

# InfoCenter 1.x, Interpreter, Recognita Plus, & E-Quip



## How can I get replacement or upgrade software?

**Situation & Solution:** There is no software available on our Website or BBS for download other than scanner drivers. You will have to contact Info if you wish to purchase replacement or upgrade software: 408-538-2510. In most cases, there is a charge for replacement and/or upgrade software.



## When I try to Select Source, there is nothing in the source window to choose.

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

- If your installation is on CD, 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 (`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.
- 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.



### **With Windows 95, why can't I choose the (32) source?**

**Situation & Solution:** InfoCenter 1.x (1.0 to 1.2), Interpreter, and Recognita Plus are 16-bit programs (originally written for Windows 3.1 and 3.11). You must choose (16) as your source when using these programs. E-Quip is a 16-bit program written long before Windows 95 came out. E-Quip will work only with a real-mode driver, not one designated by (16) or (32). E-Quip does not work reliably with Windows 95/98 even with a real-mode driver.



### **How do I get InfoCenter, Interpreter, Recognita Plus, or E-Quip to work with NT?**

**Situation & Solution:** These are Windows 3.x programs (16-bit) that will not work in NT. For scanning in NT, you will need software that is designed to work with NT.



### **I get poor results when using the OCR.**

**Situation & Solution:** Usually if you get bad results, the quality of your original (the document your are scanning) is poor or your scan settings aren't correct. Check the following in order to increase your OCR performance.

1. Make sure you set your scan mode to Line Art and scan in the range of 200 to

400dpi.

2. The information you're scanning shouldn't have any lines or boxes. This will decrease your OCR performance.
3. Documents generated from a Dot Matrix printer or from a thermal fax machine don't yield good results when attempting to use the OCR features. Laser or Deskjet printed material gives better results. Plain paper faxed information yields better quality as well.
4. Since Character Recognition isn't a 100% technology, you will want to use your traditional text correcting features to help improve your OCR performance. After you have save your converted text to a file. Once you open it into your word processor, attempt to run your spell-check feature. The combination of the OCR feature and the spell-check will give good results.

OCR in these applications converts to plain text without any fonts or formatting. If you have more specific needs for OCR (such as forms), you may want to purchase more advanced OCR software.

There are several third party OCR programs available on the market. Most of the very accurate ones can be expensive. Since the driver for your scanner is TWAIN compliant, any TWAIN compliant software should work with the scanner.

**Note:** Info does not directly support any third party software.

Some of the OCR software available on the market includes Omni Page by Caere & Textbridge by Xerox.



## How do I save a file?

**Situation & Solution:** After you have scanned an image, if you are not intending to do OCR (convert a scanned document to editable text), you are likely to want to save the image as a file.

Click **File**

Click **Save As**

This will open a dialog box that will help you to save the file.

1. **Type a file name.** Don't worry about a three-letter extension, the program will add that for you based on the file type you choose. Your file name must be eight letters or less. In the file name, you can also include some other characters such as numbers, dash, underline, and many of the symbols above the numbers. Your file name cannot include a period or dot, a question mark, an asterisk or star, a slash, a back-slash, a colon, a semi-colon, or a comma.
2. **Choose a file type.** Click on the down arrow by **List Files of Type**. **ALA** is a proprietary format found only in InfoCenter or other software written by Alacrity. ALA files have special properties that can only be used by InfoCenter or other Alacrity written software.  
**BMP** is an uncompressed format that can be viewed in Windows Paint and Paintbrush as well as most graphics programs.
3. **Choose where to save the file.** Remember where you save the file so you can find it later.
  - a) To change the drive (such as to the floppy drive, which is A:), click on the down arrow of **Drives**.
  - b) To change the directory/folder, double-click on the folder icon for the directory you want.
4. Click on **OK**.



**When I am trying to save an image to a floppy diskette, I get an error message telling me the disk is full. Or When I send an image with my email, it takes a long time and the file is very big.**

**Situation & Solution:** When you are saving a file to a floppy diskette, the file MUST be smaller than 1.44 Mb. When you want to email an image, there is one very important thing to keep in mind: the bigger the file the longer it will take to transfer (upload or download).

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. Information on how to change the resolution, mode and scanning area is in the scanner User's Guide.

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

The way you save the file will also influence the final size. If you use an uncompressed format, such as **BMP**, your saved file will be as large as the scanned image's temporary file. For email or saving to a diskette, you should use a compressed file format, such as **JPG** or **GIF**, which will reduce the size of the saved file (when you email an image, be sure your recipient has software capable of viewing the file type you are sending). Most commercial imaging programs (such as the one that came with your scanner) support either the JPG or GIF format. InfoCenter does not support any compressed file formats.



## **OCR Tips**

When you want to do OCR, there are some important things to keep in mind.

- 1) The scan mode should be black and white (Line Art, B/W, Bi-tone).
- 2) The resolution should be between 300-400dpi.
- 3) The original document to be scanned should be in clear, plain typewritten text (best results will come from something printed on a laser printer).
- 4) Be sure the scanned image is right side up. OCR will not work on an image that is upside-down or side-ways.
- 5) OCR will not work on handwriting of any type, on most decorative fonts, or on a document with a background image (like a printed watermark).
- 6) Most error messages while doing OCR are the result of one of the above not being as it should be (ie. too high of a resolution or Grayscale).



## Printing Tips

When you are printing from a scanned image, there are few important things to keep in mind:

- 1) Scan at the resolution of the printer (i.e. if the printer is 300dpi scan at 300dpi).
- 2) Make sure your scanned image does not exceed the available printing area of your printer (all printers require margins & most will shrink the image to fit within those margins).
- 3) When scanning documents with the Copier function, it will be processed as an image not a text document. If there are margins on the document but you scan at the full 8 ½ x 11 inches, the printer will see that as an 8 ½ x 11 inch image and will shrink it to fit its margins.
- 4) When scanning documents, you can often get better results by scanning in Line Art or Bi-tone (which mode depends on the available scanner driver setting).



**If your question is not covered here or in the specific software sections below, check the scanner FAQ. 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. Since you have had your scanner for longer than 90 days, there will possibly be a charge for tech support via phone. Tech support via fax, email or mail is always free.

**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](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).

## InfoCenter 1.x (versions 1.0 to 1.2)



**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. You will find one or more of the following files depending 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 try to Select TWAIN Source in InfoCenter, there is nothing in the source window to choose.

**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:**

5. 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 timelisting 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.
6. 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.
7. When only Explorer and Systray are listed in the Close Programs window, click on **Cancel**.
8. 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:**

5. 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.
  6. 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.
  7. When Program Manager is the only program listed, click on **cancel**.
  8. 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:*

6. Click on **Start**
7. Click on **Programs**
8. Click on **MS-DOS Prompt**
9. 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**.
10. Type **exit** and press enter to exit the prompt.

*Windows 3.1 or Windows 3.11:*

5. Open **Main**
6. Double-Click on **MS-DOS Prompt**
7. 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**.
8. Type **exit** and press enter to exit the prompt.



**When I try to Select TWAIN Source in InfoCenter, or try to scan, I get an error telling me to select a different scanner.**

**Situation & Solution:** InfoCenter is looking for the wrong scanner type.

1. Close the Info Center **Inbox** if it is open.
2. Go into Info Center's **Fax Control Panel** (*In Win 95: click on Start, then Programs, then Info Center, then Fax Control Panel; In Win 3.1 or Win 3.11: double click on the Info Center group, then double click on Fax Control Panel*).
3. Click on **Configure**, then on **Configure** again. You should see a notice the Info Center is searching for an available communications port. When the search is complete, you will see a configuration window.
4. At the bottom, you will see the scanner selected to work with Info Center. If the correct scanner is not listed (ie. Listed is ImageReader GS and you have the ImageReader Express), click on the arrow to the right of the listed scanner, then click on the arrows that appear below until you see your scanner listed.
5. Highlight your scanner by clicking on it.
6. Click **Continue**. InfoCenter will check your scanner status and you may be asked to select a scanner. When you get back to the Fax Control Panel, close it and go back to Info Center to try scanning again.

If you have the ImageReader Express (FB4 or FB4B) scanner and Express is not an option (or still gives you the error message), choose ImageReader (VxD). If you have InfoCenter version 1.2 without any letter (only on floppy diskette), you will need to contact Info for a replacement copy.

If you have the ImageReader (SE6C) or ImageReader ADF (SE6CD) and Windows 95, you will need to choose ImageReader (VxD) for the SE6C or ImageReader ADF (VxD) for the SE6CD.



**After scanning, I get a blank image. Or When I tried to rotate the scanned image, the screen turned black.**

**Situation & Solution:** InfoCenter is designed primarily as a text and other low resolution scanning software. It's memory buffer is incapable of handling higher resolution scans & will often yield an insufficient memory error or even lock-up

the scanner (causing a later scanner not responding error). In InfoCenter, you should keep your scans to low resolution: for color, no more than 200dpi; for all other, no more than 3-400dpi. When you want to scan at a higher resolution (especially color &/or grayscale) pictures, you should use an imaging software such as iPhoto-Express, iPhoto-Plus, or Image Pals where your only limitations will be the available free disk space on your hard drive. This small memory buffer will also cause such image editing tasks as rotating to be performed very slowly or to cause a blackened screen.



### **After installing InfoCenter, I can't get my other communications program (such as AOL) to work.**

**Situation & Solution:** If the Info Center **Inbox** is loading at the start of Windows, it will control the fax modem and prevent other programs (such as AOL) from using the modem.

**Solution:** Close the Inbox before you use any other communications program (for example: America Online, Network Dialer, messaging centers, Fax Works, etc). Once you have closed it, you can use the modem as usual.

If you do not want the Inbox to load each time you start Windows, you can change that configuration.

1. Close the Info Center **Inbox** if it is open.
2. Go into **Info Center's Fax Control Panel** (*In Win 95: click on Start, then Programs, then Info Center, then Fax Control Panel; In Win 3.1 or Win 3.11: double click on the Info Center group, then double click on **Fax Control Panel***).
3. Click on **Configure**, then on **Configure** again. You should see a notice the Info Center is searching for an available communications port. When the search is complete, you will see a configuration window.
4. About  $\frac{3}{4}$  of the way down the window, you will see **Load Inbox with Windows** with a check box in front of it. Make sure there is not check mark in the box (click on it if there is to deselect it).
5. Click **Continue**.
6. Close the Fax Control Panel.



### **I am having problems faxing. It seems to connect but then doesn't send, or I get initialization errors.**

**Situation & Solution:** Primarily the InfoCenter software works with Class 1 and Class 2 modems. It searches for Class 2 modems by default. You will want to check your modem's setup to make sure that it supports either Class 1 or Class 2. You will get the most reliable performance when your modem is communicating with the InfoCenter software via the Class 2 mode. There are some modems out there that are Class 2.0; this is totally different from Class 2. If you're not sure about your modem, consult the documentation that came with it. The final authority on this subject will be the manufacturer of your modem. Also below are some basic troubleshooting tips to use if your modem is having communication problems.

InfoCenter does have a problem working with the US Robotics and USR compatible modems. You can reroute the scan and fax feature through the copier.

1. On the **Launch Pad**, click on the **Copier** button.

2. When the Copier window opens, click on **Setup**.
3. Click on **Print** and the print setup window will open.
4. Make sure that the **specific printer** is selected.
5. Change your specific printer to a different fax program (such as one that came with your modem or computer, *not* InfoCenter Fax).
6. Click on **OK**. When your scan is completed, the fax program will open up & you can then fax out.

### Modem Troubleshooting Tips

1. Make sure your modem works with other programs. Including the programs that came bundled with the modem.
2. You will want to make sure that Windows can recognize your modem. The troubleshooting section of your modem book usually has a specific troubleshooting steps you can perform.
3. Check your modem book for extra commands that can be used with 3rd party modem programs.
4. If you are still having problems with the modem, you can use the Copier method above.



**When I fax from InfoCenter, they come out miniaturized on the other end.**

**Situation & Solution:** There are two ways to solve the problem.

#### 1) Change the print setting for the InfoCenter fax.

*Windows 95*

1. Go to **Start** and click on **Settings**.
2. Click on **printers**.
3. Right click on **InfoCenter Fax**. ( A grey box will be displayed with different options on them.)
4. Click on **Properties** ( of the grey box that appears.)
5. Click on **DETAILS**. ( could be located in the upper left hand corner.)
6. Click on **SETUP**
7. Change your resolution to **Standard (200x 100)** and click **Ok** to save your changes. You might even want to try rebooting after ward.

*Windows 3.1 or 3.11*

1. Open **MAIN**
2. Open **Print Manager**
3. Click on **OPTIONS**
4. Click on **Printer Setup**
5. Highlight **InfoCenter Fax**
6. Click on **Setup**
7. Change resolution to **Standard (200x 100)** click **Ok** to save your changes.

#### 2) You can reroute the scan and fax feature through the copier and use a different faxing program to scan and fax.

1. On the **Launch Pad**, click on the **Copier** button.
2. When the Copier window opens, click on **Setup**.
3. Click on **Print** and the print setup window will open.
4. Make sure that the **specific printer** is selected.
5. Change your specific printer to a different fax program (such as one that came with your modem or computer, *not* InfoCenter Fax).

6. Click on **OK**. When your scan is completed, the fax program will open up & you can then fax out.



### **I get a “Scanner not Responding” error message when trying to use my InfoCenter software.**

**Situation & Solution:** If your configuration has changed or you are doing a new install, then you may not have reloaded your scanner driver for your scanner. Re-select your scanner source.



### **I upgraded to the VxD driver for my Sheetfed scanner and now InfoCenter does not work with my scanner.**

**Situation & Solution:** If you have version 1.0, 1.1, or 1.2 (without any letter) of InfoCenter, your new scanner driver will not work with your version of InfoCenter. You will have to contact our office to upgrade your version of InfoCenter (see above).



### **After installing the InfoCenter software, I have problems opening programs, my screen flickers, or my mouse pointer flickers.**

**Situation & Solution:** When the InfoCenter software is installed, it may add a utility for detecting when a page is in your scanner. This is called the Pagerun utility. You also may need to edit your win.ini file to remove the reference to the file completely.

#### **To disable Pagerun:**

*Windows 95:*

1. Press the **Ctrl** key, continue to hold it down & press the **Alt** key, continue holding both and press the **Delete** key to open the Close Programs window.
2. Look for a program listed called **Pagerun**. If it is there, highlight it, then click **End Task**.

*Windows 3.1 or 3.11:*

1. Press the **Ctrl** key and the **Esc** key simultaneously to open a Task List window.
2. In the task list, look for Pagerun. If it is there, highlight it, then click the End Task button to close the program.

#### **To remove Pagerun:**

*Windows 95:*

1. Click Start then Run. Type in Sysedit and press your Enter key.
2. Close all the windows except the C:\windows\win.ini.
3. Find the Load= line. You will see the text: C:\Infocntr\pagerun.exe.
4. Highlight the block of text and delete it.
5. Click File then Exit. You will be prompted to save. Then restart your computer.

*Windows 3.1 or 3.11:*

1. Click File then Run. Type in Sysedit and press your Enter key.
2. Close all the windows except the C:\windows\win.ini.
3. Find the Load= line. You will see the text: C:\Infocntr\pagerun.exe.

4. Highlight the block of text and delete it.
5. Click File then Exit. You will be prompted to save. Then restart your computer.



**When I print from the InfoCenter Copier or Viewer, the results are not what I expected. The information is either larger or smaller than it should be.**

**Situation & Solution:** This problem can occur when your scanning resolution doesn't match your scanning resolution. If you get this problem using the InfoCenter Copier, try setting your Optimize for setting to Color/Twain. This will allow you to control what your scanning resolution is set to. Make sure that your printer & scanner resolutions are the same. For example if your printer prints at 300dpi, set the scanning resolution to the same setting. Then attempt your copy. This will be true for the InfoCenter Viewer as well.



**Can I use Info Center with other scanners?**

**Situation & Solution:** Info Center is designed to work with Info ImageReader scanners. There is no generic twain interface, so it will only work with ImageReader scanners.

## Recognita Plus



**When I attempt to open the Recognita Plus program, I get a Device Driver Missing error message.**

**Situation & Solution:** This can be caused by one of two situations: either the driver for the scanner was not installed, or you have the VxD drivers for your scanner and Recognita is looking for the old drivers. If you haven't yet installed the drivers for your scanner, this is the first solution to try. If the problem persists, you will need to adjust your scanner type to Twain.

1. In the Recognita Plus group, you will find 2 icons. The Recognita Plus icon and the Setup icon. Click on the **Setup** icon.
2. Click **Modification** then select **Scanner Type**. Change the setting to **Twain**.
3. Click OK to exit the Setup.
4. Now attempt to start the Recognita Plus program. It should load fine now.

## Interpreter 3.5



**I was able to scan from Microsoft Word 2.0 or 6.0. Now that I have Word 7.0, I can no longer scan from Microsoft Word. Support is also included for Excel 7.0.**

**Situation & Solution:** The connect macro used with Word 2.0 and 6.0 is a 16-bit macro. Since Word 7.0 is a 32-bit program it requires 32-bit macro support. We have the update available on our Web site ([www.infoconnection.com](http://www.infoconnection.com), click on Tech Help, then click on Download Area), from our BBS (408-538-2580) or from Customer Ser-

vice (408-538-2534)..

**Note to Word 97 and Excel 97 users:** The macro and supporting files contained in the connect7.exe file do not work with either of these programs.



### **I get an error in Interpreter telling me I am missing scandevc.sys.**

**Situation & Solution:** In Interpreter, you will need to reconfigure the scanner type.

1. Click **P**references
2. Click **S**canner
3. Click **S**canner Type
4. Click **T**WAIN
5. Click **O**K
6. Click **C**onfigure
7. Click **S**canner source (16)
8. Click **S**elect
9. Click **C**ancel

## **Equip**



### **I upgraded to Windows 95 and now Equip doesn't work.**

**Situation & Solution:** Equip is an older program that doesn't work reliably under Windows 95 with the VxD drivers. The best solution is to upgrade to Info Center VxD. You can purchase the upgrade through our office (408-538-2510) with a Visa or MasterCard.