

# ImageReader Ultra & UltraPro

**FB735 & FB765**



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

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



If you have Internet access, you can download a new driver from our Web site: <http://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 driver you will be looking for is labeled **ImageReader Ultra (FB735)** or **ImageReader UltraPro (FB765)**.



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:** 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.



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

**Situation & Solution:** 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 (Ctrl+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 Ctrl+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.



**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. 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 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.



**I get a scanner test fail error when I attempt to scan.**

**Situation & solution:** There could be four reasons why this has occurred.

1. Verify that you have selected the correct source in your scanning program. If your program is 16-bit (originally written for Windows 3.x) you must select the /16 source. If your program is 32-bit (written only for Windows 95), then you should choose /32. InfoCenter Lite is a 16-bit program.

2. Check that the scanner's cable is connected and tightly screwed into the computer's parallel port. It is not recommended to run the scanner connected to any non-computer port, including A/B switches and other pass-through ports on parallel port devices. If you have another parallel port device, such as a Zip drive, you may need to get a second parallel port. It is also necessary to use the cable that came with your scanner. A standard parallel port cable will not work with the scanner.

3. Check that the AC power cord is connected to the scanner and is plugged into a power outlet. It is recommended to use a surge-protector.
4. Check to be sure that your parallel port is set to EPP, ECP or SPP. Changing the parallel port mode is usually done in the CMOS/BIOS setup (usually accessed while your computer is booting up). Consult the documentation that came with your computer for specific information on how to access your CMOS/BIOS and how to change the parallel port mode. The following directions may not apply directly to your CMOS/BIOS setup. Change **ONLY** the parallel port mode. Making other changes in your CMOS/BIOS could render your computer inoperable.
  - a) Shut Down your computer and restart it. While it is beginning to start-up, press the Delete key (may also be F1, F2, or some other key sequence) to go to the Setup Menu. There may be a message on your screen while your computer is starting that will tell you which key to press to go into the CMOS/BIOS.
  - b) Locate the Parallel Port option. This may be in a section titled Peripherals or Advanced or just on a second page. The parallel port option might also include things such as LPT1 or LPT2 and the address and IRQ.
  - c) Consult the on screen directions and change the MODE to EPP or ECP (preferred) or SPP. If there is a Standard or LPT mode, this is likely to equate to SPP. If you have no other modes, set it to this.
  - d) Change **ONLY** the parallel port mode. Making other changes in your CMOS/BIOS could render your computer inoperable.
  - e) Save changes and exit.



**There is a red line through the small scanner icon at the bottom of my screen.**

**Situation & Solution:** In Windows 95, the ImageReader Ultra Scanner Utilities are put into your Start Up folder and will initialize the scanner when Windows first starts up. If there is a problem with the scanner connection, then the icon will appear with a red line through it indicating the scanner is not available. You can open up the Scanner Utilities by right-clicking on the icon and selecting Restore.



**When I go to scan, I get an error code. Or There is a red light in the ImageReader Ultra Scanner Utilities window and an error code.**

**Situation & Solution:** If there is a problem with the scanner connection, the Scanner Utility will report it with an error code which can give a clue as to what is wrong with the connection which can suggest a way to fix it. If you get an error code, the scanner driver is successfully installed and reinstalling it will not change the problem.

***Opening the ImageReader Ultra Scanning Utilities:***

*Windows 95:*

If you see a small scanner icon next to the time at the bottom of your screen, right-click on the icon and select **Restore**.

If you do not see this icon:

1. Click **Start**
2. Click **Programs**
3. Click **ImageReader Ultra**
4. Click **ImageReader Ultra Scanning Utilities**
5. If the Scanner Utilities window doesn't open, but you see a small scanner icon next to the time at the bottom of your screen, right-click on the icon & select Restore
6. In the center of the window, click **Test**
7. A Select Source window will open, choose **FB735/16** or **/32** (ImageReader Ultra) **OR** **FB765/16** or **/32** (ImageReader UltraPro).

*Windows 3.x*

There is no utility for Windows 3.x, but the error codes are the same.

Below are some of the error codes and solutions that you can try.

**Error Code = 1, Cannot Find Scanner**

Check to be sure your parallel port is set to EPP, ECP, SPP or Bi-directional (SPP and Bi-directional are slower and should only be used if the others are not available or do not work with the scanner on your computer).

**Error Code = 2, R/W check failed/ No scanner**

Make sure the scanner is connected to the parallel port on the back of your computer. You should not connect the scanner to a pass-through port on another parallel port device (such as a Zip drive or A/B switch).

**Error Code = 5, Scanner RAM test failed**

1. Make sure the scanner is connected to the parallel port on the back of your computer. You should not connect the scanner to a pass-through port on another parallel port device (such as a Zip drive or A/B switch).
2. Some printer drivers may also interfere with the parallel port signal. Try changing your printer driver to a unidirectional driver or a non-bi-directional driver.

**Error Code = 6, Scanner DMA test/power cable failed**

1. Make sure the scanner power adapter is plugged into a socket that is getting power. If you have it plugged into a power strip or power center, make sure the strip or the individual plug is turned on. If you have it plugged into a wall outlet, try a different outlet.
2. Make sure the scanner is connected to the parallel port on the back of your computer. You should not connect the scanner to a pass-through port on another parallel port device (such as a Zip drive or A/B switch).
3. Make sure you are using the cable that came with the scanner. The scanner is packaged with a special cable and most likely will not work with any other parallel port cable.
4. Some printer drivers may also interfere with the parallel port signal. Try changing your printer driver to a unidirectional driver or a non-bi-directional driver.
5. Make sure you have selected the correct source. Click Test again & select **FB735/16** or **/32** (ImageReader Ultra) *OR* **FB765/16** or **/32** (ImageReader UltraPro).

**Error Code = 10, Sensor error.**

Make sure the scanner is unlocked. Move the switch under the front of the scanner to the unlock position.

**Error Code = 11, Transparency calibration error**

Unless you have a transparency adapter designed specifically for this scanner, you will have to select Reflective as your original type.



**The scanner light stays on all the time, how do I turn it off?**

**Situation & Solution:** The ImageReader Ultra Scanner Utilities (only in *Windows 95*) also includes a way to set the scanner to automatically turn off after a specified time of inactivity. **Note:** This feature of the Scanner Utility will only be available if scanner has successfully connected.

Opening the ImageReader Ultra Scanning Utilities (*Windows 95 only*):

If you see a small scanner icon next to the time at the bottom of your screen, right-click on the icon and select **Restore**.

If you do not see this icon:

1. Click **Start**
2. Click **Programs**
3. Click **ImageReader Ultra**
4. Click **ImageReader Ultra Scanning Utilities**
5. If the Scanner Utilities window doesn't open, but you see a small scanner icon next to the time at the bottom of your screen, right-click on the icon & select **Restore**
6. In the center of the window, click **Test**
7. A Select Source window will open, choose **FB735/16** or **/32** (ImageReader Ultra) *OR* **FB765/16** or **/32**

(ImageReader UltraPro).

At the bottom of the screen there is a section titled **Energy Saving**, this is where you can set the time for the light. If you will use the scanner often during the day, it is better to have the time set to longer so the light doesn't turn on and off repeatedly (this can shorten the life of the bulb more than leaving it on for long periods).



### **After installing the scanner driver, my computer will not boot.**

**Situation & Solution:** On a very limited number of computers, there is a problem with one of the files the scanner driver uses to communicate with the parallel port. You can stop this one file from loading with your Windows without hampering the operation of the scanner. Changing this should allow your computer to boot.

You will need to edit your **System.ini**.

1. Start the System Configuration Editor.

*Windows 95/98 or NT:* Click **Start** then **Run**. On the line type **Sysedit**. Then press Enter.

*Windows 3.1 or 3.11:* Click **File** then **Run**. On the command line, type **Sysedit**. Then press Enter.

2. Close every window except the **System.ini** window. Find the line: **device=chipio.386**.

3. At the beginning of that line insert a semi-colon (;). This will make the line into a remark which will not be read while Windows is booting.

4. Close the System Configuration Editor and save your changes when prompted.

5. You will need to restart your computer for the changes to take effect.



### **My cable is too short; can I attach a different or longer cable to my scanner than the one that came with it?**

**Situation & Solution:** You should use the cable that came with the scanner. Use of any other cable is not supported by Info. If any damage occurs with the use of a different cable or if the scanner will not operate with a different cable, it is not covered under warranty.

The ImageReader Ultra uses a specific type of cable characterized by a "choke" around the cable close to the point where it plugs into the scanner. The cable filters the signal going to the scanner in a way that is not supported by a normal cable.

In addition, parallel port signal is generally relatively weak and degenerates the further it travels. With a longer cable, there may not be enough signal getting to the scanner to enable it to scan successfully. Also, if you have a printer connected to the pass-through port on the scanner, a longer cable for the scanner could decrease the operating ability of your printer.



### **When I click scan, I get an error message: Scan size < 64 pixel or 0.5 inch.**

**Situation & Solution:** If you have set the scanning area in the preview window to less than an inch, you will not be able to scan. The scanning area is defined in the preview window by the red line. Click one of the predefined area settings (card, letter, A5, B5, A4) on the outside edge of your preview window. Adjust the red line so that it fits around your image.



## How can I change the scanning area?

**Situation & Solution:** To reduce the size of an image or to have less blank area in your scanned image, you can crop the size of the scanning area so it will match your original. There are two ways to change the scanning area: use a predefined scanning area setting or create a custom scanning area. There are 6 predefined scanning areas.

In the TWAIN user interface window, click Preview. This will scan an image at 72 dpi and display it in the preview window. The preview is not your final scanned image. You cannot save or edit or OCR a preview image.

### *Predefined Scanning Area*

**Card** (left side of preview window): 4 inches wide by 2 ½ inches high, about the size of a playing card sideways

**Card** (right side of preview window): 2 ½ inches wide by 4 inches high, about the size of a playing card upright

**Letter** (left side of preview window): 8 ½ inches wide by 11 inches high, the size of a standard letter

**A5** (right side of preview window): 6 inches wide by a little less than 8 ½ inches high

**B5** (right side of preview window): approximately 7 ½ inches wide by approximately 10 ¼ inches high

**A4** (right side of preview window): approximately 8 ½ inches wide by approximately 11 ¾ inches high

### *Custom Scanning Area*

After the previewed image is displayed in the preview window, you can change the scanning area by moving the red lines to encompass just the area you want to scan.

**To move a line:** Move your mouse pointer over the line until it changes shape (generally to a double arrow pointing in opposite directions). Click & hold your mouse button. Drag the line to where you want it, and then release the mouse button. *Tip:* You can drag the corners diagonally.

**To move the entire area:** Move your mouse pointer to the inside the area defined by the red line or until it changes into four arrows (pointing in four directions). Click & hold your mouse button. Drag the box to the position you want, and then release the mouse button.



## Why do my scanning results seem dark?

**Situation & solution:** Every computer deals with images and graphics differently. You may need to make adjustments to better suit your computer.

1. Try using the Color Matching setting in the TWAIN user interface window. *Note:* The scan could take a bit longer than without the Color Matching setting.
2. Modify the Gamma setting to 1.8 for your monitor and, when printing, set the Gamma to 2.2 for your printer (consult your printer and/or monitor documentation for instructions on performing gamma adjustments).
3. Prior to scanning, increase the Brightness setting of the TWAIN interface.



## Is there anyway to speed up the scanning speed?

**Situation & solution:** Set your parallel port mode to EPP (see above). EPP is the fastest mode usable with the scanner. If you do not have an EPP mode for your parallel port, you may need to purchase an EPP interface card. Most computer stores sell parallel port interface cards capable of EPP mode, or contact Info Peripherals at 800-777-3208, ext. 2534.

If you are using extra settings while scanning (Descreen, Color Matching, Quality), the scan may also take longer because the scanner is doing more work.

## How long does it take for the scanner to initialize?

**Situation & solution:** If your parallel port supports only SPP mode, it will take about two minutes for the scanner to initialize. If your port support EPP mode, the initialization speed should be about 20 seconds.



### **What is the function of the pass-through port?**

**Situation & solution:** The pass-through port will allow you to connect your printer to the scanner so they can share the same parallel port on your computer. In most cases, you will not need to install a second parallel port to have both the scanner and printer work on the same computer.

Connect the scanner cable directly to the parallel port on the computer (the port where your printer has been connected). Connect the scanner cable to the port on the scanner labeled **To PC Parallel Port**. Connect the printer cable to the port on the scanner labeled **To Printer**. Make sure all connections are tightly connected and screwed into place.



### **Sometimes, while my printer is connected to the scanner, my printer does not work.**

**Situation & solution:** There are several things to check:

1. Your scanner may be off. Make sure the scanner is turned on when you want to print (indicated by the power light on the front of the scanner).
2. Check the scanner cable connection. Be sure the printer cable is plugged into the port marked **To Printer** on the back of the scanner.
3. Occasionally there may be a conflict between the ImageReader Ultra or UltraPro and specific printers. If you get an error message "Printer not found" or "Printer not recognized", you may need to adjust your printer spooler to print direct to printer rather than print to spooler.

*Windows 95:*

- a) Click **Start**
- b) Click **Settings**
- c) Click **Printers**
- d) Right-click with your mouse on your **printer icon**.
- e) Click **Properties**
- f) Click the **Details** tab
- g) Click **Spooler Settings**
- h) Select Print Directly to the **Printer**
- i) Click **OK** and **OK** again
- j) If prompted to reboot, do so.
- k) If the problem persists, you will need to disable the bi-directional properties of your printer (refer to your printer documentation or consult your printer manufacturer).



### **My computer freezes for a few moments when Windows is starting up while the Scanner is connecting.**

**Situation & Solution:** The scanner does a test when the Scanner Utility starts or when ever you access the scanner by beginning a new scan in a scanning program. The ImageReader Ultra Scanner Utilities has a shortcut in your Startup group that (in Windows 95) will add a small scanner icon to the tray next to the time. You can use the scanner icon to see if the scanner connection has been established (if it has not, a red line will be drawn through the icon). If the delay when

your Windows is starting is a problem, you can move or remove this shortcut without any change to your scanning abilities.



## **My printer is not listed on the box; will the ImageReader Ultra work with my printer?**

**Situation & solution:** The pass-through port on the ImageReader Ultra was tested with several bi-directional printers. Most other printers will also work with the ImageReader Ultra without any problems.



## **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.

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



**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](mailto: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)