

ImageReader FB & ImageReader Elite

FBI & FB2 (SCSI scanners)



How can I get a new or replacement driver for my scanner?

Situation & Solution: There are three ways you can get the scanner driver.

Warning: Some of your original software may not work with the new scanner drivers (see Notes below).



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.

For the ImageReader FB (FB1), the driver you want is labeled **ImageReader FB.**

For the ImageReader Elite (FB2), the driver you want is labeled **ImageReader Elite.**



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 purchase the drivers on floppy disk from Info. If you have a Visa or MasterCard, your order can be taken over the phone 408-538-2510. There is a nominal charge for the driver and a charge for shipping.

Note: Info Center 1.0, 1.1, and 1.2 (without any letter) will not work with the new driver. There is no Info Center software available for download on either the Website or on the BBS. You can, however, purchase it (or other software) from our office: 408-538-2510.

Note: With any scanning software you use, once you have installed the new driver, you will need to select the new source as your scanner. In some programs, you may also need to select a scanner type. If the type TWAIN is available, this is the one you should select.



When I tried to begin the install, I got the error message: Cannot find d:\install\setup.exe or one of its components.

Situation & Solution: You need to know what drive letter your CD-ROM is at. On many systems, this is **d:**, but it can be any letter; **e:**, **g:** and **q:** are not uncommon. *Windows 95:*

1. Double click on the **My Computer** icon on your desktop. In the window that opens, you should see icons for your floppy drive, your hard drive and your CD-ROM drive.
2. Make a note of the letter that is below the icon for the CD-ROM. This is the drive letter for your CD-ROM.

3. Close the **My Computer** window and try the install again substituting the correct drive letter for the d: in the Quick Start Guide.

Windows 3.1 or Windows 3.11:

1. Double click on the **Main** icon, then double click on the **File Manager**. Across the top, below the title bar, you will see small icons for your floppy drive, hard drive and CD-ROM.
2. Make a note of the letter that is next to the icon for the CD-ROM. This is the drive letter for your CD-ROM.
3. Close the **File Manager** and **Main**. Try the install again substituting the correct drive letter for the d: in the Quick Start Guide.



There is nothing in the selection box when I go to select source.

Situation & Solution: The driver was not installed for one of three reasons.

If you only typed d:\setup.exe or d:\setup16 or d:\setup32, only the imaging software (Image Pals Go, iPhoto-Plus, or iPhoto-Express) will have been installed. The scanner's device drivers (and InfoCenter) are not installed. Reinstall the Scanning System CD following the directions in the Quick Start Guide: **d:\install\setup.exe**.

If there are other programs running while you are installing the driver, it may not completely install, even though you got the message the installation was successful. You need to ensure there are no programs running in the background when you install the CD.

Windows 95:

1. With your desktop clear, press the **Ctrl**, the **Alt** and the **Delete** keys at the same time (Ctl+Alt+Delete). This will bring up a **Close Programs** window. Everything listed in this window is a running program. **Explorer** is the Windows 95 desktop, you cannot close this program. **Systray** is the taskbar and time listing in generally in the lower right hand corner of your screen, you also cannot close this program (some systems do not list this program in the Close Program window). All other programs can be closed, one at a time.
2. Highlight a program then click on **End Task**. The Close Program window will disappear, but pressing Ctl+Alt+Delete will bring it back up. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When only Explorer and Systray are listed in the Close Programs window, click on **Cancel**.
4. Try to install the driver once more following the Quick Start Guide instructions.

Note: In Windows 95, you can also install the driver in **Safe Mode**. If you have the installation on CD-ROM, copy the installation files into a temporary directory before shutdown and reboot into Safe Mode, then install from the temporary directory. If you have the installation files on floppy disk, you can install directly from the diskettes in Safe Mode.

Windows 3.1 or Windows 3.11:

1. With your desktop clear, click **Ctrl** and **Esc**. This will bring up a **Task List** window. **Program Manager** is the Windows 3.1 and Windows 3.11 desktop and cannot be closed. All other programs listed are running applications that can be closed one at a time.

2. Highlight a program then click on **End Task** to close it. This will only close these programs until the next time you boot your computer. All of these programs are generally set up to run as soon as you start your computer or boot up Windows.
3. When Program Manager is the only program listed, click on **cancel**.
4. Try to install the driver once more following the Quick Start Guide instructions.

If your Windows directory is not where you tell the installation, it will act as if it hasn't been installed. You will need to check where Windows is located and tell the installation the proper place:

Windows 95:

1. Click on **Start**
2. Click on **Programs**
3. Click on **MS-DOS Prompt**
4. Make a note of the path in front of the flashing cursor. For example: **c:\windows>**. You will have to tell the installation **c:\windows**.
5. Type **exit** and press enter to exit the prompt.

Windows 3.1 or Windows 3.11:

1. Open **Main**
2. Double-Click on **MS-DOS Prompt**
3. Make a note of the path in front of the flashing cursor. For example: **c:\windows>**. You will have to tell the installation **c:\windows**.
4. Type **exit** and press enter to exit the prompt.



Windows 95 did not find my scanner as a new device. Or My scanner is not listed in the Windows 95 Device Manager.

Situation & Solution: Windows 95 does not have built in support for scanning devices. Thus, no scanner will be plug and play in Windows 95. The scanner will not be seen by Windows 95. The proprietary SCSI card that came with your scanner is not Plug and Play. Windows 95 may detect it as an unknown device, but there is not a Windows 95 Device Manager driver for the card. The card does not have to be seen in the Device Manager for the scanner to use it. You must follow the Quick Start Guide that came with your scanner to install it into your system.



I put a piece of paper in my scanner but no image appeared in my Windows.

Situation & Solution: Windows is not a scanning program and has no built in support for scanning devices. You need to use scanning software to scan an image into your computer. Follow the Quick Start Guide that came with your scanner to install the drivers and scanning software.



I hear a loud grinding noise when I turn my scanner on.

Situation & Solution: The scanner needs to be unlocked. If it isn't unlocked, there is a chance that you can damage the scanner. The locking mechanism for the ImageReader FB is on the bottom of the scanner. You can access the locking mechanism for the ImageReader Elite by lifting up the lid of the scanner. You will see it at the very back.



When I try to use my scanner, I get an error message: **Cannot find scanner.**

Situation & Solution: The scanner was plugged into AC power before its mechanism was unlocked. Shut the computer down completely (including shutting off the power). Unplug the scanner's AC power from the AC outlet. Confirm the scanner is unlocked (follow the Quick Start Guide for unlocking the scanner, Step 1). Re-connect the AC power and reboot the computer.



When I get the Scanner Diagnostic window, my scanner is not listed but my CD-ROM drive is.

Situation & Solution: If you are using the SCSI interface card that came with your scanner, the SCSI Card Type in the Scanner Diagnostic needs to be set to 16D1 not ASPI.



I get a Read Scan Data Error or Set Scan Setting Error when trying scan.

Situation & Solution: You will get those messages usually when there is a I/O Address conflict with another device on your computer. You can do the following in order to change your I/O address the scanner card is using. By default it uses I/O 280H.

1. **You will need to edit your config.sys file.** (Windows 3.x - Click File then Run. On the command line, type in **Sysedit**. Then press Enter.) (Windows 95 - Click Start then Run. On the line type in **Sysedit**. Then press Enter.)
2. Close every window except the **config.sys** window. Find the device line:
Device=c:\sdr2aspi.sys.
3. On the end of that line insert a space then type in **/P=340H**. Click **File** then **Exit**. You will be prompted to save your changes.
4. You will need to shut down your computer. Turn the scanner off as well. Turn your scanner back on first then turn your computer on. When the system finishes loading, attempt open your Infotech group. Start the Scanner Diagnostic program. Your scanner should be detected along with the SCSI card. You should also see that your I/O Address setting has changed from 280H to 340H.
5. If the problem persists, you can try the other valid values for your scanner. They are as follows: **220H, 240H, 2A0H, 2C0H, and 320H.**



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

Situation & Solution: There are 3 situations that we know of that could cause this 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 expansion slot in which you installed the card is not working correctly.** Try a different expansion slot.
3. **The interface card could be defective.** If after you try the above to solutions you still have this problem, contact Info Peripherals to obtain a replacement.



I get an error message saying it can't find the TWAIN source manager, t009 and then another error message, too.

Situation & Solution: Some computer systems have to have the scanner booting up in a particular sequence rather than all at once.

1. Shut Down your computer & turn off power to both computer & scanner.
2. Unplug the scanner from its power source (for example the wall socket or the power strip).
3. Turn the computer back on & wait for Windows to reboot.
4. When Windows is done rebooting, plug the scanner in & wait a moment for it to start itself.
5. Go back into iPhoto-Express (or the program in which you were attempting to scan) & attempt to scan.

If you get the same error, try the above in reverse, plug in the scanner before you power up the computer.

One of these two will likely solve the error. This problem seems to be localized within the 32-bit driver source.



When I try to scan, I get a calibration error.

Situation & Solution: The problem could be caused by a couple of different things relating to the port signal.

1. **Not unlocking the scanner may cause the problem.** If the scanner is locked, the signal it sends back to the computer can be garbled. If it isn't unlocked, there is a chance that you can damage the scanner. The locking mechanism for the ImageReader FB is on the bottom of the scanner. You can access the locking mechanism for the ImageReader Elite by lifting up the lid of the scanner. You will see it at the very back.
2. **The problem may be the result of scanning at too high of a resolution for the application software.** Some applications, such as InfoCenter, are designed for functions only requiring low-resolution scans. They have limited software buffers that can be overrun by a high-resolution scan. When this happens, the software garbles the parallel port signal that can cause the scanner to act confused. To reset the parallel port signal and scanner:
 - a) Shut Down the computer and turn off the power to both the computer and the scanner (or unplug the scanner from the power source).
 - b) Unplug the scanner from the SCSI port.
 - c) Turn the computer back on and let it boot all the way into Windows.
 - d) When Windows has come up, Shut Down again and turn off the power to the computer.
 - e) Plug the scanner back into the SCSI port.
 - f) Turn the computer back on and let it boot all the way into Windows.
 - g) When Windows has come up, turn the scanner back on.



While installing my Info Technician CD-ROM (or diskettes), I get the message: Typelib.dll file out of date, or any dll file out of date. (The message may refer to other files with .dll at the end of it. This covers those files as well if it mentions that the file is out of date. Here is an example of the error message: C:\windows\system\typelib.dll out of date. There are many different versions and updates to these dll files. The installation is encountering a different version of the file on your system.)

Situation & Solution: The series of steps that follow will work any file that has a DLL extension that is being reported out of date.

Windows 95:

1. Click Start then Programs. Click on your MS-DOS Prompt icon. This should place you in your C:\Windows directory.
2. Type in CD\windows\system and press your enter key.
3. Type in Ren typelib.dll typelib.xxx. Then press your Enter key.
4. Type in exit then press your Enter key to return to windows.
5. Click Start then Shut Down. Select Restart Computer.
6. When your computer as finished starting up, attempt to reinstall your Info Technician diskettes.

Windows 3.1 or Windows 3.11:

1. On your Program Manager, click File then Exit. (Make sure all programs are closed prior to exiting windows.)
2. Type in CD\windows\system and press your enter key.
3. Type in Ren typelib.dll typelib.xxx. Then press your Enter key.
4. Type in win and press your Enter key to return to windows.
5. When windows has finished starting up, attempt to reinstall your Info Technician diskettes.

Note: We have developed new One-Disk installs that don't need to reference files with dll extensions. Check our download site for the updated driver installations (see above).



While installing my Info Technician CD-ROM (or diskettes), I get a message about a threed.vbx file out of date. (The message may refer to other files with .vbx at the end of it. This covers those files as well if it mentions that the file is out of date. Here is an example of the error message: C:\windows\system\threed.vbx out of date. There are many different versions and updates to these vbx files. The installation is encountering a different version of the file on your system.)

Situation & Solution: You can attempt to rename the file and restart your computer so it doesn't load at all. Perform the following steps to accomplish this.

Windows 95:

1. Click Start then Programs. Click on your MS-DOS Prompt icon. This should place you in your C:\Windows directory.
2. Type in CD\windows\system and press your enter key.
3. Type in Ren threed.vbx threed.xxx. Then press your Enter key.
4. Type in exit then press your Enter key to return to windows.
5. Click Start then Shut Down. Select Restart Computer.
6. When your computer as finished starting up, attempt to reinstall your Info Technician diskettes.

3.1 or Windows 3.11:

1. On your Program Manager, click File then Exit. (Make sure all programs are

closed prior to exiting Windows.)

2. Type in CD\windows\system and press your enter key.
3. Type in Ren threed.vbx threed.xxx. Then press your Enter key.
4. Type in win and press your Enter key to return to windows.
5. When windows has finished starting up, attempt to reinstall your Info Technician diskettes.

Note: We have developed new One-Disk installs that don't need to reference files with dll extensions (see above).



During installation of my Info Technician CD-ROM (or diskettes) I experience a system lockup. Or When I am installing, I get a error message: Storage.DLL already in use.

Situation & Solution: Usually that is a result of a program or utility open on the system when you're trying to install the disks. You'll want to make sure that all other programs and utilities are closed when attempting to install the Info Technician diskettes. Use the following to accomplish that.

Windows 95:

1. Press the following keys simultaneously in this order: **<CTRL> <ALT> <ESC>**. This opens a Window labeled **Close Programs**. Highlight one of the entries and click the End Task button. The Close Programs window will close when you do that. Use that same keystroke sequence again to open the window and proceed with closing your programs.
2. Close every program except Explorer and Systray. Then attempt to install your Info Technician diskettes. If the problem still persists, you will need to restart your computer in **Safe Mode**. Click Start then Shut Down. Select Restart Computer. As your computer restarts, you will see the text: Starting Windows 95. At this point hit your **<F8>** function key. This will give you a Windows 95 Start Menu. Select Safe Mode and press your Enter key.
3. When your system finishes loading, attempt to install your Info Technician diskettes.

3.1 or Windows 3.11:

1. Press the following keys simultaneously in this order: **<CTRL> <ESC>**. This will open your Task List. Highlight one of the entries and click the End Task button. If the Task List closes, then you will need to use those keystrokes again to reopen it.
2. Close every program except the Program Manager. The attempt to install your Info Technician diskettes.

Note: We have developed new One-Disk installs that don't need to reference files with dll extensions. Check our download site for the updated driver installations (see above).



When attempting to install my InfoTechnician or Applications diskettes, I get a write-protected error message.

Situation & Solution: The installation is trying to write information to your floppy diskette, and the write-protect notch is either in the up position or is missing.

1. Remove the diskette from the drive and hold it so that you can read the label.

Flip the diskette over so that you are looking at the back. You should see a round silver piece with a larger silver piece below it. In the upper left corner of the diskette, you should see a small black piece of plastic with a small opening below it. Slide down the piece of plastic so that it covers the opening.

2. If you don't see a black piece of plastic, apply a piece of transparent tape large enough to cover the opening front to back.
3. After you have used either method to cover the opening, place the diskette into your drive and attempt to reinstall the program.



I get a Run-Time Error 75 during the installation of InfoTechnician.

Situation & Solution: This error is generated if any of the system startup or configuration files have an attribute set to Read-Only, Hidden, or Archive. The installation needs to access these files.

Windows 95:

1. Start your **Windows Explorer**. Double-click on the icon for your C: drive, or the drive that contains your Windows files.
2. Double-click on the folder labeled Windows. If your Windows files are located in folder with a different name, double-click on the appropriate folder name.
3. Locate the file **Win.ini**. Click on it ONCE to highlight the file. Now press your Alt and Enter keys simultaneously in that order. This will give you a **Properties** window for that file. Click off the Read-Only, Hidden, or Archive attribute if selected.
4. Locate the **System.ini** file and repeat the same steps to remove the attributes.
5. Attempt to reinstall the Info Technician.

Note: Some Windows 95 users may not be able to see these files initially from the Windows Explorer. If this is the case, you will need to click the View menu option. Select Options. From the Options dialog box, select the View tab. Make sure the Show All Files option is selected then click on OK. Now you should be able to see all the files on your system.

Windows 3.1 or Windows 3.11:

1. Start **File Manager**. Click on the icon for your C: drive, or the drive that contains your Windows files.
2. Double-click on the folder labeled Windows. If your Windows files are located in folder with a different name, double-click on the appropriate folder name.
3. Locate the file **Win.ini**. Click on it ONCE to highlight the file. Now press your Alt and Enter keys simultaneously in that order. This will give you a **Properties** window for that file. Click off the Read-Only, Hidden, or Archive attribute if selected.
4. Locate the **System.ini** file and repeat the same steps to remove the attributes.
5. Attempt to reinstall the Info Technician.

Note: Some computer systems also have the **Config.sys** file with one of the above attributes. If you are unsuccessful installing after changing the attributes on the Win.ini and the System.ini, check the Config.sys attributes in the same way. The Config.sys file is in the root directory of the hard drive.

Note: We have an updated scanner driver that does not have runtime errors (see above).



I get a Run-Time Error 53 during installation.

Situation & Solution: This error occurs when the installation attempts to access your Config.sys file. The config.sys is either not on the system or is corrupted.

Windows 95:

1. Click on **Start** then on **Run**. Type **Sysedit**. Press your enter key.
2. You may get an error message regarding a failure to open your **Config.sys** file. Just click OK to disregard the message.
3. Close all windows except the **Config.sys** window. It should be blank.
4. In that window type **REM** on a line by itself. Now click **File** then **Exit**. You will be prompted to save your changes. After the window has closed, attempt to reinstall the CD or diskettes.

Windows 3.1 or Windows 3.11:

1. Click on **Start** then on **Run**. Type **Sysedit**. Press your enter key.
2. You may get an error message regarding a failure to open your **Config.sys** file. Just click OK to disregard the message.
3. Close all windows except the **Config.sys** window. It should be blank.
4. In that window type **REM** on a line by itself. Now click **File** then **Exit**. You will be prompted to save your changes. After the window has closed, attempt to reinstall the CD or diskettes.

Note: We have an updated scanner driver (see above) which does not have runtime errors.



With Windows 95, there are two sources for my scanner, which one do I choose?

Situation & Solution: Which source you choose depends on the software you are using to scan.

If the software you are using was written for Windows 3.x (most Windows 3.x software works perfectly fine in Windows 95), it is 16-bit software. You will need to select (16) as your source. **Note:** Choosing (32) in a 16-bit program will likely result in an error message when you attempt to scan.

If the software you are using was written for Windows 95 only, it is 32-bit. You can select either (32) or (16). Some 32-bit scanning software works better with the (16) source. The difference between the (32) and (16) is negligible.



When I try to scan in a 32-bit program, I get a t009 error telling me to install the TWAIN source manager.

Situation & Solution: Some computer systems have to have the scanner booting up in a particular sequence rather than all at once. This problem only occurs with some Ulead 32-bit software (such as iPhoto-Express).

1. Shut Down your computer & turn off power to both computer & scanner.
2. Unplug the scanner from its power source (for example the wall socket or the power strip).
3. Turn the computer back on & wait for Windows to reboot.
4. When Windows is done rebooting, plug the scanner in & wait a moment for it to start itself.

5. Go back into iPhoto-Express (or whichever program gave you the error) & attempt to scan.
6. If you get the same error, try the above in reverse, plug in the scanner before you power up the computer. One of these two will likely solve the error.



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 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. Which files are found will depend on your scanner package.
 - Guide.pdf** is the manual for **InfoCenter**.
 - Ip2go.pdf** is the manual for **Image Pals Go!**
 - Ipeguide.pdf** is the manual for **iPhoto-Express**.

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.



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.



I just upgraded to Windows NT and now my scanner doesn't work.

Situation & Solution: None of the Info ImageReader scanners have Windows NT drivers at this time. We are beta testing NT drivers for the FB1 and FB2 but do not have any projected release date at this time.



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 either the ImageReader FB or the ImageReader Elite is \$10 + \$2.50 shipping/handling (total \$12.50).

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).

ImageReader FB (FB13): There are 5 diskettes: InfoCenter, iPhoto-Plus (iPhoto-Exchange is not available on floppy diskette), and the scanner driver.

ImageReader Elite (FB213): There are 6 diskettes: InfoCenter, Image Pals 2 Go!, 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



I have my own SCSI card; can I use it with the scanner?

Situation & Solution: You can use the scanner with your SCSI card. There are several things you will need to do to get the scanner working with your SCSI card.

- 1) You will need to remove the resistors from the card. The scanner is set up to be the terminator. Always be sure your computer is off before you make any changes to the SCSI card.
- 2) Remove the reference to the scanner's card from your Config.sys.
 - a) Open the System Configuration Editor (*Windows 95*: click Start, then Run) (*Windows 3.x*: click File, then click Run) type **SYSEEDIT**.
 - b) Click on the window with **Config.sys** in the title bar to bring it to the front.
 - c) Find and delete the line that reads, all or in part:
DEVICE=C:\sdr2aspi.sys.
- 3) Set the scanner's id to the last numerically (there is a small yellow dial on the back of the scanner). If you have another SCSI device such as a Zip drive set to 5, the scanner should be set to 6 or 7.
- 4) When attaching the scanner to the chain, connect it as the first device out of the SCSI card.
- 5) In the Scanner Diagnostic, set the card type to **ASPI**.



If your question is not covered here, check the InfoCenter, the Image Pals Go, or the iPhoto-Express (FB1 and Windows 95/98 only) FAQs. If it is not covered either place, please 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:**
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:** 408-538-2510 (if you get voicemail, be sure to leave a phone number and a brief description of your problem).