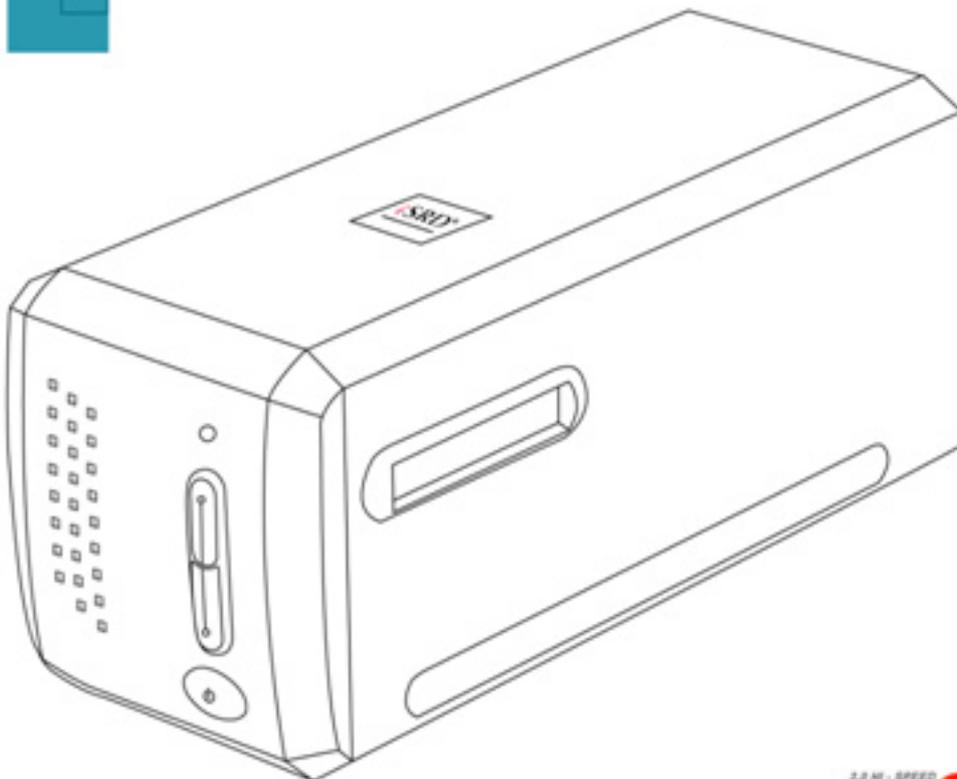


# **Scanner**

## **User's Guide**

**plustek**  
Image Solution Provider



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



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## **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.

## **Screen Examples in This Manual**

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

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# Introduction

Welcome to the world of Plustek scanners – the ultimate in computer imaging. Your new scanner will improve the professionalism of your day-to-day computing tasks by allowing you to input images into your computer system.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction.

Thank you for choosing us as your scanner supplier. We hope you will continue to turn to us for additional quality products as your computing needs and interests grow.

## How to Use This Guide

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

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

Chapter I describes how to install scanner's software and connect the scanner to your computer. Chapter II describes the two scanner buttons and the available settings in the QuickScan program. Chapter III describes step-by-step how to perform a basic scanning task using the QuickScan button.

Appendix A contains technical support information that can help you solve simple problems. Before calling for help, please read through Appendix A: Troubleshooting. Appendix B contains the Specifications of the scanner you purchased. Appendix C contains our limited warranty agreement and FCC statement concerning the product.

## Conventions of This Guide

<b>Bold</b>	Important note or first use of an important term in a chapter.
[XXX]	Represents commands or contents on your computer screen.

## A Note about Icons

---

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

 <b>Danger</b>	<b>Danger:</b> A procedure that must be followed carefully to prevent injury, or accidents.
 <b>Caution</b>	<b>Caution:</b> Information that, if not followed, may result in data loss or damage to the product.
 <b>Attention</b>	<b>Pay Special Attention:</b> Instructions that are important to remember and may prevent mistakes.

## Safety Precautions

---

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

- 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:
  - Seal this device in a plastic bag for it to adapt to room conditions.
  - Wait for 1-2 hours before removing this device from the bag.
- Do use the power adapter and USB cable provided with the scanner. Use of other power adapter and cables may lead to malfunction.
- Keep the space around the AC adapter clear in case you need to quickly unplug the AC adapter during emergencies.
- Damaged wire could cause fire or electrical shock. Keep the power cord straight and without being twisted, bended, or scraped.
- 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.
- 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 as it is fragile and could break.
8. Before installing the device drivers, please disconnect all other imaging devices (other scanners, printers, digital cameras, web cameras) from the PC.
9. Save the Setup/Application CD, the SilverFast DVD and DVD-ROM case. You may need to reinstall the driver and software in the future.
10. Please make sure your hands are clean before handling slides and negatives. If there is dust on your film material, please clean it by blowing it off or wiping with non-abrasive cloth.
11. Please keep your slides and negatives in a cool, dry place out of direct sunlight. Handle with care as improper storage and handling can lead to deterioration and ultimately affect your scan results.

## System Requirements<sup>1</sup>

---

### Windows

- 2 GHz CPU or above
- 2 GB RAM (4 GB RAM recommended)
- 10 GB Free Hard Disk Space
- CD/DVD Drive or Internet Connection
- USB Port
- Microsoft Windows Vista / 7 / 8 / 10

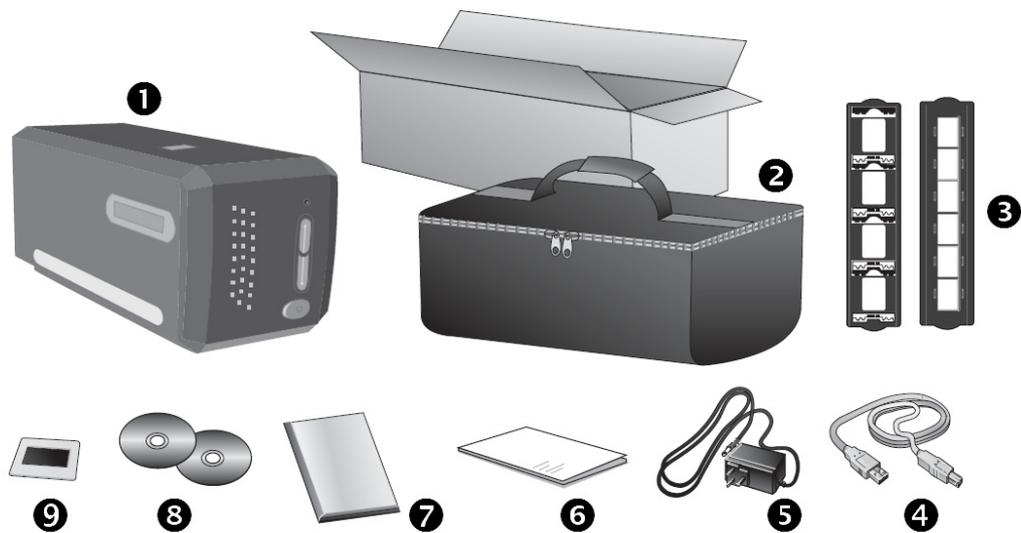
### Macintosh

- 2 GHz CPU or above (INTEL based CPU, NO PowerPC)
- 2 GB RAM (4 GB RAM recommended)
- 10 GB Free Hard Disk Space
- DVD Drive or Internet Connection
- USB Port
- Mac OS X 10.7 / 10.8 / 10.9 / 10.10 / 10.11 / 10.12 / 10.13 / 10.14

---

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

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



- ❶ Scanner
- ❷ Padded carrying bag
- ❸ Mounted Slide Holder and Filmstrip Holder
- ❹ USB Cable
- ❺ Power Adapter
- ❻ Quick Guide
- ❼ LaserSoft SilverFast DVD-ROM & Serial Number
- ❽ Setup / Application CD-ROM
- ❾ 35 mm IT-8 Target (35 mm IT-8 Target is not included in all scanner models)

 <b>Attention</b>	The SilverFast serial number is located on the front of the SilverFast DVD-ROM case.	
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<sup>2</sup> Save the box and packing materials in case you need to transport this scanner in the future.

## The Scanner's Features



- ❶ **Film Holder Slot:** Insert the film holder into the scanner through dust cover. The film holder can be inserted from either side. The film holder will index at each frame using the notches on its side rails.
- ❷ **Power LED:** It indicates the scanner status.

Light	Status
On	The scanner is turned on, ready to scan images.
Off	The scanner is off, either because the power is not turned on, or because the power cord is not properly plugged into an AC power outlet.

- ❸ **IntelliScan Button:** You may press the button to launch the SilverFast application.
- ❹ **QuickScan Button:** You may press the button to perform a predefined scanning task.
- ❺ **Power Button:** Use this to turn the scanner ON or OFF.

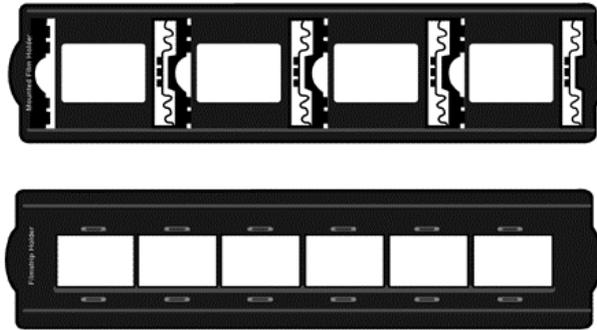


- ❻ **Serial Number Sticker:** Located at the rear of the scanner. You will need it when you contact your dealer or our service center in the future.
- ❼ **Power Receptor:** It connects the scanner to a standard AC power outlet by the included power adapter.)
- ❽ **USB Port:** It connects the scanner to a USB port on your computer by the included USB cable.

## Film Holders

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Two film holders are included in the package. They guarantee correct scanning results.



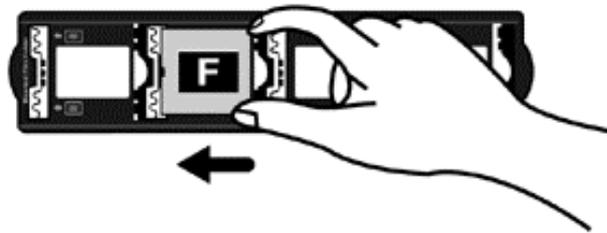
A. For scanning 35mm mounted slides (max. 4 slides)

B. For scanning 35mm filmstrips (max. 6 frames)

### Using Mounted Slide Holder

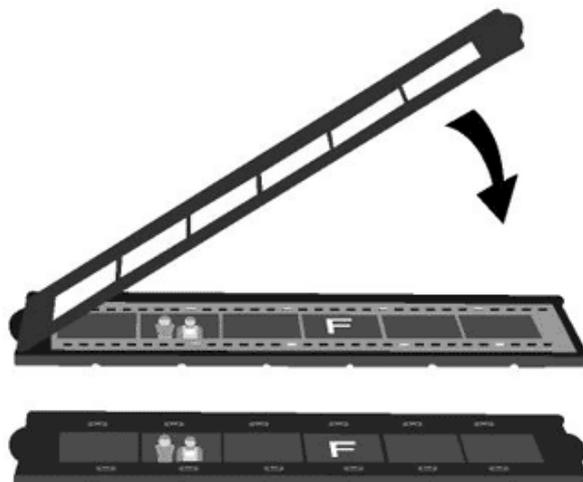
Insert mounted slides into slots with emulsion (non-glossy) side down.

There are arrows and illustrations on the frame of each slot. Please follow illustrations to insert mounted slides.



### Using filmstrip holder

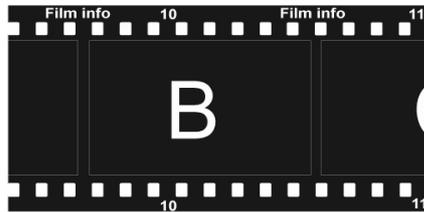
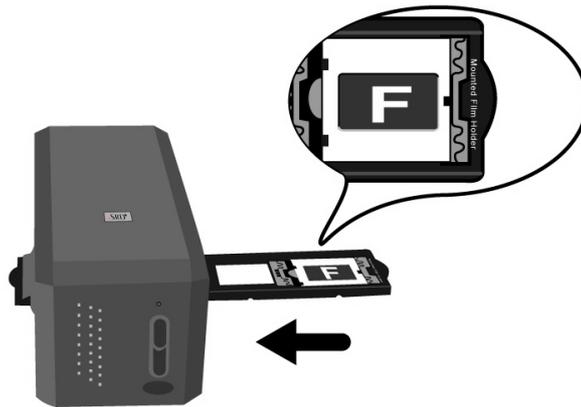
Place filmstrip in the film holder with emulsion (non-glossy) side down, then snap the film holder cover closed.





**Attention**

- For correct scan results, always turn the film with the top of the image facing towards the back of the scanner (where power cord and USB cord are located) and keep emulsion (non-glossy) side down.
- There is text on the top and bottom of the film, such as manufacturer, frame numbers, film codes, batch numbers...etc. With the film oriented correctly as described above, this text should be read clearly (i.e., not backwards or up-side-down).



## Power Save

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To save power consumption, the scanner light source always automatically turns itself off after the scanning process is finished.

## Maintenance

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### Caution

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

- Avoid using the scanner in a dusty environment. When it is not in use, keep the scanner covered. Dust particles and other foreign objects may damage the unit.
- Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
- Do not subject the scanner to excessive vibration. It may damage the internal components.

# 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, QuickScan Setting and LaserSoft SilverFast software. Under Mac OS X, only SilverFast is compatible and needs to be installed. The other bundled software is not compatible with Mac OS X. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 10 GB of hard disk space is recommended.

## Hardware Requirements

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This scanner connects to your computer through the Universal Serial Bus (USB) which supports hot Plug and Play. Note that on some computers, the USB port at the rear of the computer may be occupied and additional ports may be found on the monitor or keyboard. If you are having trouble in locating the USB port on your computer, please refer to the hardware manual that came with your computer.

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.

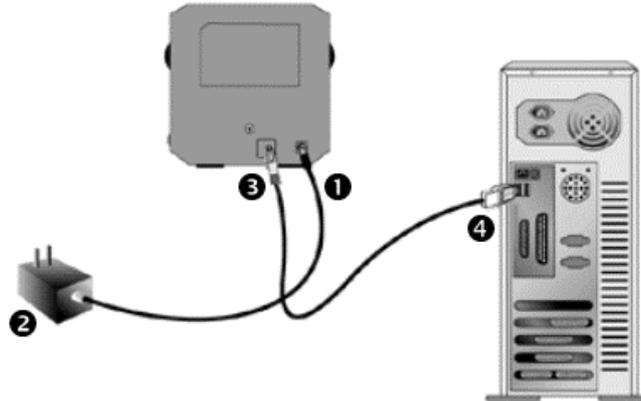
# Windows Installation

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## Installing and Setting up the Scanner

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

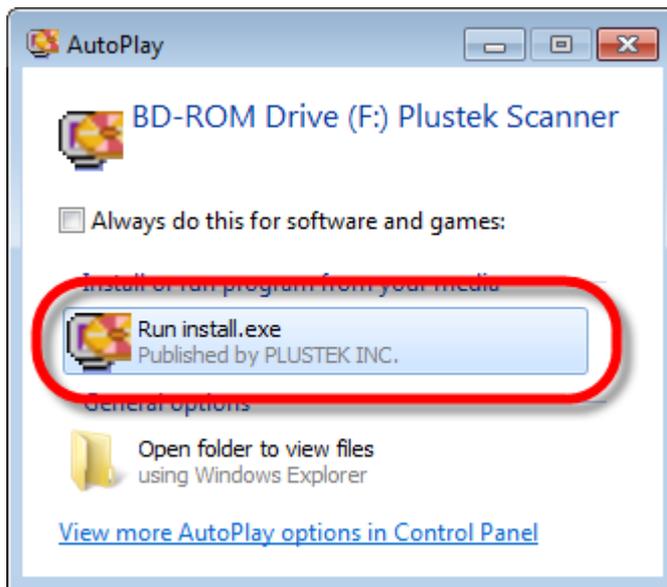
### Step 1. Connecting the Scanner to Your Computer



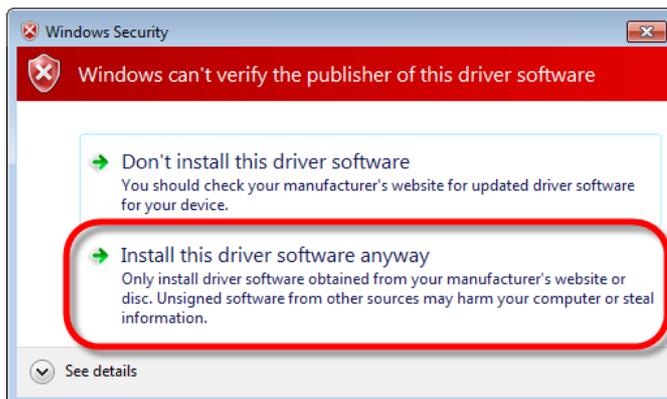
- ❶ Plug the power adapter into the scanner's power receptor.
- ❷ Plug the other end of the power adapter into a standard AC power outlet.
- ❸ Plug the square end of the included USB cable to the USB port at the rear of the scanner.
- ❹ Plug the rectangular end of the USB cable to the USB port on the back of your computer.

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

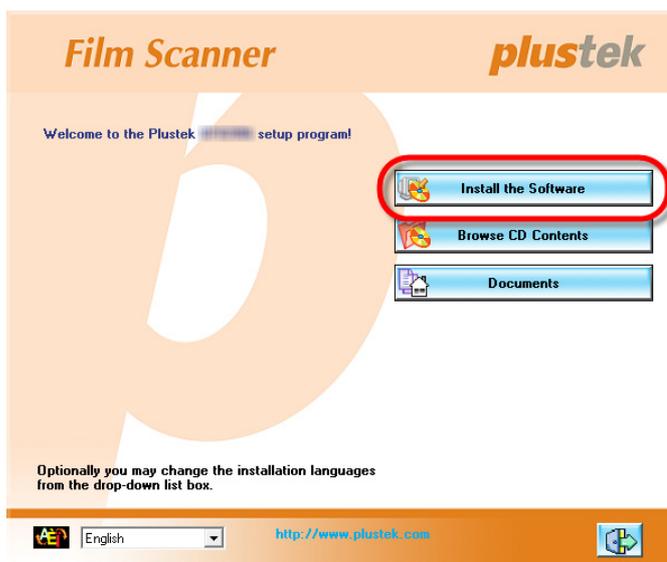
## Step 2. Installing the Software



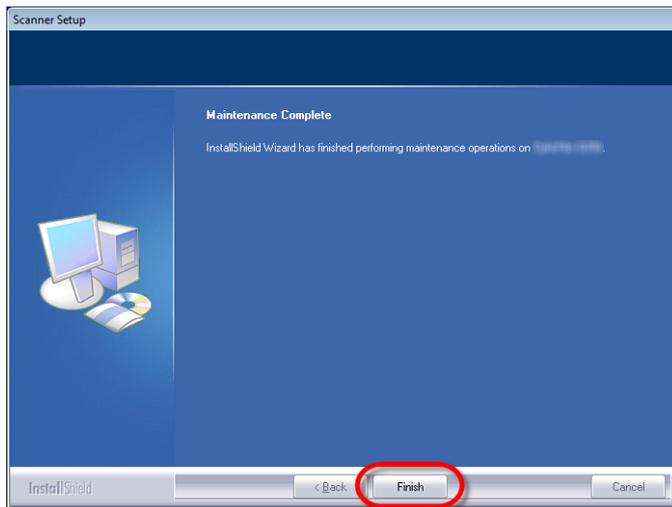
1. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive. Click [Run install.exe] in the [AutoPlay] window. If the installation does not start automatically, browse your CD-ROM drive and manually run the [install.exe] file.



2. Click on the [Yes] button if the [User Account Control] dialog pops up. 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.



3. Follow the on-screen instructions to install all software that your new USB scanner requires.



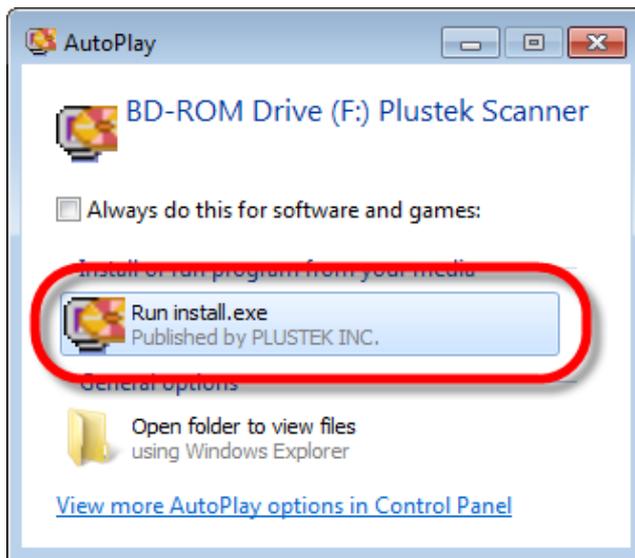
4. After the software is installed, close all open applications and click on the [Finish] button to restart your computer.

You will find a new QuickScan icon  if the installation was successful. The QuickScan 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.

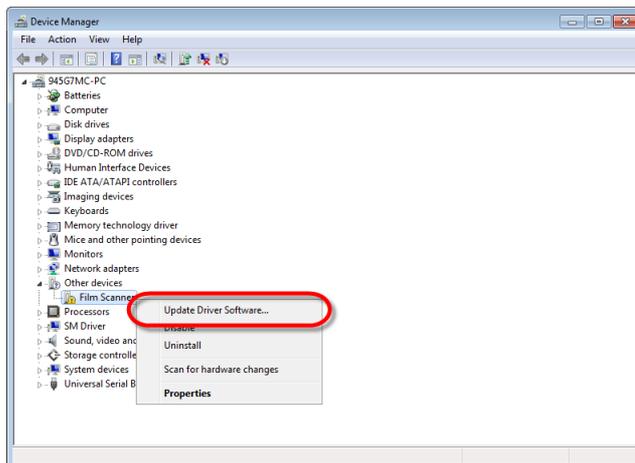
Appearance	Status
	The QuickScan program has been successfully launched and the scanner is connected with the computer, ready to scan mages.
	The scanner is not connected with the computer.
No Display	You have chosen to terminate the QuickScan program, no matter the scanner is connected or disconnected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

 <b>Attention</b>	<p>For Windows Vista / 8 / 10, please follow the on-screen installation instructions after connecting the scanner.</p>
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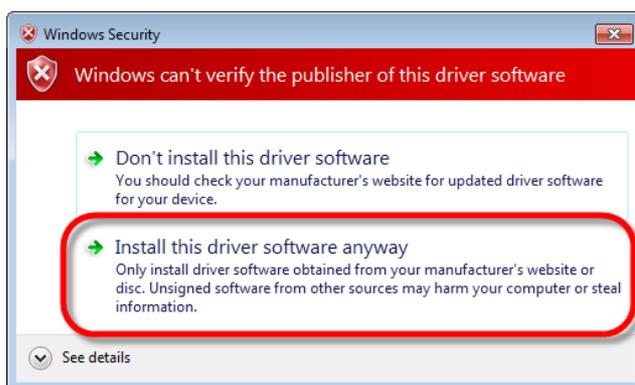
## Manually Installing the Software



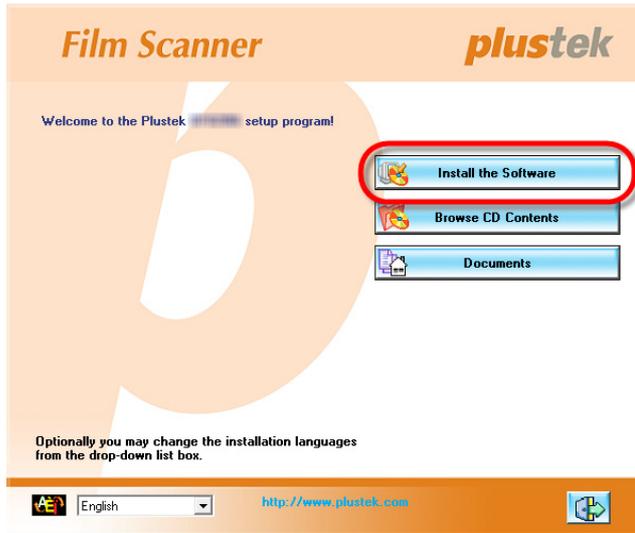
1. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive. Click [Run install.exe] in the [AutoPlay] window. If the installation does not start automatically, browse your CD-ROM drive and manually run the [install.exe] file. Click on the [Yes] button if the [User Account Control] dialog pops up. Follow the instructions in the pop-up installation message.



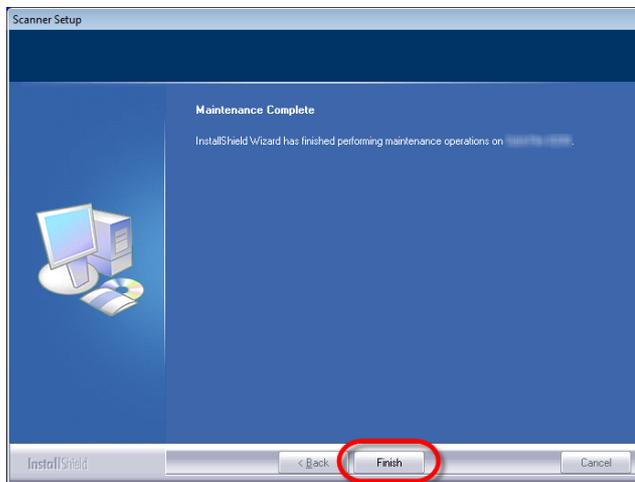
2. In the [Device Manager] window, right-click on this scanner under [Other devices] and select [Update Driver Software] from the pop-up menu. Click [Browse my computer for driver software] in the window that appears, and click the [Browse] button.



3. In the [Browse For Folder] window, select the folder or the CD-ROM drive that contains this scanner's driver and click the [OK] button to return to the previous screen. Click the [Next] button and click [Install this driver software anyway] if the [Windows Security] window appears.



4. Follow the on-screen instructions to install all software that your new USB scanner requires.



5. After the software is installed, close all open applications and click on the [Finish] button to restart your computer.

## Software Setup Troubleshooting

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

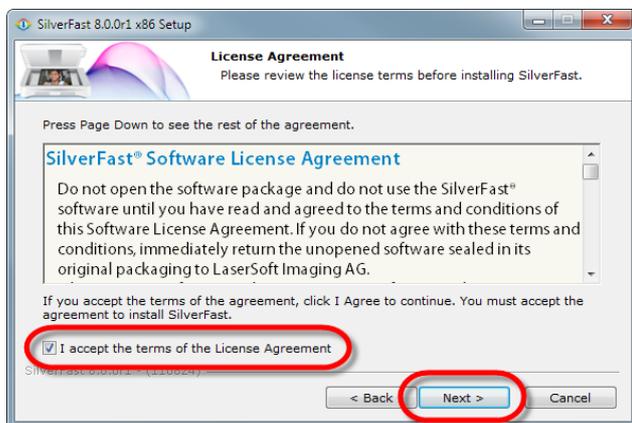
If you are still having problems, please check that:

- You have 10 GB of free space on your hard disk drive.
- The scanner is plugged in and has power.
- You are using the USB cable supplied with the scanner.
- The square end of the USB cable is plugged into the rear of the scanner.
- The rectangular end of the USB cable is plugged into the back of your computer.

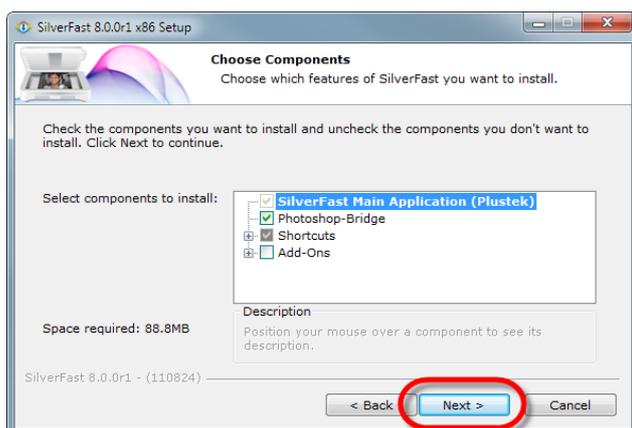
If you deviated from the installation procedures defined in this manual, please unplug the USB cable from the scanner and reinstall the software from the CD-ROM. To reinstall your scanner's software, click [Start], [Run], then type [D:\Install] (where D represents the letter of your CD-ROM drive). Carefully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

## Installing SilverFast Software under Windows

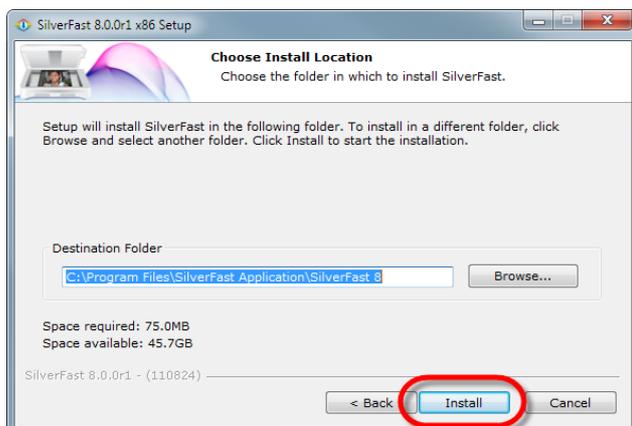
Your scanner comes with the advanced and feature rich scanning application SilverFast. Please insert the SilverFast DVD into your optical drive and click on [Run xxxx.exe] to launch the installation assistant, then follow below illustrated guide to install the application:



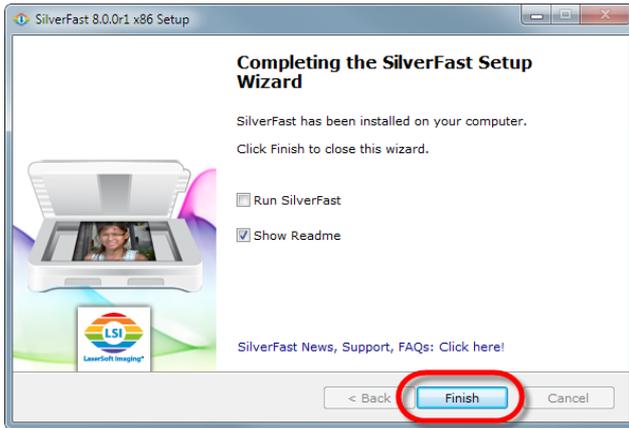
1. Follow the on-screen instructions. Please activate the [I accept the terms of the License Agreement] checkbox and click on [Next] to continue.



2. Please select the components to install by activating the respective checkbox. Then click on [Next] to continue.



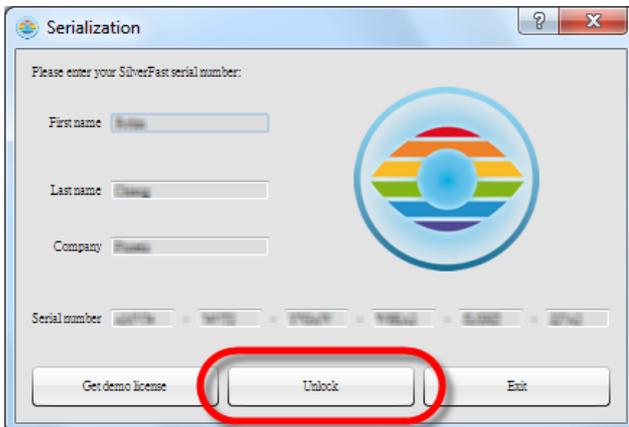
3. If you wish to install the application to an alternate folder, please enter the exact path in the [Destination Folder] field or click on [Browse...] to choose a folder using the dialog. Then click on [Install] to continue.



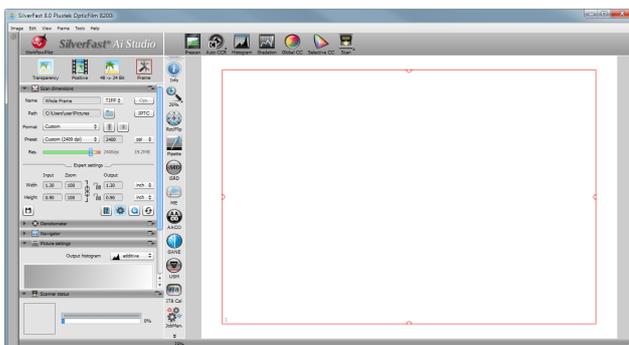
4. After the installation finishes, please activate the option you wish to execute, then click on [Finish] to exit the installer.



5. Launch the SilverFast program using the SilverFast shortcut on your Desktop. Verify your [Image Source] and [Language selection], then click on [Start] to launch the program.



6. Once the program has been launched, enter your [First name], [Last name] and [Serial number], then click on [Unlock] to unlock SilverFast. Keep the SilverFast DVD in the computer until you have unlocked SilverFast. The SilverFast serial number is located on the front of the SilverFast DVD-ROM case.

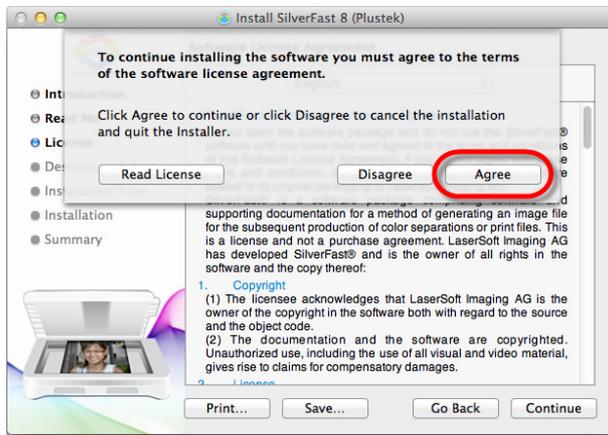


7. Please wait while the program is being launched. This is what the main interface of the SilverFast application looks like.

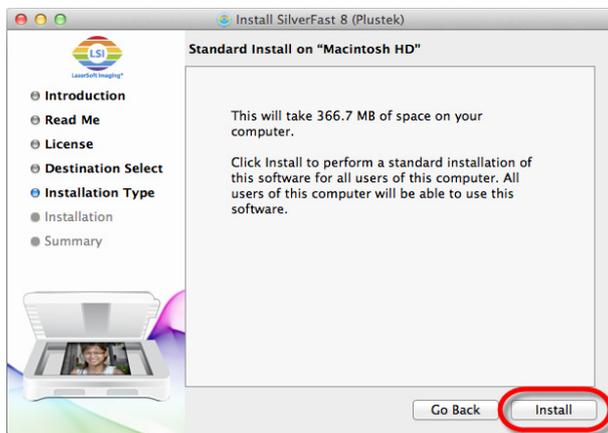
# Mac OS X Installation

 <b>Attention</b>	You do not have to install any scanner drivers when installing the scanner under Mac OS. The scanner drivers are already included within the SilverFast installation.
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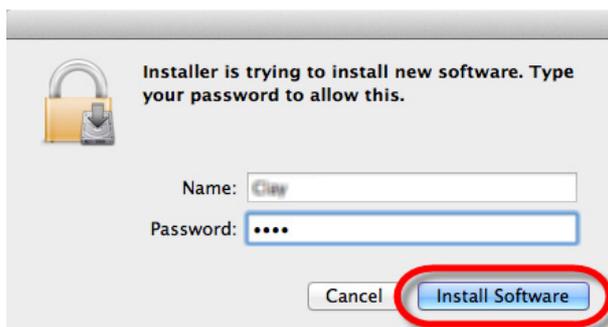
Your scanner comes with the advanced and feature rich scanning application SilverFast. Please insert the SilverFast DVD into your optical drive and double-click on [SilverFast Install] to launch the installation wizard, then follow below illustrated guide to install the application:



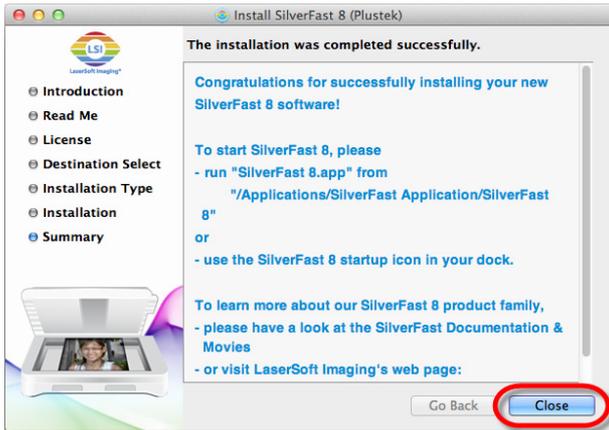
1. Follow the on-screen instructions. When prompted to agree to the terms of the software license agreement, click on [Agree] to do so.



2. Click on [Install] to begin installing the application.



3. Enter the [Password] of the current user account when prompted, then click on [Install Software] to continue.



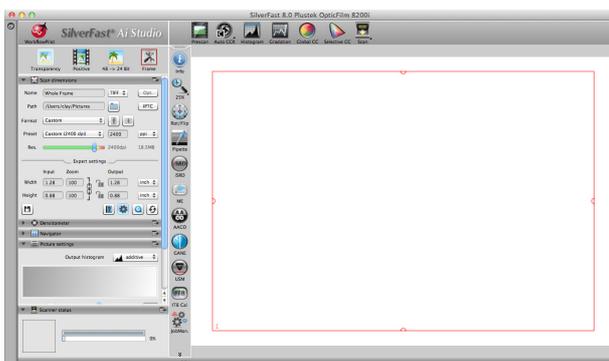
4. After the installation finishes, click on [Close] to exit the installer.



5. Launch the SilverFast launcher using the SilverFast shortcut on your Desktop. Verify your [Image Source] and [Language selection], then click on [Start] to launch the program.



6. Once the program has been launched, enter your [First name], [Last name] and [Serial number], then click on [Unlock] to unlock SilverFast. Keep the SilverFast DVD in the computer until you have unlocked SilverFast. The SilverFast serial number is located on the front of the SilverFast DVD-ROM case.



7. Please wait while the program is being launched. This is what the main interface of the SilverFast application looks like.

## Chapter II. Operating the Scanner

Your scanner accepts 35mm slides and negatives. However, some software programs have limitations as to the information they can handle. The capacity of the computer's memory and free space on your hard drive can also limit the physical size of the document that you scan.



There are different ways to operate the scanner:

- ➊ Using SilverFast Launcher by pressing IntelliScan button. This stand alone program allows you to perform advanced scanning features. For further information, please refer to SilverFast User's Manual.
- ➋ Using QuickScan feature by pressing QuickScan button. The QuickScan Setting program is automatically installed as your scanner software.

An image-editing program has been bundled with your scanner on the included Setup/Application CD-ROM. It will allow you to alter and correct any scanned images by using a variety of filters, tools and effects.

QuickScan is a program that allows you to conveniently scan images without the need to work directly within any image-editing application.

Please refer to the QuickScan Setting on-line Help (accessible by clicking on the QuickScan icon located near the clock icon  on the Windows system tray, and choosing Help) for more information about these functions.

 <b>Attention</b>	The IntelliScan and QuickScan buttons can only be used under Windows.
---	---

### Using IntelliScan Button

The IntelliScan button enables you to activate bundled SilverFast, which performs advanced scan features, such as Dust and Scratch Removal, Grain and Noise Elimination, Negative Optimization...etc.



### Attention

For detailed settings and features about SilverFast, please refer to SilverFast User's Manual.

## Using QuickScan Button

The QuickScan button enables you to conveniently scan images and save them automatically to the album. Simply press the QuickScan button on the front of your scanner and the scanner will start scanning your transparencies or negatives. Before performing your first scan via the QuickScan button, you are recommended to configure the QuickScan settings to your needs and preferences first.

## QuickScan Settings and Preview Window Features

### QuickScan setting

Double click on the QuickScan icon located on the Windows system tray, or right click on the QuickScan icon , and from the menu that pops up, point to [Properties].



- Select [Scan Source] (the material to be scanned), [Purpose] (the post-processing software to be saved or be processed), [File Format] (the format to be saved in), [Destination Folder] (the file saving path) and [File name prefix] (the film name, followed by 4-digits starting from 0000 for sequential scans).
- Check [Preview] window options to [enable] and/or [confirm] procedure.
- Select [Auto Processing] options.

Please notice that [Color Enhancement] feature is available in Negative mode only. [Color Matching] feature is available in Transparency mode only. [Auto Density] feature is available in both [Transparency] and [Negative Film] modes.

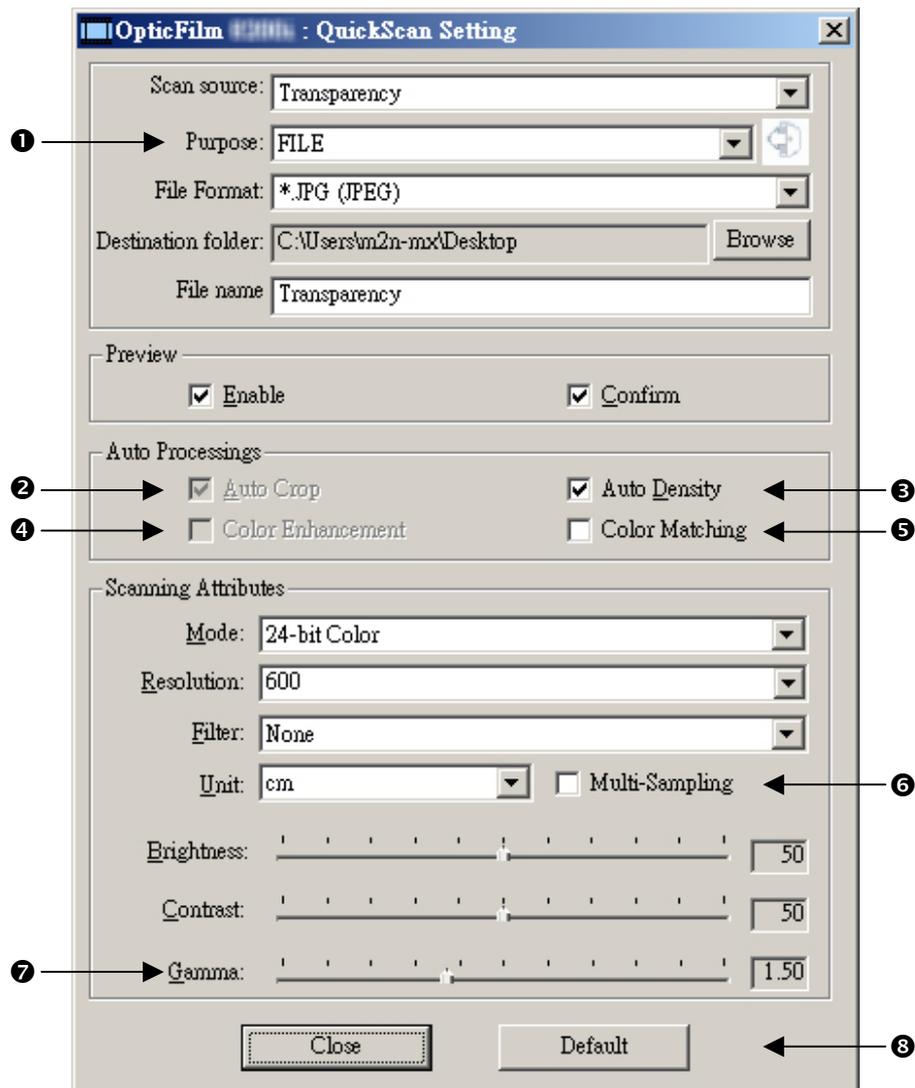
However, due to different color processing method, [Auto Density] feature and [Color Matching] feature cannot be applied simultaneously.

[Auto Crop] feature will apply automatically if [Auto Density] feature is checked.

- Select [Scanning Attributes] options:

You can alter scanning [Mode], [Resolution], [Filter], [Brightness], [Contrast] and [Gamma] settings.

- Click the [Default] button if you desire to return to the default settings.
- Click the [Close] button to save the final settings and exit the [QuickScan Setting] window.



## Important Scan Settings

### 1 Purpose

This menu includes File, Page Manager, Photoshop functions, which allows you to determine which software you would like to use for the post-processing of the scanned image(s).

## ② Auto Crop

When this box is checked, the QuickScan program will identify the dimensions of the image you scanned 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.

## ③ Auto Density

Checking this box automatically adjusts the Histogram to make the scanned image clearer. It does this by increasing the difference between color tones.

This feature is available in both Transparency and Negative Film modes.

## ④ Color Enhancement

This feature is to compensate negative's underexposed Green and Blue channels.

If this feature is checked, pre-scan and scan time will noticeably increase.

This feature is available in Negative mode only.

## ⑤ Color Matching

This feature provides a particular color matching technique to maintain colors consistency between your output and the original image.

This feature is available in Transparency mode only.

 <b>Attention</b>	Due to different color processing method, Auto Density feature and Color Matching feature cannot be applied simultaneously. If Auto Density is checked, then Color Matching feature will be in gray-out status and unavailable. Likewise, if Color Matching is checked, then Auto Density feature will be in gray-out status and unavailable.
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## ⑥ Multi-Sampling

For fast scanning speed, uncheck Quality Mode to skip Multi-Sampling.

To minimize noise, the Multiple-Sampling function makes 4 scans during scan time, since the noise patterns changes each scans, the image is averaged together and noise cancel out if inconsistencies are present.

## ⑦ Gamma

Image gamma is used to adjust the colors in the image that will be scanned into the computer. By adjusting the gamma, you can change the tonal range of the selected color channel. Gamma values are primarily a measure of the brightness of a color. The larger the gamma value, the brighter the color becomes.

## ⑧ Default

Clicking this button resets the values of all settings to their default values.

## Preview window

This window is only operational if [Enable] and [Confirm] are both checked in [Preview] section. It will open when you press the QuickScan button.



❶ **Source** - Tells the scanner the method you will use to scan images.

- **Transparency** - Use this mode for scanning transparency films.
- **Negative Film** - Use this mode for scanning negative films.



❷ **Scan Mode** - Tells the scanner the type of document you are scanning. There are three settings to choose from:

- **8-bit grayscale** – scans in 256 shades of gray, giving black and white images.
- **16-bit grayscale** – scans in more than 65,000 shades of gray, improving the realism of b/w images.
- **24-bit Color** - scans in millions of colors for photo-realism. Choose this mode when scanning color slide or negatives.
- **48-bit Color** – scans in billions of colors for professional imaging requiring precise uniformity of color.



③ **Resolution** - Resolution is measured in dots per inch (dpi). The higher the resolution, the more detailed the image, and the more memory and drive space the image will use.



④ **Filter** - Filters help you improve your scans by allowing you to sharpen images as well as remove excessive dots and distortion.

#### None

**Average:** Determines the medium depth of an image and averages adjacent pixels to make images appear softer.

**Blur:** Lets you dull the edges within an image, and decreases the contrast by making dark edges lighter and light edges darker.

**Blur More:** Adds additional blurring.

**Sharpen:** Allows you to sharpen the edges within an image by making the edges in an image more distinct. The Sharpen filter also increases contrast by making dark edges darker and surrounding light edges lighter.

**Sharpen More:** Adds additional sharpening.

**Unsharpen:** Sharpens the edges in an image to remove the blurriness.



⑤ **Brightness** - This is the amount of light that is concentrated onto a document while it is being scanned.



⑥ **Contrast** - Contrast adjusts the tonal range of an image by lowering mid-tone values and increasing values for high and low tones.



⑦ **Scan** – Scans and saves the transparency slide or negative film using the current settings.



⑧ **PreScan** – Performs a prescan to preview the transparency slide or negative film.



⑨ **Exit** – Exits the program.



⑩ **Help** – Opens the Online Help.

## Chapter III. Basic Scanning

The QuickScan program allows you to scan many mounted slides or filmstrips in quick succession without having to deal with a complicated user interface or settings every time. The following step-by-step instructions serve as a simple guide for that purpose.

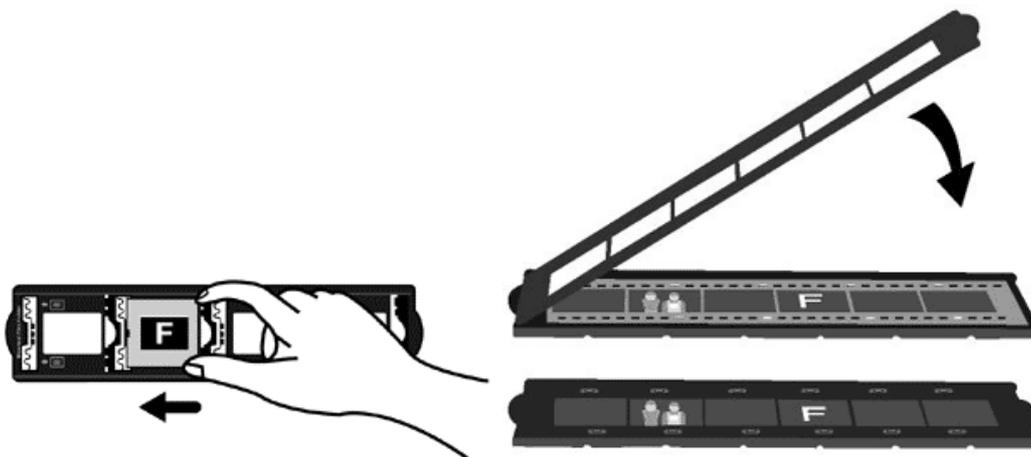
### Step 1. Turn on Your Scanner

Please make sure the scanner's USB and power cables are properly connected and that the scanner is turned on by pressing the power button. The Power LED will turn on to indicate that the device is powered on.



### Step 2. Place Film in the Holder

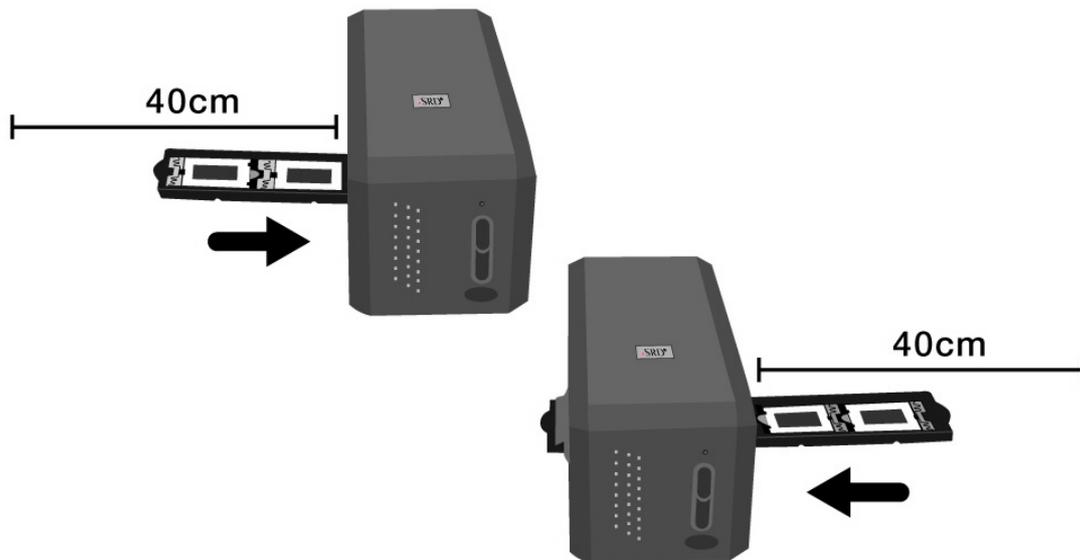
Please use the included mounted slide holder and filmstrip holder to secure your slides and film for scanning. For more information, please refer to “**Film Holders**”.



### Step 3. Insert the Film Holder

Insert the film holder into the scanner through dust cover. The film holder can be inserted from either side. The film holder will index at each frame using the notches on its side rails.

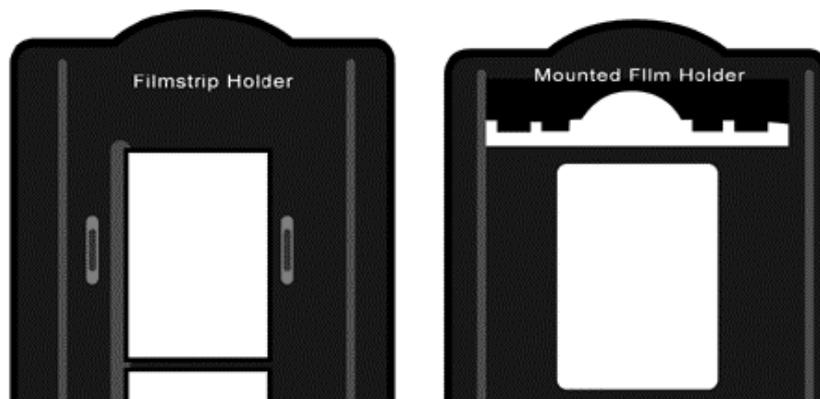
Please allow about 40 cm of space on both sides of the scanner to insert and remove the film holder.



- You can feel the film holder stop in its index position. However, before performing scan, please gently push and pull the film holder to make sure the film holder is in correct position.
- On up side of the film holder you can see 'Mounted Slide Holder' or 'Filmstrip Holder'. Always keep this side up for correct scan results.



**Attention**



- The film holder should be able to be inserted in to the scanner smoothly. Do not push the film holder hard.

## Step 4. Press the QuickScan Button

Please make sure the mounted slide or film holder is in an indexed position to ensure proper scan results. Press the QuickScan button to commence scanning.



## Step 5. Configure QuickScan Settings

If you have checked [Enable] and [Confirm] in the [Preview] section of the QuickScan Settings window, a preview window will be opened where you can readjust some of the settings to your needs. Please refer to “**Chapter II, Preview Window**” for more information about the available settings.



## Step 6. Finish Scanning

Once you have confirmed that all settings are to your satisfaction, please click on the [Scan] button to perform the final scan and save it to your hard drive.



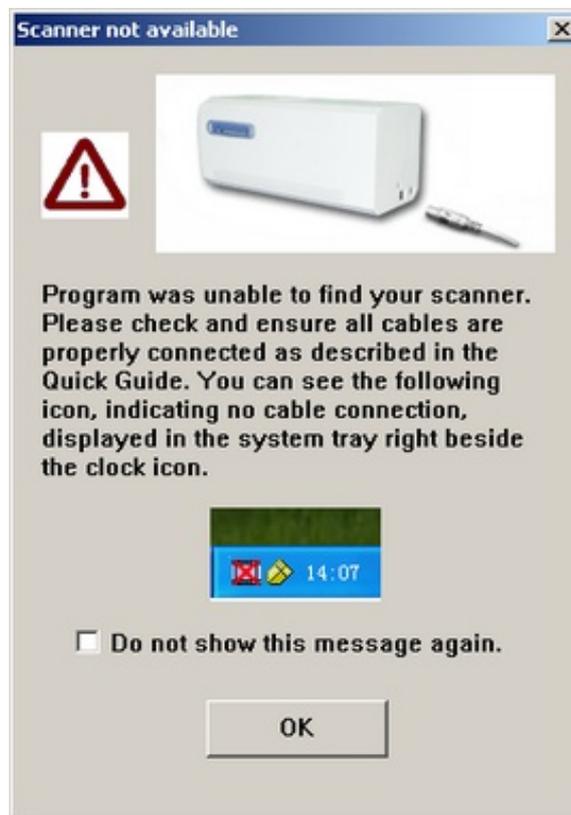
# Appendix A: Troubleshooting

## Scanner Connection

The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. The QuickScan 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 QuickScan program has been successfully launched and the scanner is connected with the computer, ready to scan mages.
	The scanner is not connected with the computer.
No Display	You have chosen to terminate the QuickScan program, no matter the scanner is connected or disconnected with the computer.

If the Windows system starts and detects the scanner unconnected, the following message will appear to remind you:



If you prefer not to see this reminder message again, you may:

- Check the box of [Do not show this message again] within this message window, and then click [OK] button.
- Click on the QuickScan icon  located on the Windows system tray. Uncheck [Enable Warning] from the menu that pops up. Click the [No] button in the message box that appears.

 <b>Attention</b>	<p>If you would like to be prompted with this message again, you may click on the QuickScan icon  and check [Enable Warning] from the menu that pops up. Click the [Yes] button in the message box that appears.</p>
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## Scanning Problems

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

Symptom	Cause & Solution
<p>The scanner cannot be found</p>	<ul style="list-style-type: none"> <li>● <b>The USB cables are not connected properly</b> Make sure that the cables are connected tightly and to the proper port.</li> <li>● <b>The USB cable might be too long</b> Please use the USB cable that comes with your scanner.</li> <li>● <b>The scanner's power cord is not connected properly</b> Make sure that the AC adapter is connected to an outlet. If the scanner is connected to a Surge Protector, make sure that the Surge Protector is turned on.</li> <li>● <b>Windows didn't detect the scanner</b> <ol style="list-style-type: none"> <li>1) Please open [Start] &gt; [Control Panel] &gt; [System] &gt; [Hardware] &gt; [Device Manager].</li> <li>2) Please check if your scanner is properly listed under [Imaging Devices]. If it is not listed there or the device icon has an exclamation mark, please refer to "<b>Manually Installing the Software</b>" to install the device drivers.</li> </ol> </li> </ul>

<p>The scanned image looks grainy on the screen</p>	<ul style="list-style-type: none"> <li>• <b>Your video mode is not set to show more than 256 colors</b> We recommend that you set your video mode to 16 bits per pixel (65536 colors) or higher. Please consult your video card, computer or Windows documentation to change the video mode.</li> </ul>
<p>The scanner scans very slowly</p>	<ul style="list-style-type: none"> <li>• <b>You are running other applications in the background</b> Close all the other applications that are running in the background.</li> <li>• <b>You are scanning at a high resolution (DPI)</b> Reduce the resolution.</li> </ul>
<p>The image looks good in the software that came with the scanner but it doesn't look good when I export the image to another program</p>	<ul style="list-style-type: none"> <li>• <b>Different imaging programs use different Monitor Gamma settings</b> Change the Monitor Gamma settings in either of the programs so that they match. Please consult the help files for each program to find out how to adjust the Monitor Gamma.</li> </ul>
<p>The image looks good on screen but very dark when printed</p>	<ul style="list-style-type: none"> <li>• <b>The Monitor Gamma Settings or the scanner brightness settings are not set properly</b> 1) Change the Monitor Gamma to a value between 1.0 and 1.5. Please consult your help file for information on how to adjust the Monitor Gamma.  2) Adjust the brightness control in the TWAIN window before scanning.</li> <li>• <b>The printer brightness setting is not set properly</b> Adjust the brightness in the printer. Some printers allow you to change the brightness settings. Please consult your printer documentation.</li> </ul>
<p>There is a grinding or rattling noise at the beginning of each scan</p>	<ul style="list-style-type: none"> <li>• <b>The scanner engages the gears and it initializes itself before scanning</b> This noise is normal to the operation of the scanner.</li> </ul>

<p>A “Disk is full” error is displayed when I click on the scan button</p>	<ul style="list-style-type: none"> <li>• <b>Your computer is running low in resources. Your computer hard disk drive does not have enough space to process the image. This may be because you are scanning at too high of a resolution</b> Obtain a larger hard disk or rescan at a lower resolution.</li> </ul>
<p>A “Disk I/O error” message is displayed</p>	<ul style="list-style-type: none"> <li>• <b>This error is caused if the hard disk drive does not have enough space available to process the image</b> Make some space available in the hard disk drive by deleting any programs or files that you do not need</li> <li>• <b>Your hard disk drive might be heavily fragmented or it might contain some bad sectors</b> Run the Scan Disk utility that came with your Windows computer. Please consult your computer documentation or the Windows help files on how to run the Scan Disk Utility</li> </ul>

## Appendix B: Specifications<sup>3</sup>

<b>OpticFilm 8100</b>	
Image Sensor	CCD
Light Source	LED
Hardware Resolution	7200 dpi
Scan Modes	Color: 48-bit input, 24/48-bit output Grayscale: 16-bit input, 8/16-bit output B/W: 1-bit
Dynamic Range	3.6
Scanning Speed	3600 dpi: Approx. 36 sec (Multi-Sampling ON) 7200 dpi: Approx. 113 sec (Multi-Sampling ON)
Scanning Area (W x L)	36.8 mm x 25.4 mm (1.45" x 1")
Preview Speed	Negative Film: Approx. 8 sec (Multi-Sampling ON) Positive Film: Approx. 8 sec (Multi-Sampling ON)
Action Button	IntelliScan, QuickScan
Power Supply	15 Vdc / 1.0 A
Interface	USB 2.0
Net Weight	1.6 Kgs (3.5 Lbs)
Dimensions (W x D x H)	120 x 272 x 119 mm (4.73" x 10.7" x 4.7")

<sup>3</sup> Hardware specifications may change at any time without prior notice.

<b>OpticFilm 8200i SE</b>	
Image Sensor	CCD
Light Source	LED
Hardware Resolution	7200 dpi
Scan Modes	Color: 48-bit input, 24/48-bit output Grayscale: 16-bit input, 8/16-bit output B/W: 1-bit
Dynamic Range	3.6
Infrared	Built-in
Scanning Speed	3600 dpi: Approx. 36 sec (Multi-Sampling ON) 7200 dpi: Approx. 113 sec (Multi-Sampling ON)
Scanning Area (W x L)	36.8 mm x 25.4 mm (1.45" x 1")
Preview Speed	Negative Film: Approx. 8 sec (Multi-Sampling ON) Positive Film: Approx. 8 sec (Multi-Sampling ON)
Action Button	IntelliScan, QuickScan
Power Supply	15 Vdc / 1.0 A
Interface	USB 2.0
Net Weight	1.6 Kgs (3.5 Lbs)
Dimensions (W x D x H)	120 x 272 x 119 mm (4.73" x 10.7" x 4.7")

<b>OpticFilm 8200i Ai</b>	
Image Sensor	CCD
Light Source	LED
Hardware Resolution	7200 dpi
Scan Modes	Color: 48-bit input, 24/48-bit output Grayscale: 16-bit input, 8/16-bit output B/W: 1-bit
Dynamic Range	3.6
Infrared	Built-in
Scanning Speed	3600 dpi: Approx. 36 sec (Multi-Sampling ON) 7200 dpi: Approx. 113 sec (Multi-Sampling ON)
Scanning Area (W x L)	36.8 mm x 25.4 mm (1.45" x 1")
Preview Speed	Negative Film: Approx. 8 sec (Multi-Sampling ON) Positive Film: Approx. 8 sec (Multi-Sampling ON)
IT8 Target	Included for color accuracy
Action Button	IntelliScan, QuickScan
Power Supply	15 Vdc / 1.0 A
Interface	USB 2.0
Net Weight	1.6 Kgs (3.5 Lbs)
Dimensions (W x D x H)	120 x 272 x 119 mm (4.73" x 10.7" x 4.7")

# Appendix C: Customer Service and Warranty

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

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

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

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

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

## **Service & Support Information (For EU country only)**

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

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

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

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

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

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

## **Statement of Limited Warranty**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

To obtain the warranty service, you may:

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

## **FCC Radio Frequency Statement**

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular television reception (which can be determined by turning the equipment off and on), the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that which the receiver is connected.
- Shielded interconnect cables and shielded power cord which are supplied with this equipment must be employed with this equipment to ensure compliance with the pertinent RF emission limits governing this device.
- Consult the dealer or an experienced radio/TV technician for help if the conditions persist.
- Changes or modifications not expressly approved by the manufacturer or authorized service center could void the user's authority to operate this equipment.