

ImageReader ISA

FB613



How can I get a replacement driver for my scanner?

Situation & Solution: There are three ways to get a replacement driver:



If you have Internet access, you can download a new driver from our Web site: www.infoconnection.com, click on Tech Help, then on Download Area. All driver files are self-extracting archives (directions on the Web site) and all manuals are in pdf format (you can read them with an Adobe Acrobat Reader). Downloads from our Website are free of any charge from Info. The scanner you are looking for is labeled **ImageReader ISA (FB613 Kit)**. There is also information that this is the driver for Windows 3.1 and 3.11. This driver is also the 16-bit driver source for Windows 95, for use with 16-bit programs such as InfoCenter Lite.



If you are familiar with logging on to BBSs, you can also download the drivers from our BBS 408-538-2580. Access on the BBS is also free from any charge from Info though it may be subject to long-distance charges from your phone company.



Or, you can order the drivers on floppy disk from Info: 800-777-3208. If you are replacing a lost driver, there is a nominal charge for the driver and a charge for shipping.



How can I determine the version of my "ImageReader ISA (16) Twain Module" (the scanner driver)?

Situation & Solution: The version number of the scanner driver is viewable from the TWAIN interface window.

Windows 95

1. Click with your right mouse button at any point along the ImageReader ISA (16) title bar. You should get a menu of choices.
2. Click **About**. The version number information will be displayed on your screen.
3. Click **OK**.

Windows 3.x

1. Click on the extreme left of the ImageReader ISA (16) title bar. You should get a menu of choices.
2. Click **About**. The version number information will be displayed on your screen.
3. Click **OK**.



My scanner makes a loud grinding or shaking noises and the scan head doesn't seem to move.

Situation & Solution: The scanner is locked at the factory. This is done to prevent the scan head from moving a possibly damaging the scanner. You will need to unlock the scanner. There is a small plastic switch under one of the scanner's legs. You will need to slide this switch until it is covering the small hole in the center of the leg.



With my Windows 3.1 or 3.11, when I go to select my scanner source or to scan, the screen goes black and the computer locks up.

Situation & Solution: The installation program installed some files that are used only by Windows 95. In the Main group, double-click on the MS-DOS icon. At the prompt, type DEL TWUNK*.*. Then type EXIT. Go back and try your scan, this should clear up any reference to 32-bit files or system locking when you attempt to select a source or

acquire.

You can also get a replacement driver for your scanner (see above).



Does the ImageReader ISA use an IRQ, DMA or I/O setting like other scanners?

Situation & Solution: The ImageReader ISA uses memory addresses instead of IRQ, DMA, or I/O settings.



Other than the interface card that came with the scanner, is there any other way to connect it to my computer?

Situation & Solution: The ImageReader ISA uses a proprietary interface card that must be installed in the computer for the scanner to function. It is a standard ISA card that will fit into a standard ISA expansion slot. If you do not have an available ISA expansion slot, the scanner will not work with your computer.

There is no adapter of any kind to the ImageReader ISA to work on any other type of port (connecting it directly to a different kind of port can cause damage to either the scanner or the computer, not covered by warranty in any way). The interface card is not SCSI but designed specifically for the scanner. There are also no other types of interface cards for this scanner.



How do I adjust my scanner memory address setting ?

Situation & Solution: If your scanner doesn't work with your computer system or if you get a memory address window when you begin a new scan, you may need to adjust the jumper settings your scanner is using. When you attempt to Acquire an image, a window will display with all of the memory addresses your scanner can use. It will also show what settings are used and unused. Select one of the available settings and adjust your scanner interface card accordingly. By default it uses the setting of D0000. The other available settings it can use are as follows: E8000, E0000, D8000, and C8000. Below is a diagram of the jumper settings and what they mean.

J1	J2	J3	<i>Setting</i>
OFF	ON	OFF	E8000
ON	ON	OFF	E0000
OFF	OFF	ON	D8000
ON	OFF	ON	D0000 Default Setting
OFF	ON	ON	C8000



My computer will not boot up now that I've connected my scanner to my computer.

Situation & Solution: There are a few situations that we know of that could cause that to happen.

1. The interface card wasn't inserted into the computer correctly. You will want to shut your computer down and make sure the interface card was installed correctly.
2. The current settings on the card conflict with something on your computer at boot up. Try changing the memory setting on the card before installing it into your computer (see above).
3. The expansion slot in which you installed the card is not working correctly. Try a different expansion slot.
4. The interface card could be defective. Contact Info Peripherals to obtain a replacement.



I still can't scan even after changing the memory address on the card. Or All the memory addresses say Occupied.

Situation & Solution: In this situation, other devices are using all possible scanner settings. You will have to make adjustments on your computer for the scanner to work.

We strongly recommend that you consult your computer support personnel before trying the information below. Since computers tend to have unique settings, some of the memory address settings maybe reserved for other devices.

Changing your BIOS/CMOS settings:

Due to the fact that BIOS/CMOS Setups differ from computer to computer, Info does not provide help with changing your port mode in the BIOS/CMOS. You can either consult the documentation that came with your computer or might want to contact your computer manufacturer.

Altering your Config.sys & System.ini:

1. Open the System Configuration Editor:
 - a) Click on **Start** (Windows 95) or on **File** (Windows 3.1 and 3.11)
 - b) Click **Run**
 - c) Type **sysedit**, click **OK**
2. The first window inside the System Configuration Editor window should be **C:\Autoexec.bat**. Close it.
3. The second window should be **C:\Config.sys**.
 - a) At the top of the file, insert the line: **DEVICE=C:\WINDOWS\EMM386.EXE X=D000-DFF** (*Note: If your Windows directory is different from c:\windows substitute your Windows directory. Also, this same pattern can be used to exclude any other address*)
 - b) Once you have added this, close the Config.sys and save when prompted.
- 4) The third window should be **C:\Windows\Win.ini**. Close it.
- 5) The forth window should be **C:\Windows\System.ini**.
 - a) Find the section labeled [**386Enh**].
 - b) Scroll down to the end of that section. Put your mouse pointer on a blank line above the next section.
 - c) Type: **EMMxclude=d000-dff** (match the address you typed in the config.sys)
- 6) Close the System Configuration Editor and save when prompted.

In *Windows 95*, there is a third way to Exclude memory addresses:

1. Click on **My Computer** with your right mouse button.
2. From the menu that drops down, select **Properties**.
3. Click on the **Device Manager** tab.
4. Highlight **Computer** and click the **Properties** button at the bottom of the window.
5. Click on the **Reserve Resources** tab.
6. Click **Memory** at the top.
7. Click **Add...**
8. For the Start Value, enter **000d0000** (card should be set to D0000 or D8000).
9. For the End Value, enter **000dfff**.
10. Click on **OK, OK, OK** and reboot your computer.

The other addresses possible (if you get a conflict message or if the first try doesn't work): C8000 (000c0000-000cffff), E0000 (000e0000-000effff). For both the d and e ranges, there are two jumper settings available.



Can I use the ImageReader ISA with Windows 95 (32-bit) programs?

Situation & Solution: By default the InfoCenter Lite and driver installation installs the ImageReader ISA (16) Twain Module (16-bit driver) along with the InfoCenter Lite Application.

The CD also contains an installation for the ImageReader ISA (32) Twain Module (32-bit driver). The path to the 32-bit driver is D:\driver\95\setup.exe (if your CD-ROM drive letter is not D, substitute the appropriate letter).

When you are using a 16-bit program (written for Windows 3.x but works in Windows 95) with the scanner, you will need to choose (16). When you are using a 32-bit program (written exclusively for Windows 95) you should use (32). Some 32-bit programs work better with the 16-bit source.

Note: InfoCenter Lite and the InfoCenter Lite Applications are all 16-bit programs. When you use these programs, you must select ImageReader ISA(16).



When I begin a new scan, I get a message in Spanish. Or At low resolution, my scanned image is garbled.

Situation & Solution: We have been experiencing some difficulties with the driver installation on the CD and some computer systems. You will need to get a replacement driver for your scanner (see above).



When I attempt to scan, I get an Image Transfer Failed or Out of Memory message.

Situation & Solution: Error messages while scanning, such as these, usually only occur if there is not enough free disk space or enough free resources for the scanning software to process the image. Even if you seem to have enough free disk space for the image, the virtual memory usage during the image transfer will take up some of the free disk space making it not free for the image transfer.

There are three things that influence the size of the file created when scanning an image: Resolution, Mode, and Scanning area. A higher resolution (dpi) will yield a clearer picture, but it will also create a larger file. A color mode (millions of billions of shades) will create a larger file than a grayscale (256 shades) or black and white (LineArt, Half-tone, Bi-tone, only two shades) mode. A larger scanning area will also create a larger file than a small scanning area. The following example is a letter-sized image scanned with a 30-bit scanner (billions of shades in the color mode). All sizes are approximate and may differ from your own results.

	color	grayscale	black and white
100dpi:	2 ½ Mb	1 Mb	120 Kb
300dpi:	25 Mb	8 Mb	1 Mb
4800dpi:	6 Gb	2 Gb	260 Mb

Try reducing the resolution of your image, reduce the scanning area, change the mode, or free up hard drive space. Information on how to change the resolution, mode and scanning area is in the scanner User's Guide. Freeing up hard drive space is a matter of deleting or otherwise removing unneeded files or programs. Information on how to do delete files is in Windows documentation. Which files you delete or remove is your decision (only you know what is important to you). Some software has special uninstall programs to remove them from your computer. The alternative to freeing up hard drive space is getting a larger hard drive.



Does the scanner require a warm-up period? And Does the light turn off on its own?

Situation & Solution: If the light is off when you begin a new scan, you will see the message We recommend to warm lamp for thirty seconds before the scanning. This short time period allows the lamp to get ready for your scan.

The cathode lamp will automatically turn off after 15-20 minutes of idle time. There is no utility to change the default period of time.



The book that came with my scanner doesn't tell me how to use the software.

Situation & Solution: The manuals for the software are on the CD-ROM disc that came with your scanner. They are in pdf format that can only be read with the Adobe Acrobat Reader. The Reader installation is also on the CD (see below).

If you want a printed manuals, you can print from the Adobe Acrobat Reader (for pdf files). Info does not offer any pre-printed or bound manuals.

Here is a quick, easy way to find and open the manuals on the scanner CD-ROM:

1. Put the Info CD in your CD-ROM drive:

2. Start the **Find** function.

Windows 95:

- a) Click **Start**
- b) Click **Find**
- c) Click **Files or Folders**

Windows 3.1 and 3.11:

- a) Double-click **Main**
- b) Double-click **File Manager**
- c) Click **File**
- d) Click **Search**

3. On the **Named** or **Search For** line, type ***.pdf**.

4. On the **Look In** or **Start From** line, type the drive letter of your CD-ROM.

5. Click **Find Now** or **OK**.

6. This should find the manual files.

Ip2go.pdf is the manual for Image Pals Go!

Cardscan.pdf is the manual for Cardscan and Cardscan Toolbox.

Morph.pdf is the manual for Morph Editor.

Infocent.pdf is the manual for InfoCenter Lite.

If you have already installed the Adobe Acrobat Reader, all you have to do is double-click on the file name & the Acrobat Reader will load and display the chosen manual.

If you have not already installed the Adobe Acrobat Reader, you must do so to be able to read the manuals.

1) With the CD in the drive, click on **Start** (*Windows 95*) or **File** (*Windows 3.1 or 3.11*).

2) Click on **Run**.

3) Type **D:\Acrobat\Reader.exe** (if D is not your CD-ROM drive letter, substitute your drive letter for the D).

4) Click **OK**. This will start the installation. Follow the on-screen prompts from this point.



My scanned photos or documents appear bluish.

Situation & Solution: The scanner lid is very light in order not to damage or wrinkle original documents. However, if an original is on heavier paper (such as a photo) and is slightly curved or creased, it may be lifting the scanner lid and letting in unwanted light.

Try setting something lightweight, such as a light book, magazine, or your hand, on the scanner lid to hold it down while scanning.



Will the ImageReader ISA work with OmniPage Pro ver. 8.x?

Situation & Solution: The ImageReader ISA needs to accomplish its scanning via the TWAIN user interface

window. While you will not be able to scan in OmniPage Pro without opening the TWAIN interface, you should still be able to use this application software with this scanner. In addition, due to the way OmniPage interacts with the scanner driver, you will need to select

OmniPage Pro ver 8.x has a configuration file that you will need to make sure reflects this scanner's special needs.

1. Click **Start**
2. Click **Find**
3. Click **Files or Folder**
4. Type **Scanmgr.ini**
5. Click **Find Now**
6. When the file is found (it will be in the Windows directory), double-click on the file icon.

There are two sections which must be present and have data particular to the ImageReader ISA scanner: **[ScanMgr]** & **[ImageReader ISA(16)]**. The lines in bold must be exactly as they appear below, including spacing. *Note:* There is no space between ISA and (16). The other lines in the [ScanMgr] section may be different than those below; these are included as a sample.

```
[ScanMgr]
ProductName=Caere Application
MicrotekPort=0200
MicrotekSpeed=1
ModelName=
nBrightness=1
nContrast=1
Setup=Y
TwainDS=ImageReader ISA(16)
CurrentScannerId=54

[ImageReader ISA(16) ]
SHOW_UI=1
INVERT=0
LA_INVERT=0
THRESHOLD=0
AUTO_BRI=0
CHOCOLATE=0
```



I don't have a CD-ROM drive, can I get the software for my scanner on floppy diskette?

Situation & Solution: There is a charge to exchange the CD-ROM that came with the scanner to floppy diskettes. The software is all copyrighted material. The charge a floppy exchange for the ImageReader ISA is \$20 + \$5 shipping/handling (total \$25).

In addition, to exchange the CD-ROM for floppy disks, you will need to send the CD-ROM back to us with a piece of paper with your name, address, phone number, and scanner model (found on the cover of the Quick Start Guide).

There are 16 diskettes: InfoCenter Lite, InfoCenter Lite Applications (Image Pals 2 Go!, ColorDesk, PrivaSuite, CardScan, ArtWall, Morph Studio, and Insight), and the scanner driver.

You can pay by check, money order, Visa or MasterCard. The address to send it to:

Info
580 Division St
Campbell, CA 95008
attn: Customer Service



Can I use this scanner with Windows NT?

Situation & Solution: None of the Info ImageReader scanners have Windows NT drivers at this time. We are beta testing NT drivers for the ImageReader ISA but do not have any projected release date at this time.



If your question is not covered here, check the InfoCenter Lite FAQ. If it is not covered either place, contact Info Technical Support for more assistance.

Please include the following information if you contact Info Technical Support. If you do not include the following information (especially if you are faxing or emailing), your support could be delayed as this information is gathered. The following information is generally important to solving the problem with your scanner or software.

NAME:

PHONE NUMBER:

FAX NUMBER:

MAILING ADDRESS:

E-MAIL ADDRESS:

COMPUTER MANUFACTURER: (what company built your computer or if it is custom built)

COMPUTER TYPE: (486 or Pentium and what speed)

VERSION OF WINDOWS: (Windows 95 or Windows 3.1 or 3.11)

SCANNER MODEL NUMBER: (Commonly found on the front of the Quick Start Guide)

SERIAL NUMBER: (Usually on the back or bottom of the scanner or on the box)

WHEN YOU PURCHASED THE SCANNER:

WHERE YOU PURCHASED YOUR SCANNER:

PRINTER TYPE: (if your problem is related to your printer)

MODEM TYPE and FAX PROGRAM: (if your problem is related to faxing)

DESCRIPTION OF YOUR PROBLEM: (Please be as specific as possible, including which program you were using to scan, what dpi & mode, etc.)

Info Technical Support will generally reply in the same media. Support personnel are available Monday through Friday 8am to 4:30 pm, Pacific Time, excluding Holidays. Replies are handled in the order we receive them.

Email: tech@infoconnection.com

FAX: 408-538-2577

BBS: 408-538-2580

Phone: 800-777-3280 (if you get voicemail, be sure to leave a phone number and a brief description of your problem)