

## Scanner Displays Three Images

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The information in this article applies to:

- Microsoft Picture It!, version 1.0, 2.0, Express  
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### **SYMPTOMS**

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If you are using a three-pass scanner and scan an image from Picture It! using TWAIN, you may get three small, black and white, or distorted images instead of one large image. This behavior has been reported with the following three-pass scanners

Envisions models 24P, 6100,6200 and 8100  
Umax models T630, UC630, UC840 and 1280  
Nikon ScanTouch AX1200  
Relisys AVEC 2400

NOTE: Some three-pass scanners scan from Picture It! without reported problems, such as the Ricoh CS-300 and the Relisys Infinity.

### **CAUSE**

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Some three-pass scanners use a data source (driver) that sends image data from the scanner one color plane at a time: first red, then green, then blue. The TWAIN manual refers to this as planar mode. The opposite, chunky mode, transfers data as RGB triplets.

Picture It! does not support planar mode. You see three squashed versions of the image side by side because Picture It! is taking planar image data and interpreting it as chunky image data.

### **RESOLUTION**

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Exit Picture It!, scan images using your scanning software, and save the images in a format that Picture It! can open such as TIF.

### **MORE INFORMATION**

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Three-pass scanners are typically older, often discontinued, models within a scanner line.