# General Scanning FAQs

**How do I recalibrate my scanner?**
Occasionally, it may become necessary to re-calibrate your scanner. To do this, open your primary scanning application and initiate a scan. This will open the scanner's TWAIN interface window. Depending on your scanner model, there may be a tab at the top of this window called CUSTOM SETTINGS. Click on this tab and you will see a button labeled CALIBRATE. Click on the CALIBRATE button and follow the screen prompts to recalibrate your scanner.

**Cleaning?**  You can also use these same instructions to clean your scanner.  Follow the prompts.

**What is the purpose of scanner calibration?**
The process of ensuring accurate reproduction of color for images. Full color calibration is really a two-step process: calibrating your input device, such as a scanner; and calibrating your output device, such as a printer or monitor. By calibrating input and output devices correctly, color is accurately captured by your scanner and is reproduced faithfully on your monitor or printer as well.   Please see your monitor or printer manufacturer for information on calibrating these devices.

**How often should I calibrate my scanner?**
For an average user, we recommend calibrating your scanner about every three months. For heavy users, once a month may be necessary. Generally, the best indicator of a needed calibration will be when your scanned documents show a grayish or hazy discoloration. Dark or black streaks on your scans are a good indication that your scanner may need cleaning. Please use the cleaning sheets supplied with your scanner.

**How often should I clean my scanner?**
For an average user, we recommend cleaning your scanner about every three months. For heavy users, once a month or even more frequently may be necessary. Generally, the best indicator of a needed cleaning will be the appearance of any black streaks that show up on your scanned document. We recommend recalibrating your scanner first. If this does not improve the quality of your scans, then clean your scanner using the supplied cleaning sheets and an approved cleaning solution.

**How many times can I use my cleaning and calibration sheets?**
Calibration sheets may be reused indefinitely until damaged or lost.

# Page 2

**How often should I clean and calibrate my scanner?**
For optimal image quality, we recommend scanners be cleaned and calibrated once every month. Regular cleaning will prevent build up of materials (e.g. dust, label adhesive, inks, oils, etc.) on the image sensor which could deteriorate scan quality. Regular calibration ensures the scanner image sensor is optimized.

**How do I calibrate or clean my scanner when using 3rd party software?**
STEP 1. Go to your Control Panel
STEP 2. Select Scanners and Cameras
STEP 3. Right click on your scanner - select Properties
STEP 4. Click on the Advanced tab to access the CLEAN & CALIBRATE buttons.

**When should I replace my cleaning sheet?**
Cleaning sheets should be discarded and replaced when they get dirty and/or do not seem to have the same usage improvement effect.

**How can I check if my scanner drivers are installed properly or my hardware is functioning properly?**
For Windows XP, go to Device Manger by right clicking on My Computer and then Selecting Device Manager. For Windows Vista or Windows 7, go to Start --> Control Panel --> System --> Device Manager Click on the Plus icon next to Imaging Devices.  Right click on your scanner and go to Properties. Click the Driver tab and click on Driver Details. If there are no imaging devices confirm that it is not located Unknown devices or Other devices. If the scanner is located in Unknown devices or Other devices or has a yellow exclamation point next to the scanner under Imaging devices please contact technical support at 214-550-5995, option 2.  There should be multiple drivers listed in this inventory.

**What should I do if I get a USB not powered error?**
First, make sure that your USB cables add up to a length of no more then 10ft. If applicable, try plugging directly into the computer instead of a hub. In addition, try switching USB ports. If none of these actions resolve the problem, please contact technical support at 214-550-5995, option 2.

**What should I do if I get the cannot create file error?**
In most situations this is a user rights issue. Make sure that the user has both read and write access to create files in the location to which you are trying to save the scans. To determine if this is the cause of

# Page 3

the error, change the destination of the scan to your desktop. If this change eliminates the error message then you will need to have an administrator adjust the destination folder settings so that the user has both read and write rights to that folder. If this doesn't work please contact technical support at 214-550-5995, option 2.

**What do I do if I get an error when opening data source?**
STEP 1. Make sure the correct scanner is selected in Select Source field.
STEP 2. Next try a scan; if this doesn't work move on to Step 3
STEP 3. Go to Control Panel
STEP 4. Select Systems
STEP 5. Select the Hardware tab
STEP 6. Click the Device Manager button
STEP 7. Select Imaging Devices and right click on the scanner and see if the driver is installed properly. If the scanner is not there or has an error message next to it, please uninstall completely. If there is no error please contact technical support at 214-550-5995, option 2.
STEP 8. Reinstall scanner after uninstalling it completely and try to scan again
STEP 9. If this doesn't work please contact technical support at 214-550-5995, option 2.

**What do I do if I get the message please insert item to be scanned after the item to be scanned has already been inserted?**
First, make sure that the item being scanned is touching the image sensor. Scanners use different types of image sensors. The mechanical image sensors look like a little switch at the front of the scanner. The optical image sensors look like an LED light that doesn't light up. If the image sensor is being touched by the item and you still receive the message to insert the item to be scanned please contact technical support at 214-550-5995, option 2.

**What should I do if I get a Load dll. failure?**
STEP 1. Make sure the correct scanner is selected in Select Source field
STEP 2. Now try and scan. If that doesn't work try Step 3
STEP 3. Go to Control Panel
STEP 4. Select System
STEP 5. Select the Hardware tab (If you are using Windows 7 or Vista you may skip this step)
STEP 6. Click the Device Manager button

STEP 7. Select Imaging Devices and right click on the scanner and see if the driver is installed properly. If the scanner is not there or has an error message next to it, please uninstall completely. If there is no error please contact technical support at 214-550-5995, option 2.
STEP 8. Reinstall scanner after uninstalling it completely and try to scan again
STEP 9. If this doesn't work please contact technical support at 214-550-5995, option 2.

**I get the following error message when I try to run scanning software: "The application failed to initialize properly (0xc0000135)"?**
You need to download and install Microsoft .net 2.0 framework (ScanSharp™ 4 and before ONLY).

**I have installed the scanner on my computer but I cant get it to work?**
You should always reboot your computer after final installation. Before scanning you should first select the scanner source and then calibrate the unit before scanning.

**How do I uninstall my scanner?**
STEP 1. Go to your control panel
STEP 2. Select System
STEP 3. Select Hardware tab (Skip this step if you are running Vista or Windows 7)
STEP 4. Click the Device Manager button
STEP 5. Select Imaging Devices then right click on the scanner and hit uninstall
STEP 6. Next, reinsert your scanner driver disk
STEP 7. Click on Install Driver
STEP 8. When it gives you the option to Modify, Repair or Remove, select Remove and follow the onscreen steps This will completely remove the scanner from your computer.

**I plugged the scanner into my computer but the scanner is not detected?**
Make sure the USB cable is fully connected to the scanner and your computer. You may want to try inserting the USB cable into another USB port on your computer.

**Can I order more calibration & cleaning kits?**
Yes. You may order them online or call our sales department at 800.291.1471.

# Page 5

**Can I order more photo sleeves?**
Yes. Please call our sales department at 800.291.1471 or order on-line at www.inuvio.com.

**How long does it take to scan a typical document?**
The scan speed will vary based on the physical size of the document, DPI (resolution) setting, your scanner type and other factors. Please refer to the product specification page of the scanner you are interested in for more detailed information.

**What types of computers will your scanners work with?**
Scanners will work with desktop, laptops, and netbooks. In fact most any computer that has USB port and a CD-ROM drive will work with our scanners.

**Will the scanner handle thicker sheets of paper?**
Yes. Our scanners will scan heavy weight paper up to 90 lb bond.

**I scanned a document with wet Liquid Paper. What should I do?**
It is important to avoid scanning documents with wet liquid paper as this may damage your scanner. If you do happen to scan a document with wet liquid paper on it you will need to immediately clean your scanner 3 or 4 times. If after this cleaning you are getting black streaks please contact technical support at 214-550-5995, option 2.

**What can I do with the button on my scanner?**
This button may be used to launch an imaging application. To activate the quick button:

Windows Vista
Go to Start >> Control Panel >> Scanners and Cameras, then click your scanner once to highlight it. Click the Properties button then select the "Events" tab. This will allow you to select the program you want the quick button to open.

Windows 7
Go to Start >> Control Panel >> Devices and Printers. Right-click your scanner and select "Scan Properties" from the list. Go to the "Events" tab. This will allow you to select the program you want the quick button to open.

Windows XP
Go to Start >> Control Panel >> Scanners and Cameras. Right-click your scanner and select "Properties" from the list. Go to the "Events" tab. Allows you to select program you want the quick button to open.

**Can I use your scanners in a Citrix or Remote Desktop Protocol (RDP) environment?**
Yes, any TWAIN scanner can be used in a Citrix environment. Be aware that if you are using Windows XP make sure you have Service Pack 3 installed and install the appropriate driver on the client hardware connected to the scanner. Please refer to this article on the Citrix support site if you need further information.

**I installed the Scanner Driver. How do I scan?**
You must install scanning software. Our scanners come with basic scanning software. Follow the Quick Start Guide that came with your scanner to install the software.

**I installed the Scanning Software. How do I scan?**
Make sure the hardware (scanner) driver is installed:

For Windows XP, go to Device Manger by right clicking on My Computer and then Selecting Device Manager. For Windows Vista or Windows 7, go to Start --> Control Panel --> System --> Device Manager Click on the Plus icon next to Imaging Devices. Right click on your scanner and go to Properties. Click the Driver tab and click on Driver Details. If there are no imaging devices confirm that it is not located Unknown devices or Other devices. If the scanner is located in Unknown devices or Other devices or has a yellow exclamation point next to the scanner under Imaging devices please contact technical support at 214-550-5995, option 2. There should be multiple drivers listed in this inventory. Once you confirm the driver is installed, you should be able to use the scanning software.

**I am trying to scan an item but the top of it keeps getting cut off?**
The scanner prefeed option is set for too long of a distance. Follow the steps below to adjust the prefeed: Click Start >> Control Panel >> Scanners and Cameras (XP & Vista) or Devices and Printers (Windows 7). Click on TravelScan Pro then click the Properties button. Go to the "Advanced" tab in Properties and there will be a setting labeled "Distance" you can adjust with a slider bar. Move the slider bar almost all the way to the left, towards Short. This will adjust the prefeed so your scanner doesn't pull the item in too far.

**My scans have a black background. Can I change the black background to white?**
Given that the internal rollers within sheet-fed scanners are black, it is not possible to change the background color to white in the resulting image output. We suggest that you select the scan size closest to the item you are scanning to minimize the black space.

**What should I do if I get black or white lines on my scan?**
The first thing you should do is to recalibrate your scanner. After that you should clean your scanner using the provided cleaning sheet by first spraying 3 sprays of a cleaning solvent on the cleaning sheet and then running the cleaning setting on your scanner. If this doesn't resolve the problem, please contact technical support at 214-550-5995, option 2.

**What should I do if there is one thick dark line and one thin dark line on my scan?**
This error is caused by inserting the calibration paper sideways. Turn the calibration paper so that all the arrows point into the scanner and recalibrate.

**I can scan with the scanner but the image output is totally black?**
You will need to calibrate the scanner with the calibration sheet that came with the scanner. If your calibration sheet comes with black horizontal bars then they must face down when calibrating.

**I am trying to scan business cards, but the tops of the cards keep getting cut off?**
The scanner prefeed option is set for too long of a distance. Follow the steps below to adjust the prefeed: 1. Click Start -> Control Panel -> Scanners and Cameras (XP&Vista) or Devices and Printers (Windows 7). Click on TravelScan Pro then click the Properties button.

2. Go to the Advanced tab in Properties and there will be a setting labeled "Distance" you can adjust with a slider bar. Move the slider bar almost all the way to the left, towards Short. This will adjust the prefeed so your scanner doesn't pull the cards in too far.

**How do I obtain service on my scanner?**
Please contact technical support at 214-550-5995, option 2 for a return authorization number.

**What is the warranty on my scanner?**
Your scanner comes with a INDUSTRY-LEADING 18-month parts and labor limited warranty.

# Page 8

**I lost my RMA number. What should I do?**
Please contact customer service at 214-550-5995 and they will provide you with your RMA number.

**Where do I send my scanner for repairs?**
1100 Jupiter Road, Suite 170
Plano, TX  75074
*Please follow the directions in the email sent to you for labeling your return with an RMA number.

**More than 30 days have passed since I received my RMA number. Can I still send in my product for return/replacement?**
You can send your scanner, but your RMA number has expired. Before sending in your scanner, you must contact Customer Service at 214-550-5995 and obtain a replacement RMA number

**How can I tell if my operating system (OS) is 32 or 64 bit?**
Click the Start button then click Control Panel. If you are using XP or Vista make sure the control panel is in Classic view. Click on the System icon. Look in the System section. It will be listed as System Type. Please note that if you are using XP and the words 64-bit are not listed on the page, you have a 32-bit OS.

**Where can I find system requirements for my scanner?**
Visit the Products page of our web site, www.inuvio.com, and click on the System Requirements document PDF link under the appropriate product.

**What if I didn't see my question here?**
Call customer support at 214-550-5995 or email support@inuvio.com.

**How long is your warranty?**
We offer an industry-leading 24-Month warranty, maintenance and support on hardware and software!

**Why should I buy hardware and software from INUVIO and not someone else?**
Because we offer BETTER product at a BETTER price and with BETTER service.  Not one beats INUVIO!

Thank you for your business!