



Visioneer®
Strobe 500 Scanner
User's Guide



visioneer



for Windows

Visioneer Strobe 500 Scanner User's Guide

FOR WINDOWS

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment has been certified to comply with the limits for a class B computing device, pursuant to FCC Rules. In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

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Welcome

Your new Visioneer Strobe 500 scanner can quickly scan single-sided or double-sided stacks documents, and place their images on your computer. The Strobe 500 scanner can be removed from the docking station and taken on the road for mobile scanning.

WHAT'S IN THE BOX

Before proceeding, check the contents of the box. If items are missing or damaged, contact the dealer where you purchased the scanner.



Visioneer Strobe 500 Scanner



Docking Station
(Optional)



Replacement ADF Pad

Power Cord



Power Supply



USB Cable



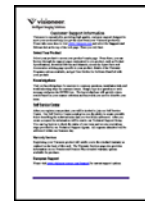
USB Power Cord



Installation Discs (2)

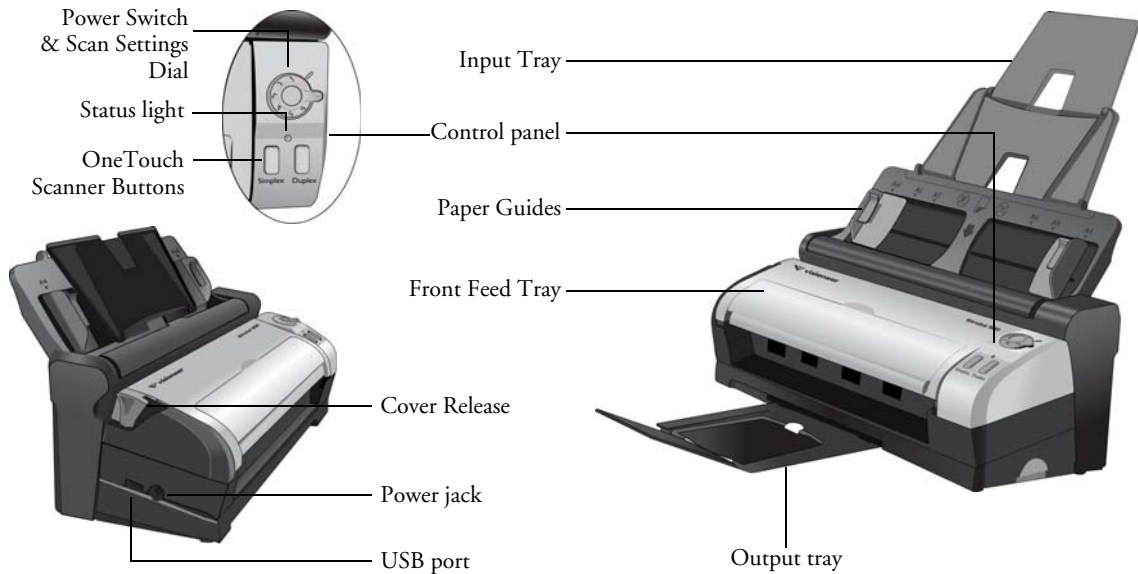


Quick Install Guide



Technical Support
Card

THE VISIONEER STROBE 500 SCANNER



Input tray—Holds a stack of documents in the scanner. Unfolds to support various paper lengths.

Control panel—Scanning controls.

Power Switch & Scan Settings Dial—Turn the dial to the right to turn on the scanner power. Numbers 1-6 represent the 6 OneTouch scan settings.

Status Light—Shows the scanner's current status.

OneTouch Scanner Buttons—Press the Simplex or Duplex button to initiate scanning using the scan settings for the current dial number.

Paper Guides—Adjusts to fit document width.

Cover release—Opens the cover on the scanner.

Front Feed tray—Open to feed items through the front of the scanner.

Output tray—Holds documents after being scanned.

Power jack—Connects the power cord to the scanner.

Universal Serial Bus (USB) port—Connects the scanner to the computer.

SYSTEM REQUIREMENTS

IBM-compatible Pentium 4 PC, or AMD equivalent with:

- A CD-ROM drive
- An available Universal Serial Bus (USB) port
- Microsoft® Windows® operating system: Windows 2000 (Service Pack 4), Windows XP (Service Pack 1 and 2), Windows Vista, or Windows 7
The scanner is compatible with Service Pack 3 for Windows XP and Service Pack 1 for Windows Vista.
- *Windows 2000 and XP*: Minimum of 512 megabytes (MB) of internal memory (RAM)
Windows Vista and 7: Minimum of 1 gigabyte (GB) of internal memory (RAM)
- 350 MB minimum of free hard disk space

A VGA or SVGA Monitor

The recommended settings for your monitor are:

- Color quality of 16-bit or 32-bit
- Resolution set to at least 800 x 600 pixels

Refer to your Windows documentation for instructions on setting the color quality and resolution for the monitor.

DOCUMENTATION

The following documentation is provided with your scanner:

- Quick Install Guide—Abbreviated installation instructions.
- Scanner User's Guide—On the Installation Disc 1; contains detailed installation, scanning, configuration, and maintenance information.
- Mini-Guides—On the Installation Disc 1; contains detailed instructions on using the OneTouch OmniPage module, OneTouch VRS module, and the SharePoint destination link.
- Scanner Readme—On the Installation Disc 1; contains the latest information about your scanner and software installation.
- PaperPort User's Guide—On the Installation Disc 1; contains detailed feature and configuration information for the PaperPort software.
- BizCard User's Guide—On the Installation Disc 1; contains detailed feature and configuration information for the BizCard software.
- OmniPage User's Guide—On the Installation Disc 2; contains detailed feature and configuration information for the OmniPage software.
- Online Help—For the scanner configuration, TWAIN and WIA interfaces.

Installation

Installation is a quick, three-step process:

1. Unpack and Assemble the scanner
2. Install the software and Connect the scanner
3. Register the scanner

BEFORE YOU BEGIN

Please make sure of the following before you begin installation:

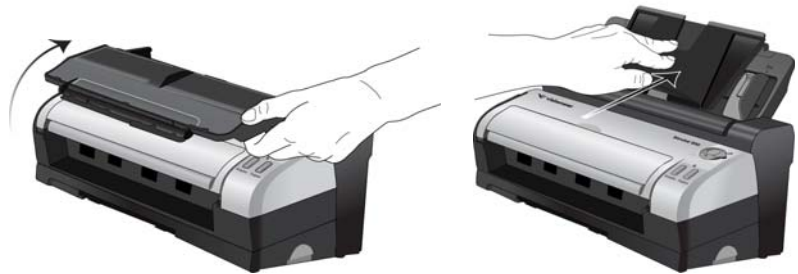
- Do not plug in the USB cable until after you install the software. Complete the installation steps in the order described in this guide.
- If you are prompted to reboot the computer during installation, please select the option to restart the computer later. Finish installing the rest of the software, then close all open windows and reboot the computer.
- If your computer has AntiVirus or AntiSpyware software running, you may see messages during installation asking you to allow the installation to proceed. The messages will differ based on the software your computer is running, but in each case allow the installation to proceed. Alternatively, you can turn off the AntiVirus or AntiSpyware software before installing your scanner. But if you do, make sure to turn it back on again when installation is finished.
- If you already have a scanner connected to your computer, you may need to remove its driver programs first before beginning the installation of your Visioneer Strobe 500 scanner. Please see the User's Guide that you received with your other scanner for specific instructions.

- If your computer is running Windows version Vista or later, you may see the Windows User Account Control screen asking you to confirm system changes. Click the Continue button to allow the installation to proceed.

STEP 1: UNPACK AND ASSEMBLE THE SCANNER

1. Remove the scanner from its protective foam and plastic bag.
2. Remove the tape and protective foam strips from the scanner body and input tray.
3. Lift the paper guide up from the scanner body. Push the tray back until it clicks in place.

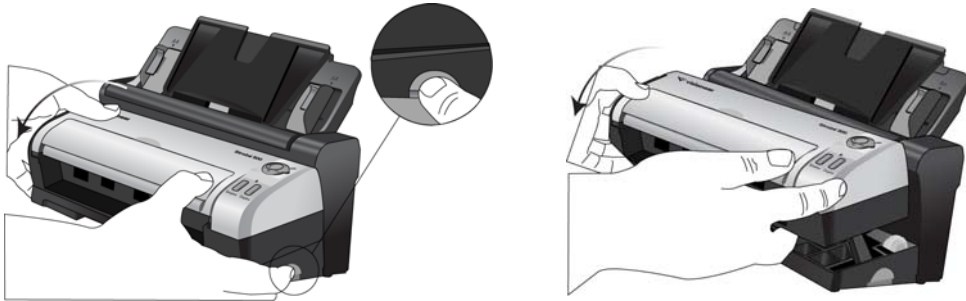
If the tray isn't fully seated in position, paper feeding from the input tray may jam in the scanner.



4. Pull the scanner cover release to open the scanner. Remove the foam strip from the inside of the scanner. Close the cover when you are done.



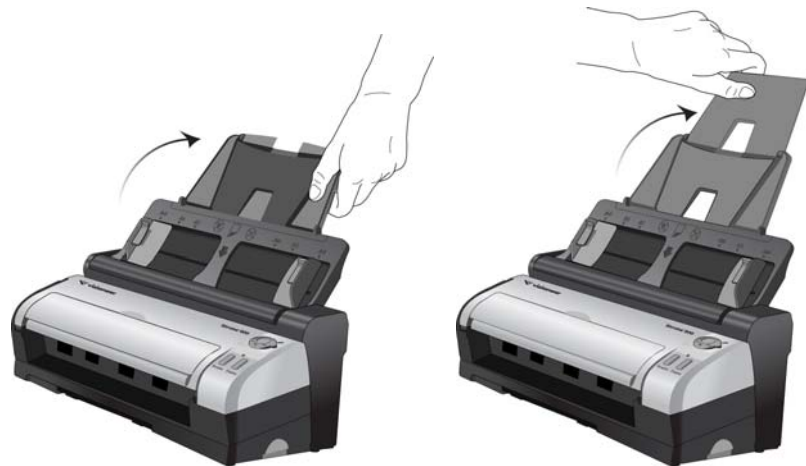
5. Detach the scanner body from the docking station and remove the foam strip from the docking station.
 1. Press and hold the release button on the side of the docking station.
 2. Tilt the scanner body towards the front and lift the scanner out of the Docking Station.



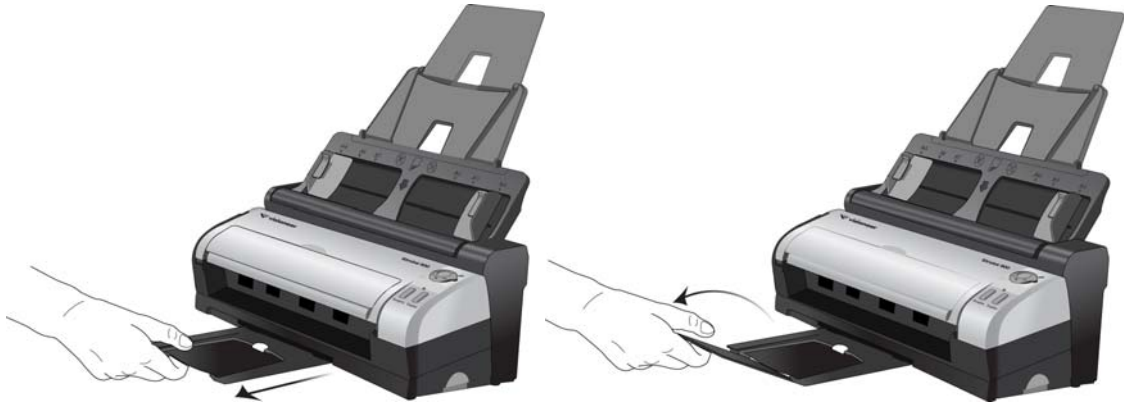
3. Remove the tape and foam strip from the docking station.
 4. Place the scanner body back on the docking station.

Detailed instructions for detaching and attaching the scanner are on page 27.

6. Unfold the Input Tray and Extension from the paper guide.



7. Pull the output tray away from the bottom of the Docking Station, then flip open the output tray extension.



STEP 2: INSTALL THE SOFTWARE AND CONNECT THE SCANNER

To install the software:

1. Start Microsoft Windows and make sure no other applications are running.
2. Insert the Installation **Disc 1** into your computer's CD-ROM drive.



The Installation Disc main menu automatically opens.

Note: If the disc does not automatically start, check the following:

- Make sure the disc drive's door is completely shut.
- Make sure the disc was inserted in the drive in the proper direction (label side up).

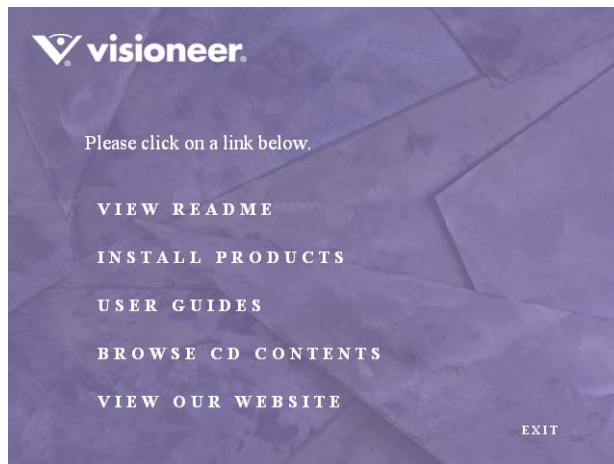
To launch the Installation Disc manually:

- Open the Windows option for your computer's disk drives.
- Double-click the icon for your CD-ROM drive.
- The Installation menu for the disc should now open.

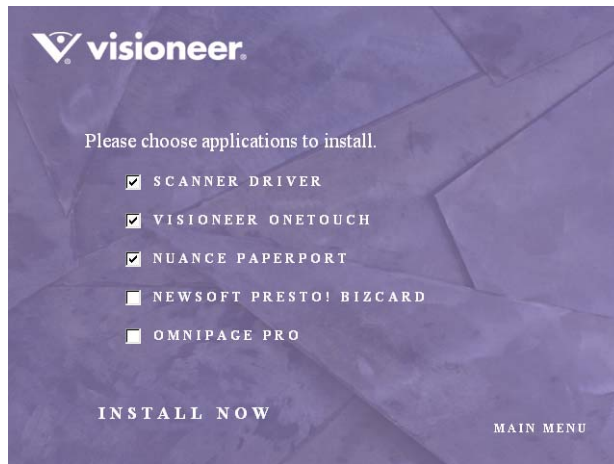
If the menu does not open:

- From the list of files on the disc, double-click the file named START32.EXE.
-

3. On the Main Menu, select **Install Products**.



4. Make sure the boxes for **Scanner Driver**, **Visioneer OneTouch**, and **Nuance PaperPort®** are checked.



5. Click **Install Now**.

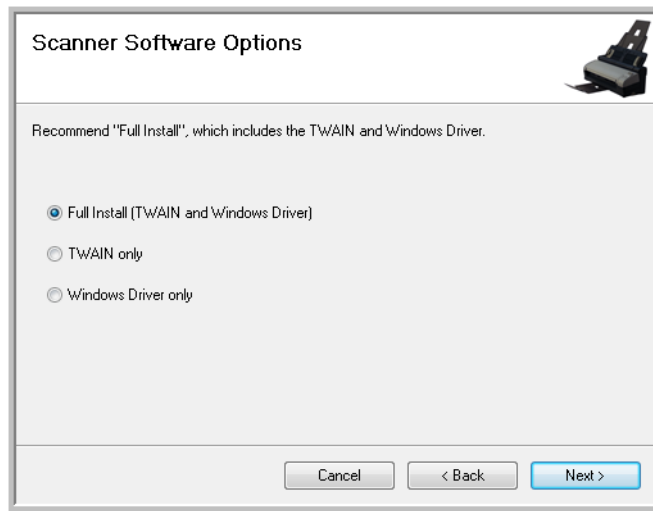
INSTALLING THE SCANNER DRIVER

The scanner driver installation will start first.

1. The Welcome to the Scanner Driver Setup Wizard opens.
2. Click **Next**.
3. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree**, and click **Next**.

If you choose not to accept the license agreement, the installation will terminate and the scanner driver will not be installed.

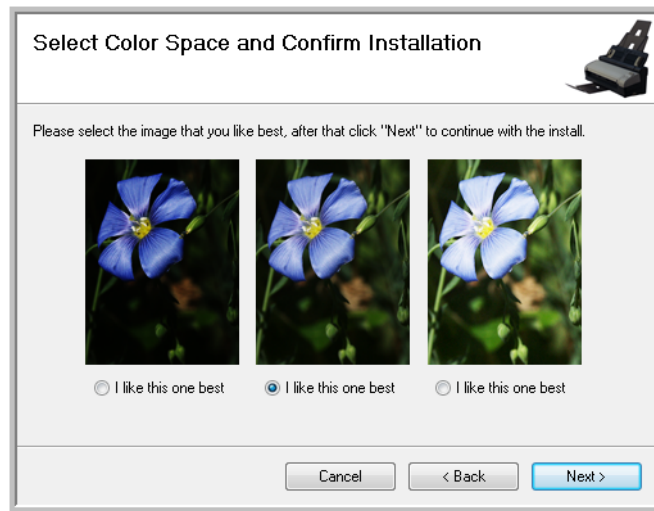
4. The next window lists the choices of the drivers that you can install for your scanner.



5. Select the option you want. Click **Next**.
- **Full Install (TWAIN and Windows Driver)**—This is the **recommended** installation. It installs all of the scanner drivers.
 - **TWAIN only**—The TWAIN driver is installed and you can scan from TWAIN scanning applications, and from OneTouch when the application is installed.
 - **Windows Driver only**—The Windows Driver is installed and you can scan from OneTouch only when the application is installed.

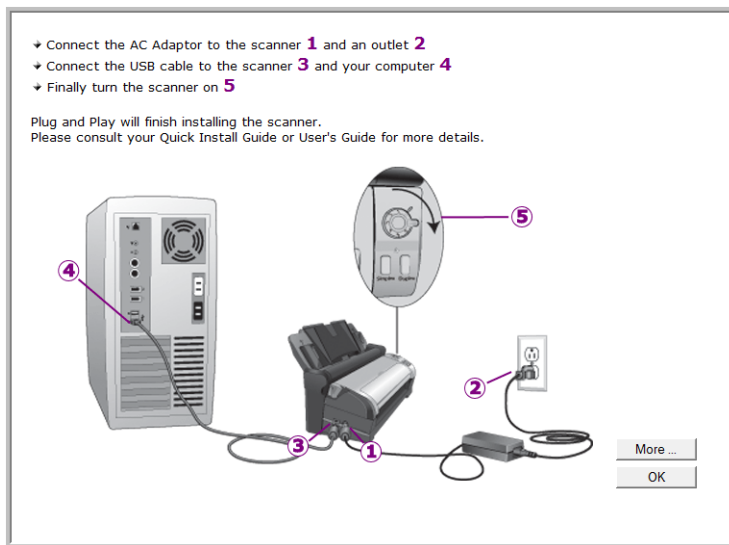
Note: If you are using Windows version XP or later, the Microsoft Windows Image Acquisition (WIA) driver is always installed regardless of your selection in this window, and you can scan using the WIA interface from scanning applications that access this driver.

6. A window opens with image quality samples asking you to select an image for your Color Space setting. Select the option that looks best to you and click **Next**.



This sets a default gamma value for scans and can be changed later on.

7. **STOP** when you see the “Complete the installation by connecting your hardware” window. Do **NOT** click **OK** yet. Leave the window open and proceed to the next section.



NOTE: If you do not see this on-screen diagram for connecting the scanner, stop and follow the instructions below.

CONNECT THE SCANNER POWER CORD

You can power the scanner through the standard power cord to a wall outlet, or use the USB power cord to power the scanner through a USB port on the computer.

Please note that if you choose to power the scanner through a USB port, the scanner will scan slower than the speeds listed in the scanner specification table on page 108.

To Connect the Scanner Power to the Wall:

1. Plug the power supply into the power jack on the scanner.



Note: Only use the power supply included with your scanner (Model: HEG42-240100-7L made by HiTron). Connecting any other type of power supply may damage your scanner, and will void its warranty.

2. Plug the power cord into the power supply and into a wall outlet.



To Connect the Scanner Power to the Computer:

1. Plug the round end of the USB power cord into the power jack on the scanner.
2. Plug the flat end of the USB power cord into an available USB port on the back of the computer.

We do not recommend using a USB hub to power the scanner.



Note: Only use the USB power cable included with your scanner (DA-24C24 Made by ADP). Connecting any other type of USB power cable may damage your scanner, and will void its warranty. If you do not have your USB power cable, you can order a new one by contacting our Customer Service department. Please refer to the Technical Support Card, included with your scanner, for our company contact information, or visit the Parts & Accessories page for your scanner at www.visioneer.com.

CONNECT THE USB CABLE AND TURN ON THE POWER

The Visioneer Strobe 500 scanner connects to any available USB port. Check your computer's manual for USB port locations.

1. Remove any protective tape from the USB cable.
2. Plug the USB cable into the USB port on the scanner then into a USB port on the computer.

If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into the connection.

3. Turn the control dial to the right to turn on the scanner.



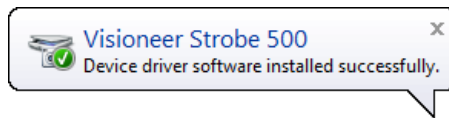
The status light comes on and flashes indicating that the scanner is receiving power.

If you are using Windows version XP or later, and have plugged the USB cable into a USB 1.1 port, an information bubble may open explaining that "A HI-SPEED USB device is plugged into a non-HI-

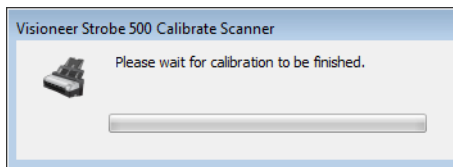
SPEED USB hub”. Plug the USB cable into a USB 2.0 port (if available) or just disregard the message. If you leave it plugged into the USB 1.1 port, your scanner may scan a bit slower.

Your computer then recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software to run the scanner.

If your computer is running Windows version XP or later, you will see a message similar to the following.

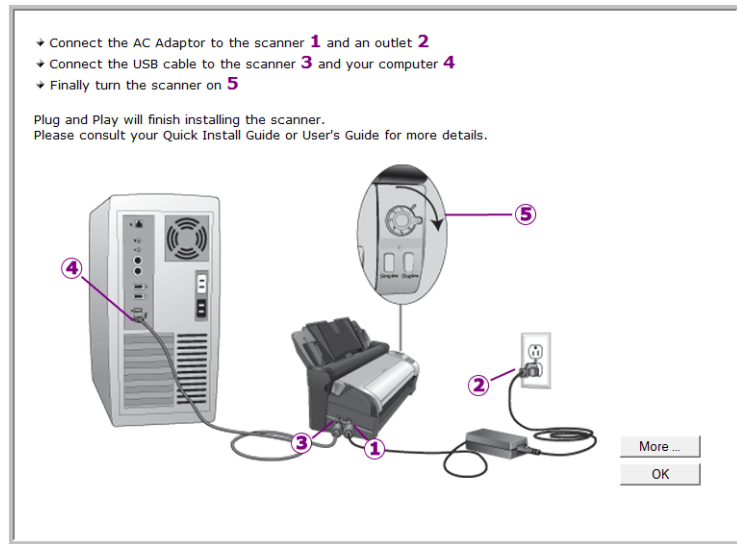


4. A Calibration window opens on-screen after Windows finishes detecting the scanner. The scanner calibrates automatically, and the window will close when calibration is complete.



Depending on the version of Windows you are using, you may be prompted to click **Next** to proceed with calibration, and click **Finish** when calibration is complete. Follow the instructions if you see these on-screen prompts.

5. When you're certain that the software has completely loaded, return to the "Complete the installation by connecting your hardware" window.



6. Click **OK**.

You can also click **More** to see a quick overview about accessing and navigating the OneTouch Button Panel. When you're finished reading the additional information, click **OK**.

7. Click **Close** on the Driver Installation Complete window to close and exit the driver installer.

INSTALLING VISIONEER ONE TOUCH

The Visioneer OneTouch software installation will automatically start after you click **Close** on the Driver Installation Complete window.

1. Click **Next** on the Welcome to the OneTouch Setup Wizard window.



2. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree**, and click **Next**.
If you choose not to accept the license agreement, the installation will terminate and the OneTouch software will not be installed.
3. The Visioneer OneTouch software will install when you click **Next** on the Visioneer License Agreement window.
4. Click **Close** on the Visioneer OneTouch Installation Complete window to close and exit the installer.

INSTALLING PAPERPORT

If you left the default selection to install PaperPort from the installation disc, the PaperPort software installation will start automatically after you click **Close** on the OneTouch Installation Complete window.

1. The Select Language window opens for the PaperPort software. Select the language you want to use then click **OK**.
2. On the PaperPort Welcome window, click **Next**.
3. Read the PaperPort license agreement and select **I accept the terms in this agreement**, then click on **Next**. If you choose not to accept the license agreement, the installation will terminate and the PaperPort software will not be installed.
4. Fill in the Customer Information window, then click **Next**.
5. On the Setup Type window, keep the default Setup Type and click **Next**.
6. Click **Install** to begin the installation.
7. At the InstallShield Wizard Completed window, click **Finish**.
8. On the Product Registration window, do one of the following:
 - Select **Register online**, click **OK**, then follow the registration instructions.
 - Select **Print registration form**, click **OK**, then follow the instructions to complete and print the registration form.
 - Select **Remind me in 7 days** and click **OK**.

If a message window opens instructing you to reboot the computer, please select the option to restart the computer later. Finish installing the rest of the software, then close all open windows and reboot the computer.

STEP 3: REGISTER YOUR SCANNER

Registering your scanner is important as it provides you with access to our free telephone support service. Registration also gives you free access to software updates for your scanner.

You will need an active internet connection to register your scanner. If you do not have internet access, you can contact our Customer Service department to register the scanner. Please refer to the Technical Support Card, that you received with the scanner, for our contact information.

1. Open an Internet Explorer window, or other internet browser that you have installed on your computer.
2. In the web address field type: www.visioneer.com
3. Press Enter on your computer's keyboard or click the option on screen to go to the web address.
4. When the Visioneer web page loads, click on the **Support & Drivers** link at the top of the page.
5. Click on **Register Your Product** at the bottom of the Support & Drivers page.
6. Fill in the registration form, all required fields have an asterisk (*).

Note: A valid e-mail address is required for registration.

7. You will be asked to enter the serial number for the scanner, it is located on the back of the scanner.



8. After filling in the form, click on **Submit Your Registration** to complete the registration.

APPLICATIONS AVAILABLE WITH YOUR SCANNER

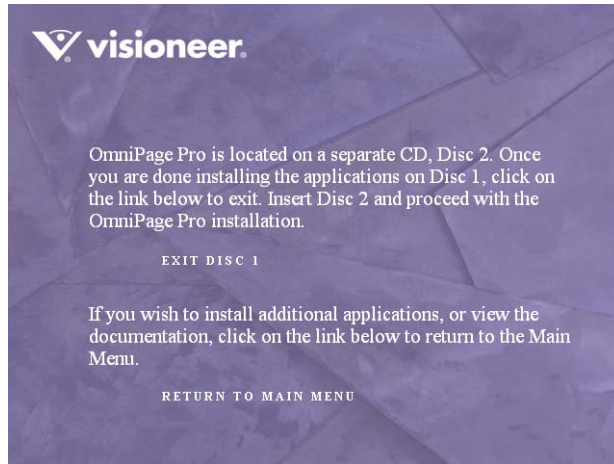
Your scanner includes free scanning applications.

To install the additional applications:

1. Return to the Installation Disc main menu and click on **Install Products**.
2. Select the applications you want to install, and click **Install Now**. Follow the instructions on-screen to install each of the applications.

Software	About the Software
Adobe® Reader®	Adobe Reader is a stand-alone application that you use to open, view, search, and print PDF files. The User Guides on your scanner's installation CD's are in PDF format and require Adobe Reader for you to view and save them. The Adobe Reader installer is located in the User Guide section on the Installation Disc 1.
Nuance® PaperPort®	PaperPort is a document management software application. The PaperPort scanning features allows you to insert new pages into an existing file and name your file immediately after scanning. From within the PaperPort desktop you can sort your documents and move them between folders as you would through the Windows My Documents folder. You can reorder the pages in a PDF file, unstack a document so all the pages are resaved as individual files. PaperPort also has some basic image editing options in the PaperPort PageView, such as; adding notes to image files, modifying image colors, and touch up the image using the erase and/or auto-correct options.
Nuance® OmniPage®	OmniPage Pro provides precision OCR analysis, advanced layout detection, and Logical Form Recognition™ (LFR) technology. Advanced security features quickly turn office documents and forms into over 30 different PC applications for editing, searching and sharing. Custom workflows handle large volumes of documents, and you can use its tools to print to PDF. The OmniPage User's Guide is located on the Installation Disc 2 with the OmniPage software.
NewSoft Presto! BizCard®	BizCard quickly and easily converts the vital contact information on business cards into a convenient, searchable, digital database that can be easily synchronized between PC's, notebooks, PDA's and PIM's.

1. If you selected **OmniPage Pro** to install you will see a window telling you to insert **Disc 2**.



2. Click **Exit Disc 1** and then eject **Disc 1** from the CD-ROM drive.
3. Insert **Disc 2** into the CD-ROM drive.
The OmniPage Pro Installation menu opens automatically. If it does not open, see the note on page 9.
4. Select **Install OmniPage Pro**.
5. Follow the instructions on the screen to install OmniPage Pro.
6. When installation is finished, return to the OmniPage Pro Installation menu and click **User Guide**.
The OmniPage Pro User Guide opens for you to view and save to your computer.
7. When you are finished saving the OmniPage Pro User Guide, return to the Installation menu and click **Exit**.

VIEW AND SAVE THE USER GUIDES

1. On the Main Menu of **Disc 1**, click **User Guides**.
2. The Visioneer User Guides window opens. Use this window to view and save the User Guides you want.



The User Guides are in Adobe® PDF format. The Scanner Readme file is in HTML format and will open in any standard browser.

If you need to, click **Adobe Reader** to install it now. Follow the instructions on the installation windows.

If your computer already has Adobe Reader installed, please do not select it unless the version provided on the installation disc is a newer version than the one currently installed on your computer.

3. Click the name of a User Guide you want to view and it will open in Adobe Reader. Use the Adobe Reader **Save** command to save that User Guide on your computer.

4. Return to the Visioneer User Guides window and repeat the process to open, view, and save the other User Guides you want. **The Scanner Readme file has late-breaking news about your scanner.**

The SharePoint Mini-Guide has information about a feature in the OneTouch 4.0 software to link to Microsoft's SharePoint application. This brief Mini-Guide explains how to setup the SharePoint link and use the SharePoint features when choosing new scan settings for your scanner.

The OneTouch VRS Mini-Guide has information about a feature in the OneTouch 4.0 software to use VRS settings when scanning. This brief Mini-Guide explains what the feature is and how to use the VRS settings when creating or modifying a scan configuration.

The OneTouch OmniPage Mini-Guide has information about the OmniPage Module in the OneTouch 4.0 software to use OmniPage settings when scanning. This brief Mini-Guide explains what the feature is and how to use the OmniPage settings when creating or modifying a scan configuration. Using the OmniPage Module's settings does not require installation of the OmniPage Pro software.

5. When you're finished, click **Main Menu** to return to the main Visioneer Installation window and click **Exit**.
6. Remove the Installation Disc and store both discs in a safe place.

That's it! Installation is finished and your Visioneer scanner is ready to scan.

Loading Documents to Scan

This section illustrates scanning with the buttons on the scanner. After loading documents in the scanner, as described below, you can also scan using the OneTouch Button Panel on screen, or using a scanning application.

Note: Always remove any staples or paper clips from documents before inserting them into the scanner's Automatic Document Feeder. Staples and paper clips can jam the feed mechanism and scratch the internal components. Also remove any labels, stickers, or Post-It™ notes that may come off during the scanning process and get stuck in the scanner. Misuse as described here will void your scanner's warranty.:



DETACH OR ATTACH THE STROBE 500

The Strobe 500 scanner body can be removed from the Docking Station to be used as a mobile scanner.

TO DETACH THE SCANNER BODY FROM THE DOCKING STATION:

1. Press and hold the release button on the side of the Docking Station.



2. Tilt the scanner body towards the front of the Docking Station to release the scanner from the arms in the Docking Station.

You can release the button on the Docking Station.

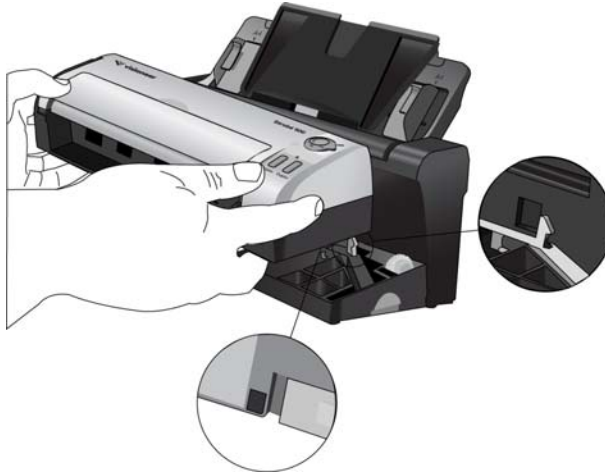


3. Set the scanner body on the desk.



TO ATTACH THE SCANNER BODY TO THE DOCKING STATION:

1. Place the front of the scanner body in the front of the Docking Station.



2. Tilt the scanner body into the Docking Station and press on the back of the scanner to lock it into the Docking Station.



SCAN FROM THE INPUT TRAY

First, if the front feed tray is open, close it before scanning from the input tray. The paper will jam in the scanner if the front feed tray is open while scanning from the input tray.



1. Adjust the paper guide for the width of paper, and make sure the input and output trays are fully extended.



2. Load the documents into the scanner *face down* with the tops of the page inserted into the Automatic Document Feeder.



3. Turn the control dial to the setting you want to use to scan, align the number to the registration mark on the scanner.



4. For one-sided scanning press the **Simplex** button.
For two-sided scanning press the **Duplex** button.



SCAN FROM THE FRONT FEED TRAY

Scan from the Front Feed tray when the scanner body is not attached to the Docking Station. When the scanner is attached to the Docking Station, you can still scan using the front feed tray for single items such as thick paper, embossed plastic cards, plastic identification cards, business cards, and other items.

Note: Do not attempt to load documents into the Docking Station input tray while you have an item in the scanner fed in from the front. You can only load items into the scanner from either the Front Feed tray or the input tray at each scan time. The scanner will jam if you load paper into the input tray after an item has already been fed into the front.

1. Flip open the front feed tray from the scanner body.



2. Place an item *face down*, on the front feed tray, aligned to the registration marks on the tray and insert it into the front of the scanner.



3. For one-sided scanning press the **Simplex** button.
For two-sided scanning press the **Duplex** button.

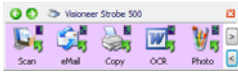


SCANNING INTERFACES

You have several different scanning options with your Visioneer Strobe 500 scanner. Each method scans equally well, so use the one with appropriate options for the item you are scanning.



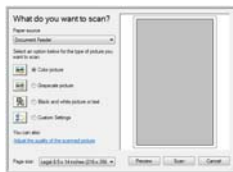
- **OneTouch Scanner Buttons**—When you press either the Simplex or Duplex button, documents are scanned using the scan settings assigned to the selected number on the dial. The scanned images are then sent to a destination on your computer or network drive. See “Scanning from OneTouch” on page 35.



- **OneTouch Button Panel**—Use this scan option when you want to scan from the computer screen. Scanning from the on-screen OneTouch Button Panel is the same as selecting a scanning option on the scanner, except you click an icon that represents the function number. See “Scan from the OneTouch Button Panel” on page 38.



- **TWAIN Interface**—This option uses your scanner's TWAIN interface to scan. Select scanning options before scanning, put the document in the scanner, then click the Scan button on the TWAIN interface window. See “Scanning with the TWAIN Interface” on page 86.

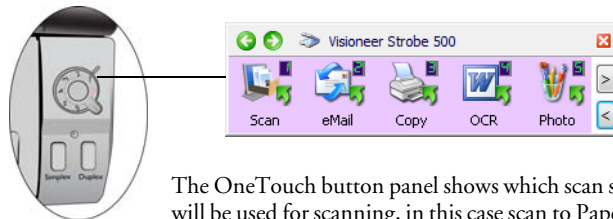


- **Windows Image Acquisition (WIA)**—If your computer is running Windows version XP or later, you can use this option to scan with the Microsoft Windows WIA interface. See “Scanning from WIA” on page 89.

Scanning from OneTouch

Based on the recommended full installation of the scanner driver and the Visioneer OneTouch software, OneTouch is your main scanning interface for using the scanner. The OneTouch settings dial, on the scanner, shows which scan settings will be used for scanning.

The OneTouch Button Panel, that you see on the computer screen, shows the pre-set function for each button (such as eMail) and the icon of the destination (called the Destination Application) where the images will be sent when scanning is finished. In the example below, setting 1 will scan and send the pages to PaperPort.



The OneTouch button panel shows which scan setting will be used for scanning, in this case scan to PaperPort.

You can reconfigure the buttons to have new scan settings, for instance, to send the scanned images to a different Destination Application. See the section, “Configuring the OneTouch Buttons” on page 40.

THE DEFAULT ONETOUCH SETTINGS ON YOUR SCANNER

Based on the recommended installation of PaperPort and the scanner driver, your scanner is pre-configured to scan items for various basic tasks, such as email or fax, then send the scanned image to an appropriate, pre-selected Destination Application. The button names, such as PDF, eMail or Fax, indicate the original factory settings for a button.

You can change any of these settings. Please see “Configuring the OneTouch Buttons” on page 40 for instructions on changing the button settings.



For example, the eMail button is set up to scan documents then immediately attach them to a new eMail message in your default eMail program. The eMail application will default to the eMail program specified in the internet options of Internet Explorer.



A folder icon for a button means that the button is set up to archive the scanned item. This is a special pre-configured Transfer to Storage option for your scanner. The scanner sends the scanned image directly to a folder without opening the image first in a Destination Application.



A question mark for a button means your computer does not have the appropriate software for the initial factory settings. In that case, you would probably want to change the name and Destination Application to something else.



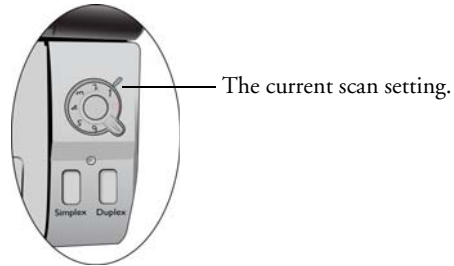
If PaperPort, OmniPage or One Touch OmniPage is not installed, then the options for sending to word processing applications such as Microsoft Word will not be available.

Note: The default page size in each configuration is based on your computer's Windows setup of Imperial or Metric Units.

- If the selected language/location uses Imperial units, such as in the United States, the default page size in each profile will be based on the Imperial standard paper sizes such as 8.5 x 11 inches.
 - If the selected language/location uses Metric units, such as in France, the default page size in each profile is based on the ISO 216 standard and the majority of the profiles will default to A4.
-

SCAN FROM THE BUTTONS ON THE SCANNER

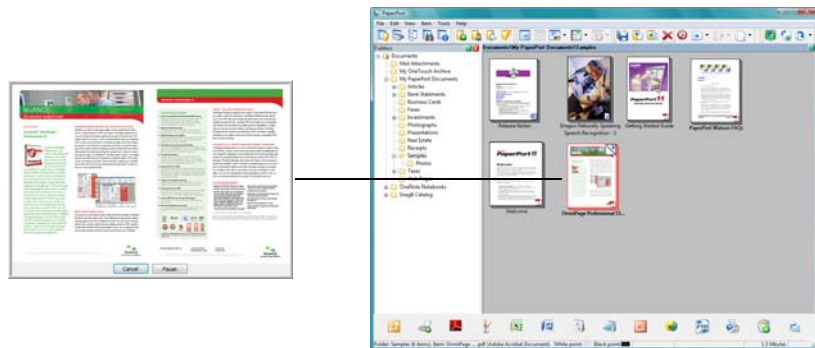
1. Rotate the dial on the scanner to the function number you want to use to scan. Align the number to the registration mark on the scanner.



2. To scan a one-sided document, press the **Simplex** button.
To scan a two-sided document, press the **Duplex** button.



In this example of duplex (two-sided) scanning, the Destination Application is PaperPort and the two pages are stacked, one on top of the other.

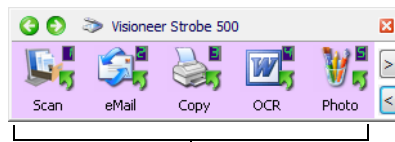


SCAN FROM THE ONETOUCH BUTTON PANEL

The OneTouch Button Panel is your on-screen set of controls for the scanner. Scanning from the button panel on your computer's screen works like pressing a button on the scanner. The scanner scans the item, then sends the image to the Destination Application indicated by the button's icon.



1. Adjust the paper guide for the width of paper and load the documents *face down* with their tops into the automatic document feeder.
2. Now click on the OneTouch icon, located in the Windows Notification Area (usually the lower-right corner of the screen).
3. The OneTouch Button Panel opens and shows the first five on-screen scanning buttons.



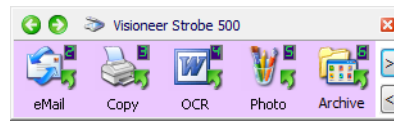
Click these arrows to cycle through the nine buttons.

Click which button you want to use to scan.

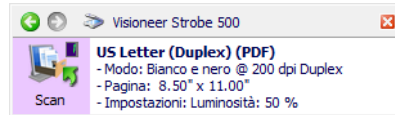
4. On the screen click the button you want to use to scan.
5. A scan progress window opens and the image is sent to the selected application for the OneTouch button.
6. You can now work with the image in the Destination Application.

FEATURES OF THE ONETOUCH BUTTON PANEL

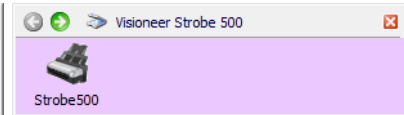
The OneTouch Icon



The Button View



The Detail View



The Hardware View

The Title Bar

- Green arrows—click to cycle through the panel’s 3 views.
- Scanner icon—click to open the scanner’s hardware properties.
- Red “X”—click to close the OneTouch panel.

The Button View

- *Left-click* on a Destination Application icon to start scanning.
- *Right-click* on a Destination Application icon to open the OneTouch Properties.
- *Left-click* on either of the arrow buttons (<) or (>), on the right of the panel, to cycle through the OneTouch scanning buttons.

The Detail View

- *Left-click* on a Destination Application icon to start scanning.
- *Right-click* on a Destination Application icon to open the OneTouch Properties.
- *Single-left-click* on the detailed information to open the OneTouch Properties.

The Hardware View

- *Left-click* on the scanner icon to return to the Button view.
- *Right-click* on the scanner icon to open the scanner’s hardware properties.

CONFIGURING THE ONETOUCH BUTTONS

When you installed the scanner, the software configured each OneTouch button with appropriate settings consisting of: a **Destination Application**, a **Scan Configuration**, and a **Document Format**.

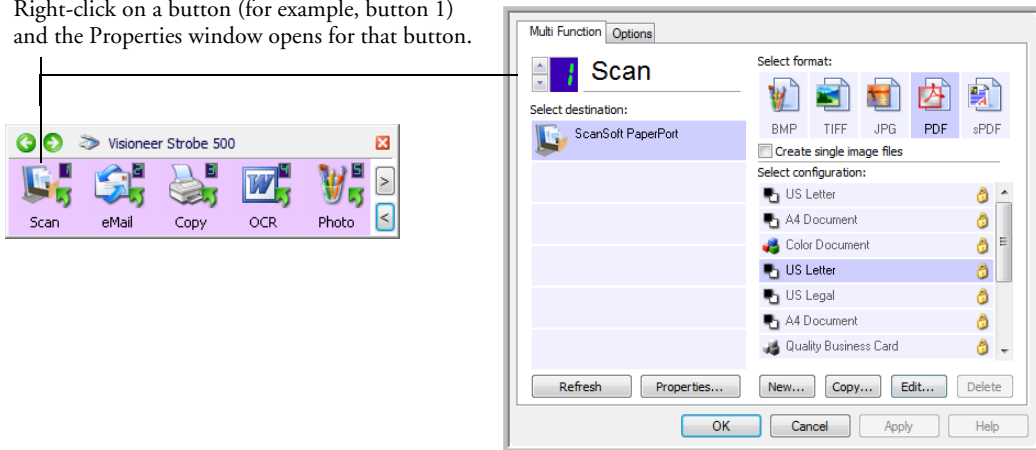
To open the OneTouch Properties window:



1. Click the OneTouch icon.
2. Right-click a button on the OneTouch Button Panel.

The OneTouch Properties window opens for that button.

Right-click on a button (for example, button 1) and the Properties window opens for that button.



The OneTouch Properties window also opens when you press, hold down for 3 seconds, and release the Simplex or Duplex button on the scanner.

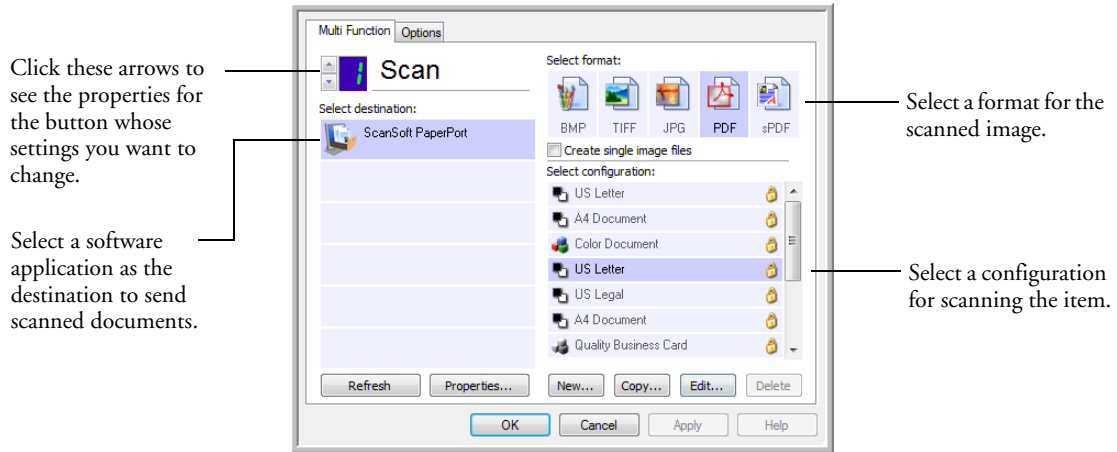
Note: Some of the options on the OneTouch Properties window (and other OneTouch windows and dialog boxes) are “grayed out” and are not available. Grayed out options are not appropriate for your Visioneer Strobe 500 scanner.

CHANGING A BUTTON SETTING

1. Click on an application name in the **Select Destination** list.
2. Select a file format in the **Select Format** panel.
3. Select a scanning configuration in the **Select Configuration** list.
4. Click on **OK** to save the changes and close the OneTouch Properties window.
5. Place an item in the scanner.
6. Click on the button that you made the changes for.
7. The scanner starts scanning and sends the image to the application, with the file format and scan settings you specified.

Note: The next section contains detailed information on making changes to the OneTouch Properties window.

SELECTING NEW SETTINGS FOR A BUTTON

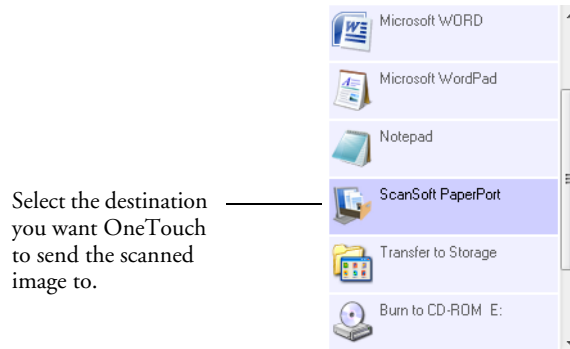


The settings on the OneTouch Properties window are:



LED Number—Click the up or down arrow to cycle through the 6 OneTouch options.

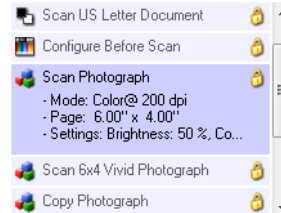
Select Destination—The list of Destination Applications that OneTouch can send a scanned image to so that this application opens immediately after scanning is complete.



Note: If you select a word processing program, such as Microsoft WordPad or Microsoft Word, that can be used for editing text, the text in the scanned image is automatically converted to word processing text.

Select Configuration—The list of available scan configurations for the selected button. The configuration’s basic settings include: scanning mode, resolution (dpi), page size, brightness, and contrast. To see a selected Scan Configuration’s settings, click its icon. Click the icon again to close the detailed information.

Click the icon of a selected configuration to view its settings.



These icons next to each Scan Configuration indicate the scanning mode.



Color



Black and White



Grayscale



Configure Before Scan

Use Configure Before Scan to set the scanning mode manually before scanning. See “Configure Before Scan” on page 54.

Select Format—A set of file formats for the scanned image for the selected button. The formats are based on the type of Destination Application you select. This example shows the formats that apply to Microsoft Outlook.



OTHER OPTIONS IN THE ONE TOUCH PROPERTIES WINDOW

Options tab—Displays a window for selecting options related to the selected Destination Application for the scanned image. See “Selecting Options for a Button” on page 68 for instructions on configuring the list of available destinations.

Properties button—Displays a window for selecting properties for each type of Destination Application. See “Selecting Page Format Options” on page 57.

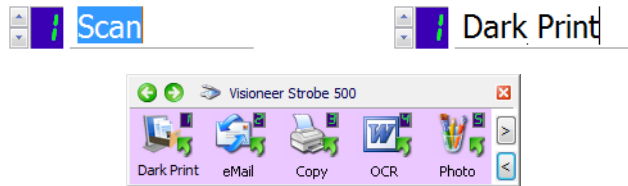
Refresh button—If you install new applications on your computer, and they do not appear in the **Select Destination** list, click the **Refresh** button.

New/Copy/Edit/Delete buttons—Click **New** or **Copy** to add new scan configurations to the list. Click **Edit** or **Delete** to change or remove them. See the sections “Creating a New Scan Configuration” on page 45 and “Editing or Deleting Scan Configurations” on page 53.

RENAMING A ONETOUCH BUTTON

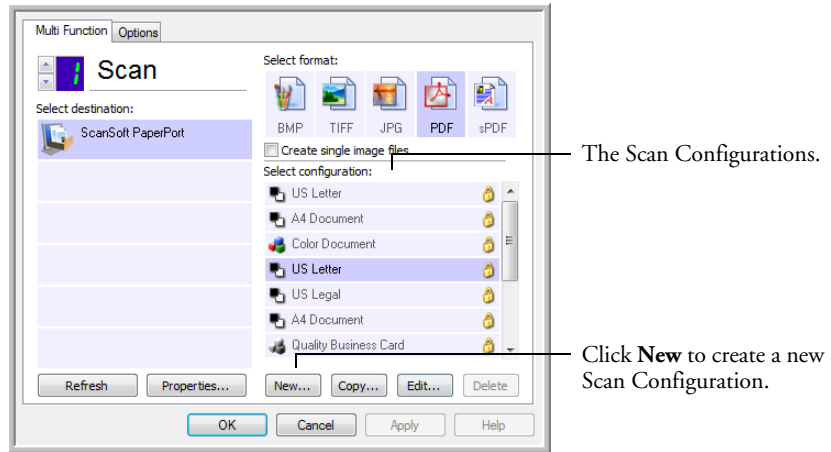
The OneTouch buttons have names that identify their pre-set functions, such as OCR and eMail, but you can edit the names.

1. Choose the button that you want to rename.
2. Select the name's text and type a new name.
3. Click **OK** or **Apply**. The button is now renamed.



CREATING A NEW SCAN CONFIGURATION

The scan configurations are where you select the scanning resolution, brightness, mode (color, black&white, or grayscale), and a number of other settings.



To create a new configuration:

1. Open the OneTouch Properties window.
2. Scroll through the applications in the Select Destination list and click the type of application for which you want to create a new scan configuration.
3. Click the **New** button.

If you want to start from the settings of another configuration, select the configuration, then click the **Copy** button.

Note: There are 3 settings tabs in each configuration for setting the Scanning Mode, Page Size and Color intensity. Depending on the selected Destination Application, additional settings tabs will activate for you to make changes specific to the current destination. For example, scanning to a printer will activate a Device Settings tab for you to set your printer properties.

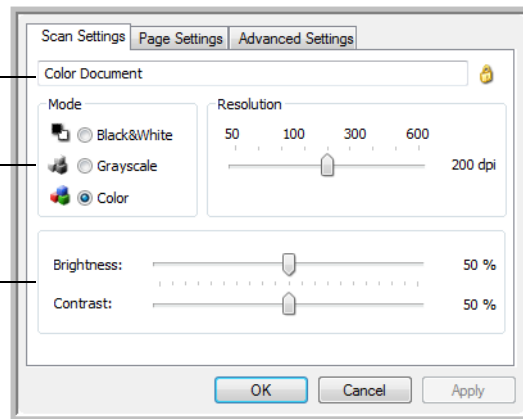
THE SCAN SETTINGS TAB

1. On the Scan Configuration Properties dialog box, type a name.

Type a new name for the configuration.

Select the scan mode and drag the slider to set the resolution.

Drag the sliders to set the Brightness and Contrast.



If the configuration is locked, click the lock to unlock it. The icon becomes a key.

2. Select scan settings for the new scan configuration.

Mode—Select a scanning mode:

- **Black&White** to scan in black and white. For example, letters and memos are usually scanned in black and white.
- **Grayscale** to scan items such as documents containing drawings or black and white photographs.
- **Color** to scan color photographs and other color items.

Resolution—Drag the slider to the right or left to adjust the dots per inch (dpi) of the resolution. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

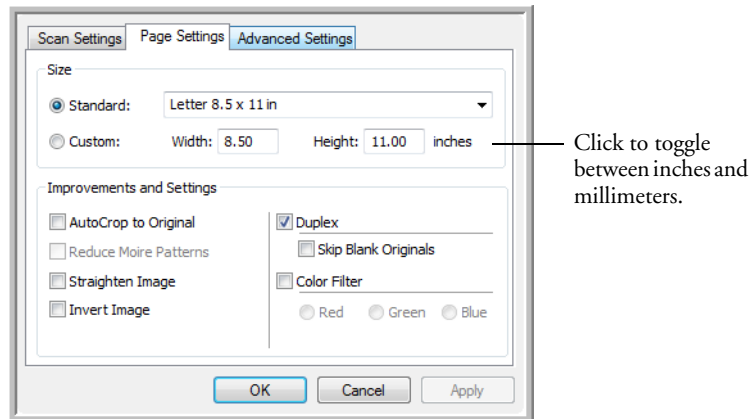
Brightness—Sometimes an image is scanned with the brightness and contrast set too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility. Increasing or decreasing the brightness makes the scanned image lighter or darker.

Contrast—The difference between the lighter and darker portions of the image. Increasing the contrast emphasizes the difference between the lighter and darker portions, decreasing the contrast de-emphasizes that difference.

3. If you want to lock the configuration, click the key icon to change it from a Key to a Lock.
4. Click on **OK**, if you are done making changes to the configuration, to save and close the configuration window.

THE PAGE SETTINGS TAB

Click the **Page Settings** tab to select page settings.



Size—Click **Standard**, click the menu arrow and choose a page size from the list, or click **Custom** and enter the horizontal and vertical page dimensions in the boxes. You can only input page sizes within the scanner’s supported minimum and maximum item size. Please refer to “Visioneer Strobe 500 Scanner Specifications” on page 108. The units of measurement can be inches or millimeters.

Improvements and Settings—Only the options that apply to the selected scanning mode are available.

- **AutoCrop to Original**—Select this option to let the scanner automatically determine the size of the item being scanned.

When using the **AutoCrop to Original** option, always use the paper guides on the scanner so the page is not skewed. Skewed pages may not crop properly.

For single-sided scans, the scan area is the size of the image. For double-sided scans, the scan area is the size of the larger of the two areas on the front and back of the page.

- **Reduce Moiré Patterns**—Moiré patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. Selecting **Reduce Moiré Patterns** will limit or eliminate moiré patterns in the scanned image. This option is only available in Color or Grayscale scanning at lower resolutions.
- **Straighten Image**—Select this option to let the scanner automatically determine if a page is skewed, then straighten its image. The input tray paper guides should be flush to the edges of the paper to prevent paper feeding in at too great of an angle.
- **Invert Image**—Only available for Black&White scanning, this option reverses the black and whites of an image.

Original Image.



Inverted Image.



- **Duplex**—Scan both sides of the page. If this option is not selected, the scanner will scan the face-down side of the page only.

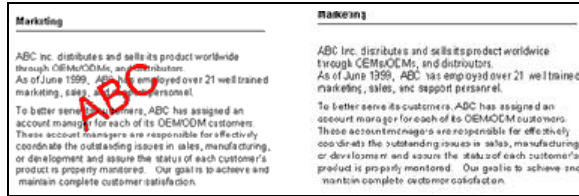
Note: The Simplex and Duplex buttons on the scanner take precedence over this Page Settings option. In other words, if the selected function on the scanner is set to scan as Duplex, but you press the Simplex button, the scanner scans in Simplex, and vice versa.

- **Skip Blank Originals**—Skips pages that are completely blank. This option is only available for Duplex scanning.

- **Color Filter**—Color filter is the ability of your scanner to automatically remove a color from a scanned item. Color filter applies to Black&White or GrayScale Mode.

The original with a red watermark over black text.

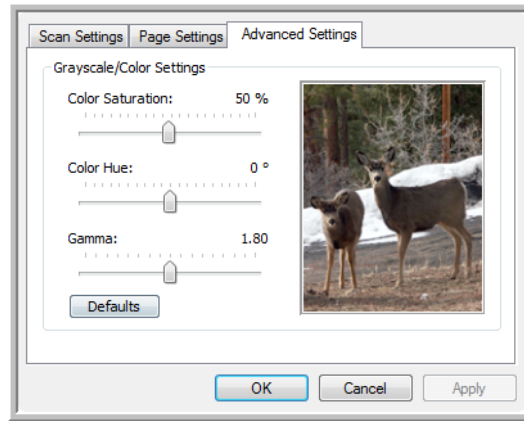
The scanned item with the red filtered out.



Click on **OK**, if you are done making changes to the configuration, to save and close the configuration window.

THE ADVANCED SETTINGS TAB

The options on the Advanced Settings tab are for the Color or Grayscale scanning mode.



1. Drag the sliders to the left and right to change the color settings. As you do, the image changes to show the effects of the new settings.

Color Saturation—the strength or purity of a color.

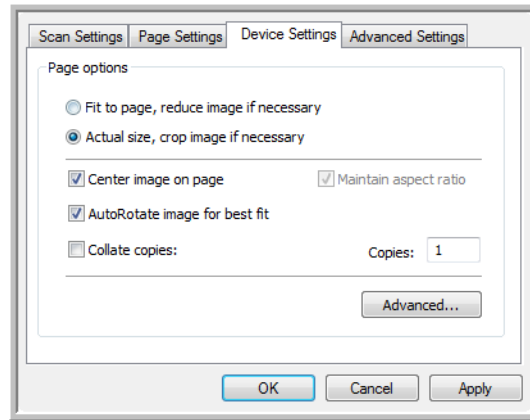
Hue—the color your eyes see as reflected from the image.

Gamma—is the tone curve and the starting point for image enhancement. As you raise or lower the Gamma value, the values at which Color Saturation, Color Hue, Brightness and Contrast affect the image are changed. It is recommended that you keep the default Gamma value or adjust this setting before adjusting the other options. This option is available for both Color and Grayscale scanning.

2. Click **OK** to save the new configuration.

THE DEVICE SETTINGS TAB

A Device Settings tab is on the Scan Configurations dialog box when your selected Destination Application is a printer or fax application.



Fit to page, reduce image if necessary—If the scanned image is too big to be printed or faxed on a single page, the image will automatically be reduced to fit the page.

Actual size, crop image if necessary—If the scanned image is too big to be printed or faxed on a single page, the image will automatically be cropped around its edges to fit on the page.

Center image on page—The image will be printed in the center of the page instead of at the top left corner.

Maintain aspect ratio—The aspect ratio is the length-to-width relationship of the image's dimensions. Select this option so the image's relative proportions remain constant.

AutoRotate image for best fit—If the image is a Landscape format and the device is printing in the Portrait mode, or vice versa, rotate the image to fit on the page.

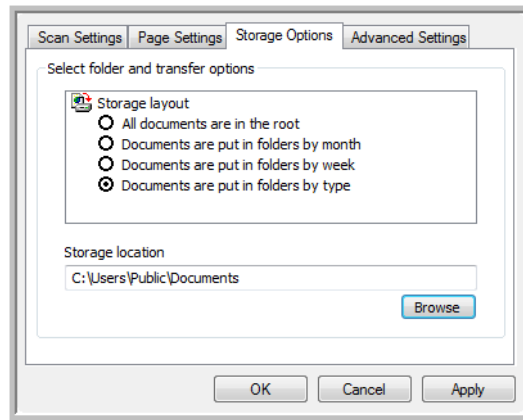
Collate copies—If you are printing more than one page, collate the copies. Enter the number of copies in the **Copies** box.

Advanced—Click to see additional settings for the device. The dialog box that opens is specific to the device.

THE STORAGE OPTIONS TAB (ARCHIVE)

A Storage Options tab is on the Scan Configurations dialog box when the selected Destination Application is set as Transfer to Storage. See “Transferring Scanned Documents to Storage” on page 76 for instructions on using the Transfer to Storage destination.

1. Click the **Storage Options** tab.



2. Click the Storage Layout options you want.

All documents are in the root—The scanned documents are saved in the root of the folder specified in the Storage Location.

Documents are put into folders by month, week, or type—Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders.

By default, the location of the archived documents is in your Windows user directory **My Documents** folder under **My OneTouch Archive**. The files are saved a folder based on your selection for the Storage Layout. For example, if the file type is TIFF, and you select **Documents are put into folders by type**, the default location of scanned archive documents is at **My Documents\My One Touch Archive\TIFF Documents**.

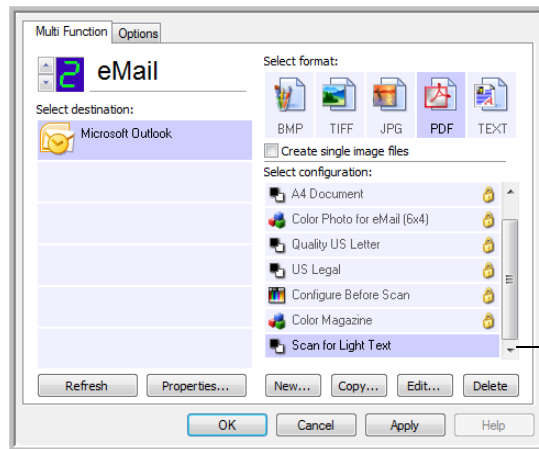
3. If you want to store your archive documents in some other location, click the **Browse** button to specify the new location.
4. Click **OK** or **Apply**.

EDITING OR DELETING SCAN CONFIGURATIONS

Note: Your scanner comes with a number of configurations pre-set at the factory. We recommend that you keep those configurations locked and do not edit or delete them. That way, you will always have the factory-settings available. If you do edit or delete them, and want to get the factory pre-sets back again, you will need to uninstall then re-install OneTouch.

To edit or delete a scan configuration:

1. Open the OneTouch Properties window.
2. Select the scan configuration you want to edit or delete.



Select the scan configuration to edit or delete. It must be unlocked, as indicated by not having a lock displayed here.

3. To delete the configuration, click the **Delete** button.
4. To edit the configuration, click the **Edit** button.

You can make changes to a configuration, but for the changes to be saved, the configuration must first be unlocked.

Click the lock icon to unlock the configuration. Clicking it toggles between locking and unlocking the configuration. The key icon indicates the configuration is unlocked.

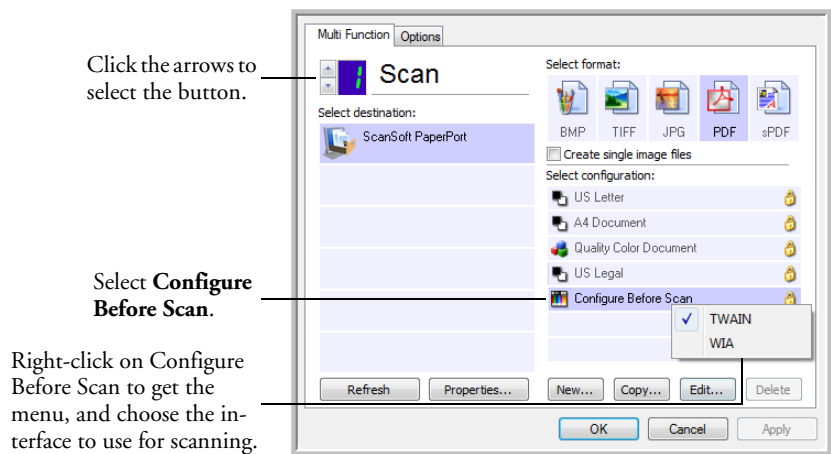
5. Edit the settings and click **OK**.

CONFIGURE BEFORE SCAN

Choosing Configure Before Scan simply opens either the TWAIN or WIA scanning interface when you press or click a button. You can then use the interface to change the color mode, resolution, page size, and other settings. When you scan, the scanned image will still be sent as the file type and to the same Destination Application already selected in the OneTouch Properties window for that button.

TO SET CONFIGURE BEFORE SCAN

1. Open the OneTouch Properties window.
2. Using the button selection arrows, choose the button that you want to set to configure before scanning.
3. Select the scan configuration **Configure Before Scan**.



4. Right-click on **Configure Before Scan** and choose an interface to use for configuring before scanning.

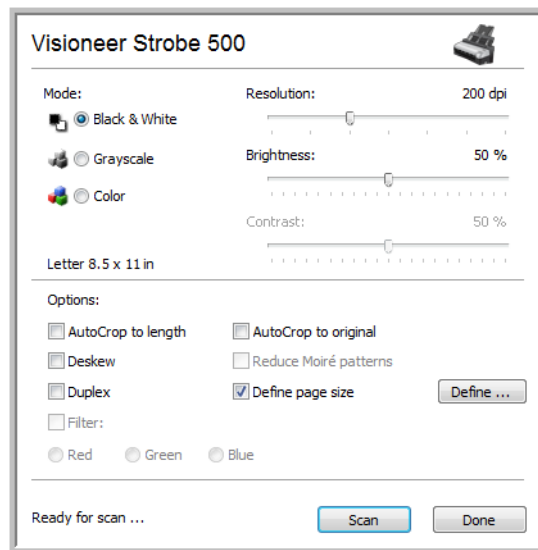
TWAIN—The TWAIN Interface opens for you to make changes prior to scanning. Please see “Scanning from TWAIN” on page 83 for detailed instructions about scanning with the TWAIN Interface.

WIA—The Windows Image Acquisition (WIA) Interface opens for you to make changes prior to scanning. Please see “Scanning from WIA” on page 89 for detailed instructions about scanning with the WIA Interface.

5. Select the Destination Application and format.
6. Click **OK** or **Apply** on the OneTouch Properties window.

TO SCAN USING CONFIGURE BEFORE SCAN

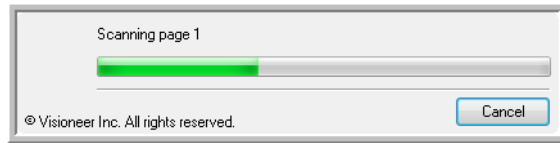
1. Load the documents *face down* with their tops into the scanner.
2. Click the button you set up to use the Configure Before Scan option.
The TWAIN or WIA interface will open. This example shows the TWAIN Interface.



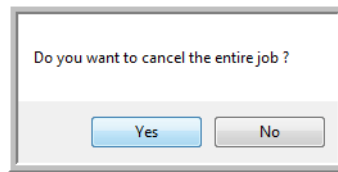
3. Choose the scan settings, such as Black & White, Grayscale, or Color, Resolution, Brightness and Contrast.
4. Click the **Scan** button on the TWAIN Interface.
5. Your document will be scanned and sent to the Destination Application specified in the OneTouch 4.0 Properties window.

CANCELING A CONFIGURE BEFORE SCAN

1. Click **Cancel** in the scanning progress window.



2. The following window will open asking if you want to cancel the entire job.



- **Yes**—Scanning stops and all pages scanned in this batch, up to this point, will be deleted. The TWAIN interface will close and you can restart your scan from the beginning.

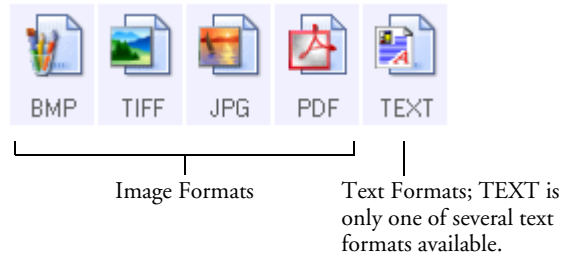
For instance, the scan Mode is Black & White but you want to scan your documents in color. Choose **Yes** to delete any scanned pages, then start over the correct scan Mode selected.

- **No**—Scanning stops and the TWAIN interface remains open. You can place a new set of pages into the ADF, adjust the TWAIN settings for them, then click the **Scan** button in the TWAIN interface to continue scanning. At the end of the scanning batch, all pages from the first portion of the scan and second will be sent to the Destination Application.

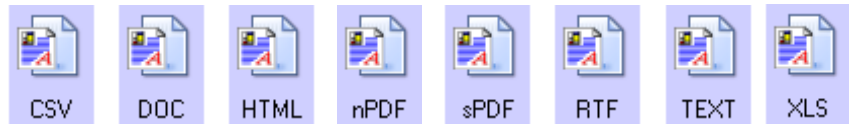
Choose this option if, for instance, you have been scanning in Black & White but want to scan the remaining pages in color. You stop the current scan, change the scan Mode to Color, then restart the scanning without losing the pages already scanned.

SELECTING PAGE FORMAT OPTIONS

The Page Format options that you select determines the file format of the scanned document. Appropriate page format options and file types are available for the type of Destination Application selected for the button.



The Text Formats are for text file types and are selectable by right-clicking on the text format icon. The names of the formats indicate their file types.



CREATE SINGLE IMAGE FILES

The TIFF and PDF formats support multiple page documents. If you are scanning as a TIFF or PDF file and want one file created for each image scanned, select **Create single image files**. Note that this option is automatically selected and disabled if you have selected a format that only supports single pages, such as BMP or JPG.

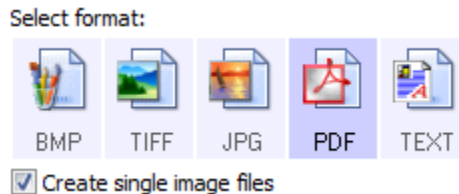


IMAGE FORMATS

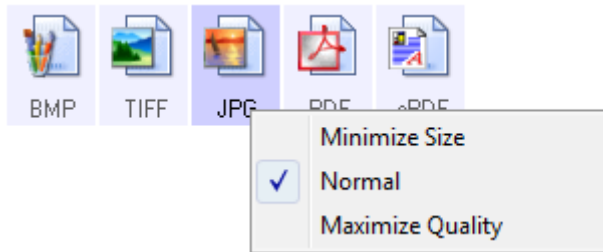
Select an image file format for photos, artwork or other documents that you want to save as images. BMP and TIFF are standard image file formats generally used if you want to do additional image processing. Both of those file formats tend to be larger than the JPEG format file size.

JPEG files are reduced in size by lowering their image quality, and you can select the degree of quality for your scanned images from the JPEG file format icon.

The PDF format is often used to create images of text pages. You may want to select PDF as the page format when scanning text pages that do not require OCR processing or other processing. The PDF format is also used to put multi-page documents on web sites as pdf-readable files. As with the JPEG option, the PDF format can be reduced in size or quality.

To select a JPEG or PDF file size:

1. Select **JPG** or **PDF** as the page format.
2. Right-click on the **JPG** or **PDF** icon.



3. Choose the image quality option for your scanned images from the option menu.

Minimize Size—Smallest file size, lowest image quality.

Normal—Medium file size, some loss of image quality.

Maximize Quality—Largest file size, no loss of image quality.

Your selection pertains only to the button currently selected on the OneTouch Properties window. Other buttons that have JPG or PDF selected as the Page Format are not affected, so you can set the JPG or PDF file size/image quality independently for each button.

4. Click **OK** or **Apply** on the OneTouch Properties window.

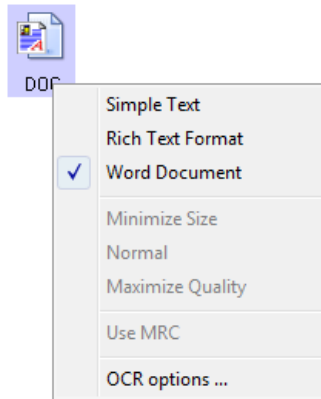
TEXT FORMATS

Selecting the text format option also selects OCR processing as an automatic step for scanning. Therefore, when you scan a document with the text format selected, the text portions of the document are automatically converted to editable text. Text file formats are only available if an OCR application is installed on your computer. See “Scanning with Optical Character Recognition (OCR)” on page 71.

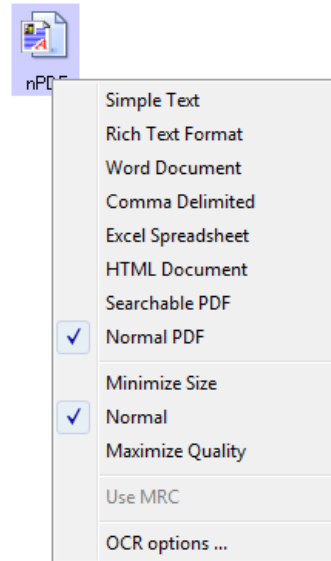
To select a file type for the text format:

1. Select a text editing Destination Application.
2. Right-click on the text format icon.

Example menu for the text file format when the Destination Application is Microsoft Word.



Example menu for the text file format when the Destination Application is a Storage location.



3. Choose the file type that you want for the text format.

Your selection of a file type pertains only to the button currently selected on the OneTouch Properties window. Other buttons that have a text option selected as the Format are not affected, so you can set the text file type independently for each button.



TEXT

Simple Text—The .txt file format. Text with no formatting; used by the standard Microsoft Notepad application.



RTF

Rich Text Format—The .rtf file format. Text that retains formatting when converted. Available with Microsoft WordPad and Word.



DOC

Word Document—The .doc file format used by Microsoft Word.



CSV

Comma Delimited—The .csv file format; used for database or spreadsheet data with fields separated by commas. When the document is converted into editable text by the OCR software, the fields are maintained so you can copy and paste them to a database or spreadsheet application.



XLS

Excel Spreadsheet—The .xls file format used by Microsoft Excel.



HTML

HTML Document—The .htm file format used to create web pages.



sPDF

Searchable PDF—The sPDF file format used by Adobe Acrobat and OmniPage Pro. This format converts scanned text into PDF with text search and OCR capabilities.



nPDF

Normal PDF—The nPDF file format used by Adobe Acrobat and OmniPage Pro. This format also converts scanned text into PDF with text search and OCR capabilities, plus you can edit the text in an nPDF image if you have a PDF editing program.

4. To change the OCR settings, choose **OCR Options**.

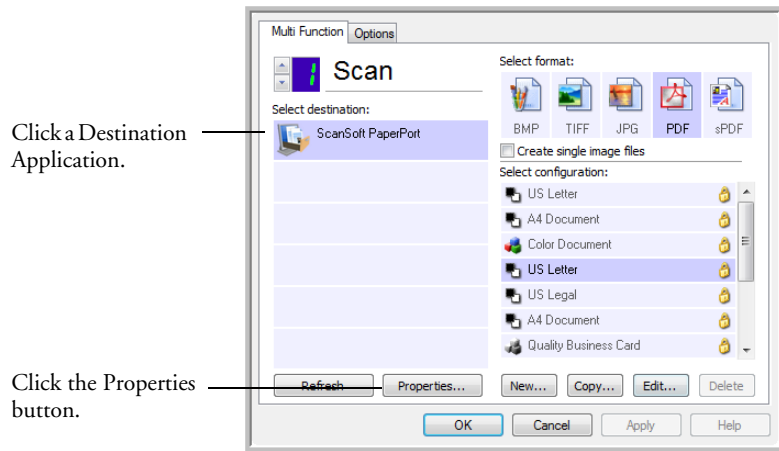
There are advanced OCR Options when the OneTouch OmniPage Module or OmniPage Pro software is installed on your computer. For details, refer to the *OneTouch OmniPage Mini-Guide* located in the User Guides section on Disc 1 of the installation CDs.

Note that the OCR Options settings apply to all buttons. If you change them for one button, those changes apply to the other buttons as well.

5. Click **OK** or **Apply** on the OneTouch Properties window.

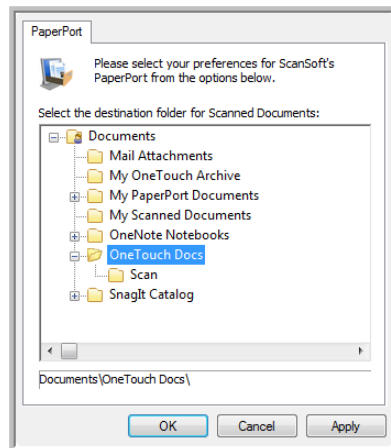
SETTING DESTINATION APPLICATION PROPERTIES

In the OneTouch Properties window, select a Destination Application then click the **Properties** button.



PaperPort Properties

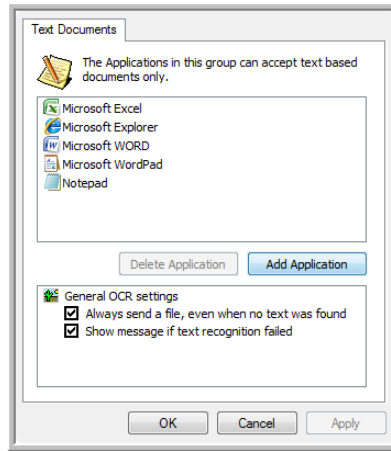
These properties apply to designating the PaperPort folder to receive your scanned items.



1. Select the folder where you want the file to be located. Click **OK**.
2. Click **OK** or **Apply** on the OneTouch Properties window.

Text Documents Properties

These properties apply to text editing applications such as Microsoft Word. The properties apply to the Optical character Recognition (OCR) settings for these applications.



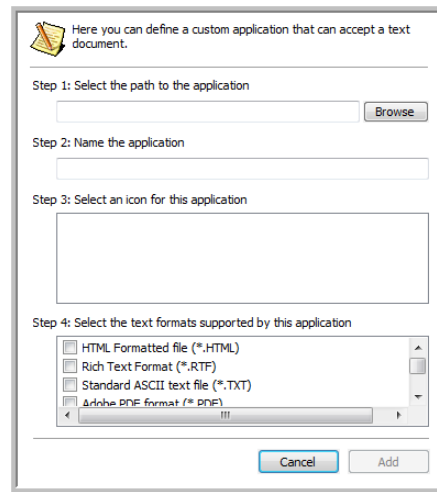
1. Click in the General OCR settings boxes for the options you want. The options will apply to all the applications in the group.

Always send a file, even when no text was found—The scanned file is sent to the text editing program even if the image does not appear to contain text. This could occur if you scanned a photograph with a OneTouch button set for text applications.

Show message if text recognition failed—A message will open on the screen if the OCR reader does not detect text in the image.

2. To add another application to the list, click the **Add Application** button.

The Add Text Based Link dialog box opens.



3. Click **Browse** to find the application you want to add to the list.

When you select the application using the Browse button, steps 1 and 2 on the dialog box are automatically filled in, and the application icon appears in step 3.

4. Select the icon in Step 3 of the dialog box. That is the icon that will appear in the OneTouch Destination List.
5. In step 4 of the dialog box, select the file formats that the application will accept.

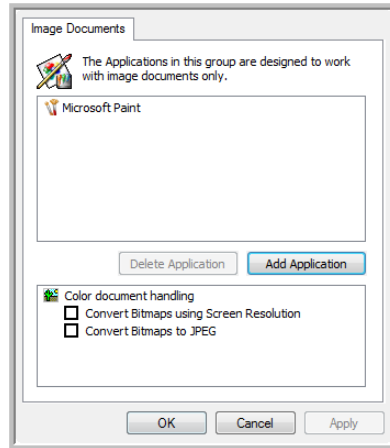
Refer to the documentation that you received with the application to see which text formats the application accepts.

The options you select in step 4 determine the page format icons in the OneTouch Properties window for that group of applications.

6. Click the **Add** button.
7. Click **OK** or **Apply** on the Link Properties window.
8. Click **Refresh** on the OneTouch Properties window.
9. Click **OK** or **Apply** on the OneTouch Properties window.

Image Documents Properties

These properties apply to image processing applications such as Microsoft Paint.



1. Click in the Color document handling settings boxes for the options you want.

These options will apply to all the applications in the group.

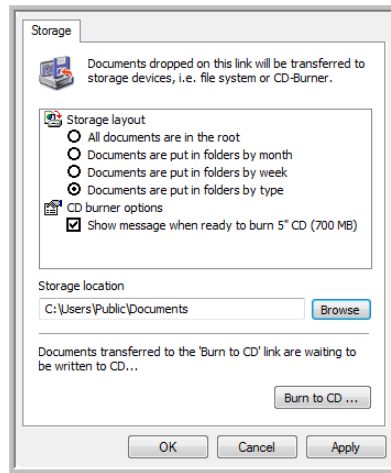
Convert Bitmaps using Screen Resolution—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.

Convert Bitmaps to JPEG—JPEG files can be compressed to produce smaller file sizes and, therefore, shorter transmission times. Use this option to provide that compression capability to image files.

2. To add another application to the list, click the **Add Application** button.
See the steps on page 62 to add an application to the list.
3. Click **OK**.
4. Click **OK** or **Apply** on the Link Properties window.
5. Click **Refresh** on the OneTouch Properties window.

Storage Properties

These properties apply to the Destination Application named Transfer to Storage. If a CD burner is attached to your computer, you also use this dialog box to start the Burn to CD process. See the section “Scan and Burn to a CD” on page 73.



1. Click the Storage Layout options you want.

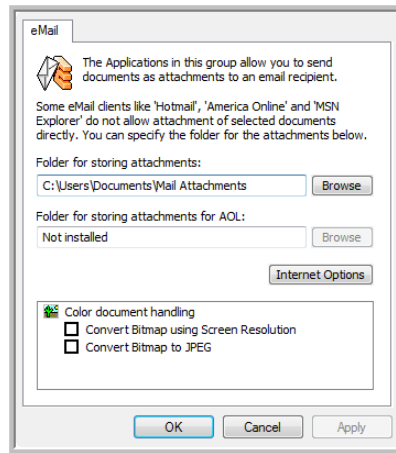
All documents are in the root—The scanned documents are saved in the root of the folder specified in the Storage Location.

Documents are put into folders by month, week, or type—Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders. New folders are created for each month and week so you can keep track of when you scanned the documents.

2. Click the **Browse** button to specify the location to store the scanned documents.
3. Click **OK** on the Link Properties window.

eMail Properties

These properties apply to email applications so you can specify the folder for documents that you will attach to an email message. Microsoft Outlook® will accept direct attachment of documents to a blank email message as soon as scanning is finished, but other email applications do not. If you're using one of those applications, such as America Online® (AOL), you need to know which folder contains the scanned documents so you can manually attach them to your email messages.



1. Click the **Browse** button for **Folder for storing attachments** and choose a folder for your email attachments.
2. If you are using AOL on your computer, and the folder name for AOL is incorrect, click the **Browse** button and find the correct AOL folder.
For scanned images to be auto-attached to a blank email message, you must have the specific folder location AOL uses to find the attachments. Please contact AOL for more information about the folder location in which AOL stores attachments.
3. If you need to change your email client, or any other internet options, click the **Internet Options** button.

The Windows Internet Options Control Panel opens. Click the Programs tab and choose a new email client from the Email list. These are the standard Windows Internet options. Please see your Windows

documentation for more information about Internet options. If you are using AOL, please see the AOL user manual for making changes to the Internet options applicable to AOL.

4. Select the options for color document handling.

Convert Bitmaps using Screen Resolution—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.

Convert Bitmaps to JPEG—JPEG files can be compressed to produce smaller file sizes and, therefore, shorter transmission times. Use this option to provide that compression capability to image files.

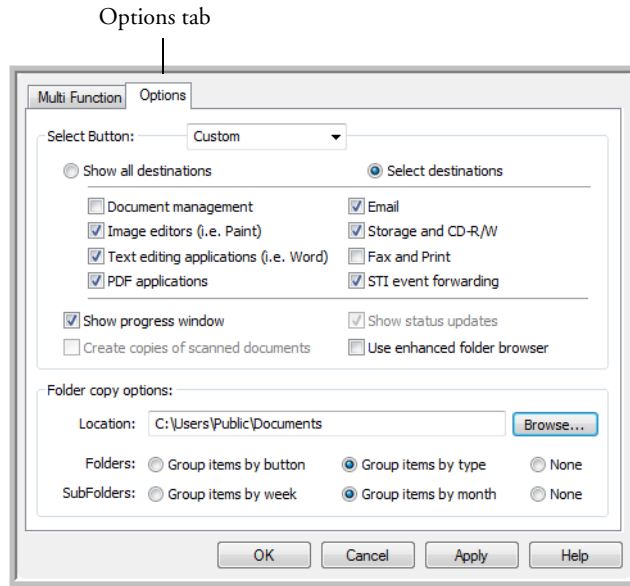
5. Click **OK**.
6. Click **OK** or **Apply** on the OneTouch Properties window.

SELECTING OPTIONS FOR A BUTTON

The OneTouch Options determine the types of Destination Applications available for a button. There are also settings on the Options tab that are global to all OneTouch buttons.

To select options:

1. Open the OneTouch Properties window and click the **Options** tab.



2. Click the **Select Button** menu arrow and select a button for setting new options.
3. The OneTouch Destination Options are:

Show All Destinations—Selecting this option activates all the Destination Application categories for the current button, so that in the OneTouch Properties window for that button, all available destinations are seen under the Select Destination list.

Select Destinations—Select this option to individually choose the types of applications to include in the list of Destination Applications. Check the boxes for the type of application to include.

Destination Categories:

- **Document Management** includes PaperPort and other applications for processing and keeping track of your scanned documents.
- **Image Editors** include Microsoft Paint and other drawing and graphics applications.
- **Text Editors** include Microsoft Word and WordPad, Microsoft Excel, and other word processing and spreadsheet applications. Select this option if you want OCR processing to convert your scanned documents to text that you can edit. See “Scanning with Optical Character Recognition (OCR)” on page 71 for more about OCR.
- **PDF applications** are for documents scanned to PDF format.
- **Email** includes Microsoft Outlook and other email applications. See “eMail Properties” on page 66 for details about attaching scanned documents to your email messages.
- **Storage and CD-R/W** is for either storing scanned documents in a folder, or sending them to a CD burner to create a CD containing the scanned documents. See “Transferring Scanned Documents to Storage” on page 76 and “Scan and Burn to a CD” on page 73 for details.
- **Fax and Print** is for sending your scanned documents directly to your printer or fax software for faxing.
- **Sti event forwarding** is for using another application’s interface for scanning. The OneTouch Event Forwarding dialog box opens so you can select which application to use to continue scanning. See “Scanning with Event Forwarding” on page 74 for details.

The OneTouch Global Options are:

- **Show Progress Window**—Select this option to display the progress window of the document(s) during scanning.
- **Use enhanced folder browser**—Select this option if you want to save your scans to a network location that is not a mapped drive on your computer.

- **Instant Delivery**—Enables image transfer to the destination while scanning is in progress, provided that “Create Single Image Files” is also selected. If Create Single Image Files is not selected, image transfer occurs after all pages have been scanned.
- **Create copies of scanned documents**—Sometimes the image of a scanned document is only saved as a temporary file until its Destination Application is finished using it. In those cases you may want an additional, permanent copy saved on your hard drive.

For example, if you scan a picture to an email application, the scanned image is saved as a temporary file, then attached to the email, and the email is sent. Later, the temporary file of the scanned picture is deleted. The same situation may occur when you scan directly to a printer or scan to a fax application. After a scanned item is printed or faxed, its temporary file is deleted. However, by selecting this **Create copies of scanned documents** option, you can choose to save permanent copies of the scanned items on your hard drive.

This option is not available if either the **Document Management** or **Storage and CD-R/W** options are selected because, by default, file copies for those types of Destination Applications are already automatically saved in the folder for copies.

- **Folder Copy Options**—This section of the dialog box sets the location for copies of your scanned documents and how you want to group them.

Click the **Browse** button and find the folder for the copies. Select the grouping option for the documents. The Group by button option groups the documents under the name of the OneTouch button. Group by type arranges the scanned documents by the type of file, such as .doc or .jpg. If you also want to group them by date you can choose the week and month options.

4. Click **OK** to save the options for the selected button.

SCANNING WITH OPTICAL CHARACTER RECOGNITION (OCR)

Optical Character Recognition (OCR) converts text and numbers on a scanned page into editable text and numbers. You can then work with the text and numbers to edit, spellcheck, change font or type size, sort, calculate, and so forth.

Note: Visioneer recommends that all OCR processing use the original factory settings for OCR scanning that came with your scanner. When scanning with other settings, use at least 300 dpi for the resolution. If the original documents are of poor quality and have small type font, 400 dpi can be used as the maximum resolution.

The OneTouch OmniPage Module or the OmniPage Pro software must be installed on your computer in order to use the advanced OCR options with the OneTouch 4.0 software and your scanner. The OneTouch OmniPage Module was automatically installed when you installed the scanner's driver, and the OmniPage Pro software is on the CD Disc 2 that you received with your scanner. The OneTouch OmniPage Module and the OmniPage software can both be installed on your computer at the same time, however, the features in the OneTouch OmniPage Module will take precedence over the OmniPage software features when using OneTouch 4.0. The *OneTouch OmniPage Mini-Guide* is available on the Disc 1 installation CD.

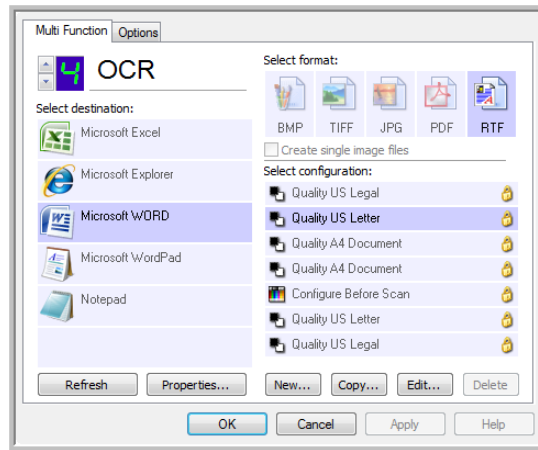
If you only have the PaperPort software installed you will still have basic OCR options but they are limited to those functions that PaperPort provides.

Note: Please refer to the *OneTouch OmniPage Mini-Guide*, on Disc 1 that you received with your scanner, for detailed instructions on configuring and scanning with the advanced OCR Options.

To scan with OCR:

1. Open the One Touch Properties window.
2. Select a text editing program in the Select Destination list, then select a text file format in the Select Format panel.

For example, if you want to edit your document in Microsoft's Word, select that application then choose a file format such as TEXT, RTF or DOC.

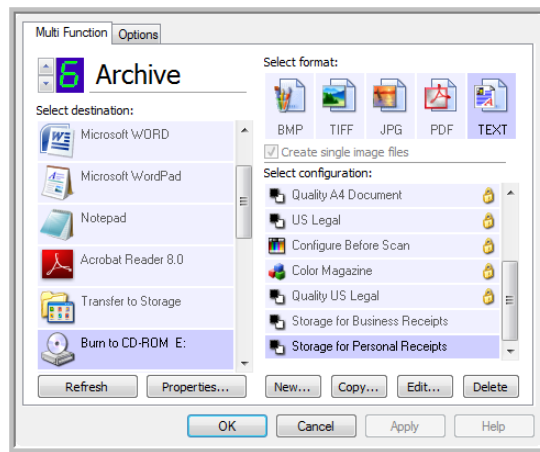


3. Click on **OK** to save the changes and close the One Touch Properties window.
4. Press or click the One Touch button you set to scan with OCR.
5. Your scanned pages appear in the Destination Application with the text ready for editing and other text processing.

SCAN AND BURN TO A CD

If you have a CD burner attached to your computer, you can scan directly from your scanner onto a CD. This feature is available only on computers running Windows version XP or later.

1. Open the OneTouch Properties window.
2. Select **Burn to CD** as the Destination Application.



3. Choose a Page Format and a Scan Configuration.
4. Click **OK**.
5. Now start scanning using the button you selected to use to scan and burn to a CD.

When scanning is finished, a bubble message on the screen tells you that files are waiting to be burned to the CD.

6. Open the OneTouch window and click the **Properties** button.
7. Make sure a blank CD is in the CD burner.
8. Click the **Burn to CD** button.

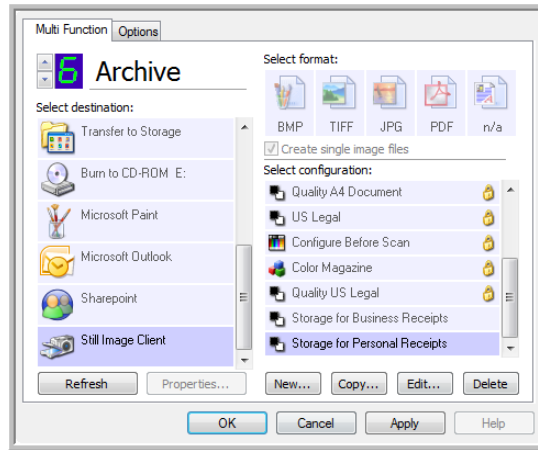
The CD burner begins and your scanned documents are written to the CD. If other files are also waiting in this location, they will get written with the OneTouch files on the CD.

SCANNING WITH EVENT FORWARDING

If you want to specify an application to use for scanning at the start of the process, you can use event forwarding.

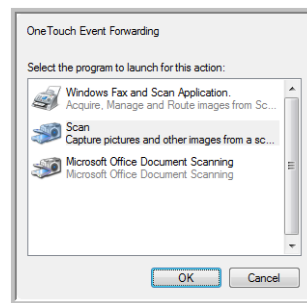
1. Open the OneTouch Properties window.
2. Select **Still Image Client** as the Destination Application.

You cannot choose a page format for this option as the Destination Application is not selected until after starting the scanning batch.



3. Click **OK**.
4. Start scanning using the button you selected for event forwarding.

A dialog box opens for you to select the application to use for scanning. Select the application in the box and click **OK**.

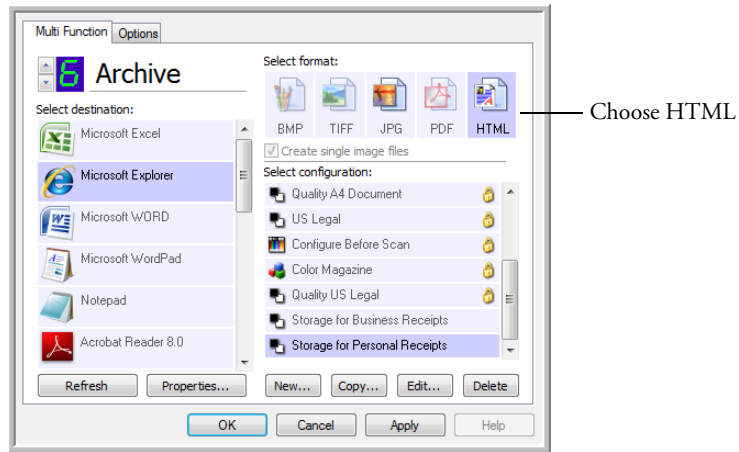


5. Now the application you selected opens and you can continue scanning using the application's TWAIN interface.

SCAN AS AN HTML PAGE

You can convert scanned pages to HTML format for posting directly to your web site. Those pages are then viewable by visitors to your web site without the need for any internet plug-ins or other special processing.

1. Open the OneTouch Properties window.
2. Select **Microsoft Explorer** as the Destination Application.
3. Choose **HTML** as the Page Format.

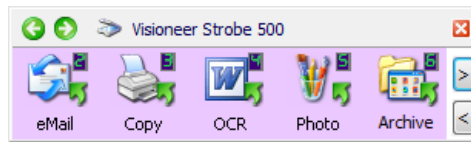


4. Choose a Scan Configuration that has the settings for the image on the HTML page.
5. Click **OK**.
6. Load the documents *face down* with their tops into the scanner.
7. On the OneTouch Button Panel or on the scanner select the button you setup to scan using HTML.
8. When scanning is finished, the document is first converted to editable text using the OCR process, then is converted into an HTML format.
9. Choose **Save As** from the Internet Explorer **File** menu, give the page a name, and save it in the location you use for your web page files.
10. You can now use Microsoft Internet Explorer or other application to post the document to your web page as you would any other HTML page.

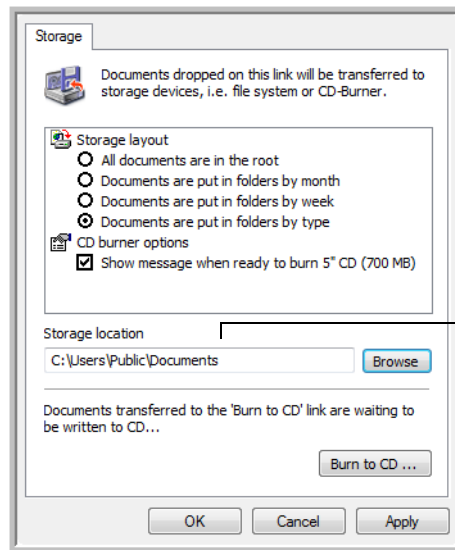
TRANSFERRING SCANNED DOCUMENTS TO STORAGE

With the Transfer to Storage scanning process, you can scan documents and save them in a folder in one step. The process is ideal for archiving documents without having to manually save or process them in any other way.

1. Load the documents *face down* with their tops into the scanner.
2. To scan from the OneTouch Button Panel, click on Archive.



3. The documents are scanned and stored in the location that you specified on the OneTouch 4.0 Link Properties window.



Your scanned documents will be stored at the location you specified on the OneTouch 4.0 Link Properties window.

You can specify a mapped drive or server location as the destination folder.

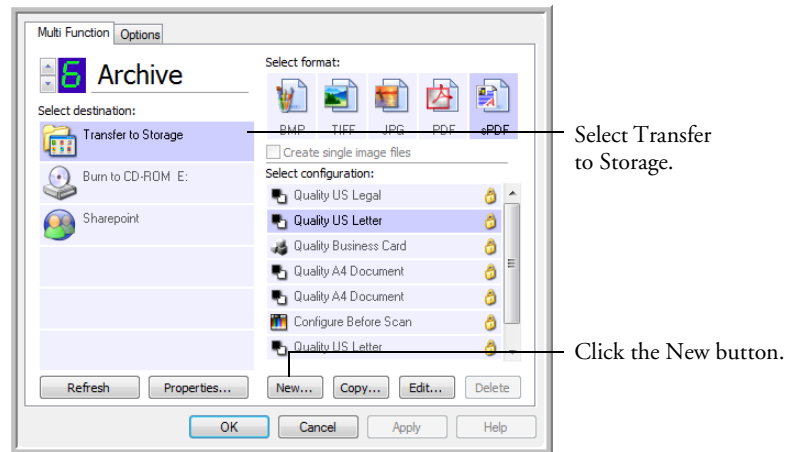
SCANNING TO MULTIPLE FOLDERS

When archiving documents with the Transfer to Storage option, you can scan them to multiple folders. For example, one folder might be for “Business Receipts,” a second folder might be for “Personal Receipts,” and a third folder might be for “Annual Receipts.”

To scan to multiple folders, you create multiple scan configurations, each with a different storage location for the scanned documents. Scan one set of documents using the scan configuration with the appropriate storage location for that set. Then switch to another scan configuration and scan the next set of documents to store them in their folder.

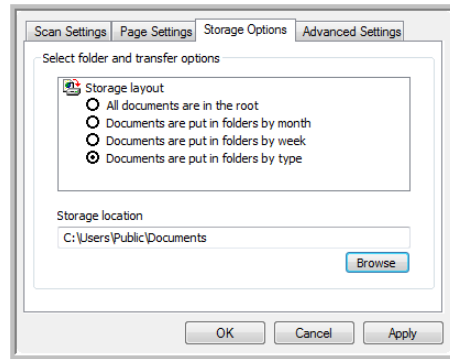
Setting up multiple folders for transfer to storage:

1. Using Microsoft Windows, create the folders that you want to use for storing scanned items.
2. Open the OneTouch Properties window.
3. Select **Transfer to Storage** as the Destination Application.
4. Click the **New** button

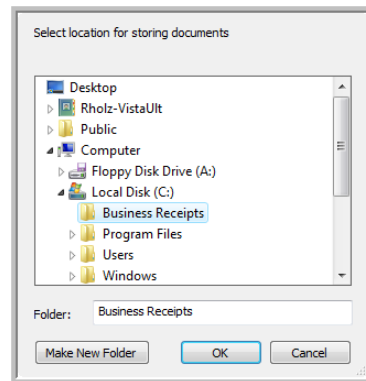


5. To help you remember which folder it is, give the new configuration a name that indicates the folder name, such as “Storage for Business Receipts.”
6. Click the **Scan Settings**, **Page Settings**, and **Advanced Settings** tabs, and select the settings you want.

7. Click the **Storage Options** tab.

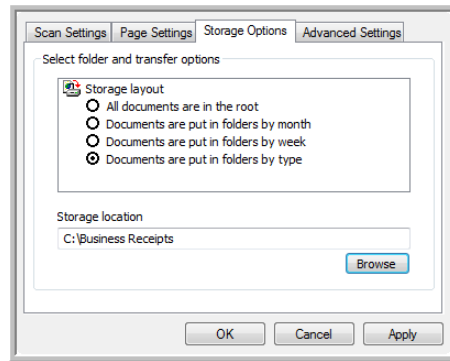


8. Click the **Browse** button.
9. Select the folder you created for storing the scanned documents.

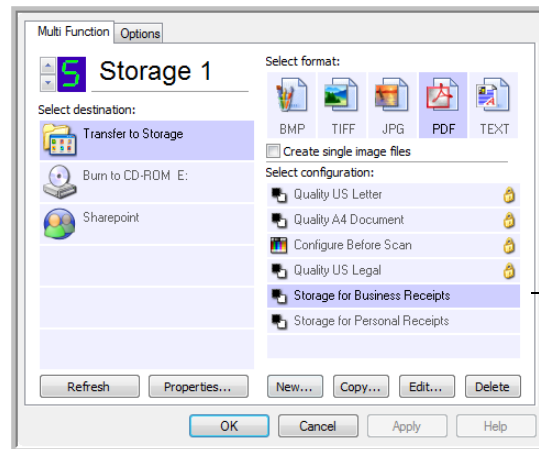


If you haven't created the folder yet, you can click the **Make New Folder** button and type the name for the new folder.

- Click **OK**. The selected folder will now be set as the Storage Location, such as “Business Receipts.”



- Click **OK**. The new configuration is now listed as a Transfer to Storage configuration.
- Repeat the process to create additional new configurations, such as one named “Storage for Personal Receipts.”
- You will now have multiple configurations set up for the Transfer to Storage destination, and each configuration scans documents to separate folders.



The new configurations apply to the Transfer to Storage Destination Application.

- Assign each configuration to one of the OneTouch function buttons. For instance, assign “Business Receipts” to button 5 and assign “Personal Receipts” to button 6.

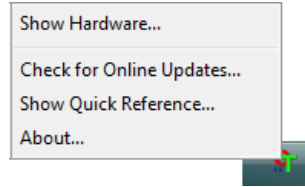
Scan to multiple storage folders:

1. Load the first set of documents you want to scan.
2. Select the function on the scanner that you set to scan to the storage location. For example, button 5 to scan using the “Business Receipts” configuration.
3. Press the **Simplex** or **Duplex** button to scan the documents, or click the button 5 on the OneTouch Button Panel.
4. When scanning is finished, insert the next set of documents.
5. Select the function on the scanner that you set to scan to the other storage location. For example, function 6 to scan using the “Personal Receipts” configuration.
6. Press the **Simplex** or **Duplex** button again, or click Button 6 on the OneTouch Button Panel.

When scanning is finished, the documents are stored in the two separate folders.

CHANGING THE HARDWARE SETTINGS

1. Right-click on the OneTouch icon and choose **Show Hardware** from the pop-up menu.

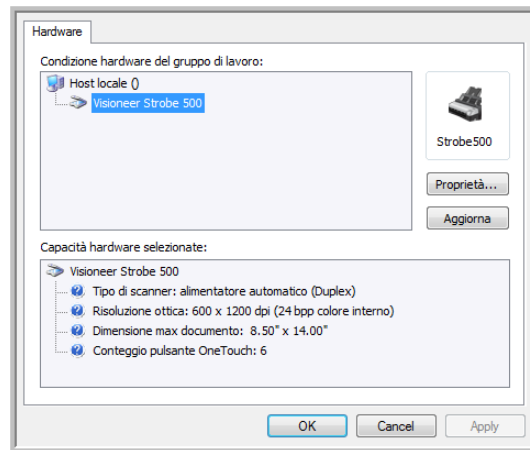


You can also click the Hardware icon at the top of the OneTouch Button Panel, or right-click on the Strobe 500 icon when the OneTouch button panel is in the Hardware View.

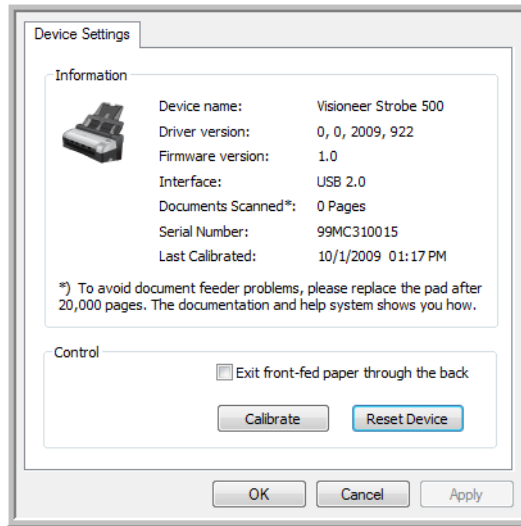
The Hardware icon



The Hardware Properties dialog box opens and shows information about your Visioneer Strobe 500 scanner.



2. Click the **Properties** button.



Calibrate—Click the Calibrate button to start the scanner calibration wizard. The scanner self-calibrates when you click the Calibrate button. The calibration window on-screen will close automatically when calibration is finished. If it doesn't close automatically, click the Finish button.

Exit front-fed paper through the back—When selected, front-fed pages will exit from the back of the scanner. When unselected, front-fed paper will exit from the front of the scanner.

3. Click **OK** to save the changes and close the dialog box.

Scanning from TWAIN

You can scan from any TWAIN scanning application instead of scanning from the One Touch buttons on your scanner or the One Touch button panel.

A Note About Your Scanner and the TWAIN standard: TWAIN is a widely recognized standard that computers use to receive images from scanners, digital cameras, and other digital devices. The TWAIN scanning interface can be accessed from any TWAIN scanning application you have installed on the computer. Applications such as Nuance PaperPort and OmniPage, which were provided with your scanner, and many other applications, can use the TWAIN interface for scanning. The TWAIN interface, described in this section, is the one provided with your scanner and you will see it when scanning from PaperPort or OmniPage. Other TWAIN compliant scanning applications may also access this interface. However, there are some applications that have their own TWAIN interface. If you are scanning from a software application, and see the interface shown in this section, you can use these instructions to scan with the TWAIN interface. If you do not see this TWAIN interface, please refer to your scanning application's user guide for instructions.

NOTE: You can access the TWAIN interface when you're scanning from the One Touch software. If the One Touch configuration you are using is set to Configure Before Scan, and the selected option is TWAIN, the TWAIN interface opens right away when pressing the button on your scanner without opening any other TWAIN-compliant software first.

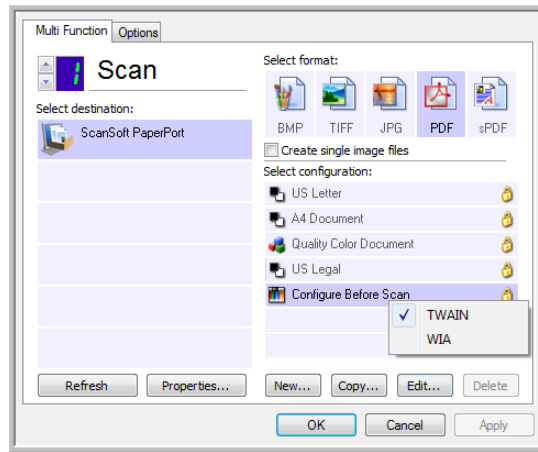
The PaperPort software includes a complete set of help topics that answer questions about each feature of the software. To open the Help Topics window, press the F1 key on your keyboard or choose PaperPort help from the Help menu.

ACCESSING THE TWAIN INTERFACE

Open the TWAIN interface from One Touch:

If the One Touch configuration you're using to scan is set to Configure Before Scan, and the selected option is TWAIN, the TWAIN interface opens right away without opening PaperPort first.

For example, the following figure shows the options you would have selected to set up button 1 to open the TWAIN interface.



Open the TWAIN interface from an application:

Please refer to your scanning application's user guide for instructions on accessing the TWAIN interface. Below is a brief list of common applications and how to initiate a scan from within that application, including some of the applications which may have been provided with your scanner.

1. Open a TWAIN-compliant scanning application.
2. Use the application's command that opens the TWAIN interface.

PaperPort—On the Tool bar click on the Scanner icon to open the Scan Pane on the left side of the PaperPort desktop. Select your scanner in the Scan Pane then click on the “Scan” button in the Scan Pane.

OmniPage—Go to File, then Get Page, then click on Scan.

ArcSoft PhotoImpression—Click on the Scanner icon from the main menu.

Corel Paint Shop Pro—From the File menu select the Import option to select your scanner model, then from the file menu select the Import function and choose TWAIN Acquire.

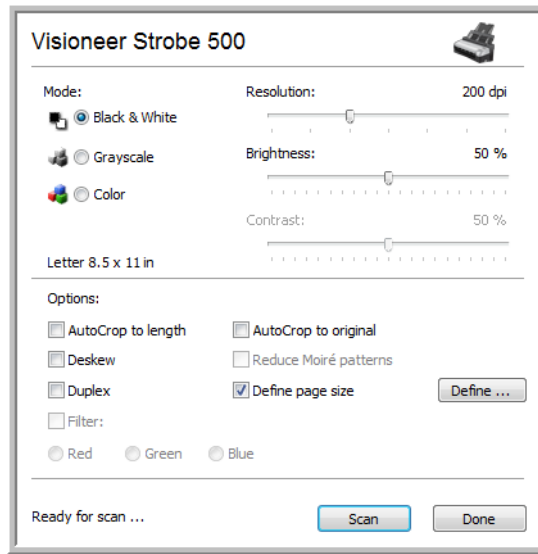
Adobe Software—Depending on the application you can “Create a file” then select the scanner as your creation source, or “Import a Picture” and select the scanner as your import from source.

Microsoft Software—Depending on the application you can go to “Insert Picture... from Scanner or Camera”, “File... Scanner or Camera”, or “Insert Picture to Clip Organizer from Scanner or Camera”.

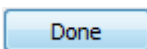
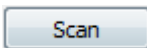
3. The TWAIN interface opens and you're ready to start scanning.

SCANNING WITH THE TWAIN INTERFACE

The TWAIN Interface is available from many applications, such as Microsoft Word and Paint, as well as from the PaperPort. You can use the instructions in this section regardless of the application you use to open the TWAIN Interface.



1. Select the options you want from the TWAIN interface, then load the documents with their tops into the Automatic Document Feeder.
2. Click the **Scan** button (if the AutoScan feature is not turned on).
The scanner starts scanning and a progress box opens.
3. Click **Done** when you are finished scanning to close the TWAIN interface.



THE OPTIONS ON THE TWAIN INTERFACE ARE:

Mode—Select a scanning mode:

Black&White to scan in black and white. Use this setting for letters, memos, and other black and white material. This scan mode produces the smallest file size.

Grayscale to scan items such as documents containing drawings or black and white photographs. The scanning produces an image of up to 256 shades of gray. You can also scan a color document to turn its colors into gray shades. The file size is about one third that of a color scan.

Color to scan magazine articles, photographs, and other color images in full color. Color scans have the largest file size.

Resolution—The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

Brightness—Increasing or decreasing the Brightness makes the scanned image lighter or darker.

Contrast—Contrast refers to the difference between the lighter and darker portions of the image. Increasing the contrast emphasizes the difference between the lighter and darker portions, decreasing the contrast de-emphasizes that difference. Contrast is not available for Black & White scanning.

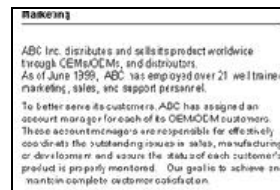
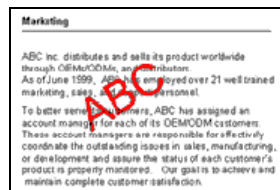
AutoCrop to Original—Select this option to let the scanner automatically determine the size of the item being scanned. Always use the paper guides on the scanner so the page is not skewed otherwise the page will not crop properly.

Duplex—Scan both sides of the page. If this option is not selected, the scanner will only scan the side of the page facing down when you insert it into the scanner.

Filter—The Filter is the ability of your scanner to automatically remove a color from a scanned item. The Filter option applies to Black&White or Grayscale Mode.

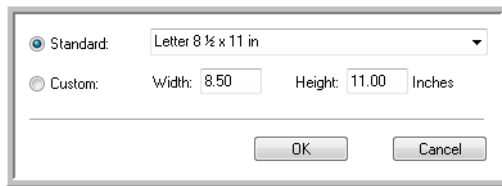
The original with a red watermark over black text.

The scanned item with the red filtered out.



Reduce Moiré Patterns—Moiré patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. Selecting **Reduce Moiré Patterns** will limit or eliminate moiré patterns in the scanned image. This option is only available for the Grayscale or Color Mode at lower resolution options.

Define page size—Click this option to activate the **Define** button. Then click the **Define** button to see the **Define page size** dialog box for selecting a specific page size:



1. Click **Standard**, click the menu arrow and choose a page size from the list, or click **Custom** and enter the horizontal and vertical page dimensions in the boxes.

The units of measurement can be inches or millimeters. Click the name of the units, inches or mm (millimeters), to toggle between them.

2. Click **OK**.

The Define page size option cannot be used with the **AutoCrop to original** option.

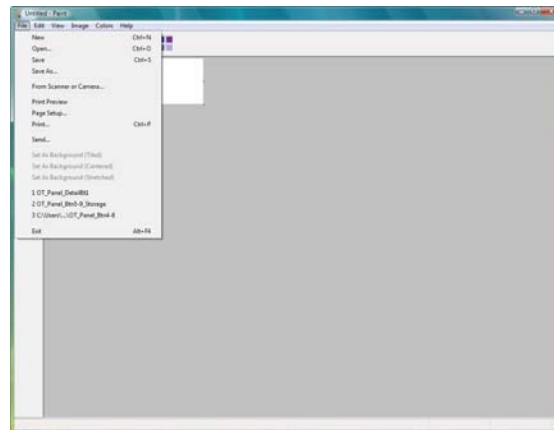
Scanning from WIA

Microsoft Windows version XP and later includes their own scanning interface—known as Windows Image Acquisition (WIA)—for acquiring images from scanners, digital cameras, and other digital devices.

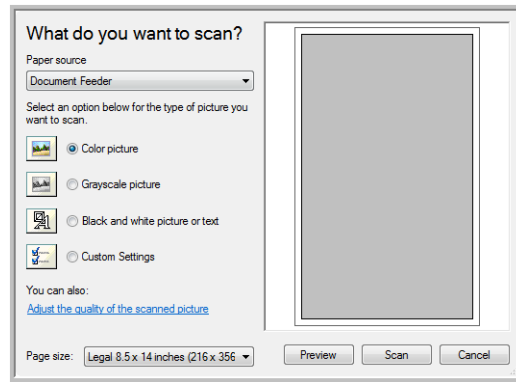
This section shows how to use Microsoft Paint to scan using the WIA interface, but you can use other Windows applications as well.

To scan using WIA from Microsoft Paint:

1. On the Windows taskbar, click **Start**, point to **All Programs**, point to **Accessories**, and then click **Paint**.
2. From the **File** menu choose **From Scanner or Camera**.

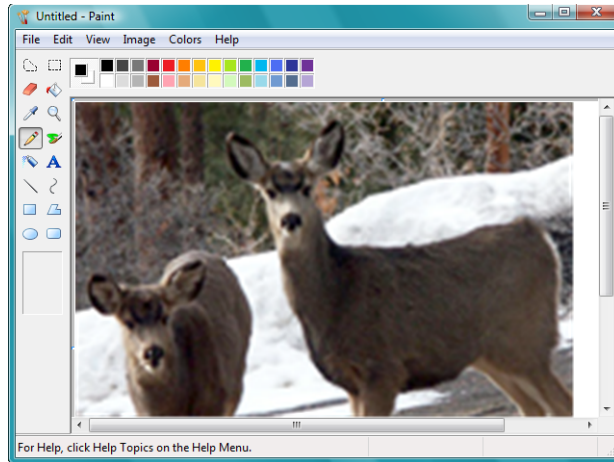


3. The WIA scanning window opens. Use this window to select scanning options and start the scanner.



4. Click the button most appropriate for the item you're scanning.
5. Select a paper size from the Page Size list.
6. Adjust the image settings as desired:
 - Change the button selection for the type of image.
 - Adjust the custom settings; refer to the next section, "Fine Tuning Your Scans".
 - Change the size of the scanned image.

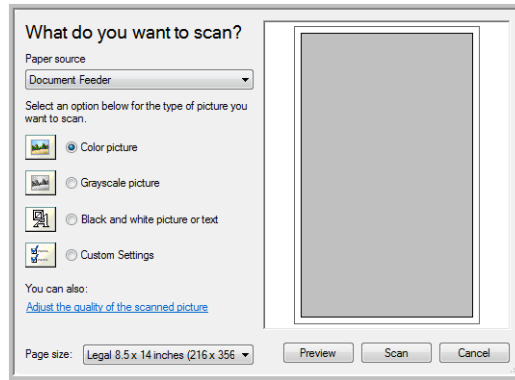
7. The scanned images will appear in Microsoft Paint (or other WIA application you're using).



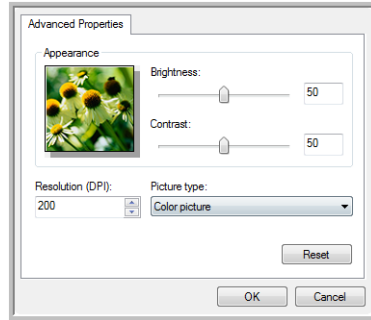
FINE TUNING YOUR SCANS

You can customize settings before you scan an item to fine tune exactly how you want to scan it.

1. On the scan window, click **Adjust the quality of the scanned picture**.



2. The Advanced Properties dialog box opens.



3. Select the options for scanning.

Brightness and **Contrast**—Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image.

Resolution (DPI)—Click the up or down arrow to scroll through the available resolution options.

Picture type—Click the menu arrow and choose the most appropriate type for the item you're scanning.

4. Click **OK**.

Maintenance

This section contains information on maintenance, troubleshooting, uninstalling, scanner specifications, and spare parts.

CLEARING PAPER JAMS

If your scanner stops scanning due to a paper jam in the Automatic Document Feeder, a warning dialog box opens after a few moments.

To clear a paper jam:

1. Pull the ADF cover release on the top of the scanner body to open the Automatic Document Feeder cover.



2. Remove the jammed paper and close the cover.



To reduce the number of paper jams, smooth and straighten the paper before scanning and adjust the guides to the paper size, and insert the paper evenly into the ADF.

CLEANING THE SCANNER

Cleaning the inside of the scanner helps to keep your scanner operating at optimum performance. You should clean the inside of the scanner at least once a week or after 5,000 pages have been scanned. If you are getting frequent paper jams, multiple pages feeding at the same time, or if you're seeing lines in the scanned image, it is time to clean the scanner.

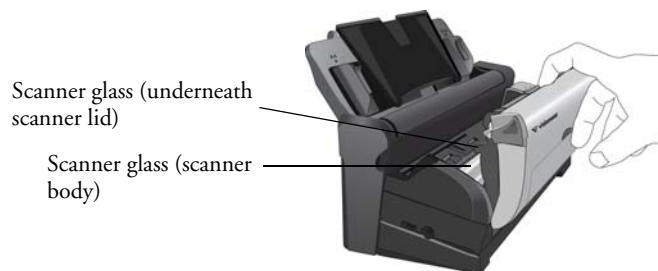
CLEANING THE SCANNER GLASS

1. Wet a soft cloth with some isopropyl rubbing alcohol (95%).
2. Pull the ADF cover release on the top of the scanner body to open the Automatic Document Feeder cover.

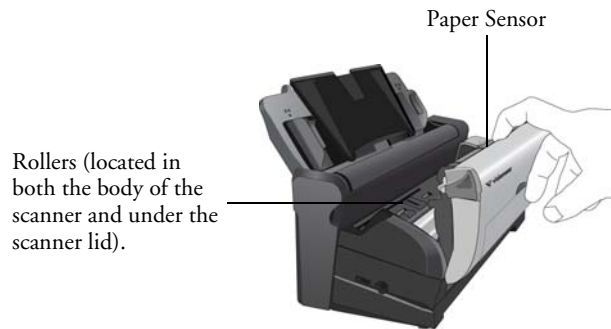


3. Wipe the scanner glass and plastic surfaces on the inside of the scanner. Make sure you clean the glass located in the scanner body and on the underside of the scanner lid.

Be careful not to snag the cloth on any of the surfaces inside the scanner.



4. Wipe clean all of the rollers in the scanner. Be careful not to snag the cloth on the paper sensor.



5. Close the cover when you're finished.

CLEANING THE DOCKING STATION

Cleaning the Input Tray:

1. Wet a soft cloth with some isopropyl rubbing alcohol (95%).
2. Wipe down the input tray with the cloth.



Cleaning the Roller and Pad Assembly:

1. Wet a soft cloth with some isopropyl rubbing alcohol (95%).
2. From the back of the scanner, lower the input tray.



3. Press down on the two latches on the back of the docking station and lower the rear cover.



4. Wipe the feed roller from side to side. Rotate the roller to clean its entire surface.



Note: Please be careful when cleaning the roller. The roller is designed to rotate in one direction only. As you're cleaning the roller, make sure it rotates easily, and continue rotating it in that direction while wiping it clean. Do NOT force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and may cause the scanner to feed pages incorrectly.

5. Wipe the ADF pad from top to bottom. Be careful not to snag the cloth on the springs on either side of the pad.
6. Wipe clean all plastic surfaces, then close the rear cover.

REPLACE THE ADF PAD ASSEMBLY

The ADF pad will wear out and is designed to be a user-replaceable part. Problems with documents feeding into the ADF is an indication that the pad is wearing thin.



You received a replacement pad in the original scanner box, and you can also order a new one. See the "Visioneer Strobe 500 Scanner Parts List" on page 110 for ordering information.

1. From the back of the scanner, lower the input tray.

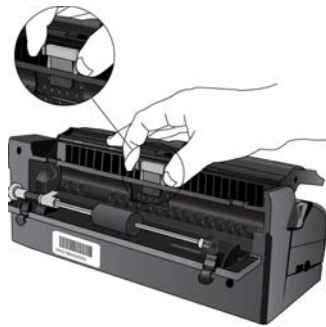


2. Press down on the two latches on the back of the docking station and lower the rear cover.



The ADF pad is located behind the input tray.

3. Squeeze the plastic clamps that hold the pad assembly in place and lift the pad up and out.

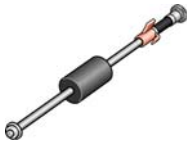


4. Reverse the procedure to replace the new pad into its slots.



5. Close the rear cover when you're finished.

REPLACING THE ROLLER ASSEMBLY



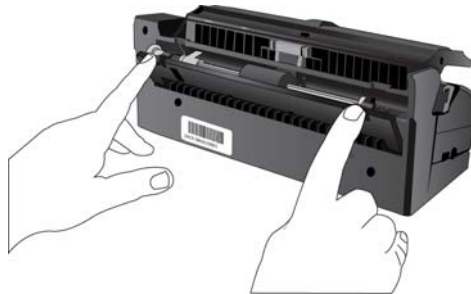
After extended use, the roller may wear out and may need to be replaced. It is a user-replaceable part and can be reordered.

Frequent paper jams are a symptom of a worn roller assembly. A worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. A worn roller should be replaced to avoid damage to the scanner's internal parts. Before replacing the roller you should clean it as excessive dust on the roller will make it appear worn and smooth. You cannot properly diagnose a worn roller until you have cleaned it.

1. From the back of the scanner, lower the input tray.



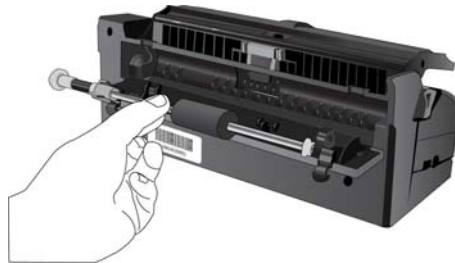
2. Press down on the two latches on the back of the docking station and lower the rear cover.



3. The roller is held in place with a lock tab that rotates to lock and unlock it. To unlock the tab, rotate it upward until the small lock flange is completely free.



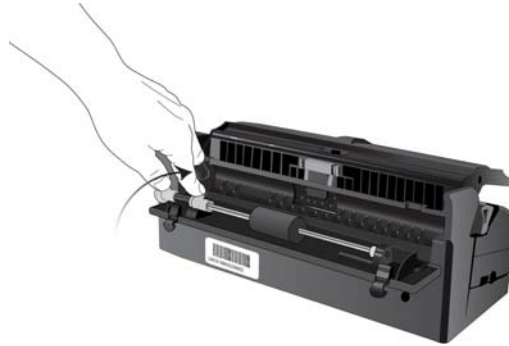
4. When the roller is unlocked, it can be removed from its mounting sockets.
5. Discard the worn roller. It cannot be repaired.
6. Before installing the new roller, clean any dust that may have gotten on it during shipping.
7. Insert the right end of the roller into its housing socket in the scanner.



8. Align the lock tab, on the orange lock flange, with the slot in the scanner.
9. Rotate the lock tab into the slot on the scanner.

10. Press down on the lever to lock the roller in place.

The lock will “click” into place when it is secure. However, if it does not rotate easily into the housing, make sure the flange is properly seating in its latch.



11. Close the rear cover when you're finished.

TROUBLESHOOTING

In addition to the troubleshooting information contained in this section, please see the Readme file on your installation disc. The Readme file contains additional information that may help you diagnose problems with the scanner.

If you try the troubleshooting procedures described in this section and in the Readme file, and the scanner still has problems, visit our web site at www.visioneer.com for additional technical information.

Problem: The scanner won't scan. What's wrong?

Check for one of these possible causes:

- **Are the cables loose or not plugged in securely?** Inspect the cable connections. Make sure the cables are plugged in securely.
- **Is the scanner's status light on?** Turn on the scanner's power. If the status light doesn't come on, plug the power supply into another electrical outlet.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.
- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner, the hub must have its own power supply. If the hub does not have its own power supply, plug the scanner into a USB port on the computer.
- **Did you select another TWAIN source for acquiring images?** If you use multiple TWAIN devices with your computer, you may have selected another source for images. Start the PaperPort software and click the **Scan** icon, then make sure **Visioneer Strobe 500** is selected as the scanner.

Problem: The installation will not complete successfully. If installation finishes, the scanner's OneTouch 4.0 options do not seem to work properly.

A likely cause is that some driver programs are already installed on your computer for another scanner. Or you previously had another Visioneer scanner and that driver program is still on your computer. They are

interfering with the installation and OneTouch options, and you need to remove those other drivers and re-install your Visioneer Strobe 500 scanner. Please see the documentation that you received with the other scanner for the steps to remove its driver programs.

Problem: My computer keeps giving me out of hard drive space error messages.

The minimum requirement of 350MB free hard drive space is for the installation of the software and basic, low resolution, scanning. High resolution scans result in files that can be over 1 gigabyte in size. Free up some space on your hard drive for the software to be able to save the scanned images.

Problem: With AutoCrop to Original selected, sometimes I get blank pages, or pages with lines.

The pages were probably scanned in crooked, or skewed. To use AutoCrop to Original, the pages must be scanned in straight. Adjust the paper guides on the scanner so pages feed in straight.

Problem: The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See “Cleaning the Scanner” on page 95 for cleaning instructions.

Problem: The ADF won't feed pages properly.

A dirty or worn ADF pad assembly or dirt on the roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. Try cleaning the roller first. See “Cleaning the Scanner” on page 95. If that doesn't solve the problem, the pad assembly may need to be replaced. It is user-replaceable. See “Replace the ADF Pad Assembly” on page 98 for the steps to replace the pad.

Problem: If the USB cable is disconnected during a scan, the scanner does not reconnect when the USB cable is plugged back in.

Unplug the power cable from the scanner, and then plug it back in.

If the scanner does not reconnect:

1. Unplug the power cable from the scanner.
2. Restart your computer.
3. After the restart is complete, plug the power cable back in.

Problem: Paper jams when it begins scanning from the input tray.

Make sure the front feed tray is closed, and that an item isn't already in the scanner fed in from the front.

Problem: The scans from the input tray are always crooked.

Make sure to align the paper guides to the edges of the paper. If you are scanning small items that are smaller than the paper guides' minimum adjustment, scan these items from the front feed tray instead.

STATUS LIGHT TROUBLESHOOTING CODES

A green status light indicates the normal state of the scanner.

Normal Operation

- **Steady green:** indicates the scanner is ready to scan.
- **Steady red:** either a calibration has been initiated, the scanner is busy scanning, or it is not connected to the computer.
- **Blinking red:** the scanner is reporting an error.

Error Codes

If your scanner experiences hardware problems, the status light turns red and will blink a specific number of times, then pause for 2 to 3 seconds, then repeat the same number of blinks. The number of blinks between pauses indicates the type of error code.

In all cases, you should turn off the scanner and check the scanner setup. Make sure the USB cable is plugged into the scanner and computer. Make sure the power cord is plugged into the scanner and into a wall outlet or USB port.

Error Code	Problem Description	Solution
4	Paper jam	Open the ADF and remove the jammed page.
5	Multi-feed error	More than one page is in the scanner. Make sure that an item hasn't been inserted in the front of the scanner when trying to scan from the input tray.
6	Cover open	The top of the scanner is not fully closed. Close the scanner lid.

UNINSTALL YOUR SCANNER

To uninstall the Visioneer Strobe 500 scanner, remove the OneTouch 4.0 software, PaperPort, and any other software provided with your scanner.

UNINSTALLING THE SCANNER DRIVER AND ONETOUCH SOFTWARE

1. Open the Windows **Control Panel**.
2. *Windows 2000 and Windows XP:* Double-click the **Add or Remove Programs** icon.
Windows Vista and Windows 7: Double-click the **Programs and Features** icon.
3. From the list of programs, select **Visioneer Strobe 500**. Click the **Change/Remove** (or Uninstall) button.
4. Click **Yes** when asked to confirm that you want to remove these software programs.
5. Follow the same steps to select and remove **OneTouch 4.0**, the **Kofax VirtualReScan** and **OneTouch ScanSoft OmniPage OCR** modules from the installed programs list.
6. The scanner driver, OneTouch 4.0 software and modules are removed from your computer.
7. **Unplug the USB cable from the scanner.**
8. Close all open windows and restart your computer.

UNINSTALLING THE PAPERPORT AND OMNIPAGE SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, then click **Control Panel**.
2. *Windows 2000 and Windows XP:* Double-click the **Add or Remove Programs** icon.
Windows Vista and Windows 7: Double-click the **Programs and Features** icon.
3. Select **PaperPort** or **OmniPage** and click **Remove**.
4. A message window opens, asking if you are sure you want to remove PaperPort from your computer. Click **Yes**.
5. Close all open windows and restart your computer.



VISIONEER STROBE 500 SCANNER SPECIFICATIONS

Optical resolution	600 dpi
Bit depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Maximum item size	8.5" x 37"
Minimum item size	3.5" x 2"
Scan method	Duplex Automatic Document Feeder (Docking Station) Duplex Single Sheet Fed (Front Feed Tray)
Scanning specifications	
Scanning Speed (Input Tray)	AC Power: 15 pages per minute / 30 images per minute @ 200 dpi USB Power: 6 pages per minute / 12 images per minute @ 200 dpi
Scanning Speed (Front Feed)	AC Power: 4 seconds per page @ 200 dpi USB Power: 10 seconds per page @ 200 dpi
Capacity	20 pages of 20lb printer paper (75 g/m ²)
Paper Thickness	16 - 28 lbs. (0.002" - 0.006") (60 - 105 g/m ²)
Image Sensor	Dual Contact Image Sensor
Light source	3-color RGB-LED
Interface	Hi-Speed USB 2.0
Scanner body dimensions	
Width	11.7 inches (297 mm)
Depth	3.1 inches (80 mm)
Height	2.4 inches (60 mm)
Docking Station dimensions	
Width	11.7 inches (297 mm)
Depth	6.2 inches (158 mm)
Height	9.3 inches (235 mm)
Weight (Scanner body only)	2.2 pounds (1 kg)
Weight (With Docking Station)	3.9 pounds (1.76 kg)
Operating temperature	50°-104° F (10°-35° C without condensation)
Scanner Rating	Power Cord: 24Vdc, 1.0A USB Power Cord: 5Vdc, 1.0A
Relative humidity	10%–85% (@35° C without condensation)
Power supply	HEG42-240100-7L made by Hitron, DC Jack, 24Vdc/1.0A (24W), 100-240Vac, ENERGY STAR and RoHS compliant

AC Power cord	US—3P, 7A/125V, 500mm, 3C x 18AWG, RoHS UK—3P, 2.5A/250V, 500mm, 3C x 0.75mm ² , RoHS EUR—2P, 2.5A/250V, 500mm, 3C x 0.75mm ² , RoHS
USB Power Cord	DA-24C24 Made by ADP, A-Type DC Jack, 4P, 1800mm, 26AWG, 19G-0299, -20-80, RoHS
Power consumption	< 12 Watts (during operation); < 5 Watts (on standby)
USB cable	Mini-USB connector, 1850 mm, 28AWG, with core, RoHS compliant
Safety and agency certifications	UL, C-UL, FCC Class B, CE, RoHS, ENERGY STAR
Supported Operating Systems	Microsoft Windows - 2000 (Service Pack 4) - 32-bit XP (Service Pack 2 or 3) - 32-bit or 64-bit Vista (with or without Service Pack 1 or 2) - 32-bit or 64-bit 7
Scanner Drivers	TWAIN, WIA
Bundled Software	Visioneer OneTouch® Nuance PaperPort® Nuance OmniPage® Adobe® Reader® NewSoft Presto! BizCard® Kofax Virtual ReScan® (VRS™) Module

VISIONEER STROBE 500 SCANNER PARTS LIST

Please use the following part names and numbers when ordering replacements for your scanner.

	Part Name	Part Number
	Docking Station	85-0533-000
	ADF Pad	57-0130-000
	Roller Assembly	57-0113-000
	USB Cable	35-0225-000
	USB Power Cord	35-0229-000
	AC Power Cord	35-0226-000 (US) 35-0227-000 (EUR) 35-0228-000 (UK)
	Power Supply	37-0088-000

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