

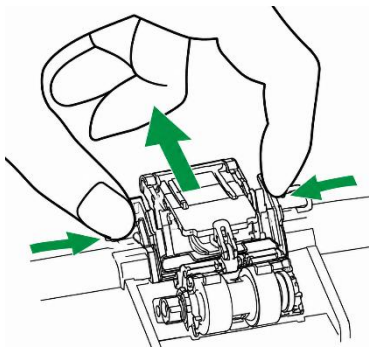
-> [Resetting the Counters](#)

For details about the replacement procedure, see the video.

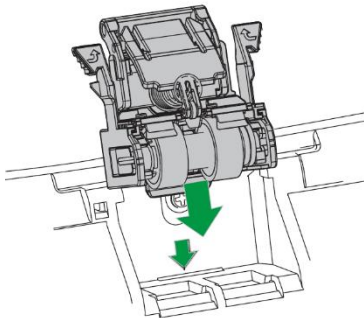
For supplies & accessories, you can [purchase online](#) in your country.

Replacing the Friction Roller

1. Remove the friction roller by pinching both sides of the friction roller module and pull it out.

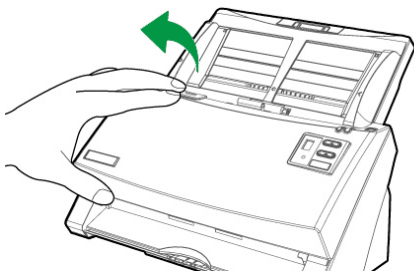


2. Install the new friction roller by inserting the tabs on the module onto their slots on the scanner.

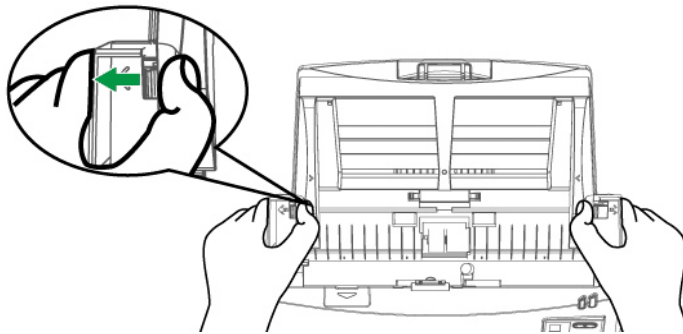


Replacing the Separate Roller

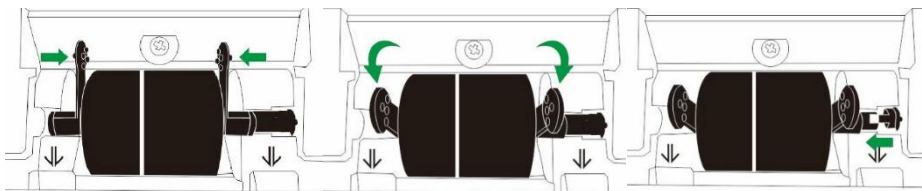
1. Open the ADF cover by pulling the cover open lever.



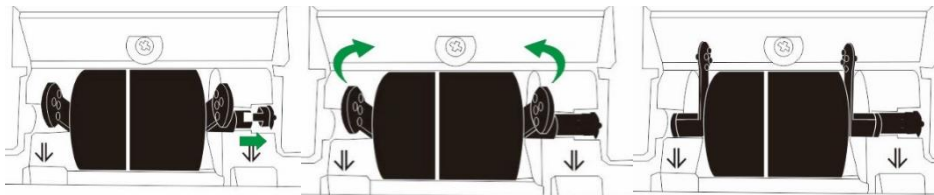
2. Remove the paper chute by pinching both sides of the handles on the paper chute to remove it.



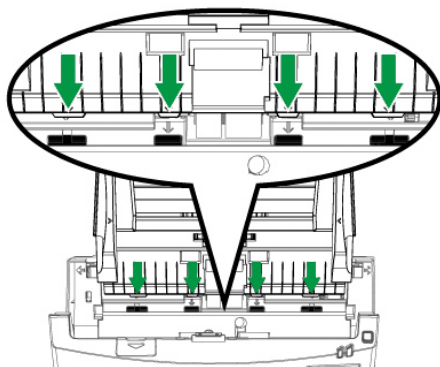
3. Remove the separate roller by pinching both sides of the feed roller and pull it out.



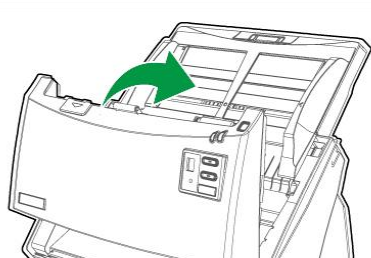
4. Install the new feed roller by aligning and inserting the feed roller onto the roller pitman on the scanner.



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

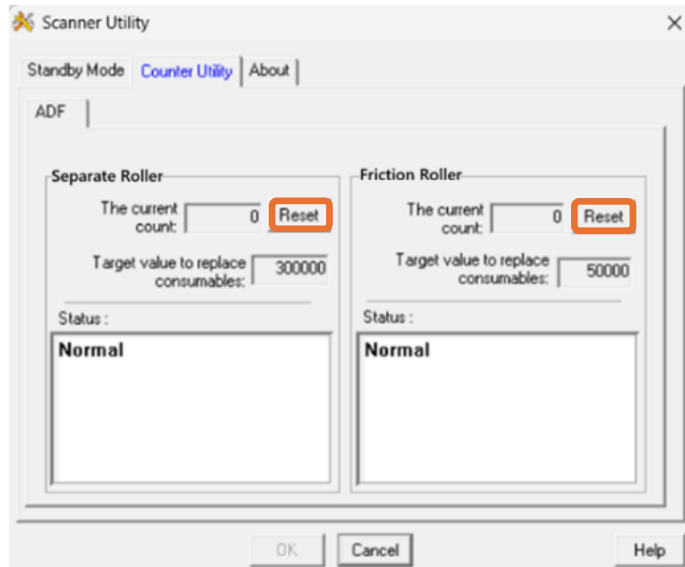


6. Close the ADF cover by pushing it back down until it snaps back into place.



Resetting the Counters

1. To reset the counters, click the Start button, type "**Scanner Utility**" into the search bar, and select the corresponding result to launch the tool.
2. Click the [**Counter Utility**] tab, and then click [**Reset**].



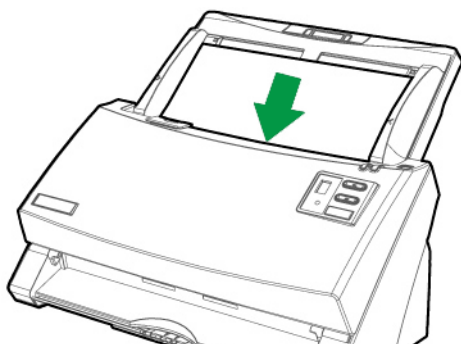
CALIBRATING THE SCANNER

Calibrate your scanner when scan quality drops (rough/grainy images) or when markers are not recognized. For accurate, professional results, it is best to calibrate regularly, often as a preventative.

3. To open the Calibration Wizard on Windows, click the Start button, type "**Calibration Wizard**" into the search bar, and select the corresponding result to launch the tool. This wizard guides you through calibration process.



4. The Calibration Sheet, marked with an arrow on either edge at both sides, is used specially for **ADF** calibration. Insert the special calibration sheet into the ADF of the scanner, with an arrow toward the scanner buttons.



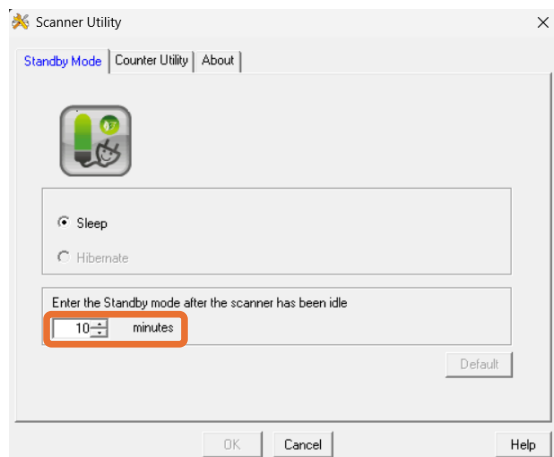
Please insert the special calibration sheet included with the scanner. Alternatively, you may also use any plain white sheet of paper sized in Letter/A4 instead; however, the calibration effect may be less good than the special calibration sheet.

POWER SAVE

The scanner turns off and enters a lower-power mode automatically if it is not operated for 10 minutes, such as when there are no scanning or other operations.

To change the idle time, click the **Start** button, type "**Scanner Utility**" into the search bar, and select the corresponding result to launch the tool.

Click the [**Standby Mode**] tab, and you can define an idle time.



Press any button on the scanner to wake up from power saving.

TROUBLESHOOTING

PROBLEMS WITH THE SCANNER

The scanner will not turn on.

- Q** The power plug is not connected to a power outlet.
- A** Confirm that the AC adapter is plugged firmly into a power outlet.
- Q** The power outlet is not functioning.
- A** Confirm that the power outlet used is functioning. Connect another device to the power outlet and confirm that the power is on.

The scanner is not recognized.

- Q** The power to the scanner is not on.
- A** Confirm that the scanner is turned on.
-> [Turning the Power ON](#)
- Q** The scanner is not properly connected to the computer with a USB cable.
- A** Firmly plug in the USB cable connecting the scanner and the computer.
Try using a different USB cable port. If that does not resolve the problem, try using a different USB cable.
- Q** The computer's USB interface does not support the scanner.
- A** The scanner cannot be guaranteed to work with all USB interfaces.
- Q** A cable other than the supplied USB cable is used.
- A** Confirm that the supplied USB cable is used to connect the scanner to the computer. The scanner cannot be guaranteed to work with all available USB cables.
- Q** The scanner is connected to the computer via a USB hub.
- A** Remove the USB hub and connect the scanner directly to the computer.
- Q** The scanner driver is not installed.
- A** -> [Download the driver package and follow on-screen to install it.](#)

Internal scanner error

- Q** The hardware error shows on LED screen.

- A** Turn the power off and then on again. If the error appears even after you turn the power off and then on again, contact the person in charge of the system.

PROBLEMS WITH FEEDING

Feeding does not start.

- Q** The document is not fully inserted.
- A** Insert the document all the way in.
-> [How to Place Documents](#)
- Q** The scanner has not been able to communicate with the computer.
- A** (1) Check whether the USB cable is connected properly.
(2) If the situation does not improve, unplug and plug back into the USB cable.
(3) If the situation still does not improve, restart the scanner and the computer.
- Q** The document is not placed in the document feed tray properly.
- A** If the leading edge of the document is curled, straighten it before placing the document.

For thin documents, push them in until the leading edge hits the stopper.

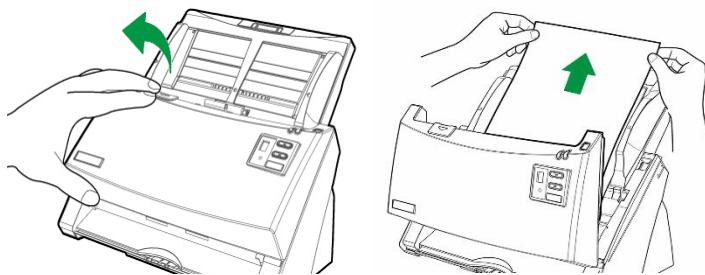
Documents feed askew (scanned images are slanted).

- Q** There is a gap between the document and the document guides.
- A** Align the document guides to fit the documents as closely as possible and load the documents so that they feed straightly.
- Q** The paper chute extension plates are not pulled out.
- A** Open the paper chute extension plates and load the document.
- Q** The rollers are dirty.
- A** Clean the rollers.
-> [Cleaning the Rollers](#)
- Q** The rollers are worn out.
- A** Replace the rollers.
-> [Replacing Consumable Parts](#)
- Q** The inside of the scanner is dirty.
- A** If there are foreign objects such as trash inside the scanner, the documents will not be correctly transported. Clean the inside of the scanner.

- Q** If the document stack contains mixed sizes, the leading edges of the document are not aligned.
- A** Align the leading edges of the document.

Documents jam.

- Q** The rollers are not mounted properly.
- A** Mount the rollers properly.
-> [Replacing Consumable Parts](#)
- Q** The rollers are dirty.
- A** Clean the rollers.
-> [Cleaning the Rollers](#)
- Q** Document pages stick together.
- A** Proper scanning may not be possible when document pages stick together due to static electricity. Fan the documents before you load them.
-> [Loosening Documents](#)
- Q** If the problem is not solved even after the above measures.
- A** Manually feed documents to scan them one page at a time.
For special documents (thin/thick), reduce the number of pages and then load them.
- Q** How to clean paper jams?
- A** Remove any unjammed documents from the ADF, pull the ADF cover lever, and gently pull the jammed documents out of the ADF.



A documents double feed occurs.

- Q** The rollers are not mounted properly.
- A** Mount the rollers properly.
-> [Replacing Consumable Parts](#)
- Q** The rollers are dirty.

- A** Clean the rollers.
-> [Cleaning the Rollers](#)
- Q** Document pages stick together.
- A** Proper scanning may not be possible when document pages stick together due to static electricity. Fan the documents before you load them.
-> [Loosening Documents](#)
- Q** If the problem is not solved even after the above measures.
- A** Manually feed documents to scan them one page at a time.
For special documents (thin/thick), reduce the number of pages and then load them.
- Q** The leading edges of the document are not aligned.
- A** If the leading edges of the document are not aligned, a double feed may occur. Align the leading edges of the document.

Problems with the scanner driver

- Q** Pages are missing. A document double feed occurs.
- A** Refer to ["A document double feed occurs."](#)
- Q** All of the placed documents have been scanned, but the scanned image does not appear on the application.
- A** If [remove blank page] function is enabled, a document with few black portions may be unintentionally deleted (skipped). Decrease the Set the likelihood of removing blank page value. For details, refer to the [Help of DocAction Plus](#).

Memory becomes insufficient and scanning stops.

- Q** The computer memory is insufficient.
- A** If you configure scanning conditions that use a large amount of the computer's memory, scanning may stop because of insufficient memory. Although this depends on the computer's memory size, the possibility of insufficient memory increases if any of the following scanning conditions overlap.
- [Color mode] is set to [24-bit Color]
 - A large page size (e.g. Legal) is specified as the [Page Size].
Alternatively, the page size is set to [Scanner's Maximum]
 - A high resolution (600dpi etc.) is specified for [Dots per inch]

If an error message appears due to insufficient memory while scanning is in progress, exit the application, change the scanning conditions (e.g. reduce the resolution or page size) and then try scanning again. In addition, the amount of memory used can be contained by turning off [Remove Background] and [Character Enhancement] if they are set to on.

Scan is too slow.

- Q** There is a conflict of resources between other application software and the computer.
- A** If the system memory is insufficient due to other application software or if the access to storage increases, the scan speed may slow down. Close such software before scanning.
- Q** Antivirus software is monitoring.
- A** If access to temporary files or memory is being monitored by antivirus software, the scan speed may slow down. In this case, either quit the antivirus software or remove scanning from the monitoring targets.
- Q** There is not enough free space on the computer's storage.
- A** If there is not enough free space in the computer's storage, the scanner may be unable to create the necessary temporary files for scanned data. Organize the data on the storage and secure free space.
- Q** Scanning is performed in long document mode.
- A** If you are scanning in Long Document Mode, then disable Long Document Mode.

Multiple pages of scanned images cannot be saved to a single file.

- Q** An attempt is made to save multiple pages of scanned images to a single file in a format that does not enable such saving.
- A** Depending on the file format, multiple scanned image pages cannot be saved as a single file with DocAction Plus.
- Format that enables such saving: TIFF, PDF
- Format that does not enable such saving: JPEG, PNG, BMP

APPENDIX A: SPECIFICATIONS¹

Image Sensor	CIS x 2 (Duplex Scanner)
Light Source	LED
Optical Resolution	600 dpi
Interpolated Resolution	1200 dpi
Hardware Resolution	600 x 1200 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 ² or 18 Lbs), Max. thickness under 5mm (0.2"). 2. 30 sheets (Business Cards) 3. Plastic Card, Max. thickness under 1.2 mm. Note: Maximum ADF capacity varies, depending upon paper weight.
Scanning Area (W x L)	Max: 216 x 5080 mm (8.5" x 200") Min: 13.2 x 13.2 mm (0.52" x 0.52")
Acceptable Paper Sizes (W x L)	Max: 216 x 5080 mm (8.5" x 200") Min: 50.8 x 50.8 mm (2" x 2")
Acceptable Paper Weight (Thickness)	40 to 220 g/m ² (10 to 58 Lbs)
Multi-feed Detection	With ultrasonic technology
Action Button	4 Buttons: Up, Down, Scan, Standby 9 function keys are all customizable.
Power Supply	24 Vdc/ 0.75 A
Interface	USB 2.0 Type B x 1
Net Weight	2.7 Kgs (5.95 Lbs)
Dimensions (W x D x H)	318.7 x 230.7 x 228.3 mm (12.55" x 9.08" x 8.99")
Protocol	TWAIN Compliant

¹ Hardware specifications may change at any time without prior notice.

APPENDIX B: CUSTOMER SERVICE AND WARRANTY

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

- Scanner name and model number
- Scanner serial number (Located at the bottom of the scanner)
- Scanner DVD² (Option) 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 (FOR EU COUNTRY ONLY)

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

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

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

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

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

² The Setup/Application DVD-ROM is not included in all scanner models.

If you want to maintain and clean up the product, please ask local distributors and suppliers to get the right information about the nearest stores.

STATEMENT OF LIMITED WARRANTY

This Statement of Limited Warranty applies only to the options you originally purchased 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 guarantee 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 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 with which the receiver is connected.
- Shielded interconnect cables and shielded power cord which are supplied with this equipment must be employed 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.

REGULATIONS

Trademarks

© 2025 Plustek Inc. All rights are reserved. No portion of this document may be reproduced without permission.

All trademarks and brand names mentioned in this publication are property of their respective owners.

Liability

While all efforts have been made to ensure the accuracy of all contents in this manual, we assume no liability for errors or omissions or by statements of any kind in this manual, whether such errors are omissions or statements resulting from negligence, accidents, or any other cause. The contents of this manual are subject to change without notice. We will not shoulder any legal liability if users fail to follow the operation instructions in this manual.

Copyright

The scanning of certain documents, for example checks, bank notes, I.D. cards, government bonds, or public documents, may be prohibited by law and/or subject to criminal prosecution. We recommend you to be responsible and respectful of the copyrights laws when you are scanning books, magazines, journals and other materials.

Environmental Information

Recycle or disposal at end-of-life information, please ask local distributors or suppliers for recycle and disposal 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.