

ImageReader Express

FB4



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. There are two versions of the Express scanner. Look on the front of the Quick Start Guide (or the bottom of the scanner) to determine your specific scanner. **Note:** Installing the driver for the wrong scanner will cause the scanner not to operate. Installing both drivers will also prevent operation.

For the FB413 (model number FB-4), the driver you want is labeled (**FB413 Kit**).

For the FB4B (part number FB-4B), the driver you want is labeled (**FB435 Kit**).



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 Express scanner. There is no Info Center software available for download on either the Website or on the BBS. You can, however, order a replacement from our office: 800-777-3208.

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 the drive letter your CD-ROM. On many computer 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.



When trying to install in Windows 3.1 or 3.11, I get an I/O error 103 or a cannot create TWAIN.DLL error.

Situation & Solution: On some of the early CD-ROM diskettes for the FB4B the driver installation is not optimized for a Windows 3.1 or 3.11 installation. You will want to get a replacement driver for your scanner (see above).



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, only Image Pals Go will have been installed. The scanner's device drivers (and Info Center) 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. Neither the scan-

ner nor its proprietary card (if it has one) will be seen by Windows 95. On occasion Windows 95 may detect an scanner ISA card as an unknown device but it will not have any direct support for 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 get a Scanner not found message when installing my ImageReader Express scanner. Or After I select source, I get an Error 82.

Situation & Solution: You will need to make sure that your printer port is set for EPP. If you don't have the information available to check that, contact the support representative for your computer. The unit will work on ports that are set for SPP and Bi-Directional modes as well. The fastest of these modes is EPP. The Express scanner will **not** work on ECP. If you cannot change your parallel port mode to SPP, EPP or Bi-directional, you may need to install a separate parallel port that is capable of one of these modes.



The Flatbed Utility or Scanner Utility finds my scanner, but when I attempt to scan I get an Error 82 message.

Situation & Solution: When you run your flatbed utility program and click the verify port icon. If the utility finds the scanner, make a note of the I/O address and mode the utility finds. For example it could detect the scanner at 378H and EPP. Write that information down and perform the following steps.

1. Run the Sysedit program. (*Windows 3.x* - Click File then Run. Type in sysedit. Then click Ok; *Windows 95* - Click Start then Run. Type in sysedit. Then click OK)
2. Close every window except the system.ini. Click search then find. Type in scanfx. Then click next.
3. You will see a line with that statement: Scanfx_IO=378 for example. The number at the end may not match what you wrote down, if it doesn't then delete the number on the end and type in the correct number.
4. After typing in the correct number, click File then Exit. You will be prompted to save your changes. After a restart of your computer, attempt to scan.



My printer doesn't work when I connect it to the scanner but it works fine connected directly to the computer. Or Now that my printer is attached to the scanner, I get an error message about a non-bi-directional cable.

Situation & Solution: The pass-through port on the scanner is not bi-directional. If you have a bi-directional printer (Cannon BJC, Hewlett Packard, Lexmark, etc.), you will need to disable the bi-directional features of your printer or set the Printer Options to print Directly to the Printer rather than Print to Spooler. Bi-directional features are generally things such as ink-level moni-

tors, paper-monitors and other frills that are not essential to the operation of the printer. Consult the documentation that came with your printer for information on how to disable bi-directional capabilities or contact your printer manufacturer. If you are unable to disable the bi-directional features, you may need to install a second parallel port in your computer.

These are some of the solutions we have been able to find. We are looking for solutions for other printers as well.

Most HP printers: The utility for configuring the bi-directional capabilities is often a file called HP?CFG*.EXE (the ? is a letter that differs depending on the printer the * is numbers also relate to the printer model number). Disable the *Print Cartridge Query* and/or the *Bi-Directional Communication*.

Cannon BJC-610/620 printers: The driver that comes with the printer has a bi-directional mode that cannot be disabled and requires the printer be the only device in the parallel port. In addition, the original printer driver may also be interfering with the parallel port signal to the scanner. To bypass the problem, you can use the BJC-600e driver, which is fully compatible with the BJC-610/620 printers and does not require bi-directional compatibility. (For Windows 95 users, this driver is on the Windows 95 CD).

Cannon 210 printers: The driver that comes with the printer has a bi-directional mode that cannot be disabled and requires the printer be the only device in the parallel port. In addition, the original printer driver may also be interfering with the parallel port signal to the scanner. To bypass the problem, you can use the BJC-200e driver, which is fully compatible with the BJC-210 printers and does not require bi-directional compatibility. (For Windows 95 users, this driver is on the Windows 95 CD).

Many Lexmark printers: You will have to modify how the printer interacts with the computer.

For Windows 95:

Double-click on **My Computer**, then double-click on **Printers**.

Right-click on the **Lexmark** printer icon and select **Properties**.

Choose **Details** and select **Spool Settings**.

Choose **Disable Bi-directional Support**.

For Windows 3.1 and Windows 3.11:

Click on **File**, then **Run**.

Type **Sysedit** and press **Enter**.

Several nested windows should open on your desktop. Find the window labeled **System.ini**.

Look for the section labeled **[386Enh]**.

In that section, look for the line **DEVICE=LEX01.386**.

Insert two semi-colons in front of this line.

Close the System Configuration Editor and save when it prompts you. Restart Windows.

Brother printers: In the System.ini file, comment out the **device=bi-di.386** line by adding a ; to the front.



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. Check our download site for the updated driver installations (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 (available on our Website, BBS or through our office, see above) which does not have runtime errors.



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 (available on our Website, BBS or through our office, 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) or -16 as your source. **Note:** Choosing (32) or -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)/-32 or (16)/-16. Some 32-bit scanning software works better with the (16)/-16 source. The difference between the (32)/-32 and (16)/-16 is negligible.



Can I connect the scanner to an A/B switch?

Situation & Solution: Info does not recommend nor does it support using an A/B switch with the scanner. Most A/B switches are not capable of EPP mode. Even if the switch is EPP capable, you could experience several error messages associated with the scanner not found because the scanner was not "there" when the computer was loading the driver support at start up or when needed. It is much better to install a second parallel port in your computer than to use an A/B switch.



Is the scanner compatible with a parallel port Zip drive or Tape drive or any other parallel port device other than a printer.

Situation & Solution: There are two problems here. The parallel port is not designed to operate multiple devices. And, each parallel port device other than a printer (and some printers) wants to be connected directly to the computer without any other device in-between, including the scanner. If you want to operate several parallel port devices, you might want to consider installing an additional parallel port into your computer.



Can I get a longer cable for my scanner?

Situation & Solution: The parallel port signal is not very powerful and gets weaker the further it travels. The cable that came with your scanner is designed to allow you to also successfully attach a printer to the back of the scanner as well as get a strong enough signal to the scanner for scanning operations.

If you use a longer cable, any damage incurred is not under warranty. In addition, Info is under no obligation to get your scanner operational with any cable except for one supplied by Info.



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.
Guide.pdf is the manual for **InfoCenter**.
Ip2go.pdf is the manual for **Image Pals Go!**

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\AcroRead.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: There are no NT drivers for any of the Express scanners, nor are there plans, at any time, to develop NT drivers for the Express scanners.



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 ImageReader Express 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).

