



# Caere Scan Manager

## Scanner Setup Notes



## Overview

These *Scanner Setup Notes* contain information about the scanners that have been tested and have been found to be compatible with Caere software (OmniPage Pro, OmniPage Wizard, PageKeeper, and OmniForm) while operating under Windows 95, 98, or NT 4.0.

Topics include:

- Setting up Your Scanner
- Supported Scanners
- Specific Scanner Information
- Solving Scanner Problems
- Software Drivers for Scanners
- TWAIN Scanners and Software Drivers
- Downloading Scanner Software



Be sure your scanner is connected, is compatible with your system, and runs with the software provided by the manufacturer before you use it with your new software.

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## Setting up Your Scanner

The Caere Scan Manager was also installed during your program software installation. And, you are prompted to select your default scanner during that process. If, however, you need to ever reinstall the Scan Manager, please use the following procedure.

### To reinstall the Scan Manager:

- 1 Make sure your scanner is turned on *before* you start your computer.
- 2 Close the Caere software if it is open.
- 3 If necessary, use the Add/Remove Programs control panel to remove Scan Manager.
- 4 Insert your program CD-ROM.
- 5 Cancel the regular Setup program if it starts automatically.
- 6 Double-click the `setup.exe` program.
- 7 Select your scanner when you are prompted.  
The Scan Manager finishes installing after you make your scanner selection.
- 8 Restart your computer.  
Once your scanner is set up with your Caere software, you can select scanner settings in Options dialog box. See “Scanner Settings” in Chapter 4 in your *User’s Manual*.

## To change your scanner selection in the Scan Manager:

- 1 Turn on your scanner before you start your computer.
- 2 Close your Caere software if it is open.
- 3 Click *Start* in the Windows taskbar and choose *Settings* ▶ *Control Panel*.
- 4 Double-click the *Caere Scan Manager 4.0* icon.
- 5 Double-click the *Add Scanner* icon.
- 6 Follow the instructions for selecting a scanner.



Your Caere software uses the scanner that has been *set* as the *default*. To use a newly added scanner, remember to set it to be (new) default.

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## Supported Scanners

This section provides a list of scanners that were tested while using the Microsoft Windows 95, 98, and Windows NT operating systems and were found to work with your Caere software. A few scanners operate with the exception of one or more features. Those situations and alternate procedures are suggested in “Specific Scanner Information” on page 6.

Other scanners may work fine with your Caere software. If your particular scanner is not listed, visit the Caere web site at [www.caere.com/scanners](http://www.caere.com/scanners) and see if it has been tested and recently added to the compatibility list.

Scanner	Scanner Software	Connection	OS	ADF	Color
Agfa Arcus II	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa DuoScan	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa SnapScan 300	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa SnapScan 310	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa SnapScan 600	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa SnapScan 1236	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa StudioScan IIsi (Twain)	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Agfa StudioStar (Twain)	FotoLook V3.00.03	Twain	95, 98 & NT	Y	Y
Canon CFX-L4500IF (Twain)	MultiPass Utilities	Twain	95 & 98	MFD	Y
Canon FB-260c	CanoScan FB310	Twain	95 & 98	N	Y
Canon FB-320p	ScanCraft CS-P	Twain	95 & 98	N	Y
Canon FB-610p	ScanCraft CS-P	Twain	95 & 98	N	Y
Canon FB-620p	ScanCraft CS-P	Twain	95 & 98	N	Y
Canon Kit BJC 4300	IS Scan V1.30	Twain	95 & 98	MFD	Y
Canon Kit BJC 80	Canon IS Scan	Twain	95 & 98	MFD	Y
Canon Multipass 5000	MultiPass Master	Twain	95 & 98	MFD	Y
Canon Multipass C3000 (Twain)	MultiPass 2.1	Twain	95 & 98	MFD	Y
CanoScan 300 (Twain)	ScanCraftCS V3.2	Twain	95 & 98	Y	Y
CanoScan 300s (Twain)	ScanCraftCS V3.2	Twain	95 & 98	Y	Y

CanoScan 600 (Twain)	CanoScan V3.20	Twain	95 & 98	Y	Y
Epson Action Scanner II (GT-5000)	ISIS Scanner	ISIS	95 & 98	Y	Y
Epson Action Scanner II (GT-5000)	2.62us EpsonScanII	Twain	NT	Y	Y
Epson ES-1000C (GT-8500)	2.62us EpsonScanII	Twain	NT	Y	Y
Epson ES-1000C (GT-8500)	ISIS Scanner	ISIS	95 & 98	Y	Y
Epson ES-1200C (GT-9000)	ISIS Scanner	ISIS	95 & 98	Y	Y
Epson ES-1200C (GT-9000)	2.62us EpsonScanII	Twain	NT	Y	Y
Epson Expression 636 (GT-9500)	2.62us EpsonScanII	Twain	NT	N	Y
Epson Expression 636 (GT-9500)	ISIS Scanner	ISIS	95 & 98	N	Y
Epson GT-5500	2.62us EpsonScanII	Twain	NT	Y	Y
Epson GT-5500	ISIS Scanner	ISIS	95 & 98	Y	Y
Epson Perfection 600	Perfection 600	Twain	95, 98 & NT	N	Y
Fujitsu ScanPartner 10C	ISIS Scanner	ISIS	95, 98 & NT	Y	Y
Fujitsu ScanPartner 600c	ISIS Scanner	ISIS	95, 98 & NT	Y	Y
HP OfficeJet Series 500	OfficeJet Series 500	Twain	95 & 98	MFD	N
HP OfficeJet Series 600	HP OfficeJet Series 600	Twain	95 & 98	MFD	Y
HP OfficeJet Series 700	HP OfficeJet Series 700	Twain	95, 98 & NT	MFD	Y
HP OfficeJet Series Pro 1150	HP Scanner Solutions V1.0	Twain	95, 98 & NT	MFD	Y
HP OfficeJet Series Pro 1170	HP Scanner Solutions V1.0	Twain	95, 98 & NT	MFD	Y
HP OfficeJet Series Pro 1175	HP Scanner Solutions V1.0	Twain	95, 98 & NT	MFD	Y
HP Printer Copier Scanner 300	HP 05.00.02	Twain	95 & 98	MFD	Y
HP ScanJet 4100C	PrecisionScan V1.0 LT	Twain	95, 98 & NT	Y	Y
HP ScanJet 4C	DeskScan II V2.8	Twain	95, 98 & NT	Y	Y
HP ScanJet 4p	DeskScan II V2.8	Twain	95, 98 & NT	Y	Y
HP ScanJet 5100C	PrecisionScan V1.01	Twain	95, 98 & NT	Y	Y
HP ScanJet 5p	DeskScan II V2.9	Twain	95, 98 & NT	N	Y
HP ScanJet 6100C	DeskScan II V2.8	Twain	95, 98 & NT	Y	Y
HP ScanJet 6200C	PrecisionScanPro V1.01	Twain	95, 98 & NT	N	Y
HP ScanJet 6250C	PrecisionScanPro V1.01	Twain	95, 98 & NT	N	Y
Microtek ScanMaker 5 (2000TP)	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker 630	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker 636	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker 6400 XL	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker 9600 XL	ScanWizard 2.48	Twain	95, 98 & NT	N	Y
Microtek ScanMaker E3	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker E3+	ScanWizard 2.46	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker E6	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker III	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker IV	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker V300	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker V310	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker V600	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker X6	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek ScanMaker X6EL	ScanWizard 2.48	Twain	95, 98 & NT	Y	Y
Microtek SlimScan C3	ScanWizard 2.48	Twain	95, 98 & NT	N	Y
Mustek Paragon 1200 A3 Pro	Paragon1200A3proV1.2	Twain	95 & 98	N	Y
Mustek Paragon 1200 III SP	MP1200 IIEP V1.01	Twain	95 & 98	N	Y
Mustek Paragon 1200 SP	MFBSParagonCX 3.5	Twain	95, 98 & NT	N	Y
Mustek Paragon 1200 SP Pro	MFBSParagonCX 3.5	Twain	95, 98 & NT	N	Y
Mustek Plug-n-Scan 1200 III EP	Mustek Flatbed Scanner V3.5	Twain	95, 98 & NT	N	Y

Mustek Plug-n-Scan 600 II CD	Mustek Flatbed Scanner V3.5	Twain	95, 98 & NT	N	Y
Mustek Plug-n-Scan 600 III EP	600 III EP V3.22	Twain	95, 98 & NT	N	Y
Mustek Plug-n-Scan 600 III EP Plus	600 III EP V3.22	Twain	95, 98 & NT	N	Y
Plustek OpticPro 600P	PlustekOpticPro V4.0	Twain	95, 98 & NT	N	Y
Plustek OpticPro 9630P	PlustekOpticPro V4.0	Twain	95, 98 & NT	N	Y
Plustek OptiPro 4830	PlustekOpticPro V4.0	Twain	95, 98 & NT	N	Y
Ricoh OfficeStyler T10	OfficeStyler T10	Twain	95 & 98	MFD	N
SONY IIP-V100	5.03.01.2	Twain	95 & 98	MFD	Y
UMAX Astra 1200S	VistaScan V2.43S	Twain	95, 98 & NT	N	Y
UMAX Astra 1210P	ScanUtility	Twain	95 & 98	N	Y
UMAX Astra 1220P	VistaScan V2.43P	Twain	95, 98 & NT	N	Y
UMAX Astra 1220S	VistaScan V2.44S	Twain	95, 98 & NT	N	Y
UMAX Astra 1220U	VistaScan V2.4U	Twain	95 & 98	N	Y
UMAX Astra 2400S	VistaScan V3.0S	Twain	95, 98 & NT	Y	Y
UMAX Astra 600P	VistaScan 2.40P	Twain	95, 98 & NT	N	Y
UMAX Astra 600S	VistaScan 2.43S	Twain	95, 98 & NT	N	Y
UMAX Astra 610P	VistaScan V2.43P	Twain	95, 98 & NT	N	Y
UMAX Astra 610S	VistaScan V2.43S	Twain	95, 98 & NT	N	Y
UMAX Gemini D16	MagicScan V3.13	Twain	95, 98 & NT	Y	Y
UMAX PageOffice IIC	Page Office IIC/PP3.1	Twain	95 & 98	MFD	Y
UMAX PowerLook II	MagicScan V4.1	Twain	95, 98 & NT	N	Y
UMAX S12	VistaScan 2.43	Twain	95, 98 & NT	Y	Y
UMAX SuperVista S12	VistaScan 2.30	Twain	95, 98 & NT	Y	Y
UMAX Vista S6E	VistaScan 2.43	Twain	95, 98 & NT	Y	Y
Visioneer 16-bit link, PP	PaperPort 5.0	-	-	N	-
Visioneer 32-bit link, PP	PaperPort 5.3	-	-	N	-
Visioneer 32-bit link, PP Deluxe	PaperPort Deluxe 5.3	-	-	N	-
Visioneer PaperPort 3000C	PaperPort 5.2	Twain	95, 98 & NT	-	Y
Visioneer PaperPort 3100C USB	PaperPort 5.3	Twain	95 & 98	-	Y
Visioneer PaperPort 6000C	PaperPort 5.3	Twain	95, 98 & NT	-	Y
Visioneer PaperPort Deluxe 5.x	-	Twain	95, 98 & NT	-	
Visioneer PaperPort OneTouch	PaperPort 5.3 (for OneTouch)	Twain	95, 98 & NT	-	Y
Visioneer PaperPort Strobe	PaperPort 5.0	No Scan	95, 98 & NT	-	Y
Visioneer PaperPort Vx	-	No Scan	95 & 98	EF	N

### Table Headings and Acronyms

<b>Scanner</b>	Model of the scanner that was tested
<b>Scanner Software</b>	Scanner manufacturer's scanning application used with the particular scanner at time of testing.
<b>Connection</b>	Scanner is connected using TWAIN-compliant or Pixel Translation's ISIS drivers.
<b>OS</b>	Operating system: Windows 95, 98, or Windows NT 4.0
<b>ADF</b>	"Y" indicates that automatic-document feeder works.
<b>MFD</b>	Multifunctional device. Most MFD devices have an ADF.
<b>EF</b>	Edge-feed scanner
<b>Color</b>	"Y" indicates that color works.
-	(not an applicable function)

## Specific Scanner Information

Various implementations of the TWAIN software standard have resulted in driver variants that cause differing scanning results. Where particular functions or controls have not performed as expected with Caere's scanner drivers, workaround solutions are noted. Scanners with aberrant behavior when operating with your Caere software are:

### Reversed Effect of Brightness Controls

When using any of the scanners listed below, the software brightness control for both grayscale and color produces a reversed effect. So, to lighten the scan of an image, slide the control toward *Darken*, and vice versa.

- Agfa SnapScan 310
- Fujitsu ScanPartner Jr, 10C, and 600C
- HP AccuPage scanners (all models)
- Microtek Scan Maker E3
- UMAX VistaScan 2.4

### Agfa SnapScan 300 Scanner

Scanning a color image using the ADF does not work with this scanner. Scan color using the flatbed.

### Agfa SnapScan 310 Scanner

If you are using an Agfa SnapScan 310 scanner, see "Reversed Effect of Brightness Controls", on page 6.

### Agfa SnapScan 600 Scanner

When the ADF is installed on an Agfa SnapScan 600 scanner, the scanner will begin scanning and attempt to use its ADF even though you want to use the flatbed. Thus, attempting to scan with the ADF installed but using the flatbed will generate a *No Paper in ADF* error message. Disconnect (unplug) the ADF connector and restart your Caere software.

Your Caere software will, however, operate the ADF properly if it is loaded with paper and called to scan, and the flatbed portion of the scanner will work properly if used alone.

### Brother MFC 7550 MC Scanner

With duplex scanning, the Brother MFC 7550 MC scanner does not deliver a message asking that the pages in the ADF be turned over once one side has been scanned. Turn pages when needed.

## Canon MultiPass C5000 and CFX-L4500IF MFD Scanners

Canon MultiPass scanners do not allow double-sided scanning.

When using the Cannon Multipass Master 2.50 (with Scan Gear 4.0 TWAIN software) with its ADF, and you have the Auto Detect Pages option turned on (available with PageKeeper Standard), and you cancel a scan in progress, you will receive a *Scan Failed* error (operation timed out) message followed by a Scan Gear message.

Cancelling a scan works only when scanning at 75 or 100 dpi in black and white. With all other settings, the pages will stack in the scanner's ADF. Releasing the pages will generate an error message or system GPF.

As a remedy, close your Caere software and MPBackground, then relaunch your Caere application.

## Canon 610P and 260C Scanner and Windows NT and 98

When using a Canon 610P scanner connected to a computer's parallel port, and when operating under Windows 98, the Cancel button has no effect when the scanner is in operation.

Once the Cannon 610P or the 260C scanners begin scanning under the Windows NT operating system, control of the mouse is temporarily lost.

## Canon CanoScan 300 and BJC 4300 Scanners

When scanning legal-size documents with the CanoScan 300 and BJC 4300 Scanners, be sure you have made all software settings for size properly. Unless set correctly, the bottom part of legal-size scans will be lost.

## Epson Scanners

### Windows NT Required Settings

The ADF options are not disabled (grayed out) when an Epson ADF is removed from the scanner. Selecting ADF options will have no effect without the ADF being mounted.

When scanning images with Windows NT, you must enter specific settings in the Epson TWAIN dialog box that correspond to the scanning mode setting you selected in PageKeeper. Otherwise, the quality of the scanned image will be poor.

The Epson TWAIN dialog box appears automatically when you set *Scan Image* in the Image button's drop-down list.

### For a **Black and white** setting:

- 1 Set *Image Type* to *OCR* in the Epson TWAIN dialog box.
- 2 Set *Resolution* to *300* (default is *72*) dpi.
- 3 If available, choose *Text Enhancement Technology/Auto Area Segmentation* and click *OK*.

**For a Grayscale setting:**

- 1 Set *Image Type* to *Black and White Photo* in the Epson TWAIN dialog box.
- 2 Choose *16 Gray* or *256 Gray* for the *Pixel Depth*.
- 3 Set *Resolution* to *300* (default is 72) and click *OK*.

**Auto Area Segmentation and Text Enhancement Technology**

The following scanners support **Epson** Auto Area Segmentation (AAS) and Text Enhancement Technology (TET):

Action Scanner II/GT-8500		TET
ES-1000C		TET
Expressions 636	AAS	TET
GT-5500	AAS	TET

**For Windows 95 and 98:**

The Epson *Auto Area Segmentation* and *Text Enhancement Technology* options will only be displayed if there is a scanner connected that supports the Auto Area Segmentation and Text Enhancement Technology.

The *Auto Area Segmentation* and *Text Enhancement Technology* options appear under your Caere software's *Scanner Settings* tab (choose *Options...* in the Tools menu), along with the other scanning-mode options. Only one option can be selected at a time.

**For Windows NT:**

The Epson *Auto Area Segmentation* and *Text Enhancement Technology* options are only accessible through the TWAIN dialog box when scanning with *Black and white*.

**Epson GT-5500 Scanner**

If you are experiencing problems with repetitive scans when using the Epson GT-5500 scanner when using the *Scan* button, select *Show TWAIN settings before scan* in the Control panel.

If you cancel a scan when using the Epson GT-5500 scanner with the Epson Scan Wizard 2.44 software, a Scanner Not Ready dialog box appears. This is followed by an Illegal Operation warning and then your Caere application stops. This occurs regardless of paper size, color, orientation, or dpi setting.

Press the Ctrl+Alt+Delete keys, end the task, press the *Cancel* button (in your scanner software), and then relaunch your Caere software. Do *not* cancel future scans.

## Fujitsu Scanners

When you are setting up any ISIS Fujitsu scanner, select *Scanner Maximum* (size) pages in the Fujitsu dialog box. When setting up your Caere Software, you can then select any size paper that your Caere software supports.

### Fujitsu ScanPartner 600

The Fujitsu ScanPartner 600 scanner does not prompt you to turn pages over when duplex (double-sided) scanning. You will have to note when one side is finished scanning and turn the pile over.

### Fujitsu ScanPartner Jr, 10C, and 600C

If you are using a Fujitsu ScanPartner Jr, 10C, or 600C scanner, see "Reversed Effect of Brightness Controls", on page 6.

If you cannot scan color images, uninstall the Standall software and reinstall the Caere Scan Manager software. Instructions are contained in your *User's Manual*.

## HP Scanners and Software

The AutoDetect feature (when using PageKeeper Standard) in all HP OfficeJet scanners that use an ADF, does not work for the first sheet of paper. Turn on *AutoDetect*, load the ADF, and click *Scan*. It will automatically detect pages thereafter.

The HP Scanner 300 will not scan a black and white image at 75 or 100 dpi. Scanning at these resolutions results in an HP error message, and disrupts the connection with the scanner. To resume scanning, turn the scanner's power off and then on.

The HP IICx scanner may lose communication with your Caere software and require you to restart your computer when scanning line art landscape or A4 size pages.

The HP OfficeJet Pro 1150c, 1170c, and 1175c do not support legal-size pages.

### HP DeskScan User Interface Software

Once scanning begins while using HP DeskScan software, do not change software settings or minimize windows. If settings are changed or windows altered, an error message appears that states that a scanner error has occurred.

When using PageKeeper Standard, setting and window-size changes may cause scanned documents to display as grayscale images. If this occurs, turn off *Auto Detect*, select page regions, and set the appropriate image type.

### HP ScanJet Source Software

HP ScanJet Source, provided with a Windows 98 CD-ROM, is a data source that provides three different scan modes: 75 color, 150 gray, and 300 dpi line art. If you choose the HP ScanJet Source that Microsoft ships, it is suggested that you select *BW Drawing*.

The selections *BW Photo* and *Color Photo* do not provide sufficient resolution to work with your Caere software.

### **HP Precision Scan User Interface Software**

Under some conditions, HP Precision Scan 1.0 or 1.01 software will cause scanned documents to display as grayscale images. If this occurs, turn off *Auto Detect*, select page regions, and set the appropriate image type.

### **HP ScanJet 4100C and 5100C Scanners**

Using color settings to OCR documents can require large amounts of time. Perform OCR using grayscale or black and white settings.

### **Microtek Scanners**

If you are receiving *Cannot find scanner* error messages or undergoing SCSI checks frequently, your ROM on your SCSI card may need updated software or your SCSI chain may need termination. Visit the Microtek web site, [www.microtek.com](http://www.microtek.com), and examine the PC FTP site for updated software.

### **Mustek Scanners**

If your Mustek scanner stops during scanning and you are unable to use the *Cancel* button, the data-source software you are using may be inadequate. After you have installed any installation patches that came with your scanner, download and install all of the latest upgrade and patching software from the Mustek web site at [www.mustek.com](http://www.mustek.com).

Additionally, to operate properly, Mustek SCSI scanners must be connected to their Mustek-provided SCSI cards. Again, if you are having trouble, download and install the latest upgrade and patching software from the Mustek web site at [www.mustek.com](http://www.mustek.com).

If you are experiencing memory errors after installing any appropriate patches, even with RAM amounts up to 32 MB, you might have to remove the Mustek Watch program from the Windows Startup group.

### **Mustek 1200 SP Pro Scanner**

If you have set your source in Caere's Scan Manager to be the Mustek Paragon 1200 SP Pro and are scanning black and white, altering the page-size setting using the Mustek software interface will not be effective. Select the paper size that you are going to scan by using the your Caere software Options dialog box. Follow the directions given in your *User's Manual*.

## UMAX Scanners

### UMAX Vista-S6E and Vista-S12 Scanners

For the ADF software options to be available (not grayed) with the UMAX Vista-S6E or Vista-S12 scanners, paper has to be in the ADF before launching your Caere software.

### UMAX Astra 300P Scanner

After launching your Caere software, each launch of the UMAX scanner UI requires resetting the resolution. Settings are not saved after one session. When reopened, the UI defaults to 100 dpi for color and grayscale. Therefore, each time you scan, make sure that the UMAX user interface is set for 200 dpi or higher for your Caere software to accept the page. A 300 dpi black and white setting is recommended. Otherwise, the you will receive an *Incorrect TWAIN settings* message and scanning will cease.

For the UMAX Astra 300P scanner, it is recommended to:

- Make sure the UMAX TWAIN interface is visible.
- Turn off the auto area feature in the UMAX interface.
- When scanning grayscale images, set the UMAX interface to 300 dpi before each page. You cannot save this setting.

### UMAX VistaScan 2.4 Software

When using UMAX VistaScan 2.4 software, scanning color, or using a grayscale settings of 16 or 256, you may notice that the brightness settings (under the Options dialog box, Scanner tab) have a reversed effect. To lighten a scan of an image, slide the brightness control toward Darken, and vice versa. See "Reversed Effect of Brightness Controls", on page 6.

Scanning in black and white does not have this trouble.

## Visioneer Scanners with PaperPort

Some scanners save their scanned data to disk first and then transfer it to your Caere software. So, you can scan pages and then drag the page images onto the your Caere software icon on your desktop. The page images will be loaded into your Caere software. See the documentation that came with your scanner.

In some cases when you install your Caere software, it automatically becomes the OCR engine used with Visioneer PaperPort software. This means that OmniPage Pro OCR will be used to convert images to text when you drag them onto text-based application links in PaperPort. However, with some versions of PaperPort, you may have to manually change the OCR engine to OmniPage Pro.

### To make sure OmniPage Pro OCR is used with text-application links in PaperPort:

- 1 Open PaperPort and choose *Link Preferences...* in the Edit menu.  
The PaperPort Preferences dialog box appears.
- 2 Click the icon of any text-based application in the Category scroll list.
- 3 Make sure OmniPage Pro is selected in the OCR Package drop-down list.
- 4 Repeat steps 2 and 3 for other text-based applications.
- 5 Click *OK* to accept the current selections and close the dialog box.

## Solving Scanner Problems

Caere Corporation's web site, [www.caere.com](http://www.caere.com), contains support sections with solutions for known issues regarding Caere software products. You will also find updated scanner information and driver files. Click the *Support* link from our home page.

### Problems connecting to Your Scanner

Try these solutions if you experience a problem between your Caere software and your scanner or if you receive a scanner error message when you launch your Caere software.

- Make sure the scanner is supported by your Caere software and your version of Windows 95, 98, or NT.

A list of tested scanners begins on page page 3. If your scanner is not listed, contact your scanner manufacturer to find out if it is supported, or visit [www.caere.com](http://www.caere.com).

- Make sure the Scan Manager is installed and that you have selected the correct scanner in the Scan Manager control panel.  
See "Setting up Your Scanner" on page 2.
- Make sure you have installed the appropriate scanner driver. See "To change the current TWAIN data source" on page page 16 for more information.
- Make sure your scanner is connected, compatible with your system, and runs with the software provided by the manufacturer *before* you use it with your Caere software.
- Make sure your scanner is connected securely and turned on before you start your computer. Scanner drivers must load at startup.
- Make sure the scanner is not in use by another application.
- Uninstall and then reinstall the Scan Manager.

### Scanner Not Listed in Scan Manager

Try these solutions if your scanner is not listed in the Scan Manager's *Add Scanner Wizard*:

- Install the Generic scanner and set it as your default.
- Check Caere Corporation's web site at [www.caere.com/scanners](http://www.caere.com/scanners) for Scan Manager updates.
- Select (*generic*) in the *Manufacturers* list box and *TWAIN Scanner* in the *Scanners* list box if you are using a TWAIN-compliant scanner. See page "TWAIN Scanners and Software Drivers", on page 15 for more information.

## Unavailable Scan Command

The *Scan* command will not work in the following cases:

- Your scanner is being used by another application. Close all Windows applications and restart your Caere software.
- You did not install the Scan Manager or select an appropriate scanner. See “Setting up Your Scanner” on page 2 for instructions.
- Your scanner is not connected to your computer or is not functioning properly. See “Setting up Your Scanner” on page 2 for more information.
- You use a Visioneer scanner or your scanner is set up to work with Visioneer’s PaperPort software. See “Visioneer Scanners with PaperPort”, on page 11 for more information.
- There is no scanner set to default. Using Scan Manager, set the scanner that you want to use as your default.

## Scanner Message on Launch

The first time you launch your Caere software after installing or changing your current scanner in the Scan Manager, you may get this message: *This scanner’s configuration is set using the system-level driver.* If it asks for no more information, click *OK* in the dialog box. You may also have the option to select the following:

- SCSI ID or scanner configuration information  
Consult your scanner documentation for the correct information.
- Page size information  
Enter the largest page size that your scanner supports.

## System Crash Occurs While Scanning

Try these solutions if a crash occurs during a scan:

- Sometimes error messages and dialog boxes appear behind other applications. If your system seems to have crashed, try pressing the Alt+Tab key combination or minimizing all Windows applications to locate and dismiss the message.
- Turn your computer off. Turn your scanner off and on again to return the scanner to its default state. Then restart your computer.
- Check your scanner setup. See “Setting up Your Scanner” on page 2 for more information.
- Check the *TWAIN Scanner Settings* tab in the Scan Manager control panel by clicking *Properties*.
- Check with the scanner manufacturer (or refer to the manufacturer’s web site) to make sure you have the appropriate driver for your scanner.
- Resolve low memory problems. See “Low Memory Problems” in the *User’s Manual* for more information.

- Resolve low disk space problems. See “Low Disk Space” in the *User’s Manual* for more information.
- Check Caere Corporation’s web site, [www.caere.com/scanners](http://www.caere.com/scanners), for Scan Manager updates.

## General Scanning Tips

OCR results will be poor if an image is not scanned properly. Remember the following tips when you scan:

- Take the color and quality of your document into account when scanning. High-quality documents return better recognition results than low-quality documents. Shaded, colored, or low-quality documents may result in poor recognition accuracy unless adjustments are made before scanning.

Always try to scan an original document instead of a photocopy.

- Make sure the page is properly aligned in the scanner.
- Check the glass, mirrors, and lenses on your scanner for dust, smudges, or scratches. Clean if necessary.
- Make sure the proper settings are selected in the *Scanner* section of the Options dialog box before scanning.

See “Scanner Settings” in your *User’s Manual* for more information.

## Software Drivers for Scanners

### Scanner Drivers Supplied by the Manufacturer

Many scanners are shipped with one or more *scanner drivers*. This is software that allows your computer to communicate with your scanner. Some scanners do not require drivers and other scanners require more than one driver.

Refer to your scanner documentation for information about installing any required scanner drivers. Make sure that your scanner and scanner drivers are properly installed and configured before installing your Caere software. Make sure that you have installed the appropriate scanner drivers supplied by the manufacturer.

### Scanner Drivers Supplied by Caere

Your Caere software was shipped with special scanner drivers that allow it to communicate with all supported scanners. These scanner driver files are installed on your computer when you install the Scan Manager and work in conjunction with the drivers from your scanner manufacturer.

So, to use your scanner, you must have selected the appropriate scanner in the Scan Manager during installation. See “Setting up Your Scanner” on page 2 for more information. If you want to change your scanner to another model, see “To change your scanner selection in the Scan Manager:”, on page 3.

## TWAIN Scanners and Software Drivers

TWAIN specifies the routines for sending images from a data source (which produces images) to an application (which uses the images). Scanners that are controlled by TWAIN-compliant drivers also let you scan material from *within* many Windows applications. TWAIN-compliant applications can access a TWAIN-compliant scanner without having to be specifically compatible.



Make sure that you have installed the TWAIN software that came with your scanner *before* setting up TWAIN with your Caere software. Do not run other TWAIN-compliant applications while using or installing a TWAIN scanner with your Caere software.

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### To select a TWAIN-compliant scanner:

- 1 Exit your Caere application if it is running.
- 2 Click *Start* in the Windows taskbar and choose *Settings* ▶ *Control Panel*.
- 3 Double-click the *Caere Scan Manager 4.0* icon.
- 4 Double-click the *Add Scanner* icon.
- 5 Select (*generic*) in the Manufacturers list box and TWAIN scanner in the Scanner list box.
- 6 Click *Next*.
- 7 Select *Yes* to make the TWAIN scanner the default for Caere applications.
- 8 Click *Next*.
- 9 Select a data source for your TWAIN scanner.
- 10 Click *Next* and *Finish*.
- 11 Click *Close* to close the Scan Manager.
- 12 Try scanning with your Caere software again.  
Depending upon the results, you may need to change the settings in the *Change TWAIN Data Source* and *TWAIN Scanner Settings* tabs.  
The *TWAIN Data Source* tab allows you to set and change the data source that is used with your TWAIN scanner.  
The *TWAIN Scanner Settings* tab allows you to set and change the parameters that affect the behavior of the TWAIN data source and how it interacts with your Caere software.



The installation of scanner software often includes *two* TWAIN data sources. If the first one causes problems, select the other.

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**To change the current TWAIN data source:**

- 1 Exit your Caere application if it is running.
- 2 Click *Start* in the Windows taskbar and choose *Settings* ▶ *Control Panel*.
- 3 Double-click the *Caere Scan Manager 4.0* icon.
- 4 Double-click the icon for your TWAIN scanner.
- 5 Click the *Change TWAIN Data Source* tab.
- 6 Select a TWAIN data source from the *Available Data Sources* list box and click *Set as Current Data Source*.
- 7 Click *OK*.
- 8 Close Scan Manager.



Perform a 300 dpi scan of an 8.5 x 11-inch, line-art page using the TWAIN software that came with your scanner. If the scan is successful, you should be able to use your Caere software with the same driver and settings.

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**To change the TWAIN scanner settings:**

- 1 Exit your Caere application if it is running.
- 2 Click *Start* in the Windows taskbar and choose *Settings* ▶ *Control Panel*.
- 3 Double-click the *Caere Scan Manager 4.0* icon.
- 4 Double-click the icon for your TWAIN scanner.
- 5 Click the *TWAIN Scanner Settings* tab and select the desired settings.
- 6 Click *OK*.
- 7 Close the Scan Manager.
- 8 Try scanning with your Caere software again.

If the procedure above has not solved your scanner problems, you may need a newer or different version of the TWAIN-driver software for your particular model of scanner. Contact your scanner manufacturer or visit their web site for information on obtaining the appropriate TWAIN-driver software.

Web site addresses for scanner manufacturers appear on page 17.

## Downloading Scanner Software

If you are having compatibility difficulties with your scanner, *and* your scanner worked correctly before, *and* you have tried selecting the default TWAIN-scanner driver using Scan Manager, you probably need a new, updated software driver or source for your scanner to work with your Caere software.

Most scanner manufacturers maintain web sites. The following list contains various scanner manufacturer web addresses where you can find product information, scanning tips, BBS numbers, software patches, and updates. Visit their support or service-site pages. From their pages you can download and install new software to correct your compatibility issues.

<b>Agfa</b>	<a href="http://www.agfahome.com">www.agfahome.com</a>
<b>Bell &amp; Howell</b>	<a href="http://www.bellhowell.com">www.bellhowell.com</a>
<b>Brother</b>	<a href="http://www.brother.com">www.brother.com</a>
<b>Canon</b>	<a href="http://www.ccsi.canon.com">www.ccsi.canon.com</a>
<b>Compaq</b>	<a href="http://www.compaq.com">www.compaq.com</a>
<b>Epson</b>	<a href="http://www.epson.com">www.epson.com</a>
<b>Fujitsu</b>	<a href="http://www.fujitsu.com">www.fujitsu.com</a>
<b>Hewlett-Packard</b>	<a href="http://www.hp.com">www.hp.com</a>
<b>Howtek</b>	<a href="http://www.howtek.com">www.howtek.com</a>
<b>InfoProducts</b>	<a href="http://www.infoconnection.com">www.infoconnection.com</a>
<b>Kodak</b>	<a href="http://www.kodak.com">www.kodak.com</a>
<b>Logitech</b>	<a href="http://www.logitech.com">www.logitech.com</a>
<b>Microtek</b>	<a href="http://www.mteklab.com">www.mteklab.com</a>
<b>Mustek</b>	<a href="http://www.mustek.com">www.mustek.com</a>
<b>Nikon</b>	<a href="http://www.klt.co.jp/nikon">www.klt.co.jp/nikon</a>
<b>Okidata</b>	<a href="http://www.okidata.com">www.okidata.com</a>
<b>Panasonic</b>	<a href="http://www.panasonic.com">www.panasonic.com</a>
<b>Relisys</b>	<a href="http://www.relisys.com">www.relisys.com</a>
<b>Ricoh</b>	<a href="http://www.ricohcorp.com">www.ricohcorp.com</a>
<b>SONY</b>	<a href="http://www.sony.com">www.sony.com</a>
<b>Storm</b>	<a href="http://www.avantgarde.com/clienidx.htm">www.avantgarde.com/clienidx.htm</a>
<b>UMAX</b>	<a href="http://www.umax.com">www.umax.com</a>
<b>Visioneer</b>	<a href="http://www.visioneer.com">www.visioneer.com</a>

You can also visit the Caere web site, [www.caere.com](http://www.caere.com), for direct links to the web sites listed above. Remember that web pages move locations occasionally, so the addresses listed may have changed. Many scanner manufacturers also maintain a BBS (bulletin board service) and ftp (file transfer) sites on America Online and CompuServe. Refer to your scanner documentation for information on how to access them.

**Caere Scan Manager, Version 4**  
**Scanner Setup Notes**  
800-1290-030A

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