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# **TRUST 240TH DIRECT WEBSCAN GOLD**

**User's Manual**

Version 2.0

## **Thank you**

Thank you very much for purchasing this product from the Trust range. We wish you hours of fun with it. Please read this manual carefully before using the product.

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## 1. Introduction

This instruction manual is intended for users of the Trust 240TH Direct Webscan Gold. The TRUST 240TH DIRECT WEBSCAN GOLD is a 1200x2400 DPI, high resolution, USB scanner with a slim-line design. You can use it to produce optimal results with 48-bit colour scanning.

With the Direct Scan buttons on the scanner you can very easily scan, copy, send faxes and send e-mails at the touch of a button.

With the build-in transparency module and included TWAIN software you can easily scan films and slides, and then adjust and save them with the included application software.

### 1.1 Conventions used in this manual

The following conventions have been used in this manual to indicate instructions:

<b>&lt;key&gt;</b>	Here you should press a key. The name of the key is given between brackets.
<b>'System'</b>	This is a specific term used in a program. These are the terms used by, for example, Microsoft Windows 98.
<b>[DIR]</b>	Key in the text shown in square brackets [...].
<b>{term}</b>	The text between the parentheses {...} is the English term, e.g. {File} used in the figure referred to.

Additional information will be shown as follows:

**NOTE:** *If you connect the scanner to a USB HUB, then the USB HUB should have its own power supply.*

The examples assume that the letter "D" has been assigned to your CD-ROM drive. If your system uses a different drive letter for your CD-ROM drive, for example "E", you should replace "D" by "E".

### 1.2 Contents of the package

Check the contents of the package. It must contain:

- Scanner;
- USB cable;
- Power adapter;
- Stand;
- Template for slides;
- Template for films;
- CD-ROM with setup programs and applications;
- CD-ROM with Photo Express;
- Installation manual.
- Quick Installation Guide

If anything is missing or damaged, please contact one of the Trust Care Centres. You can find more information at the back of this instruction manual.

### 1.3 Minimum system requirements

- Intel Pentium 166MMX CPU
- 1 free USB port
- 32 MB memory
- 50 MB free hard disk space (extra HDD space necessary for applications)
- 4 Speed CD-ROM player
- Windows 98, ME, 2000 or XP



## 2. Safety

Carefully read the following instructions before use:

- The TRUST 240H EASY WEBSCAN GOLD does not require any special maintenance. Use a slightly damp, clean cloth to clean the scanner.
- Do not use aggressive substances, such as petrol or white spirit, to clean the device. These may harm the material.
- Do not submerge the device in liquid. This may be dangerous and will damage the device. Do not use this device near water.
- Make sure nothing is placed on the cable. Do not use this device in an area where the cable can become worn or damaged as a result of people walking over it.
- Do not repair this device yourself. If you open this device, you may touch live components. This device must only be repaired by qualified personnel.
- Under the following circumstances, have the device repaired by qualified personnel:
  - The cable or plug is damaged or worn.
  - The device has come into contact with rain, water or another liquid.

## 3. Approval



- This device meets the essential requirements and other relevant conditions of the applicable European directives. The Declaration of Conformity (DoC) is available at [www.trust.com/12920/ce](http://www.trust.com/12920/ce).

## 4. Installation

### 4.1 Un-install old drivers and applications

The most common cause of faults during installation is the presence of a driver for a similar, old product. The best solution is to first remove all drivers related to old devices before installing the new driver. Make sure you only delete programs for old, unused (similar) products.

1. Enter the Windows 'Safe Mode'. (Press F8 when starting Windows before the Windows start screen is displayed. Select 'Safe Mode'.)
2. Click on 'Start – Settings – Control Panel' and double-click on the 'Add/Remove Programs' icon.
3. Find all the programs for similar, old devices and remove these by clicking on the 'Add/Remove' button. When in the 'Safe Mode', it is possible for some programs to appear twice. In that case, remove all the programs which appear twice.
4. Restart the computer.

### 4.2 Installation TWAIN setup program on Windows 98, Me, 2000, XP

**Note:** The latest driver can be downloaded from [www.trust.com/12920](http://www.trust.com/12920). Check whether a new driver is available and use this for the installation.

**Note:** Make sure all other programs (except Windows) are closed during the installation.

**Note:** When installing the Trust 240TH Direct Webscan Gold, you must first install the software and then connect the scanner to your computer's USB port.

**Note:** During installation in Windows 2000 a message can appear that the driver has not been signed by Microsoft. This is no problem for the correct functionality. Select to continue.

For correct installation of the twain driver see the Quick Installation Guide point 2.

### 4.3 Installation Fine Reader 4.0 Sprint

For the complete operation of the OCR function (Optical Character Recognition) of the scanner, you need to install the application Fine Reader 4.0 Sprint. Fine Reader is a program to scan text and to convert it to a text document. This can subsequently be processed in a word processing program. A very detailed manual of the program can be found on the CD-ROM and can be started easily from the Trust Software Installer menu. See figure 2.

Follow the directions below for the installation:

1. Go to the Trust Software Installer.
2. Click on the 'Install Fine Reader' button to start the installation.
3. Select the language you want to use for the installation and click on 'Next'.
4. Click on 'Agree' to accept the license agreement and continue installation.
5. Enter your name and, if you wish, your company name and click on 'Next'. See figure 1.

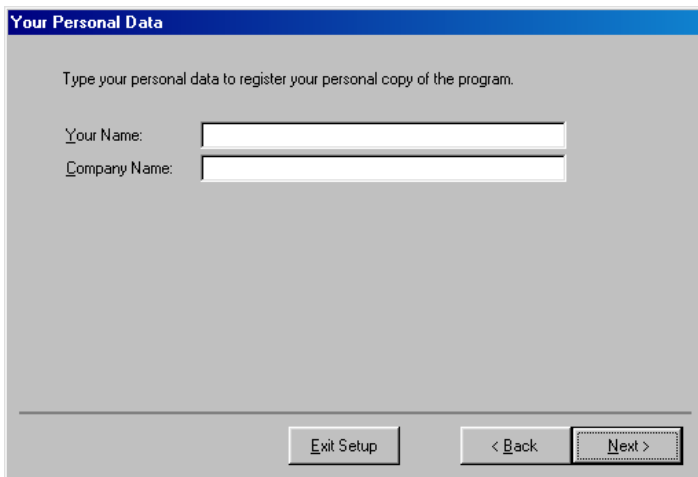


Figure 1: enter personal data

6. Click on 'Next' once again to confirm your data.
7. Click on the 'Full installation' button to install all options. See figure 2.

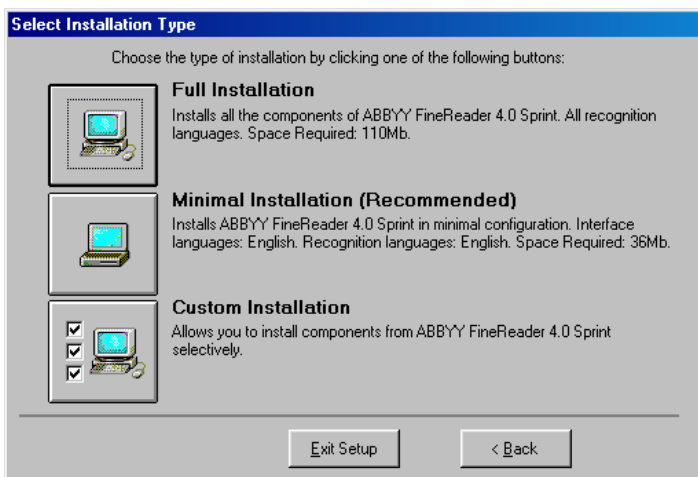
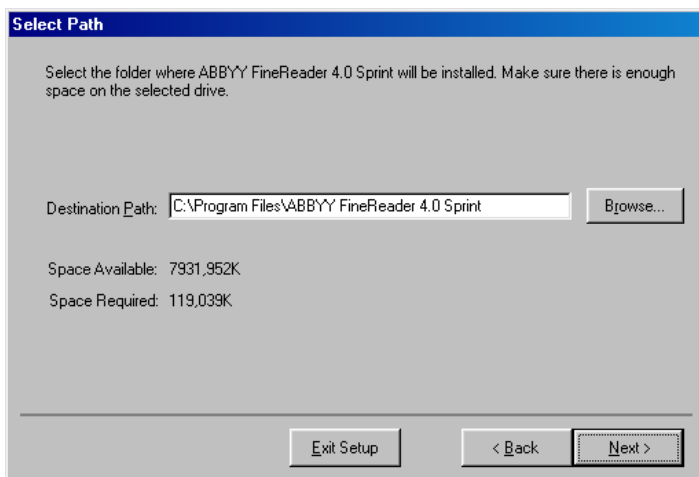


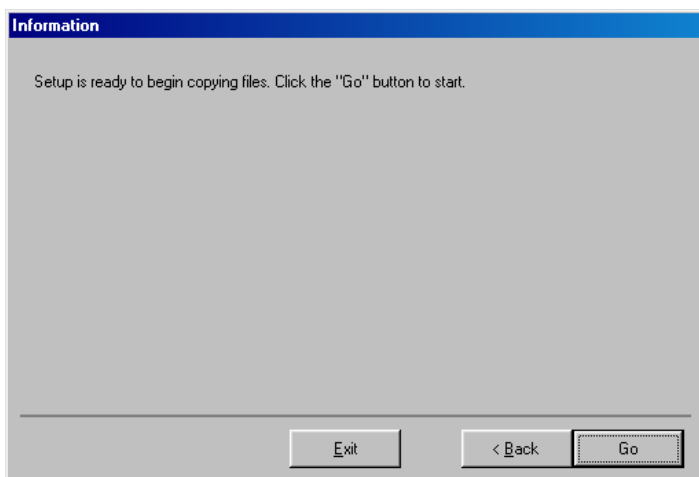
Figure 2: installing the selected options

8. Indicate a location where you want FineReader to be installed and click on 'Next'. See figure 3.



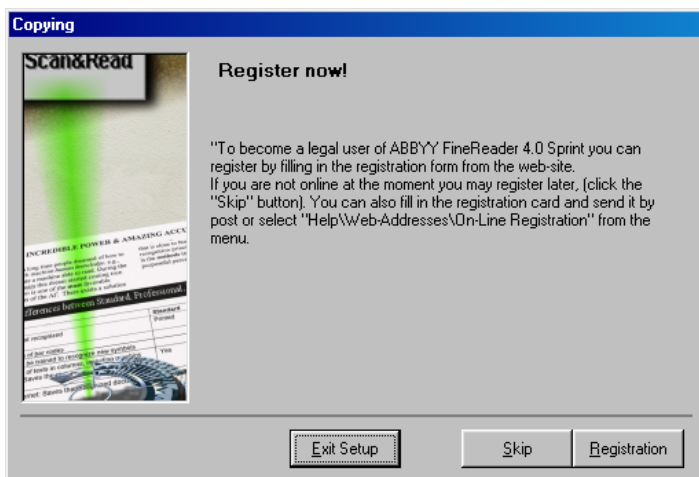
**Figure 3: indicating program file location**

9. Click on 'Next' once more to confirm the location indicated.
10. Click on 'Go' to copy the program to the indicated location. See figure 4.



**Figure 4: beginning copying files**

11. After installation you will be given the opportunity to register online. Click on 'Skip' to skip the registration See figure 5.



**Figure 5: skipping online registration**

12. You have completed installation. Click on 'OK' to finish installation.

**4.4 Photo Express 4.0 installation**

The enclosed Ulead Photo Express 4.0 enables you to process your scanned images extensively, for instance:

- Changing and adding colours;
- Adding text to the image;
- Implement various effects in the image, such as 'Morphing', for example;
- Creating postcards and greeting cards from the image;
- etc.

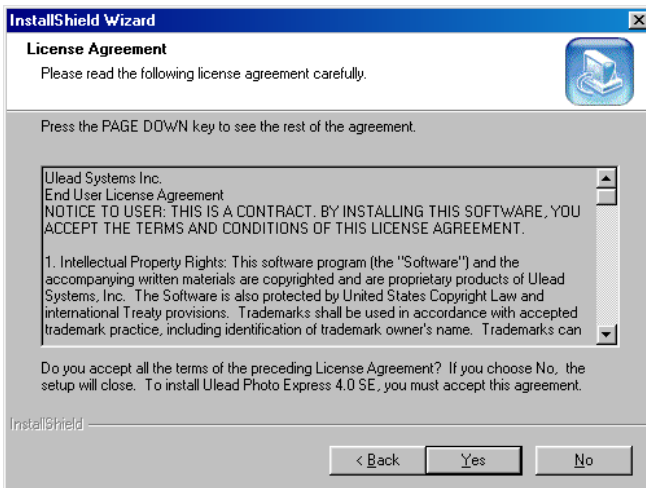
1. Insert the Ulead Photo Express 4.0 CD-ROM into your CD-ROM player.
2. The installation screen starts automatically. If yours does not start up automatically, select 'Run' in the Windows start menu and type in [D:\SETUP.EXE] and click on 'OK'.
3. Select the preferred language and click on 'OK'. Figure 6 will appear.



**Figure 6: Installing Photo Express 4.0**

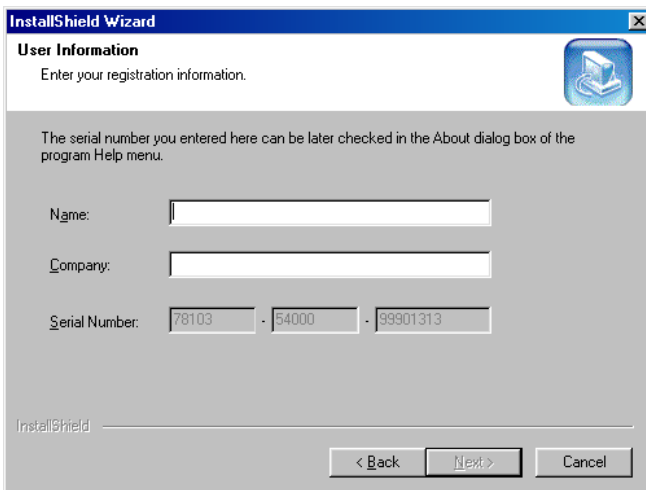
4. Click on 'Next'. Figure 7 will appear.





**Figure 7: accept licence agreement**

- Click on 'Yes' to accept the license and to continue with the installation. Figure 8 will appear.

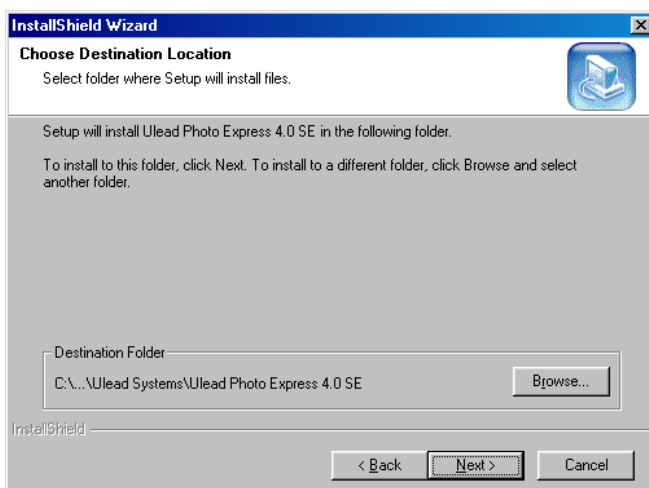


**Figure 17: enter personal information**

- Fill in your name and the name of your company.

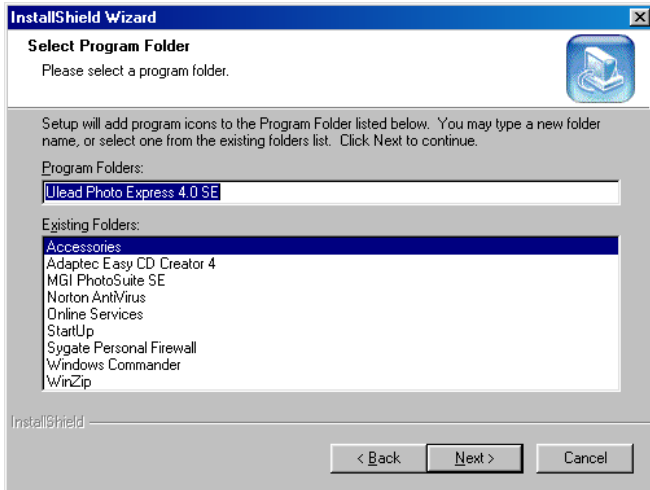
**Note:** *The installation will be stopped if you do not fill in a company name. Always give a company name.*

- Click on 'Next'. Figure 9 will appear.



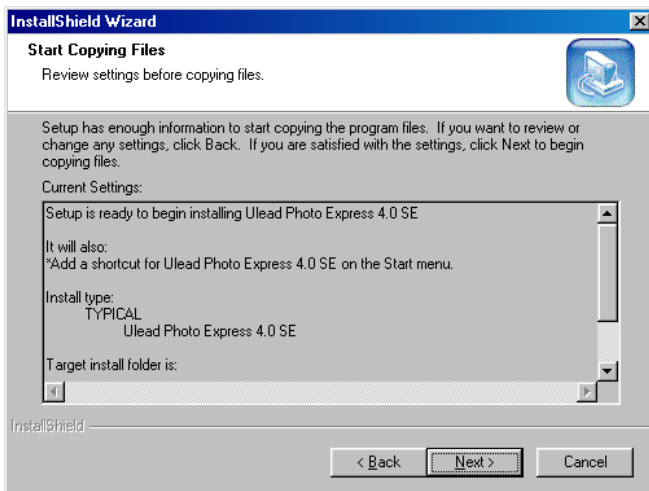
**Figure 2: choose destination location**

- 8. Click on 'Next'. Figure 10 will appear.



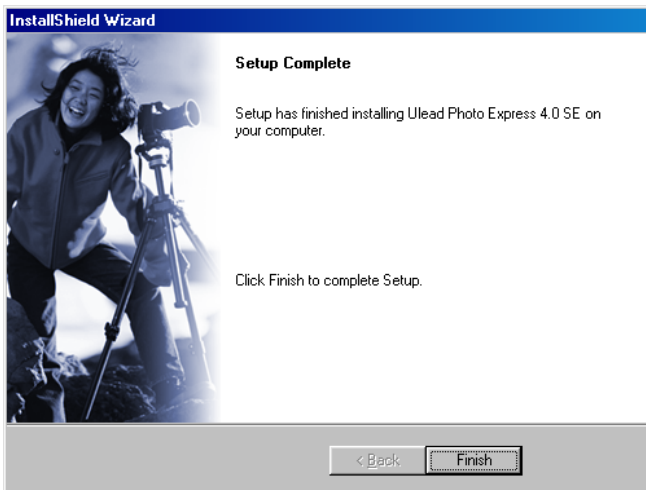
**Figure 10: Select program folder**

- 9. Click on 'Next'. Figure 11 will appear.



**Figure 11: start copying files**

- 10. Click on 'Next'. Photo Express 4.0 is installed now. After the installation, Figure 12 will appear.



**Figure 12: Finish installation**

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11. Click on 'Finish' to restart the computer.

You have completed installation of Ulead Photo Express 4.0. Proceed to the following chapter.

#### **4.5 Connecting the 240TH Direct Webscan Gold to your PC.**

**Note:** A USB device is 'hot-swappable'. This means that the device can be connected and disconnected from your computer whilst your computer is turned on.

**Note:** Make sure the power cable of the lamp in the scanner cover is connected properly into the 'TA' connection on the rear side of the scanner. This lamp is needed for scanning slides and films.

**Note:** In the example, 'D' is used to indicate the CD-ROM drive. Check which letter is used to indicate your CD-ROM drive.

Connect the scanner after installing the software.

1. Ensure that Windows has been started up.
2. Connect the power connector of the included power adapter into the 'DC IN 12V' connection on the rear side of the scanner.
3. Connect the power adapter into the wall outlet.
4. Connect one end of the enclosed USB cable into the 'USB' connection on the rear side of the scanner.
5. Connect the other end of the USB cable to a free USB port of the computer.

**Note:** In case you use Windows XP Windows will ask for a driver. Refer to the location "D:\WinXP" on the Trust installation CD-ROM.

6. The new hardware is found and the scanner is automatically installed.

Your scanner is now ready for use.

### **5. Checking after the installation**

After installing the device and the driver, the following are installed on your computer and can be checked:

#### Taskbar

– 'Direct Scan', icon visible in the right-hand corner of the Windows taskbar.

'Start - Settings - Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab.

- Imaging Devices – Trust 240TH Direct Webscan Gold

'Start - Settings - Control Panel' and then double-click on the 'Add/Remove Programs' icon.

- Trust 240TH Direct Webscan Gold

Start - Programs - Trust - 240H Easy Webscan Gold

- 'Help': help function for the scanner and the Direct Scan software.

- 'Direct Scan' icon: Starts the Direct Scan application for using the scanner buttons.
- 'Panel' icon: opens the Direct Scan panel.
- 'Scanner Settings' icon: opens the settings screen of the Direct Scan panel.
- 'Uninstall Direct Webscan': Removes the TWAIN driver and the applications.

**Note:** The information given above will vary when the installation has been altered by the user (for example, not everything has been installed or locations other than the default locations have been selected).

**Note:** Deviations may also occur as a result of using new drivers available on the Internet.

**Note:** The location or name may vary in the 'Control Panel' for different operating systems.

## 6. Using the scanner

You can scan in 2 ways with the Trust 240TH Direct Webscan Gold, i.e. via the Direct Scan application (easiest) and via the TWAIN interface screen (more possibilities). You can also scan films and slides via the TWAIN interface screen. For using the scanner, see the chapters below:

### 6.1 Direct Scan application

**Note:** It is not possible to scan slides and films via the Direct Scan application or via the buttons on the scanner. You can only do this via the TWAIN interface main-screen. For more information see the next chapters.

The 'Direct Scan' application is the easiest way to scan. You can scan a photo or document and open them in a photo-processing program (Photo Express), open them in an OCR application (Fine Reader), print them on your printer or send them by e-mail with one push of the button, in combination with the buttons on the scanner. Follow the instructions below:

1. After the installation of the software, a 'Direct Scan' icon will appear on the Windows task bar. If the icon does not appear, go to 'Start - Program's - Trust - 240TH Direct Webscan Gold' and select 'Direct Scan' in the menu.

The scanner buttons can now be used to scan.

**Note:** You must have installed Photo Express and FineReader on your computer to be able to scan directly to the applications.

**Note:** If a cross marks the icon in the taskbar, then the scanner is not connected properly. Check the USB connection and, if necessary, restart your computer.

2. Double click on this icon to start the Direct Scan application. See figure 13. This application also contains all the buttons, which you can find on your scanner.

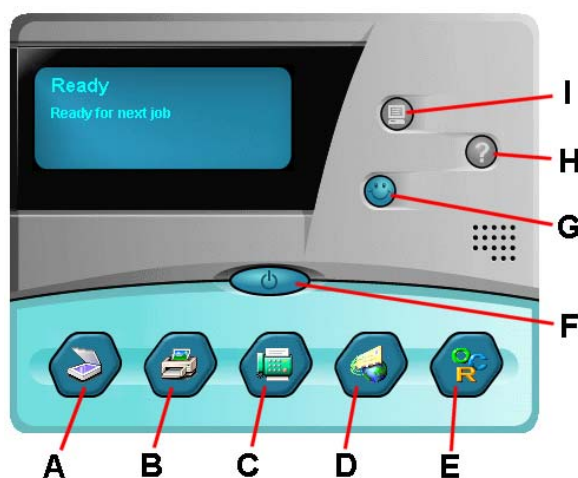











Figure 13: Direct Scan application



3. Place an image with the part to be scanned on the glass plate and close the cover.
4. Click on one of the buttons of the scanner or the Direct Scan application to scan the image and send it to the location indicated.
5. For the description of the various buttons of the Direct Scan application, see the table below:

Button	Function	Description
A 	Scan	Scans the image and sends this directly to the application Photo Express in which the image can be processed and stored in the computer. <b>Note:</b> You must have Ulead Photo Express installed on your PC.
B 	Copy	Scans the image and sends this directly to your printer. A new screen on which you can adapt various set-ups appears in advance. <b>Note:</b> You must have a printer installed on your PC to use this option.
C 	Fax	Scans the image and sends this directly to your fax application. <b>Note:</b> You must have an analogue modem with fax support installed on your system to use this option.
D 	E-mail	Scans the image and sends this directly to your standard e-mail program. The image is attached as JPG file to your mail.
E 	OCR	Scans the document with text and sends this to your standard OCR application (Fine Reader 4.0 Sprint), where the document is converted to a text file. The text file can now be processed with a word processor. <b>Note:</b> You must have FineReader Sprint installed on your system.
F 	Exit	Closes the Direct Scan application.
G 	Personal Style	With this button you can change various Windows components as you wish; alter your start-up screen, desktop, system logo, screensaver, closing screen, mouse indicator, etc.
H 	Help	Starts the help function of the Direct Scan application.
I 	Settings	Changes the settings of the Direct Scan application. Here you can change the scan, OCR and e-mail settings.

For a more detailed description of the various options of the 'Direct Scan' application, consult the help function (H).

## 6.2 TWAIN interface screen

The TWAIN interface screen provides you with very extensive possibilities for changing your scan settings. You can open the TWAIN window by selecting it from TWAIN-compatible applications such as Ulead Photo Express. Follow the instructions below:

**Note:** The Ulead Photo Express manual is on the CD-ROM enclosed; the program also includes an extensive help function.

1. Start up the 'Ulead Photo Express' program.
2. The first time you start Photo Express a registration screen appears. If you want to register click the button 'Register now'. If you don't want to register activate the option 'Don't show again' and click the

button 'Register Later'. See figure 14.



Figure 14: registration

3. Click the button 'Get Photo' in the main menu of Photo Express and select the option 'Scanner'. See figure 15.



Figure 15: selecting the scanner

4. The 'Device Type' screen will appear once. Select the 'Flatbed scanner' option to select the Trust 240TH Direct Webscan Gold and click on 'OK'. See figure 16.

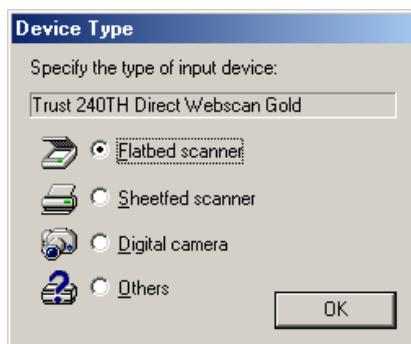


Figure 16: selecting the scanner

5. A number of scanner options will appear in the Photo Express window on the left. At 'Select data source' (A), select 'Trust 240TH Direct Webscan Gold'. See figure 17.

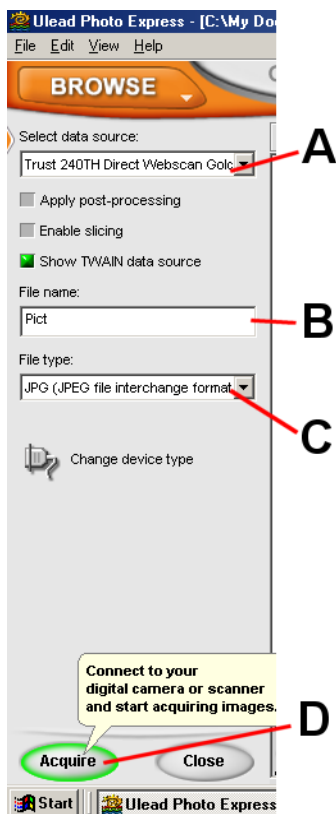


Figure 17: activating the scanner

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6. Indicate a name for the image to be scanned at 'File name' (B). See figure 17.
7. Indicate a file format for the image to be scanned at 'File type' (C). See figure 17.

**Note:** if you want to scan an image at 48 bit colour depth, then you have to select the file format 'TIF' at 'File type' (C). This is the only file format, which can handle 48 bit colours.

8. Click on the 'Acquire' button (D) to request the TWAIN interface screen of the scanner. See figure 17.
9. Click on the 'Preview' button in the TWAIN interface screen to create a scan preview of the image on the glass plate. This will be visible in the window on the right. See figure 18.



Figure 18: TWAIN main interface screen

10. A dotted line will appear automatically around the scan preview of the image. This is the area that will be used when creating the scan. You can also select a scan area yourself by dragging the mouse across the scan preview. (Keeping the left mouse button pressed down).
11. Change the settings in the left window to your liking and then click on the 'Scan the image' button to scan the selected scan area with your settings. For the various TWAIN settings, see chapter 6.3.
12. When the scan has been created, close the TWAIN interface screen. The scanned image will have automatically been sent to the work Photo Express window. Double-click on the image in order to process it. See figure 19.

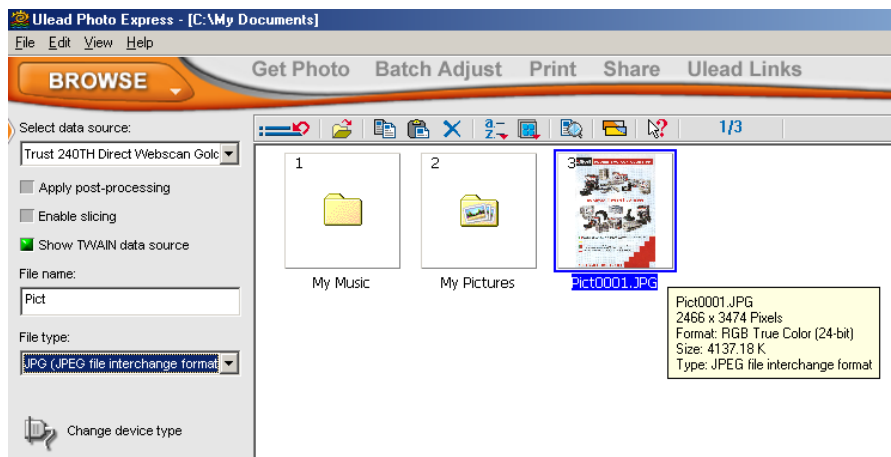


Figure 19: processing the scanned image

13. Click above in the main menu of Photo Express on the button 'Edit'. The 3 submenu's 'Adjust', 'Selection' and 'Text' will appear, in which you have several options to adjust your image. See figure 20.



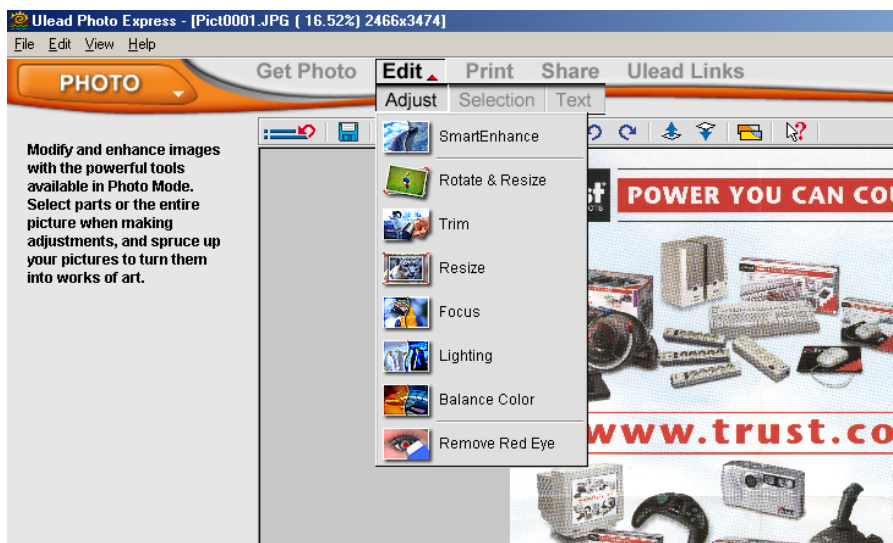


Figure 20: adjusting scanned image

14. After adjusting you can print out your image by clicking above in the main menu of Photo Express on the 'Print' button, and then selecting 'Normal'. See figure 21.

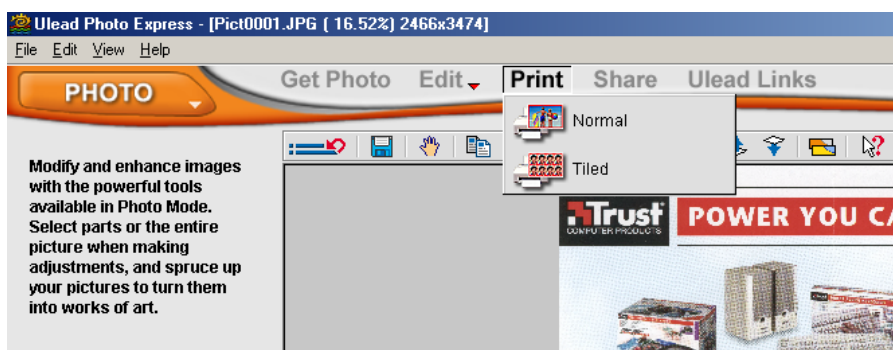


Figure 21: print out the image

**Note:** You must have a printer installed on your system to use the 'Print' option.

15. Click on the 'Share' button and select the 'Save' option to save the image. See figure 22.

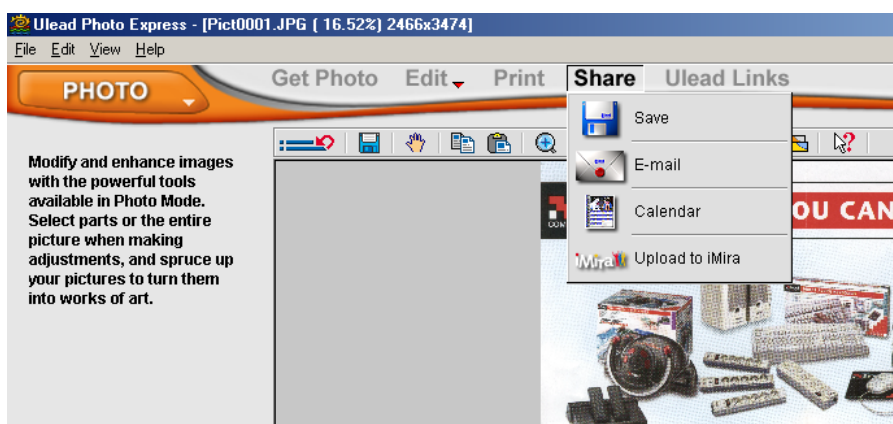
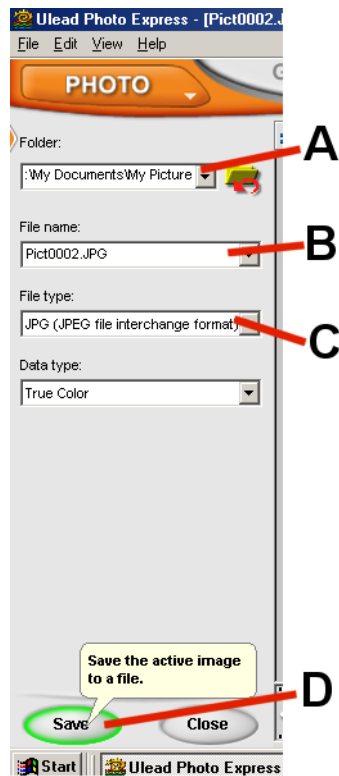


Figure 22: saving the scanned image

16. Indicate the location (A), file name (B) and file format (C) and click on the 'Save' button (D) in the left-hand Photo Express window. See figure 23.





**Figure 23: image data**

You have completed creating a scan. See the Ulead Photo Express manual for a description of all the possibilities of this program.



### 6.3 TWAIN settings

There are several buttons (see figure 18) in the TWAIN interface screen. See the table below for the description of the buttons:

Button	Function
Cropping Tool	Select the area in the preview window.
Zoom	Enlarging or reducing the image in the preview window.
Batch scan	Create several scans of a random part of the document.
Language	Setting the TWAIN language on the screen.
Help	Information about the scanner and the software functions.
Exit	Close the TWAIN dialog window.
Preview	Scan preview
Scan	Creating a scan of the selected area and settings
Load	Load the settings
Save	Save the settings
Previous	Reload the previous settings
Reset	Reset the standard settings
Info	Provides information about the settings

The TWAIN interface screen also includes a number of menus for the various settings. For the description of the various menus, see the chapters below.

#### 6.3.1 Scan Mode Settings (Main)

The 'Main; Scan Mode Settings' menu includes the settings necessary for specifying scan parameters (see figure 18). For the various possibilities, see the table below:

Function	Options	Description
Scan mode	LineArt	<ul style="list-style-type: none"> <li>Scanning texts.</li> <li>Scanning black/white drawings.</li> <li>Using OCR-software.</li> </ul>
	Greyscale (Grey)	<ul style="list-style-type: none"> <li>Scanning images with greyscale.</li> <li>Scanning a colour original, which must be converted to greyscale.</li> </ul>
	Colour (Colour) 24 or 48 bits	Scanning images in colour.

Function	Options	Description
Scan Source	Reflective	Scanning an image which is not transparent (e.g. a photo)
	Positive	Scanning slides. See chapter 6.3.1.1 for more information.
	Negative	Scanning films with photo-negatives. See chapter 6.3.1.2 for more information.
Scan Size	A4	Set scan size to 21 x 29.6 cm
	A5	Set scan size to 14.8 x 21 cm
	Letter	Set scan size to 8.5 x 11 inches
	Custom	Determine the scan area in the selection window yourself.
Resolution	50 - 38400	Selecting programmed resolutions.
	Custom	Inputting a custom resolution between 50 and 38400 DPI.  <i><b>Note:</b> for scanning a photo in high quality, most times a maximum resolution of 2400 DPI is enough. For scanning at 38400 DPI you need a very large hard disk space, and is only intended for the detailed scanning of very small images (for example a stamp)</i>
Descreen	None	No descreen pattern set
	Newspaper	Set descreen pattern for newspaper
	Magazine	Set descreen pattern for magazine / printed matter.
	Art Print	Setting descreen pattern for printed artwork.
Colour Match	Switched on	Present true image colours.
	Switched off	Larger range of colours. Image may deviate from the original.
Colour Balance	Balancing the colours between the brightest and darkest colours.	
Scaling	Enlarging or reducing the format of the image.	
Width & Height	Present the height and width of the selected area.	
Image Size	Indicates the computer memory or hard disk space necessary for scanning / saving the selected area.	

### 6.3.1.1 Scanning slides

**Note:** remove the coverplate of the lamp inside the cover of the scanner, before scanning slides. See figure 24. Put back the coverplate when scanning normal photos or other paper documents.

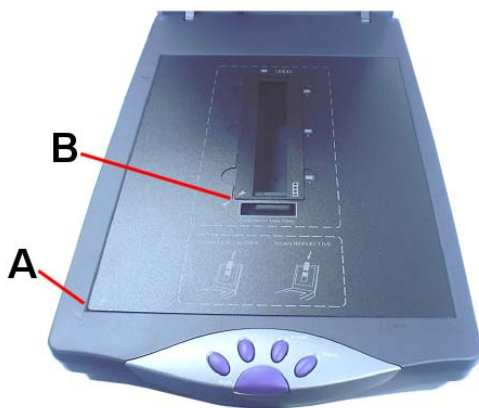
**Note:** make sure the power cable of the lamp in the cover of the scanner is connected properly to the 'TA' connection on the rear side of the scanner.



**Figure 24: removing coverplate**

Included with the scanner is a template for slides, which you can place on the glass plate and then use for scanning 3 slides at the same time. Follow the instructions mentioned below:

1. Place the template for slides on the glass plate and make sure that the arrow in the corner of the template is aligned with the arrow on the scanner (bottom left corner). See figure 25 (A).

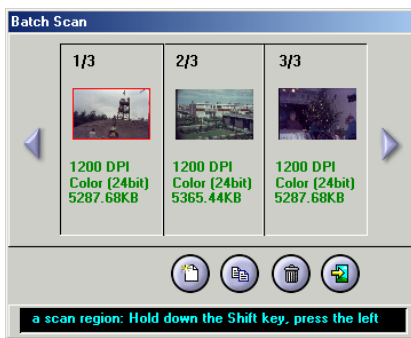


**Figure 25: aligning template on glass plate**

2. Put a maximum of 3 slides face up on the slide holders in the middle of the template.
3. Close the cover of the scanner, so the lamp in the cover is placed above the slides.
4. Open the TWAIN main interface window in Photo Express, as described in chapter 6.2 and select the option 'Positive' at 'Scan Source'. See figure 18.
5. A message appears if you want to make a prescan first for a better scan quality. Click on the button 'Yes'. The lamp in the cover of the scanner turns on and a prescan of the slides is made.

**Note:** on the top side of the cover of the scanner is a light indicator, which will turn on when the lamp inside the cover of the scanner is activated.

6. Automatically a dotted line is placed around the scanned slides. The selected slides are then opened in the 'Batch Scan' window. See figure 26.



**Figure 26: Batch scan**

7. Select in the TWAIN main interface window a resolution between 600 and 1200 DPI and click on the 'Scan' button. The selected slides in the 'Batch Scan' window are now scanned and then opened in Photo Express. See chapter 6.2 for the further adjusting of the scanned slides.

**Note:** scanning slides in a resolution higher than 1200 DPI can take up a very long time.

### 6.3.1.2 Scanning films with photo-negatives

**Note:** remove the coverplate of the lamp inside the cover of the scanner, before scanning photo-negatives. See figure 24. Put back the coverplate when scanning normal photos or other paper documents.

**Note:** make sure the power cable of the lamp in the cover of the scanner is connected properly to the 'TA' connection on the rear side of the scanner.

Next to the template for slides there is also a template for photo-negatives included with the scanner. With this you can scan your photo-negatives and convert them to normal photos on your computer. Follow the instructions mentioned below:

1. Place the template for slides on the glass plate and make sure that the arrow in the corner of the template is aligned with the arrow on the scanner (bottom left corner). See figure 25 (A).
2. Put the film with your photo-negatives into the template for the negatives. See figure 27. Place this template on top of the template for the slides and make sure that the arrows on the templates are aligned in the bottom left corner. See figure 25 (B).



**Figure 27: template for photo-negatives**

3. Close the cover of the scanner, so the lamp in the cover is placed above the slides.
4. Open the TWAIN main interface window in Photo Express, as described in chapter 6.2 and select the option 'Negative' at 'Scan Source'. See figure 18.
5. A message appears if you want to make a prescan first for a better scan quality. Click on the button 'Yes'. The lamp in the cover of the scanner turns on and a prescan of the photo-negatives is made.

6. When selecting the option 'Negative' there is also a window displayed, where you can select the brand and type of your photo-negatives for the best scan result. See figure 28. You can choose between the brands Fuji, Kodak and Konica and the type 100, 200 or 400 ASA/ISO.



**Figure 28: select brand and type**

**Note:** if you don't know the brand or are using a different brand, then select the option 'Simple-inverted Setting (Other brand)'. You can adjust the scanned photos afterwards in Photo Express for the best result.

7. Automatically a dotted line is placed around the scanned photo-negatives. The selected negatives are then opened in the 'Batch Scan' window. See figure 26.
8. Select in the TWAIN main interface window a resolution between 600 and 1200 DPI and click on the 'Scan' button. The selected negatives in the 'Batch Scan' window are now scanned and then opened in Photo Express. See chapter 6.2 for the further adjusting of the scanned photos.

**Note:** scanning photo-negatives in a resolution higher than 1200 DPI can take up a very long time.

### 6.3.2 Advanced Settings (Enhance)



**Figure 29: Advanced settings**

The 'Enhance; Advanced settings' folder includes settings you can apply to the image of the original before you create the final scan.

This folder also contains 2 small images of the scan preview. All changes made in this folder are visible in the image on the right. For the various settings, see the table below:

Function	Options	Description
Channel selection	Master	Adding or reducing all colours equally.
	Red, Green or Blue	Adding or reducing the quantity of the colour selected.
Brightness	Setting the image brightness.	
Contrast	Setting the image contrast.	
Level	Setting the level of brightness, medium tones and shadows	
Curve	Improving the image quality of greyscale and colour images.	
Hue	Adapting red, yellow, green, blue, violet. <i>Note: this function is disabled at 48 bit colour scanning.</i>	
Saturation	Setting the purity of a colour. <i>Note: this function is disabled at 48 bit colour scanning.</i>	

### 6.3.3 Image Settings (Filters)



Figure 30: Monitor calibration

The 'Filters; Image Settings' folder includes settings which enable you to obtain special effects. This folder also contains 2 small images of the scan preview. The selected effect becomes visible in the image on the right. For the various settings, see the table below:

Options	Description
None	Standard setting. No filter switched on.
Blur	Reduces the sharpness of the image.



Options	Description
Sharpen	Bringing more detail to blurry images.
Invert	Converting colours into their complement.
Flip	Flipping the image horizontally.
Emboss	Dropping or raising components.
Unsharp Mask	Looks for angles in the image and emphasises them.

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## 7. Maintenance

Clean the glass plate regularly with a soft clean cloth to remove dust, fingerprints and other dirt. A clean glass plate is important because all the dirt on the glass plate becomes visible in the scanned image.

**Note:** Do not use any aggressive fluids, liquid cleansers or sprays to clean the scanner/glass plate.

## 8. Storing the scanner

In case you don't need the scanner for a while, you can use the included stand to place the scanner on its side. See figure 31. In this position you can save a lot of space.



Figure 31: stand for saving space

## 9. Troubleshooting

Problem	Cause	Possible solution
Scanner does not function after being connected to USB port.	Scanner connected to the USB port of the computer before the TWAIN setup programs were installed.	Remove the scanner from the USB port, first install the TWAIN setup program and the applications, and then connect the scanner. See Quick Installation Guide.
Scanner cannot be installed in Windows 2000 or Windows XP.	You have no 'administrator' rights to the Windows 2000 or XP system.	Make sure you are logged on as 'administrator' before installing the scanner
Windows does not detect any new hardware after the scanner is connected.	The USB port is switched off in the BIOS of your computer.	Consult the manual of your computer for switching on the USB port.
	The scanner has already been partially installed in your computer.	Start up the computer in the safe mode, delete all setup program files of the scanner and restart the computer.
The computer does not recognise the scanner.	Scanner is not correctly connected to the computer.	Connect the scanner to the USB port of the computer correctly (see Quick Installation Guide).
	Wrong Windows version in the computer.	The USB scanner will not function in Windows 95 and NT. Only use the scanner in Windows 98, Me, 2000 or XP.
The error report 'The scanner is not connected' appears.	USB cable is not correctly connected.	Connect the USB cable correctly. See Quick Installation Guide.
	The setup program of the scanner has not been installed correctly.	Reinstall the TWAIN setup program. See Quick Installation Guide.
The scan command is not carried out.	Scanner not correctly connected to the computer.	Check whether the scanner is connected correctly. See Quick Installation Guide.
Computer crashes when using USB.	USB scanner interferes with other USB devices.	Set the other devices to a different address in the BIOS of the computer or switch them off. Consult the manual of your computer for this.
Scan result is too dark.	Monitor is set too dark.	Change the monitor's brightness.
	The number of colours of your screen is set too low.	Set your screen adapter to a minimum of 65,535 colours (16 bits)
Scan result is poor quality.	Resolution set too low.	Set the resolution to a minimum of 300 DPI.
	Number of colours of your screen adapter is set too low.	Set your screen adapter to a minimum of 65,535 colours (16 bits).
	Surface of the glass is dirty. All dirt on the glass plate is visible in the image.	Clean the glass of the scanner thoroughly. See chapter 7.
Scanner functions slowly.	Set for a very high resolution.	In practise, a resolution of 2400dpi, at maximum, is sufficient. Use higher solutions only for small original images.
	Insufficient memory.	You need a minimum of 16MB RAM memory. 32MB or more is recommended.

<b>Problem</b>	<b>Cause</b>	<b>Possible solution</b>
Error report during scanning.	Hard disk is full.	You need 3 times the space of the image to be scanned as free space on the hard disk. Free up more space on the hard disk or select a lower resolution.
	Resolution is too high.	In practise, a resolution of 2400dpi, at maximum, is sufficient. Use higher solutions only for small original images.
Question mark visible in 'Direct Scan' icon, application doesn't start.	Scanner is not correctly connected to the USB port.	Connect the scanner correctly to the USB port. See Quick Installation Guide.
Error notification when clicking on 'Scan' button in Direct Scan application.	No operation software (Photo Express) installed.	Install the processing software Ulead Photo Express.
Error notification when clicking on 'Copy' button in Direct Scan application.	No printer installed on your computer.	Install a printer on your computer.
Error notification when clicking on 'Fax' button in Direct Scan application.	No analogue modem with fax support installed on your computer.	Install an analogue modem with fax support on your computer.
Error report when clicking on 'E-mail' button in Direct Scan application.	No E-mail application installed in your computer.	Install an E-mail application in your computer, e.g. Outlook Express or Netscape.
USB printer no longer functions after installation of USB scanner.	Setup program of the scanner may cause problems.	First uninstall the printer and scanner, install the scanner, then reinstall the USB printer.
Error notification when clicking on 'OCR' button in Direct Scan application.	No OCR-software (Fine Reader 4.0 Sprint) installed on your computer.	Install the OCR-software 'Fine Reader 4.0 Sprint'.
Poor OCR result.	Resolution is set too low.	Use a higher resolution when scanning the document.
	Incorrect recognition language installed.	Install the necessary recognition languages for the OCR program. See manual of 'Fine Reader 4.0 Sprint'.
Scanner doesn't work in notebook.	Battery voltage of notebook is insufficient for USB scanner.	Use an external USB-hub with mains adapter.
Scanner is not correctly installed.	Anti virus software is active.	During the installation of the scanner, temporarily disconnect the anti virus software.

Problem	Cause	Possible solution
After use of a USB extension cable the scanner no longer works	A USB cable may be maximum 3 to 5 metres long.	Remove the USB extension cable.

If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information at the back of this instruction manual. Please have the following information available:

- The item number. This is 12920; 12921 (uk version).
- A good description of what does not work.
- A good description of when the problem occurs.

## 10. Specifications

Type	Flatbed, CIS scanner
Optical resolution (H x V)	1,200 x 2,400 DPI
Maximum resolution	38,400 x 38,400 DPI
Scan Method	Single Pass
Scan mode	<ul style="list-style-type: none"> <li>• 1 bit black-white</li> <li>• 16 bit greyscale</li> <li>• 48 bit colour</li> </ul>
Document format	216 x 297 mm (A4) 8.5 x 11.7 inch (Letter)
Interface	USB
Dimensions (B x H x L)	261 x 70 x 436 mm
Weight (not including packaging)	2.2 Kg

## 11. Warranty conditions

- Our products have a two-year manufacturer's warranty which is effective from the date of purchase.
- If there is a fault, return the product to your dealer and include an explanation of the fault, the proof of purchase and all the accessories.
- During the warranty period, you will receive a similar model, if one is available. If no similar product is available, your product will be repaired.
- Please contact our help desk for missing components, such as the instruction manual, software or other components.
- The warranty becomes invalid if the product has been opened, if there is mechanical damage, if the product has been misused, if alterations have been made to the product, if the product has been repaired by a third party, in the case of negligence or if the product has been used for a purpose other than that originally intended.
- Excluded from the warranty:
  - Damage caused by accidents or disasters, such as fire, flood, earthquakes, war, vandalism or theft.
  - Incompatibility with other hardware/software which is not stated in the minimum system requirements.
  - Accessories, such as batteries, fuses (if applicable).

- Under no circumstances will the manufacturer be held responsible for any incidental or consequential damage, including the loss of income or other commercial losses resulting from the use of this product.

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## 12. Trust Customer Care Centres

<b>24 HOURS free service: <a href="http://www.trust.com">www.trust.com</a></b>	
<b>Residents in the UK and Ireland should contact:</b> .....	
Mon - Fri From 8:00 - 16:00	<b>UK Office</b> Phone +44-(0)845-6090036 Fax +31-(0)78-6543299
<b>I residenti in Italia possono contattare:</b>	
lun - ven 9:00 - 13:00 / 14:00 -18:00	<b>Ufficio italiano</b> Telefono +39-051-6635947 Fax +39-051-6635843
<b>Les habitants de la France et de l'Afrique du Nord peuvent contacter :</b>	
Lundi-vendredi De 9:00 à 17:00	<b>Bureau français</b> Téléphone +33-(0)825-083080 Fax +31-(0)78-6543299
<b>Kontaktadresse für Einwohner Deutschlands:</b>	
Mo – Fr 9:00 - 17:00	<b>Deutsche Geschäftsstelle</b> Telefon 0800-00TRUST (0800-0087878) Fax +31-(0)78-6543299
<b>Los habitantes de España pueden ponerse en contacto con:</b>	
lun – viernes De las 9:00 a las 17:00 horas	<b>Oficina española</b> Teléfono +34-(0)902-160937 Fax +31-(0)78-6543299
<b>Osoby mieszkające na terytorium Polski powinny skontaktować się:</b>	
Od pon. do pt. w godz 09:00-17:00	<b>Biuro w Polska</b> Tel +48-(0)22-8739812 Fax +31-(0)78-6543299
<b>Inwoners van Nederland kunnen contact opnemen met:</b>	
ma – vr 9:00 - 17:00 uur	<b>Kantoor Nederland</b> Telefoon 0800-BELTRUST (0800-23587878) Fax +31-(0)78-6543299
<b>All other countries / Alle anderen Länder / Tous les autres pays Tutti gli altri paesi / Todos los demás países / Alle andere landen</b>	
Mon - Fri From 9:00 - 17:00	<b>European Head Office</b> Phone +31-(0)78-6549999 Fax +31-(0)78-6543299