Scanner User's Guide

plustek



MobileOffice

- ✓ Installation
- ✓ Usage & Maintenance

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Attention for recycling (For EU country only)
Protect your environment! This product should not be thrown into the household waste container. Please give it to the free collecting center in your community.

Screen Examples in This Manual

The screen shots in this guide were made with Windows 10. If you are using Windows 7 / 8, your screen will look somewhat different but functions the same.

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Introduction

Thank you for choosing us as your scanner supplier. Your new scanner will improve the professionalism of your day-to-day computing tasks by allowing you to input images and electronic text into your computer system. You can easily scan single-sided documents with your scanner.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction. We hope you will continue to turn to us for additional quality products as your computing needs and interests grow.

How to Use This Guide

This User's Guide provides instructions and illustrations on how to install and operate your scanner. This guide assumes the user is familiar with Microsoft Windows. If this is not the case, we suggest you learn more about Microsoft Windows by referring to your Microsoft Windows manual before using your scanner.

The Introduction section of this manual describes the box contents and minimum computer requirements to use this scanner. Before you start installing your scanner, check the box contents to make sure all parts are included. If any items are damaged or missing, please contact the vendor where you purchased your scanner or our customer service directly.

Chapter I describes how to install scanner's software and connect the scanner to your computer. Note: The scanner connects to your computer through the Universal Serial Bus (USB). If your computer does not support USB technology, you will need to purchase a USB interface card to add USB capabilities to your computer, or buy and install USB connectors if your motherboard has USB capabilities. This guide assumes that your computer is USB-ready and has a free USB port.

Chapter II describes how to use your scanner.

Chapter III describes how to maintain your scanner.

Chapter IV contains technical support information that can help you solve simple problems.

Appendix A contains the specifications of the scanner you purchased.

Appendix B contains our customer service, the limited warranty agreement and FCC statement concerning the product.

Conventions of This Guide

Bold — Important note or first use of an important term in a chapter.

"XXX"— Represents commands or contents on your computer screen.

A Note about Icons

This guide uses the following icons to point out information that deserves special attention.



Warning

A procedure that must be followed carefully to prevent injury, or accidents.



Attention

Instructions that are important to remember and may prevent mistakes.



Information

Optional tips for your reference.

Safety Precautions

Before using this device, please read the following important information to eliminate or reduce any possibility of causing damage and personal injury.

1. Usage, the product is for indoor use in dry locations. Moisture condensation may occur inside this device and cause malfunction at these conditions:
   - when this device is moved directly from a cold to a warm location;
   - after a cold room is heated;
   - when this device is placed in a damp room.

   To avoid the moisture condensation, you are recommended to follow the procedure:

   i. Seal this device in a plastic bag for it to adapt to room conditions.

   ii. Wait for 1-2 hours before removing this device from the bag.
2. Do use the USB cable provided with the scanner. Use of other cable may lead to malfunction.
3. Avoid using the scanner in a dusty environment. Dust particles and other foreign objects may damage the unit.
4. Do not subject the scanner to excessive vibration. It may damage the internal components.
5. Unplug this device if you don't need to use for a certain period of time, such as,

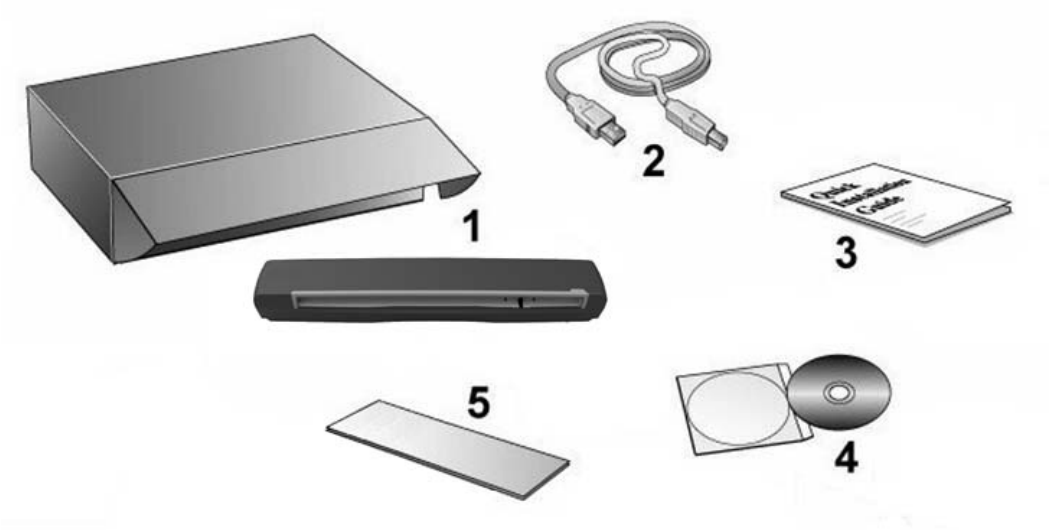
during night or long weekend, to avoid any risks of causing fire.

6. Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.

System Requirements[1]

- PC with Intel Pentium® IV 1.8 GHz processor or compatible
- 1 GB RAM (2 GB Recommended)
- Available USB port
- DVD-ROM Drive
- 2 GB Free Hard Disk Space
- Video card that supports 16-bit color or greater
- Operating System: Windows 7 / 8 / 10

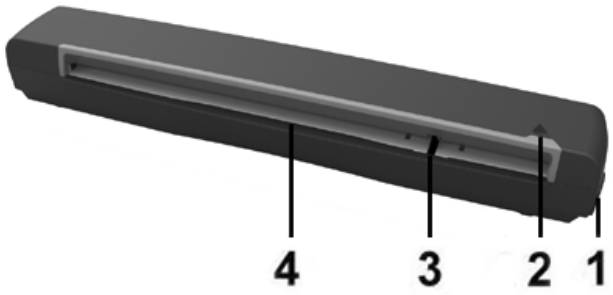
Box Contents[2]



1. Scanner
2. USB Cable
3. Quick Guide
4. Setup / Application DVD-ROM
5. Calibration Sheet

[1] Higher requirements might be needed when scanning or editing a large quantity of image data. The system requirements here are only a guideline, as in general the better the computer (motherboard, processor, hard disk, RAM, video graphic card), the better the results.
[2] Save the box and packing materials in case you need to transport this scanner in the future. The product packaging can be recycled.

Scanner Overview



1. **USB port:** It connects the scanner to a USB port on your computer by the included USB cable.
2. **LED indicator**: It indicates the scanner's current status.

Light	Status
On	The scanner is connected with the computer, ready to scan images.
Off	The scanner is off, either because of disconnection with the computer, or because the computer is turned off.

3. **Paper Sensor**: Always place the document on the sensor. Make sure the paper sensor touch the document edge.
4. **Page feed slot**: Feed the document into the scanner from this direction.

Chapter I. Installing the Scanner

Before installing your scanner, please verify that you have all of the proper components. A list of the package contents is provided in the *Box Contents* section of this guide.

Software Installation Requirements

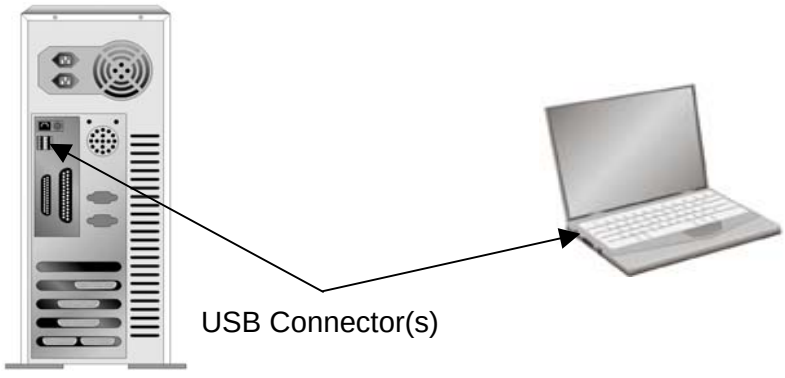
Your scanner comes with the OCR software (ABBYY FineReader Sprint), the scanner's driver and iDoc. All of these software applications use approximately 800 megabytes of hard disk space after they are installed into your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 2 GB of hard disk space is recommended.

This USB scanner can only operate under the Microsoft Windows 7 / 8 / 10 operating system.

Hardware Requirements

This scanner connects to your computer through the Universal Serial Bus (USB), which supports **hot swap**. To determine whether your computer is USB-capable, you must check the rear of your PC to locate a USB jack that looks the same as the one pictured below. Note that on some computers, the USB port at the rear of the computer may be occupied and additional ports may be found on the monitor or keyboard. If you are having trouble in locating the USB port on your computer, please refer to the hardware manual that came with your computer.

Upon examination, you should find one or two rectangular USB ports, which usually appear as shown below.

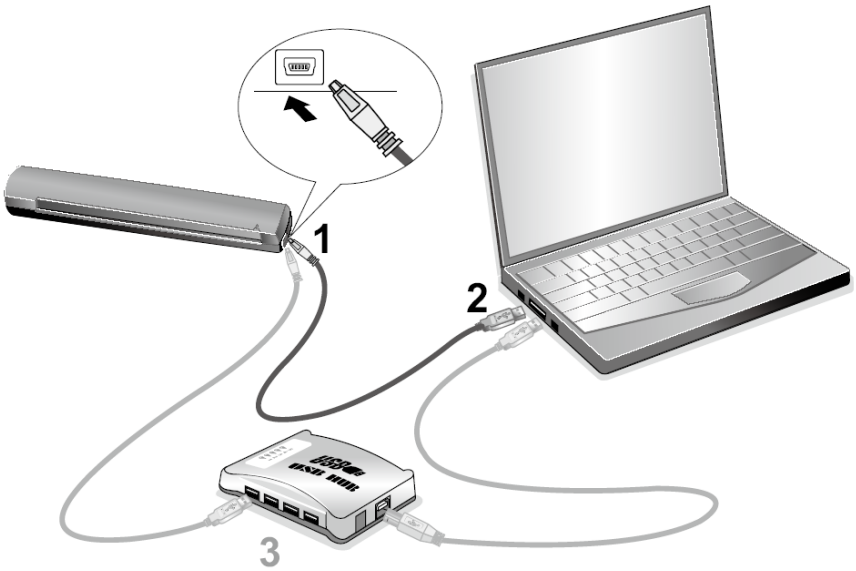


If you don't find such USB ports on your computer, then you need to purchase a certified USB interface card to add USB capabilities to your computer.

Installing and Setting up the Scanner

Please follow the step-by-step procedures described below to install the Plustek scanner.

Step 1. Connecting the Scanner to Your Computer



1. Plug the square end of the included USB cable to the USB port of the scanner.
2. Plug the rectangular end of the USB cable to the USB port on the back of your computer.
   Note: If there is another USB device connected to the computer, connect the scanner to an available USB port.
3. If you plan to connect your scanner to a USB hub[3], make sure that the hub is connected to the USB port in your computer. Next, connect the scanner to the USB hub.

   Note: If you do not have a USB port available, you might need to buy a USB port.

Step 2. Installing the Software

1. If the USB components on your computer are functioning correctly, they will automatically detect the scanner causing the “Add New Hardware Wizard” or “Found New Hardware Wizard” to be launched.

   Note: If your computer was off when you connected the scanner, the “Add New Hardware Wizard” message will be displayed when you turn the computer on and when Windows starts.

[3] The USB hub is not included with the scanner. If using a hub, you are recommended to use a hub with its own external power adapter.

2. For Windows 7:

   When the Setup/Application DVD is for several scanner models

   a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive. Click Run install.exe in the ”AutoPlay” window.

   b. Click on the “Yes” button if the “User Account Control” dialog pops up. Follow the instructions in the pop-up installation message.

   c. In the ”Device Manager” window, right-click on this scanner under ”Other devices” and select ”Update Driver Software” from the pop-up menu. Click ”Browse my computer for driver software” in the window that appears, and click the ”Browse” button.

   d. In the ”Browse For Folder” window, select the folder or the DVD-ROM drive that contains this scanner driver and click the ”OK” button to return to the previous screen. Click the ”Next” button. Afterwards, please skip to procedure 4.

   When the Setup/Application DVD is for one scanner model

   a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive. Click Run install.exe in the ”AutoPlay” window.

   b. Click on the “Yes” button if the “User Account Control” dialog pops up. Afterwards, please skip to procedure 4.

3. For Windows 8 & Windows 10:

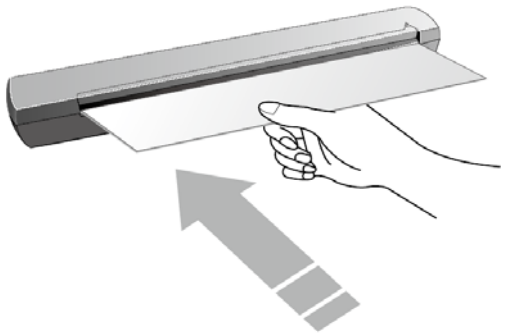
   a. Insert the Setup/Application DVD-ROM, included with your scanner, into your DVD-ROM drive. Click on the pop-up notification, then click “Run install.exe” in the pop-up window. If you miss the pop-up notification, please eject and re-insert the Setup/Application DVD-ROM.

   b. Click on the “Yes” button if the “User Account Control” dialog pops up. Afterwards, please skip to procedure 4.

4. Follow the on-screen instructions to install all software that your new USB scanner requires. If the pop-up wizard window appears click “Next”, and click “Install this driver software anyway” in the “Windows Security” window then click “Finish” in the wizard window.

5. After the software is installed, you will be prompted to perform the scanner calibration.

6. Insert the special calibration sheet, included with the scanner, face down into the page feed of the scanner.



7. Follow the on-screen instructions to complete the scanner calibration.
8. After the installation is complete, close all open applications and click on the “Finish” button to restart your computer.

Information	Alternatively you may also use any plain white sheet of paper sized in Letter size (8.5” x 11.69”) instead; however, the calibration effect may be less good than the special calibration sheet.

Attention	● Save the Setup/Application DVD in case you need to reinstall the driver and software in the future. ● Save the Calibration Sheet in case you need to calibrate the scanner in the future.

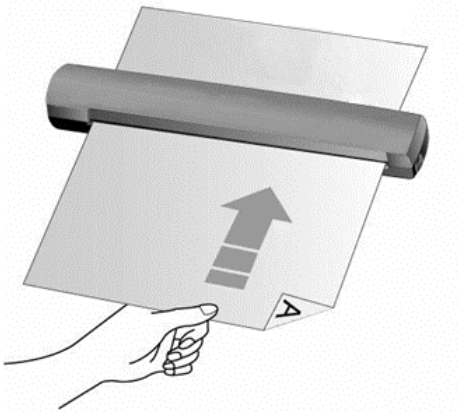
Step 3. Testing the Scanner

The following test procedure checks to see if the scanner is properly functioning with your computer and the scanning software. Before testing your scanner, double check to make sure that all connections are securely fastened.

To properly test your scanner, please perform the following steps:

1. Do one of the following to open the **iDoc** window:
   - Click on the **iDoc** shortcut from the Windows **Start** menu > **All Programs** > **Your Scanner Model Name** folder. (For Windows 8.1 users: Point your mouse cursor to the upper or lower right corner of your screen to open the **Charm** bar. Click on the **Start** charm, then click on the downwards arrow button in the lower left corner of the screen. The **Apps** screen will be shown. Move your cursor to the right edge of the screen to scroll right until you find **Your Scanner Model Name**, and then click on **iDoc**.) Right-click the  **iDoc** icon in the system tray, and select **iDoc** from the pop-up menu to display the main window.
   - Double-click the icon 

on the desktop. Right-click the  **iDoc** icon in the system tray, and select **iDoc** from the pop-up menu to display the main window.
2. Insert the document face down into the scanner. Make sure the paper sensor touch the document edge. The scanning starts immediately.



3. After the scanner pulls through the document, the scanned image is displayed in the iDoc main window.

Installing Additional TWAIN compatible Software

Your scanner is TWAIN compliant and functions with virtually all available TWAIN compatible software. If you purchase additional software to be used with your scanner, please make sure that it conforms to the TWAIN standard.

Chapter II. Scanning

Your scanner needs to be driven by certain type of software program. Since all documents or images (whether text or pictures) that are acquired from the scanner are treated by your computer as images, most scanning will probably be done from an image-editing program where you can view, edit, save and output the scanned images.

What about scanning text documents and editing them in a word processor? This is the role of Optical Character Recognition (OCR) software. OCR software converts the image files that are created from scanning text documents into text files that can be viewed, edited and saved by word processors. An OCR program has also been bundled on the included Setup/Application DVD-ROM, and if you wish to use the scanner in this way you should install the OCR software that is included.

The iDoc program, seamlessly integrating the operation of your scanner with your computer and other peripherals, provides a quick and convenient way to perform various scanning functions.

Please refer to the online help of each program to guide you through any questions you may have while scanning within that program.

Scanning Methods

There are two different ways to operate the scanner:

1. By acquiring images from the scanner through our TWAIN interface within any TWAIN-compliant application programs.
2. By scanning from iDoc on the screen.

The TWAIN interface and iDoc software is automatically installed to your system along with the scanner driver.



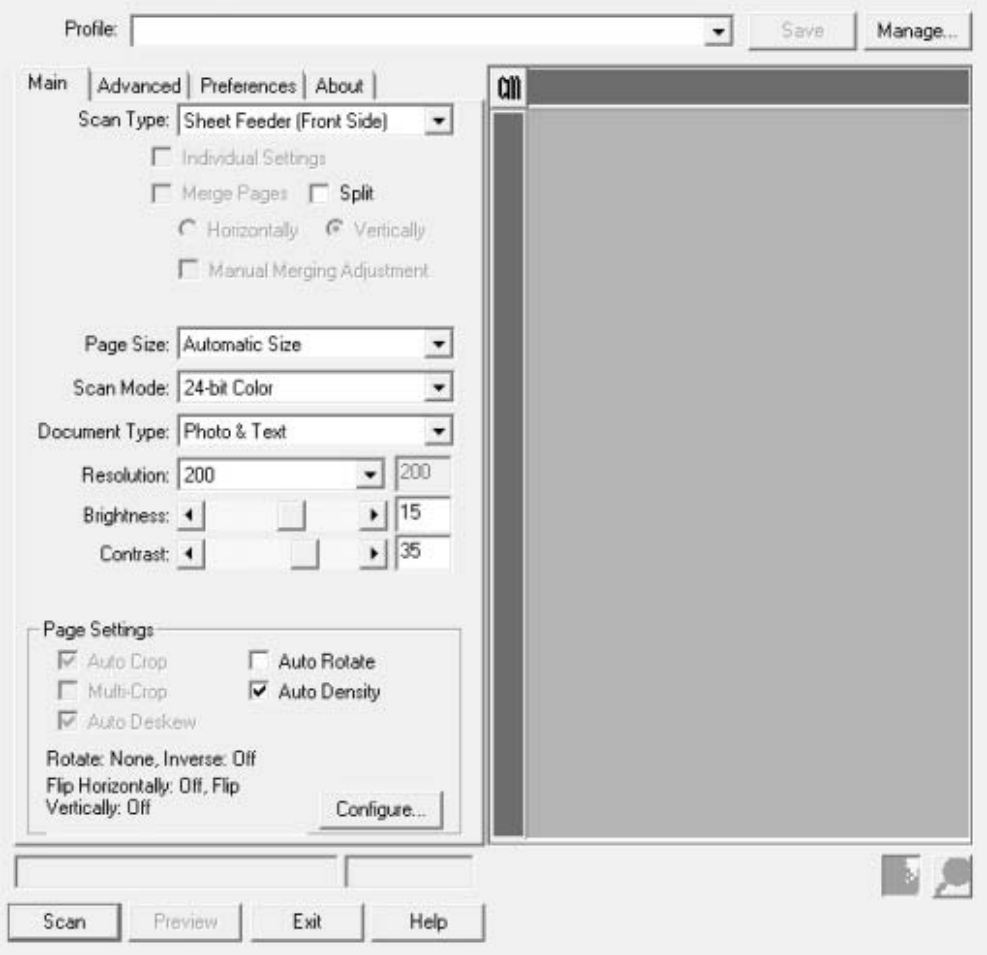
Attention

Before you start scanning, check the following:

1. The power of both your computer and scanner is turned on.
2. The icon  appears on the Windows system tray.
3. Paper is appropriately loaded into the scanner.

Scanning via TWAIN Interface

The TWAIN program is a very important piece of software that comes with your scanner. This program acts as an interface between the scanner hardware and the image-editing software you are using to view and edit images. The TWAIN program allows you to adjust a number of settings to define the quality of the scanned image.

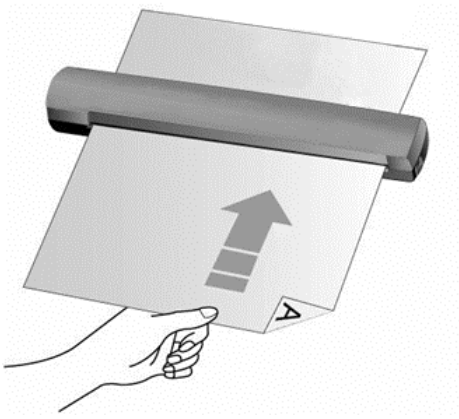


Scanning from iDoc

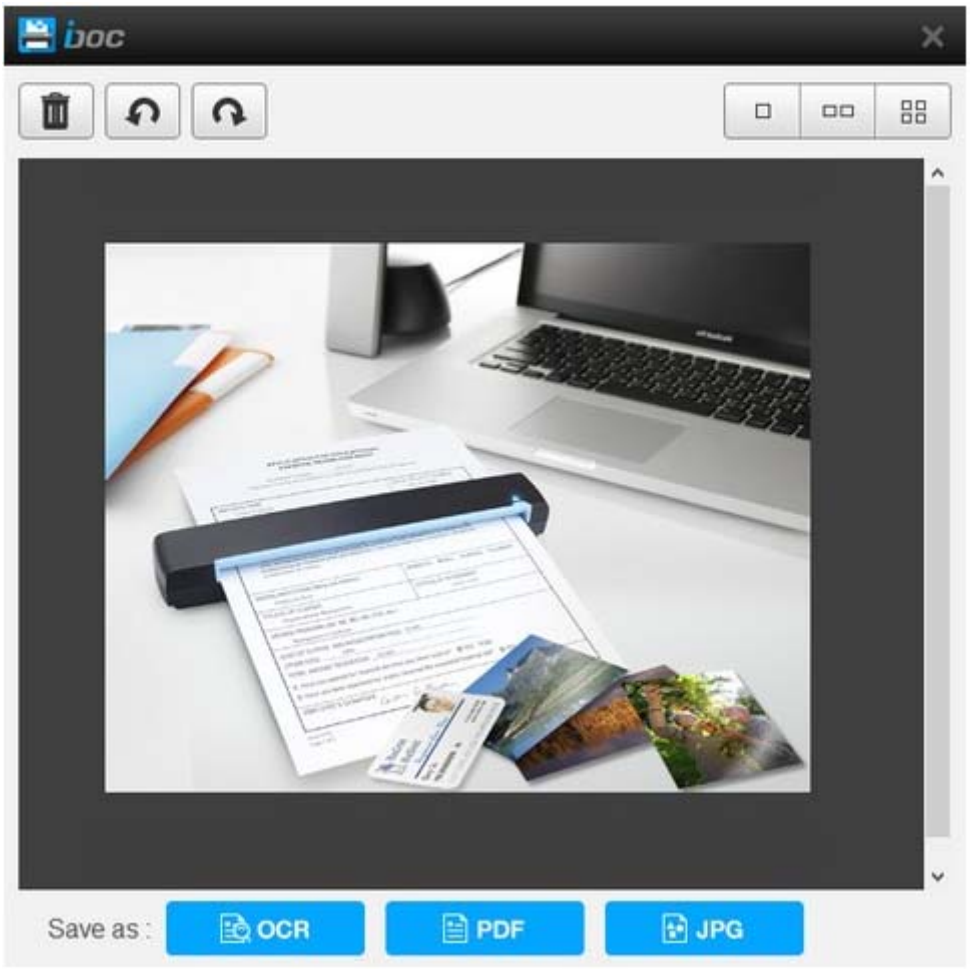
iDoc offers you quick access to the most frequently-used scanning functions. Scanning documents or images from this scanner is very easy. Follow the steps described below:

1. Do one of the following to open the **iDoc** window:
   - Click on the **iDoc** shortcut from the Windows **Start** menu > **All Programs** > **Your Scanner Model Name** folder. (For Windows 8.1 users: Point your mouse cursor to the upper or lower right corner of your screen to open the **Charm** bar. Click on the **Start** charm, then click on the downwards arrow button in the lower left corner of the screen. The **Apps** screen will be shown. Move your cursor to the right edge of the screen to scroll right until you find **Your Scanner Model Name**, and then click on **iDoc**.) Right-click the  **iDoc** icon in the system tray, and select **iDoc** from the pop-up menu to display the main window.
   - Double-click the icon 

on the desktop. Right-click the  **iDoc** icon in the system tray, and select **iDoc** from the pop-up menu to display the main window.
2. Insert the document face down into the scanner. Make sure the paper sensor touch the document edge. The scanning starts immediately.



3. After the scanner pulls through the document, the scanned image is displayed in the iDoc main window.



4. Click on the 

, 

or 

button brings you to the **Send to** dialog. Select the desired destination to send the scanned images.

Right-click the  **iDoc** icon in the system tray, and select **Help** from the pop-up menu for more information about the settings.

Chapter III.
Clean and Maintenance

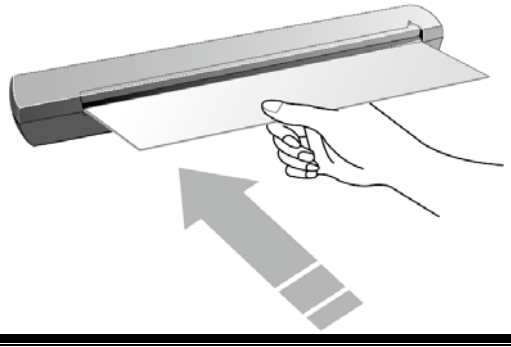
Your scanner is designed to be maintenance-free. However, constant care and maintenance can keep your scanner working smoothly.

Calibrating the Scanner

Calibrate the scanner if colors appear in areas that should be white, or colors of the scanned image and the original vary a lot. This allows you to adjust and compensate for variations that can occur in the optical component over time by its nature.

The following describes how to calibrate the scanner:

1. Insert the special calibration sheet face down into the page feed slot of the scanner.



Attention	Please insert the special calibration sheet included with the scanner. Alternatively you may also use any plain white sheet of paper sized in Letter size (8.5” x 11.69”) instead; however, the calibration effect may be less good than the special calibration sheet.

2. Click **Start** > **All Programs** > **Your scanner model name** > **Calibration Wizard**. (For Windows 8.1 users: Point your mouse cursor to the upper or lower right corner of your screen to open the **Charm** bar. Click on the **Start** charm, then click on the downwards arrow button in the lower left corner of the screen. The **Apps** screen will be shown. Move your cursor to the right edge of the screen to scroll right until you find **Your scanner model name**, and then click on **Calibration Wizard**.)
3. Click **Next** from the Calibration Wizard that pops up and then click **Calibrate Now...**.
4. Click on the **Start** button to begin the calibration process.

5. The scanner pulls the calibration sheet through the scanner, which completes this scanner calibration. After the calibration is complete, click **OK** and then click **Finish**.

Power Save

To save power consumption, when the scanning process is finished, the scanner light source will turn itself off and the scanner will enter a lower-power mode without delay time.

Usage & Maintenance Tips



Attention

To keep your scanner working smoothly, take a moment to review the following usage & maintenance tips.

- Do not insert any document into the scanner with small objects such as paper clips, pins, staples or any other fasteners attached.
- Do not insert damp, curled or wrinkled documents into the scanner for scanning. These documents can cause paper jams and possibly damage the unit.

Chapter IV. Troubleshooting

If you encounter problems with your scanner, please review the installation and scanning instructions contained in this guide.

Scanner Connection

The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. The icon , located on the Windows system tray, indicates if the scanner software is properly launched and the scanner and computer are communicating with each other.

Appearance	Status
	The program has been successfully launched and the scanner is connected with the computer, ready to scan mages.
	The scanner is not connected with the computer.
No Display	You have chosen to terminate the program, no matter the scanner is connected or disconnected with the computer.

Appendix A: Specifications[4]

Plustek MobileOffice S400 Plus	
Image Sensor	CIS
Optical Resolution	600 dpi
Hardware Resolution	600 x 600 dpi
Scan Modes	Color: 48-bit Input; 24-bit Output Grayscale: 16-bit Input; 8-bit Output B/W: 1-bit
Scanning Speed	2 ppm (Color Mode, 300 dpi, A4)
Scanning Area (W x L)	Maximum: 210 x 297 mm (8.27" x 11.69") Minimum: 12.7 x 12.7 mm (0.5" x 0.5")
Acceptable Paper Sizes (W x L)	Maximum: 216 x 297 mm (8.5" x 11.69") Minimum: 50.8 x 50.8 mm (2" x 2")
Power Supply	USB Bus Power
Interface	USB 1.1
Net Weight	0.33 Kgs (0.73 Lbs)
Dimensions (W x D x H)	275.8 x 47 x 38.1 mm (10.86" x 1.85" x 1.42")
Protocol	TWAIN Compliant

[4] Hardware specifications may change at any time without prior notice.

Appendix B: Customer Service and Warranty

If you encounter problems with your scanner, please review the installation instructions and troubleshooting suggestions contained in this guide.

Visit our website www.plustek.com for more customer service information. For further assistance call our customer support phone number listed on the website. One of our representatives will be happy to assist you from Monday through Friday in office working hours as shown below:

Europe	9:00 a.m. – 5:30 p.m. (CET)
Other Countries or Areas	9:00 a.m. – 6:00 p.m. Taiwan Time

To avoid delays, please have the following information available before calling:

- Scanner name and model number
- Scanner serial number (Located at the bottom of the scanner)
- A detailed description of the problem
- Your computer manufacturer and its model number
- The speed of your CPU (Pentium 133, etc.)
- Your current operating system and BIOS (optional)
- Name of software package(s), version or release number and manufacturer of the software
- Other USB devices installed

Service & Support Information (For EU country only)

Where appropriate, the period of availability of spare parts and the possibilities of upgrading products information. Please ask local distributors and suppliers for spare parts information and product upgrade information.

Information requested by relevant Implementing Measure. Please ask local distributors and suppliers for the related information of Implementing Measure test report.

Do not dispose anything of products before you ask local distributors and suppliers to get correct information for decreases of environmental impact with right methods and procedures.

If you want to disposals the product and/or an accessory, please ask local distributors and suppliers to get the contact information of nearest disposal manufactures.

If you have any maintenance inquiry, please ask local distributors and suppliers to get the contact information of nearest maintenance center in order to extend the product usage life time.

If you want to maintain and clearance the product, please ask local distributors and suppliers to get the right information of nearest stores.

Statement of Limited Warranty

This Statement of Limited Warranty applies only to the options you originally purchase for your use, and not for resale, from an authorized reseller.

The manufacturer warranty includes all parts and labor, and is not valid without the receipt of original purchase. To obtain warranty service, you may contact the authorized dealer or distributor, or visit our website to check out the available service information, or send a request via E-mail for further help.

If you transfer this product to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this statement to that user.

We warrant that this machine will be in good working order and will conform to its functional descriptions in the documentation provided. Upon provision of proof of purchase, replacement parts assume the remaining warranty of the parts they replace.

Before presenting this product for warranty service, you must remove all programmes, data and removable storage media. Products returned without guides and software will be replaced without guides and software.

This Limited Warranty service does not provide for carry-in exchange when the problem results from accident, disaster, vandalism, misuse, abuse, unsuitable environment, programme modification, another machine or non-vendor modification for this product.

If this product is an optional feature, this Limited Warranty applies only when the feature is used in a machine for which it was designed.

If you have any questions about your Limited Warranty, contact the approved retailer from whom you bought the product or the manufacturer.

THIS LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABLITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO OTHER WARRANTIES APPLY AFTER THAT PERIOD.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Under no circumstances are we liable for any of the following:

1. Third party claims against you for losses or damages.
2. Loss of, or damage to, your records or data; or
3. Economic consequential damages (including lost profits or savings) or incidental damages, even if we are informed of their possibility.

Some jurisdictions do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

FCC Radio Frequency Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular television reception (which can be determined by turning the equipment off and on), the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that which the receiver is connected.
- Shielded interconnect cables and shielded power cord which are supplied with this equipment must be employed with this equipment to ensure compliance with the pertinent RF emission limits governing this device.
- Consult the dealer or an experienced radio/TV technician for help if the conditions persist.
- Changes or modifications not expressly approved by the manufacturer or authorized service center could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.