Adobe℠ Customer Services

Troubleshooting ReadRight Problems on the PC

MEMORY PROBLEMS WITH OCR

If ReadRight suddenly quits or the message "ReadRight out of memory" appears on your screen, increase the memory at least 550,000 bytes, even if you meet the minimum memory requirements. This message could appear if you are scanning many long strips or are rescanning repeatedly.

DOS VERSION MEMORY REQUIREMENTS

- 575,000 bytes for conventional memory, or

- 540,000 bytes with XMS using HIMEM.SYS, or

- 540,000 bytes with a minimum of 48,000 bytes of EMS

Run RRMEM to verify memory requirements. Extended memory will not show up if you have dos=high in your CONFIG.SYS.

WINDOWS VERSION MEMORY REQUIREMENTS

Windows users must have a minimum of 4 MB of RAM in the system, plus a 4 MB virtual mem/swap file set as permanent. For further information on swapfiles or memory management in Microsoft® Windows™ 3.x, refer to your *Microsoft Windows User's Guide*.

386+ COMPUTERS

To take advantage of increases in speed during recognition for users of 386 or higher machines, run Microsoft Windows in 386 enhanced mode before starting ReadRight. When sufficient RAM is available, ReadRight holds the image entirely in RAM before and during recognition, rather than first compressing the image (which is what happens when ReadRight prepares the image). When ReadRight holds the image in RAM, recognition occurs more quickly. Whether ReadRight bypasses the image preparation phase depends on how much RAM is available at a given moment.

QEMM USERS

If you use QEMM, the ReadRight personal screen may not appear when you start the software. If this happens, press Alt-F, then Alt-X to get to DOS. If you allow QEMM to map over the first 64K of video memory, in your CONFIG.SYS change

```
DEVICE=QEMM     to     DEVICE=QEMM VREGA
```

and then reboot the system.

MARSTEK SCANNERS

ReadRight supports the Mars 105, Mars 105 Plus, Mars 800+, and M-800 scanners.

DOS Version

If you are using one of the supported Marstek scanners and are getting a 702 error or other irregular problems, you have a conflict on com port 2 or 4.

The Marstek scanners are hard set to com port 4. Anything you have on your system that is on com port 2 or 4 will cause a 702 conflict. This includes mouse, modem, fax card, network card, and some multi I/O cards or serial/parallel cards that have com ports 2 and 4 set to the on position at the factory. If this is your problem, determine which device is causing the conflict. Once determined, either change it to com port 1 or 3, or take it out while using the scanner.

If you see Message 715 while using one of the Marstek scanners with ReadRight Personal and your resolution settings are correct, you may have installed the incorrect Marstek scanner. Reinstall ReadRight with the correct scanner, and repeat the procedure. The LED light on the Marstek scanner remains on from the time you select the Scan button (Scan dialog box) until you press any key (except Esc) on the keyboard to end the scan. The LED light doesn't go off when you release the Scan button on a Marstek scanner.

Windows Version

The Marstek scanner requires a scanner driver, called MustekM.sys or M1904 depending on scanner model. This driver allows the scanner and computer to communicate. This driver software was included as part of your scanner interface kit. ReadRight Personal also provides a functioning driver, but requires that you manually modify CONFIG.SYS.

Mars 105 and 105+ require the following device command be in CONFIG.SYS:

```
DEVICE=<path>MUSTEKM.SYS D1 I3 S2 AEC
```

where <path> is the path to the Marstek driver if it isn't in the root directory, MUSTEKM.SYS (or M1904) is the name of the driver—depending on the scanner used, D1 is the DMA channel used by the scanner interface card (try D3 if you have trouble with D1), I3 is the interrupt request setting (I5 and I10 are other possibilities), S2 is the scanner type, and AEC is the port address setting for the mustekm.sys. (see the installation guide for M1904).

Refer to the documentation that came with your scanner for installation instructions.

LOGITECH SCANNERS

If you're using the Scanman Model 32/256 scanner, enter the following line in CONFIG.SYS:

```
DEVICE=<path>HHSCAND.SYS /A=280/I=11/D=1
```

where <path> is the path to the Logitech driver if it isn't in the root directory, HHSCAND.SYS is the name of the driver, /A=280 is the I/O port address used by the scanner interface, /I=11 is the interrupt request setting, and /D=1 is the DMA channel used by the scanner interface card. If you have problems with the default, try /D=3.

The driver needs to be obtained from the scanner manufacturer. The ReadRight driver won't work with this scanner.

OTHER SCANNERS

Symptoms:

• Error message 700 or 702 (not communicating with scanner)

• Selections on Main Menu are blank

• Message appears 10 seconds into scan

• Output is all white or all black

The scanner is incorrectly set up or the scanner driver is not loading correctly. Check hardware interrupt conflicts, com port address conflict, and possible DMA conflicts with any other existing hardware.

700 error
Scanner driver is not loading (in CONFIG.SYS or from command line)

702 error
Timeout after scanner has already begun transmitting data

Use the Frame setting. Use a Serial interface at 9600 baud only. On the first block of switches, set #1 to the down position (on) and the #2 switch to the up position (off).

Chinon sometimes requires an auxiliary light source, preferably fluorescent. Without one, you may get a 702 error after 10 seconds.

MORE INFO ON WINDOWS VERSION
If you're running Windows in enhanced mode, add a line to SYSTEM.INI. Find the section in SYSTEM.INI called [386Enh] and add the following line:

```
DEVICE=DRIVE:\<path>\VHHSCAND.386
```

MOUSE WON'T WORK WITH READRIGHT

So that your mouse operates and moves smoothly within ReadRight Personal, one of the following environment variables must be entered in capital letters at the DOS prompt or in your AUTOEXEC.BAT file:

```
SET WNDXMS=M:D
```

Make sure the mouse driver is loading in CONFIG.SYS or AUTOEXEC.BAT.