

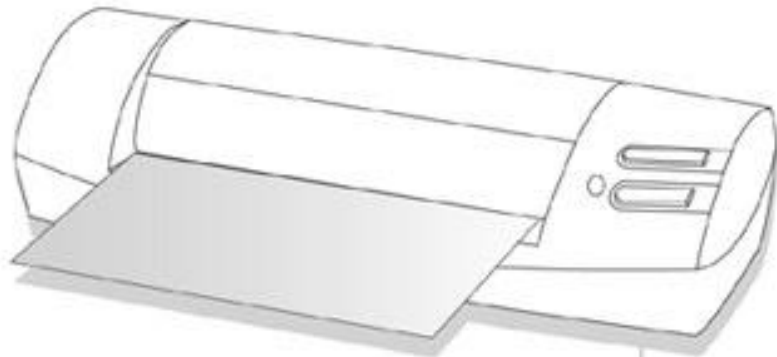
Scanner User's Guide

plustek
Image Solution Provider



OptiCard 820

Simple solutions for Business Cards and Photos



- ✓ Installation
- ✓ Usage & Maintenance
- ✓ Troubleshooting



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The screen shots in this guide were made with Windows 2000. If you are using Windows 98, Me or XP, your screens will look somewhat different but function the same.

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Introduction

Welcome to the world of Plustek scanners – the ultimate in computer imaging. 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.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction.

Please remember to register your scanner. Registration may be completed in one of three ways:

- 1) By registering online via Plustek's Web Site;
- 2) By printing out and faxing a completed registration card to Plustek's customer service center;
- 3) By printing out and mailing the registration card directly to the Plustek office nearest you.

See the last page of this user's guide for a complete list of Plustek offices worldwide.

As a registered customer, you will receive customer support, new product information and software upgrades.

Thank you for choosing us as your scanner supplier. 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 XP, 98, Me and 2000 Professional. 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, maintain and clean your scanner.

Appendix A contains technical support information that can help you solve simple problems. Before calling for help, please read through Appendix A: Troubleshooting.

Appendix B contains the Specifications of the scanner you purchased.

Appendix C contains our limited warranty agreement and FCC statement concerning the product.

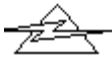
Conventions of This Guide

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.



Danger

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



Caution

Caution: Information that, if not followed, may result in data loss or damage to the product.



Attention

Pay Special Attention: Instructions that are important to remember and may prevent mistakes.

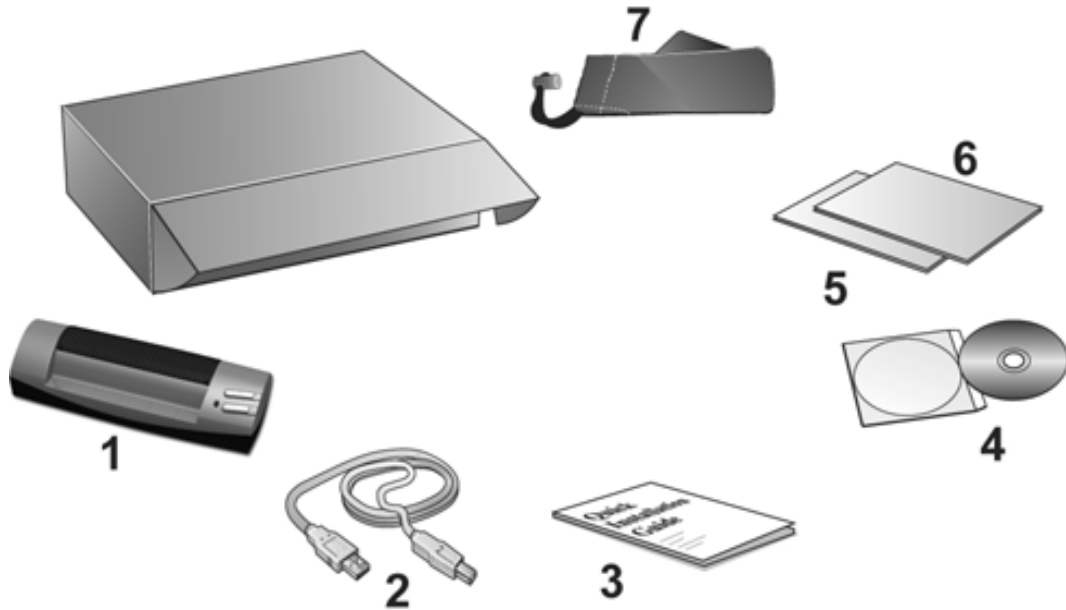
System Requirements¹

- Windows/Intel Compatible Personal Computer
 - Pentium CPU or above
 - CD-ROM Drive
 - 64 MB RAM (128 MB Recommended)
 - 250 MB Free Hard Disk Space (300 MB Recommended)
 - USB Port
 - Microsoft™ Windows XP, 98, Me, and 2000 Professional
- NOTE: Windows NT 4.0 does not support Universal Serial Bus (USB) connectivity.

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.

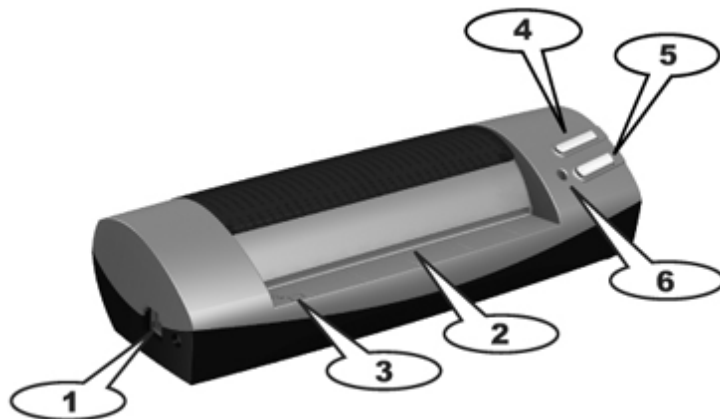
- Video card that supports 16-bit color or greater

Box Contents²



1. Scanner
2. USB Cable
3. Quick Guide (Scanner)
4. Setup / Application CD-ROM
5. Calibration Sheet
6. Cleaning paper
7. Travel Pouch

The Scanner's Features



² Save the box and packing materials in case you need to transport this scanner in the future.

1. **USB port:** It connects the scanner to a USB port on your computer by the included USB cable.
2. **Page feed slot:** Feed the document into the scanner from this direction. You can feel the document being grabbed by the scanner.
3. **Alignment arrow:** Always align the edges of your documents to this arrow sign.
4. **SCAN button:** Press this button to start scanning and save the images into your computer.
5. **BCR button:** Press this button to start scanning for business card reading within Cardiris program.
6. **LED indicator:** It indicates the scanner's current status.

Product Information

Please fill in the following information for your own records. You will need it when you contact your dealer or our service center in the future.

Serial Number:

(Located at the bottom of the scanner)

Date of Purchase: - -

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

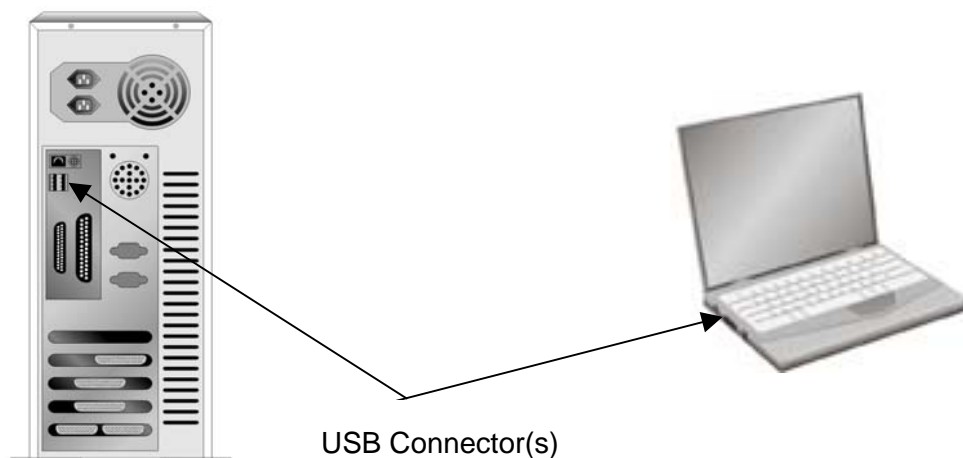
Your scanner comes with the image-editing software, BCR software, the scanner's driver, and the Smart Touch software. All of these software applications use approximately 250 megabytes of hard disk space after they are installed into your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 300 megabytes of hard disk space is recommended.

The USB scanner can only operate under the Microsoft Windows 98, Me, 2000 Professional or XP operating system.

Hardware Requirements

This scanner connects to your computer through the Universal Serial Bus (USB) which supports *hot Plug and Play*. 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.

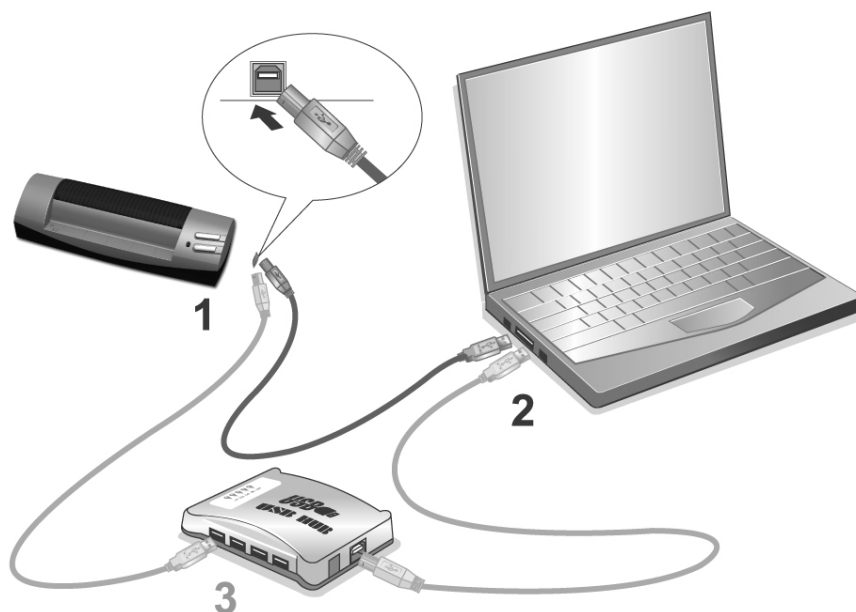


If you don't find such USB ports on your computer, then you need to purchase a certified USB interface card to add USB capabilities to your computer.

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 hub³, 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.

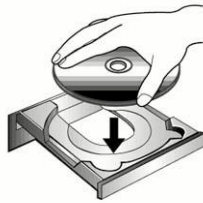
Step 2. Installing the Software

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 98 & 2000

- a. Click on the [Next] button when the “Add New Hardware Wizard” window is displayed.
- b. Select “Search For The Best Driver For Your Device [Recommended]” and click on the [Next] button.
- c. The next window will ask you where to search to find the drive. Select [CD-ROM drive], and deselect [Floppy disk drives] if it is checked.
- d. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive and then click on the [Next] button.



- e. Click on the [Next] button in the window that appears. Afterwards, for Windows 98 users, please skip to Step 4.
- f. **Windows 2000 users** – During the process of the installation, a message “Digital Signature required” might be prompted. Please ignore it, and click on [Yes] to continue the installation without any misgiving at your scanner functioning. Afterwards, please skip to Step 4.

3. For Windows XP & Me

- a. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive.



- b. Select “Install The Software Automatically [Recommended]” and click on the [Next] button.
 - c. Click on the [Next] button in the window that appears.
4. When the system completes the installation, click on the [Finish] button.
 5. Follow the on-screen instructions to install all software that your new USB scanner requires.
 6. After the software is installed, close all open applications and click on the [Finish] button to restart your computer.
 7. After the computer is restarted, you will be prompted to perform the scanner

calibration.

8. Insert the special calibration sheet, included with the scanner, face up into the page feed of the scanner.



9. Follow the on-screen instructions to complete the scanner calibration.

Note: The buttons on the scanner are designed to work with bundled software. To make those buttons work properly, you need to install NewSoft Presto! ImageFolio and Cardiris software in the CD-ROM to your system.



Attention

If the scanner installation is not started and displayed automatically on the screen, click [START], select [Run] and type in [d:\setup] (where d: is the drive letter assigned to the CD-ROM drive of your computer.)

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. Insert the document or image face up into the scanner. Align the paper to the arrow sign on the left of the scanner.



2. Press the SCAN button on the scanner. The scanning starts immediately.
3. When the scan completes, Presto! ImageFolio program opens.
4. If an image appears on your screen, your scanner is working properly.

**Attention**

If the test failed in any way, please refer to “Appendix A: Troubleshooting” section of this manual and follow the instructions therein.

Software Setup Troubleshooting

Carefully review the steps outlined in this guide and the Quick Guide that accompanied your scanner.

If you are still having problems, please check that:

- You have 250MB of free space on your hard disk drive.
- The scanner is plugged in and has power.
- You are using the USB cable supplied with the scanner.
- The square end of the USB cable is plugged into the rear of the scanner.
- The rectangular end of the USB cable is plugged into the back of your computer.

If you deviated from the installation procedures defined in this manual, please unplug the USB cable from the scanner and reinstall the software from the CD-ROM. To reinstall your scanner’s software, click [Start], [Run], then type D:\Setup (where D represents the letter of your CD-ROM drive). Carefully follow all the installation instructions presented in the Setup Wizard. Reboot your computer when prompted, and plug the USB cable back into the scanner while your computer is still turned on.

Installing Additional 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.

Scanner Setup After Windows XP Upgrade

If you plan to upgrade your operating system from Windows 98 or Me to Windows XP after having installed the scanner software, please follow the instructions below:

1. Unplug the scanner’s USB cable from the rear of the computer.
2. From the Windows START menu, click on [Programs] and then [Plustek OptiCard 820]. In the pop-up menu that opens, click on [Uninstall Plustek OptiCard 820]. Follow the on-screen instructions to remove all the scanner software.
3. After uninstallation completes, close all open applications and click the [Finish] button to restart your computer.

4. Start installing your Windows XP upgrade software by following Microsoft's related procedures.
5. When the Windows XP upgrade is done, re-install the scanner's hardware and software. Refer to the scanner setup quick guide for details.

Chapter II.

Usage and Maintenance

Operating the Scanner

Your scanner accepts documents as small as business cards and as large as 4"x6" photographs. However, some software programs have limitations as to the information they can handle. The capacity of the computer's memory and free space on your hard drive can also limit the physical size of the document that you scan.


There are two different ways to operate the scanner:

1. From within an image-editing program that can acquire images from the scanner.
2. By pressing either of the two action buttons on the scanner. You may configure the button settings individually to your personal needs within the Smart Touch program that is automatically installed as your scanner software.

Your scanner needs to be driven by some 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. An image-editing program has been bundled with your scanner on the included Setup/Application CD-ROM. It will allow you to alter and correct any scanned images by using a variety of filters, tools and effects.

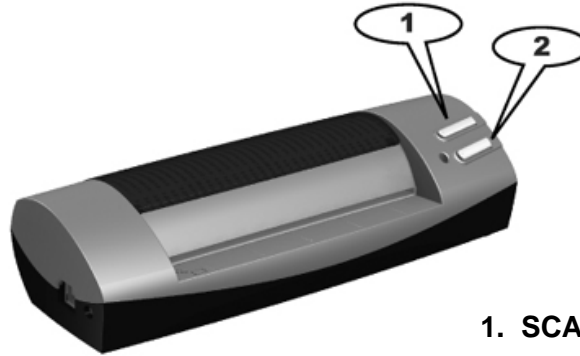
What about scanning business cards and managing them in a more convenient way? This is the role of BCR function which can scan various business cards to Cardiris software. Cardiris can index the scanned images into business cards album, recognize and convert respective personal information contained in the scanned images into an address database for your further management. If you wish to use the scanner in this way you should install the Cardiris software that is included in the Setup/Application CD-ROM.

Smart Touch is a program that allows you to conveniently scan images and text without the need to work directly within any image-editing application (i.e. Presto! ImageFolio). Smart Touch also includes BCR function which allows you to set scanning attributes for the business cards you are to scan to Cardiris software.

Please refer to the Smart Touch Setting on-line Help (accessible by clicking on the Smart Touch icon , located near the clock icon on the Windows system tray, and choosing Help) for more information about these functions.

Using the Scanner Buttons

Your scanner is equipped with two function buttons designed to make your scanning experience more convenient and efficient. With simply one touch of the button, you can scan to Presto! ImageFolio or Cardiris program.



1. SCAN Button
2. BCR Button

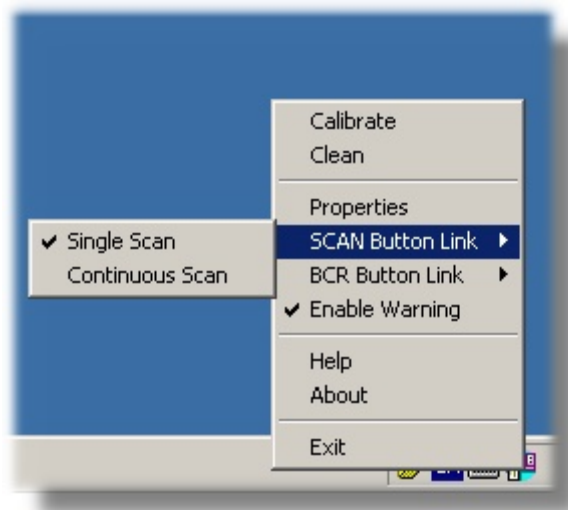


Attention

To use the buttons, ensure you have installed the relevant software (e.g., Newsoft Presto! ImageFolio is required for using the SCAN function) beforehand.


Scan Button

The SCAN button enables you to conveniently scan documents or images, save them automatically to the destination folder, and send them to the NewSoft Presto! ImageFolio program to perform other image editing tasks.



Continuous scans by the same settings:

If you have more than one similar document or image to scan, follow the steps below:

1. Click on the Smart Touch icon  located on the Windows system tray. From the menu that pops up, point to [SCAN Button Link] and then click [Continuous Scan].




2. Insert the document or image face up into the scanner. Align the paper to the arrow sign on the left of the scanner.

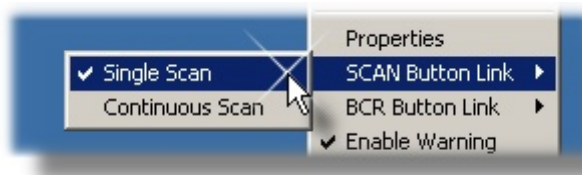



3. Press the SCAN button on the scanner. The scanning starts immediately.
4. Follow the on-screen instructions to insert another document or image until you have scanned all.
5. When the scan completes, the scanned images appear in the Presto! ImageFolio program that opens, ready for you to perform other image editing tasks.

Single scan by different settings:

If you would like to scan documents or images with individual settings, follow the steps below:

1. Click on the Smart Touch icon  located on the Windows system tray. From the menu that pops up, point to [SCAN Button Link] and then click [Single Scan].



2. To change the scanning settings, click on the Smart Touch icon  again, and then click [Properties] from the menu that pops up. Make desired adjustments within the Smart Touch Setting window that opens and then click [Close] button.



Attention

Changes you make in the Smart Touch window are automatically saved every time you click **Close** to close the Smart Touch window.

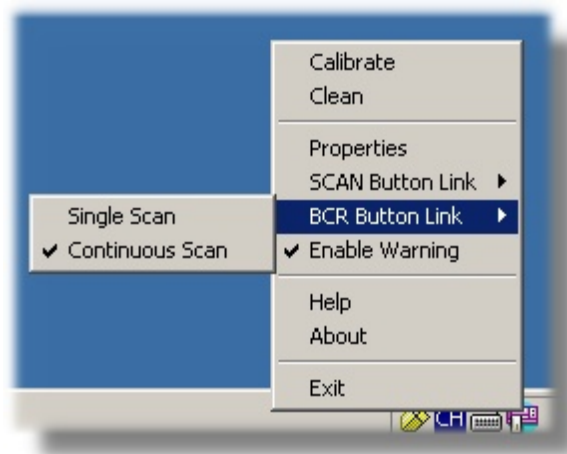
3. Insert the document or image face up into the scanner. Align the paper to the arrow sign on the left of the scanner.



4. Press the SCAN button on the scanner. The scanning starts immediately.
5. When the scan completes, the scanned image appears in the Presto! ImageFolio program that opens, ready for you to perform other image editing tasks.
6. If you have more documents or images to scan, repeat Step 2-5 until you have scanned all.


BCR Button

The BCR button enables you to conveniently scan business cards and send them to Cardiris program. Cardiris can index the scanned images into business cards album, recognize and convert respective personal information contained in the scanned images into an address database for your further management. For more information about Cardiris, please refer to its on-line help.



Continuous scans by the same settings:

If you have more than one business card with similar card style to scan (for example, those business cards are from the same country), you can follow the steps below:

1. Click on the Smart Touch icon  located on the Windows system tray. From the menu that pops up, point to [BCR Button Link] and then click [Continuous Scan].




2. Insert the business card face up into the scanner. Align the paper to the arrow sign on the left of the scanner.

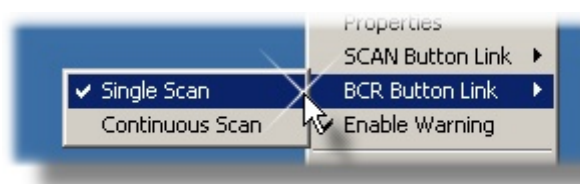



3. Press the BCR button on the scanner. The scanning starts immediately.
4. Follow the on-screen instructions to insert another business card until you have scanned all.
5. When the scan completes, the scanned images will be sent to Cardiris program.

Single scan by different settings:

If you would like to scan business cards with individual settings, follow the steps below:

1. Click on the Smart Touch icon  located on the Windows system tray. From the menu that pops up, point to [BCR Button Link] and then click [Single Scan].



- To change the scanning settings, click on the Smart Touch icon  again, and then click [Properties] from the menu that pops up. Make desired adjustments within the Smart Touch Setting window that opens and then click [Close] button.



Changes you make in the Smart Touch window are automatically saved every time you click **Close** to close the Smart Touch window.


Attention

- Insert the business card face up into the scanner. Align the paper to the arrow sign on the left of the scanner.



- Press the BCR button on the scanner. The scanning starts immediately.
- When the scan completes, the scanned image is sent to Cardiris program.
- If you have more business cards to scan, repeat Step 2-5 until you have scanned all.

Changing Button Settings


Default button settings are optimized for most frequently scanning jobs, such as size, mode, resolution, ... You may, however, change the settings to tailor your every scan by accessing the “Smart Touch Setting” program. Please refer to the Smart Touch on-line Help (accessible by clicking on the Smart Touch icon , located near the clock icon on the Windows system tray, and choosing Help) for more information about these functions.



Status Indicator

The green LED indicator (located beside BCR button) indicates the status of the scanner, as described below:

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

Scanner Connection

The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. The Smart Touch 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 Smart Touch 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 Smart Touch program, no matter the scanner is connected or disconnected with the computer.

If the Windows system starts and detects the scanner unconnected, the following message will appear to remind you:




If you prefer not to see this reminder message again, you may:

- Check the box of [Do not show this message again] within this message window, and then click [OK] button.

- Click on the Smart Touch icon  located on the Windows system tray. Uncheck [Enable Warning] from the menu that pops up. Click the [No] button in the message box that appears.
-



Attention

If you would like to be prompted with this message again, you may click on the Smart Touch icon  and check [Enable Warning] from the menu that pops up. Click the [Yes] button in the message box that appears.

Maintenance

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 which 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 up 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 A6 (105 by 148 mm) instead; however, the calibration effect may be less good than the special calibration sheet.

2. Click on the Smart Touch icon  located on the Windows system tray.
3. Click [Calibrate] from the menu that pops up.
4. The scanner pulls the calibration sheet through the scanner, which completes this scanner calibration.

Cleaning the Scanner

When you use this scanner for the very first time after installation, you are suggested to clean the scanner before use.

If unusual dots or lines are found in your scanned image, it is very likely that dust particles or other foreign objects have been brought inside the scanner. You may clean the scanner to rectify the problem.

The following describes how to clean the scanner:


1. Insert the special cleaning paper into the page feed slot of the scanner.



- Do use the cleaning paper included in our package box. Remember to replace the cleaning paper in a safe and clean place when you finish using it.

Caution

- Do not use anything other than our cleaning paper to clean your scanner. Using other sheet will influence the scan quality or even lead to scanner malfunction.

2. Click on the Smart Touch icon  located on the Windows system tray.
3. Click [Clean] from the menu that pops up.
4. The scanner pulls the cleaning paper through the scanner, which completes this scanner cleaning.

Usage & Maintenance Tips



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

Caution

- Avoid using the scanner in a dusty environment. Dust particles and other foreign objects may damage the unit. If you will not use the scanner for some time, please place it in the travel pouch.
- Do use the USB cable provided with the scanner. Use of other cable may lead to malfunction.

- Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
- Do not subject the scanner to excessive vibration. It may damage the internal components.
- 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.
- Your scanner operates best in temperatures between 10° C to 40° C (50° F to 104° F).

Appendix A: Troubleshooting

Scanning Problems

Most problems are easily solved, and some of the most common questions and their recommended solutions are listed below.

Symptom: After following the installation instructions, my computer cannot find the scanner.

Cause 1: Your software may have not been successfully installed.

Solution 1: Please insert the CD-ROM and reinstall the scanner software. Follow the on-screen instructions carefully when installing the software.

Cause 2: Some aspect of your computer system does not support USB.

Solution 2: Download and execute the file USBREADY.EXE at <http://www.usb.org/faq.html> to determine the level of your computer's USB support.

Cause 3: USB is not enabled in your BIOS settings.

Solution 3: Enable the USB controller in your BIOS settings. This is typically done by pressing a key⁴ (usually , <F1> or <F10>) during startup. In the BIOS Settings screen that appears, find the option for USB and enable it. Exit and Save the changes you made. Your computer is rebooted automatically. Please consult your computer vendor before attempting to do this change.

Cause 4: The USB controller was improperly installed on your computer.

Solution 4: To reinstall the USB controller, click on the Start button, choose Settings and select Control Panel. In the window that opens, double-click on the Add New Hardware icon. Carefully follow the instructions that appear on your screen.

Symptom: The scanned image looks grainy on the screen.

Cause: Your video mode is not set to show more than 256 colors.

Solution: We recommend that you set your video mode to 16 bits per pixel (65536 colors) or higher. Please consult your video card, computer or Windows documentation to change the video mode.

Symptom: The scanner scans very slow.

Cause 1: You are running other applications in the background.

Solution1: Close all the other applications that are running in the background.

⁴ Please consult your computer manual on how to modify your BIOS/CMOS settings.

Cause 2: You are scanning at a high resolution (DPI).

Solution 2: Reduce the resolution.

Symptom: The scanner is not in the list of supported scanners in other commercial software.

Solution: Select TWAIN as the scanner.

Symptom: Unable to scan from other software other than the one that came with the scanner.

Solution: Enter the Scanner Setup within the program, Select TWAIN and you will see your scanner listed.

Symptom: Unable to save to a floppy diskette.

Cause 1: The floppy disk might be write protected.

Solution 1: Move the write protection tab, located in the back of the diskette, to the closed position.

Cause 2: Your disk might not be formatted.

Solution 2: Format the diskette.

Cause 3: There is not enough space available in the disk to save the document.

Solution 3: Delete any files that you do not need from the floppy disk.

Cause 4: You might be scanning your document at a high resolution. Documents scanned using higher resolution modes will take a considerable amount of disk space.

Solution 4: Reduce the resolution.

Symptom: The image looks good in the software that came with the scanner but it does not look good when I export the image to another program.

Cause: Different imaging programs use different Monitor Gamma settings.

Solution: Change the Monitor Gamma settings in either of the programs so that they match. Please consult the help files for each program to find out how to adjust the Monitor Gamma.

Symptom: The image looks good in the screen but is very dark when printed.

Cause1: The Monitor Gamma Settings or the scanner brightness settings are not set properly.

Solution 1:

- 1) Change the Monitor Gamma to a value between 1.0 and 1.5. Please consult your help file for information on how to adjust the Monitor Gamma.
- 2) Adjust the brightness control in the TWAIN window before scanning.

Cause2: The printer brightness setting is not set properly.
Solution 2: Adjust the brightness in the printer. Some printers allow you to change the brightness settings. Please consult your printer documentation.

Symptom: The scanned image takes too long to be sent with an email message.

Cause1: The image was scanned at a high resolution or is physically large.
Solution1: Scan at a lower resolution (DPI).

Cause 2: The Internet might be congested.
Solution 2: Try sending the message at a later time.

Symptom: The image that I sent through email looks good in my computer but it looks dark in the recipient computer.

Solution: The Monitor gamma settings should be approximately the same in your and the recipient computer.

Symptom: A -Disk is full- error is displayed when I click on the scan button.

Cause: Your computer is running low in resources. Your computer hard disk drive does not have enough space to process the image. This may be because you are scanning at too high of a resolution.

Solution: Obtain a larger hard disk or rescan at a lower resolution.

Symptom: A -Disk I/O error- message is displayed.

Cause 1: This error is caused if the hard disk drive does not have enough space available to process the image.

Solution 1: Make some space available in the hard disk drive by deleting any programs or files that you do not need.

Cause 2: Your hard disk drive might be heavily fragmented or it might contain some bad sectors.

Solution 2: Run the Scan Disk utility that came with your Windows computer. Please consult your computer documentation or the Windows help files on how to run the Scan Disk Utility.

Symptom: The error “Scanner not Found” that is displayed.

Cause 1: The USB cables are not connected properly.

Solution 1: Make sure that the cables are connected tightly and to the proper port.

Cause 2: The USB cable might be too long.

Solution 2: Please use the USB cable that comes with your scanner.

Cause 3: The scanner’s power cord is not connected properly.

Solution 3: Make sure that the AC adapter is connected to an outlet. If the scanner is connected to a Surge Protector, make sure that the Surge Protector is turned on.

Symptom: The document or photo has been inserted into the scanner but is not fed through the scanner.

Cause 1: The document or photo was not correctly inserted into the scanner.

Solution 1: Make sure the document or photo is properly inserted into the page feed of the scanner.

Solution 2: The paper may be too thin or too thick.

Cause 2: The thickness of the paper is out of scanner specifications.

Symptom: The document or photo got jammed while getting fed into the scanner.

Cause: The document or photo was not correctly inserted into the scanner.

Solution: Grab ahold of the jammed paper and pull it through the scanner. Try to avoid creasing, wrinkling or tearing the paper.

Common -How-to- Questions

Symptom: How do I save the scanned image in JPG format?

Solution:

- 1) In the Image-editor, click on [File] and then [Save As].
- 2) Select the folder where you want to save your image.
- 3) Select JPEG or JPG under Save as type:
- 4) Type the name of the file name for your image.

Symptom: How do I cut an image and paste in another program?

Solution:

- 1) Select the area that you want to cut.
- 2) Click on [Edit].
- 3) Click on [Cut].
- 4) Start the program and open the document where you want to paste your image.
- 5) Click on [Edit].
- 6) Click on [Paste].

Please consult your program documentation on how to Cut and Paste if you have any more questions.

Symptom: How do I place a scanned image into my word processor?

Solution:

- 1) Find out what formats are supported by your word processor.
- 2) Write the name and the location of the file before you save it.
- 3) Save in a format supported by your word processor.
- 4) Depending on your word processor, select [Insert] or [Import] from your menu, then select [Image] or [Picture].

Consult your Word Processor documentation for more information on how to import images.

Symptom: **How do I send a scanned image using my email program?**

Solution: Save your scanned image in a format that is supported by your email program (JPG, GIF or PNG are recommended). Once your picture is saved, consult the documentation of your email program on how to attach a file to a message.

Appendix B: Specifications⁵

Plustek OptiCard 820	
Physical dimensions	174.5mm x 60.5mm x 38.5 mm
Weight	194g
Operating Temperature	10° C to 40° C (50° F to 104° F)
Scan Area	Maximum 105 mm x 148 mm (4.13" x 5.83") Minimum 33mm x 43 mm
Scan Method	Single –Pass
Scan Modes	Color: Input 48-bit; Output 24/48-bit Grayscale: Input 16-bit; Output 8/16-bit Black & White: 1-bit
Resolution	Optical 600 dpi (1200dpi software interpolated)
Scanning Materials	Reflective color or black-and-white originals Paper Thickness: from 0.08 mm to 0.9 mm
Protocols	TWAIN Compliant
Connection	USB 2.0
Light Source	Three-color RGB LEDs
Power Requirement	Powered through USB port. No AC power adaptor is required.
Power Consumption	Operation: 2.5 watts maximum Idle: 0.7 watts
EMI	FCC Class B

⁵ Hardware specifications may change at any time without prior notice.

Appendix C: Customer Service and Warranty

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

For further assistance call our customer support phone number listed on the last page of this guide. 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

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 MERCHANTABILITY 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.

Contacting Plustek

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