

SCSI Connect 19200 –Excellence Series-

ENGLISH

SCSI CONNECT 19200 –EXCELLENCE SERIES–

User's manual

Version 2.0

Thank you

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Registration

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Contents

ENGLISH

1. Introduction.....	2
1.1 Conventions.....	2
1.2 Contents of the package	3
1.3 Minimum system requirements	3
2. Safety.....	4
2.1 General.....	4
2.2 Adapters	4
2.3 Add-On cards	4
3. Apple Macintosh	5
3.1 Connecting to your Apple Macintosh	5
3.2 Installing Plug-In.....	5
4. Installing the hardware	6
4.1 Installing the SCSI card	6
4.2 Connecting the scanner	7
4.3 Windows 95.....	8
4.4 Windows 98.....	12
4.5 Windows NT4.0	15
5. Installing the software	16
5.1 Windows 95/98 and Windows NT	16
5.2 Adobe Acrobat Reader 3.01	20
5.3 Installing TextBridge Classic 2.0	23
5.4 Installing PhotoExpress 2.0.....	26
6. Making a scan	31
6.1 Opening the scan dialog box.....	31
6.2 TWAIN dialog box.....	33
6.2.1 Explanation of TWAIN dialog box.....	34
6.2.2 Enhancement window.....	34
6.2.3 Filters window.....	35
6.3 Making a scan	35
7. Working with TextBridge	36
7.1 Settings	36
7.2 Scanning TextBridge Classic.....	37
8. Working with Ulead PhotoExpress.....	39
8.1 Scanning with PhotoExpress 2.0	40
9. Maintenance.....	42
10. Troubleshooting.....	43
10.1 Testing the scanner.....	43
10.2 Troubleshooting.....	44
11. Specifications	48
12. Trust Service Centers	49

1. Introduction

This manual is intended for users of the SCSI Connect 19200 –Excellence Series-. No previous knowledge is required for installation and use of this product.

If you have any questions after reading this manual, please contact one of the Trust service centres. You will find information on the service centre nearest to you at the back of this manual. You can also visit the Trust website (www.trust.com) for support, comprehensive product information, drivers, and FAQ (Frequently Asked Questions) sheets.

1.1 Conventions

This manual uses the following layout conventions for instructions:

- | | |
|--------------------|--|
| <key> | Requires the user to press a key. The key legend is shown between the angle brackets. |
| 'System' | This is a software-specific term, e.g. a term used by Windows. |
| [DIR] | Text in this font is to be typed by the user. |
| (term) | The text between the parentheses (...) is the English term, e.g. (File), referred to in the accompanying illustration. |

Additional information is shown as follows:

Note: *Be sure to remove the plug from the wall outlet before opening the cover. It is dangerous to work on a computer that is connected to the mains.*

The example assumes that the letter "D" has been assigned to your CD-ROM station. If your system uses a different drive letter for your CD-ROM drive, such as "E", you should replace the drive letter "D" in the text with "E".

1.2 Contents of the package

After unpacking, you should have the following items:

- Scanner;
- Power supply adapter;
- PCI SCSI card;
- Interface cable;
- CD-ROM with drivers and applications;
- CD-ROM with PhotoExpress 2.0;
- This manual.

Please contact your dealer if anything is missing or damaged.

1.3 Minimum system requirements

PC-Compatible computer	Apple Macintosh
Pentium CPU	Mac II-, Quadra-, Performa-, Power Macintosh-, PowerBook Series
Microsoft Windows 95	System 7.0
Free PCI slot	SCSI-2 port
Hard disk with at least 60 MB free disk space	Hard disk with at least 60 MB free disk space
16 MB RAM	16 MB RAM
Graphics card that can display at least 65,535 colours (16-bit)	Graphics card that can display at least thousands of colours
CD-ROM drive	Image editing program

Table 1: Minimum system requirements

2. Safety

Read the following instructions carefully before use:

2.1 General

1. Do not use this equipment in humid environments like bathrooms, humid cellars, swimming pools, etc.
2. Never insert objects into the openings on the outside of the device as you can come into contact with live electrical components. This can cause fire or give strong electrical shocks.
3. Do not try to repair the equipment yourself. When opening or removing the casing you may accidentally come into contact with live parts. There are other risks as well.
4. If any of the following conditions apply, disconnect the power plug from the mains and have the equipment serviced by qualified service personnel:
 - a) the power lead or the plug have become damaged or worn;
 - b) liquid has entered the equipment;
 - c) the equipment has been dropped and/or the casing has become damaged.
5. Do not connect or remove any equipment if the computer is still switched on. This may result in damage to the equipment.
6. Place the equipment so that the cables cannot be damaged.

2.2 Adapters

1. Insert the adapter into a suitable wall outlet.
2. The adapter is intended for use within Europe.
3. Use the adapter only with the equipment it was supplied with. Never use a different adapter with this equipment. Other uses, such as providing energy to a Walkman, can cause fire.

2.3 Add-On cards

1. Computer components are sensitive to static electricity. You discharge yourself by touching the computer casing.
2. Switch off the computer and remove the plug from the wall outlet before opening the computer.
3. Make sure that the components you are adding to your computer are compatible with your system.

3. Apple Macintosh

Note: *This chapter is intended for users of an Apple Macintosh computer. PC users should proceed to chapter 4.*

3.1 Connecting to your Apple Macintosh

The scanner is equipped with a built-in SCSI connection and can be connected directly to the SCSI port on your Apple Macintosh by means of the interface cable supplied with the device.

1. Switch off your Apple Macintosh computer.
2. Remove the interface cable from the packaging, connect it to the 'Computer' input on the scanner and screw on the plugs.
3. Connect the other end of the interface cable to the SCSI port. Screw on the plugs.
4. Connect the power supply adapter to the 'Power' input.
5. Plug the power supply adapter into the wall outlet.

Your scanner is now ready for use. The scanner is switched on and off automatically. For this reason, it does not have an on/off switch.

Note: *If the cable supplied is not suitable for your computer, contact your dealer in order to obtain the proper cable.*

3.2 Installing Plug-In

To use the scanner with your Apple Macintosh, follow the instructions below:

1. Insert the CD-ROM with driver and TextBridge into your CD-ROM driver. The icon for the '**Scanner Installation CD**' will pop up on your screen;
2. Click on the scanner icon to display its contents;
3. Double-click on the '**Readme App**' icon;
4. Follow the on-screen instructions for installing the scanner.

Your scanner is now ready for use.

4. Installing the hardware

Before you can use the scanner, the hardware needs to be installed on your computer.

4.1 Installing the SCSI card

The SCSI card must be installed in your computer before using the scanner. The card is responsible for the communication between the scanner and your computer.

Note: *Be sure to remove the plug from the wall outlet before opening the cover. It is dangerous to work on a computer that is connected to the mains.*

1. Switch off the computer and all connected peripheral equipment.
2. Remove all connecting cables from the computer (make a note of their locations).
3. Remove your computer's protective cap.
4. Select a free PCI slot and remove the protective plate if necessary. Save the fastening screw. You will need it to fasten the SCSI card later on.
5. Insert the SCSI card into the PCI slot and push it firmly but gently into the slot.
6. Secure the SCSI card using the fastening screw.
7. Replace your computer's protective cap.
8. Reconnect all connecting cables.

4.2 Connecting the scanner

Follow the instructions below to connect the scanner to the SCSI card:

1. Switch off the PC and all connected equipment (such as the monitor and printer);
2. Remove the interface cable from the packaging, connect it to the 'Computer' input on the scanner (Figure 1) and screw on the plug;



Figure 1: Back side of the scanner

3. Connect the other end of the interface cable to the SCSI card. Screw on the plugs;
4. Connect the power supply adapter to the 'Power' input (Figure 1);
5. Plug the power supply adapter into the wall outlet.

The scanner will now begin calibrating. This will take less than 30 seconds. Your scanner is ready for use once the calibration is complete. The scanner is switched on and off automatically and therefore does not have an on/off switch.

4.3 Windows 95

This SCSI card is Plug and Play under Windows 95. This means that the SCSI card is detected automatically.

There are numerous versions of Windows 95 in circulation. The screen images here are taken from Windows version 4.00.950B.

1. Switch on your computer.
2. Start Windows 95. Figure 2 will pop up on your screen after the SCSI card has been found.



Figure 2: New hardware

3. Insert the CD-ROM with driver and TextBridge into your CD-ROM drive.



- Click on 'Next' to continue. Windows will now search for the proper driver for the system. Figure 3 will pop up.



Figure 3: Indicating a location

- Click on 'Other locations...'. Figure 4 will pop up.

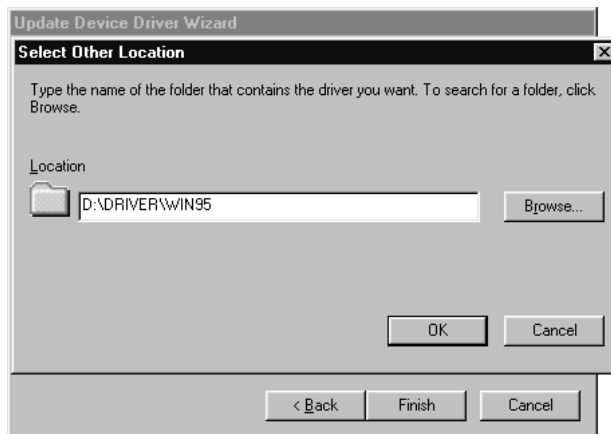


Figure 4: Entering a location

ENGLISH

6. Type [D:\Driver\Win95] in the command line and click on 'OK' to continue. Figure 5 will pop up.



Figure 5: Installing a driver

7. Click on 'Finish' to continue.
- Note: You will need to enter the location a number of times.*
8. Click on 'OK' to continue. The files will now be copied. You should have the Windows 95 CD-ROM on hand. Figure 6 will pop up after a short time.



Figure 6: Installing the scanner

9. Click on 'Next' to continue. (Figure 6)



10. Click on 'Other Locations...'. (Figure 3).
11. Type [D:\Driver\Win95] in the command line and click on 'OK' to continue. Figure 7 will pop up.



Figure 7: Installing the scanner

12. Click on 'Finish' to continue with the installation.

Note: You will need to enter the location a number of times.

13. Restart Windows.

The installation is now complete. To guarantee the proper functioning of the SCSI card, we recommend restarting Windows.

ENGLISH

4.4 Windows 98

This SCSI card is Plug and Play under Windows 98. This means that the SCSI card will be detected automatically.

1. Switch on your computer.
2. Start Windows 98. Figure 8 will pop up on your screen once the SCSI card has been found.



Figure 8: Installing the SCSI card

3. Insert the CD-ROM with driver and TextBridge into your CD-ROM drive.
4. Click on 'Next' to continue. Figure 9 will pop up.



Figure 9: Installing the SCSI card

5. Select the option 'Search for the best driver for your device (recommended)' and click on 'Next' to continue. Figure 10 will pop up.



Figure 10: Specifying a location

6. Select the option 'Specify a location'. (Figure 10)
7. Type: [D:\DRIVER\WIN95] in the command line (Figure 10) and click on 'Next' to continue. Figure 11 will pop up.



Figure 11: Installing a driver

ENGLISH

- Click on 'Next' to continue with the installation (Figure 11).

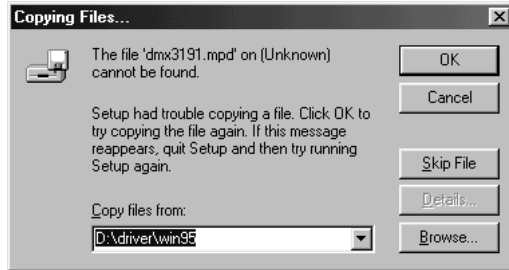


Figure 12: Installing a driver

- Click on 'OK' (Figure 12) to continue with the installation. The files will now be copied. Figure 13 will then pop up.



Figure 13: The installation is complete

- Click on 'Finish' (Figure 13) to complete the installation. A new window detecting the new hardware will pop up after a short while.
- Click on 'Next' to continue.
- Select the option 'Search for the best driver for your device (recommended)' and click on 'Next' to continue (Figure 9).
- Select the option 'Specify a location' (Figure 10).

14. Type: [D:\DRIVER\WIN95] in the command line and click on 'Next' to continue. Figure 14 will pop up.



Figure 14: Installing the scanner

15. Click on 'Next' to continue.
16. Click on 'Finish' to complete the installation.
17. Restart Windows.

4.5 Windows NT4.0

Windows NT4.0 does not support Plug and Play. The SCSI card will be installed during the installation of the TWAIN driver.

Please proceed to chapter 5 for installing the software and the TWAIN driver.

ENGLISH

5. Installing the software

The installation of the software is described in two parts.

- a. Installation under Windows 95/98 and Windows NT.
- b. Installation of application software.

5.1 Windows 95/98 and Windows NT

Follow the instructions below to install the TWAIN driver and SCSI card.

1. Start Windows 9x or Windows NT and sign on as 'Administrator'.
2. Insert the CD-ROM with drivers and TextBridge into your CD-ROM driver.
3. Click on 'Start' and select 'Run' (Figure 15).

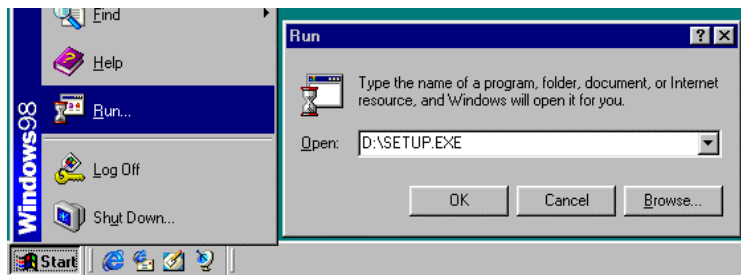


Figure 15: Starting the installation

4. Type [D:\START.EXE] in the command line and click on 'OK' (Figure 16) to start the installation.

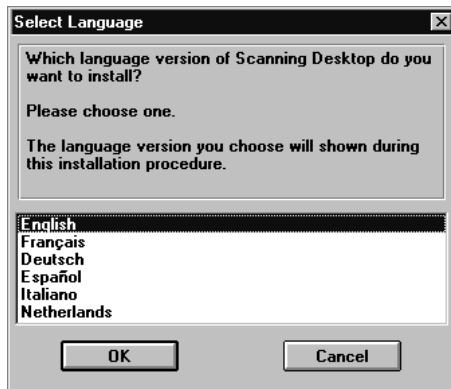


Figure 16: Selecting a language

5. Select your preferred language and click on 'OK' to continue.
Windows 95/98: Figure 17 will pop up.
Windows NT: Figure 18 will pop up. Continue with step 7.

ENGLISH

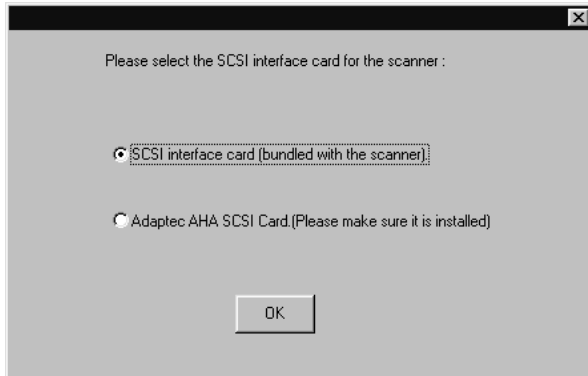


Figure 17: Selecting the SCSI card

6. Select 'SCSI Interface card (bundled with the scanner)' and click on 'OK' to continue.
7. The window that pops up contains 'welcome' information. Click on 'Next' to continue. Figure 18 will pop up.

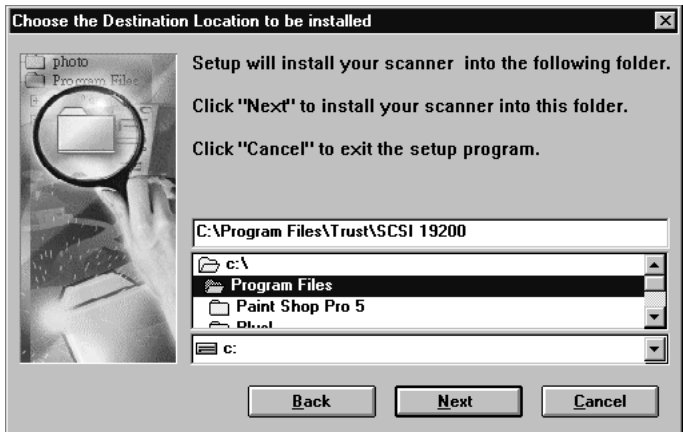


Figure 18: Determining the installation directory

- Click on 'Next' to accept the default directory and to continue with the installation. Figure 19 will pop up.

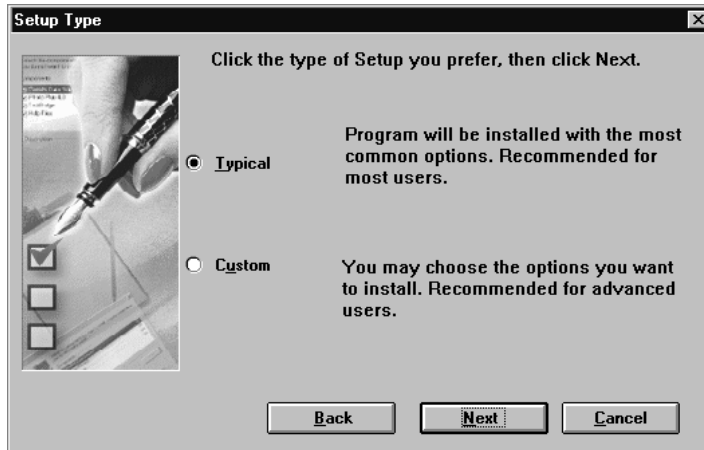


Figure 19: Determining the type of setup

- Select 'Typical' to install all components. Click on 'Next' to continue.



Figure 20: Setting the program folder

- Click on 'Next' to accept the default program folder. The window that pops up will contain an overview of the components to be installed.

11. Click on 'Start Install' to start the installation. The files will now be copied.
Windows 95/98: Figure 22 will pop up. Proceed to section 5.2.
Windows NT: Figure 21 will pop up.

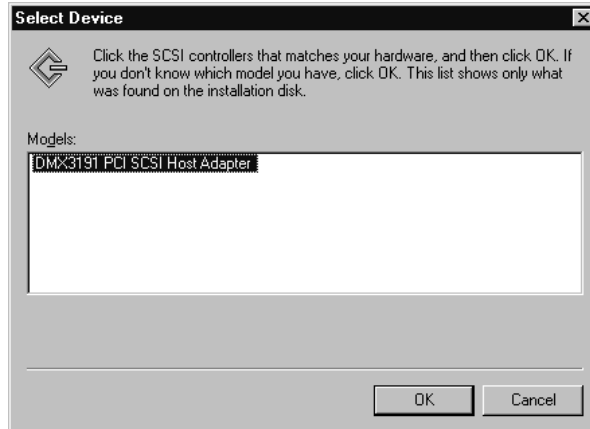


Figure 21: Installing the SCSI card

12. Select 'DMX3191...' and click on 'OK' to continue. The files will continue to be copied.

Now proceed to section 5.2 to install Adobe Acrobat Reader.

ENGLISH

5.2 Adobe Acrobat Reader 3.01

Adobe Acrobat Reader 3.01 is a program for opening PDF files. The electronic version of the manual can be found in this format on the CD-ROM.

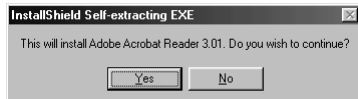


Figure 22: Installing Adobe Acrobat Reader

1. Click on 'Yes' to continue. Figure 23 will pop up

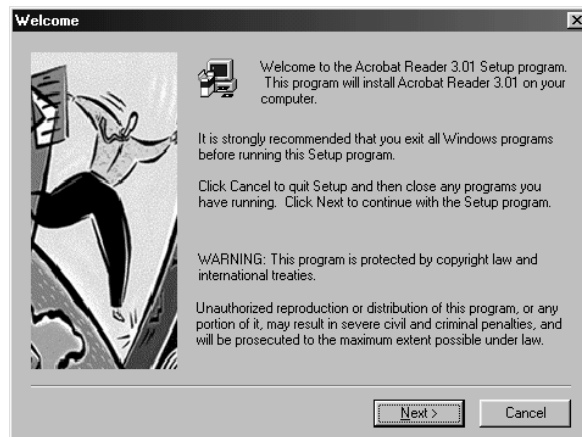


Figure 23: Installing Adobe Acrobat Reader



2. Click on 'Next' to continue. Figure 24 will pop up.

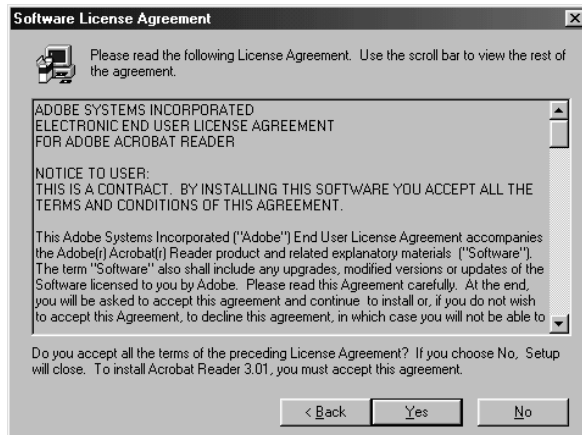


Figure 24: License Agreement

3. Click on 'Yes' to accept the License Agreement (Figure 24) and to continue with the installation.
4. Select the directory for the program installation and click on 'Next' to continue (Figure 25). The files will now be copied. Figure 25 will then pop up.

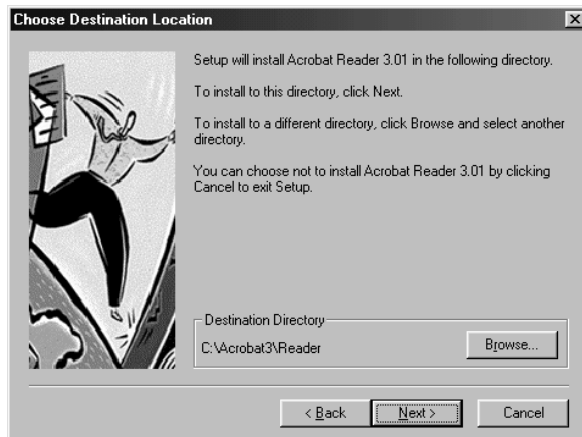


Figure 25: Determining a directory

ENGLISH

5. Click on 'Finish' to complete the installation of Acrobat Reader. (Figure 26)

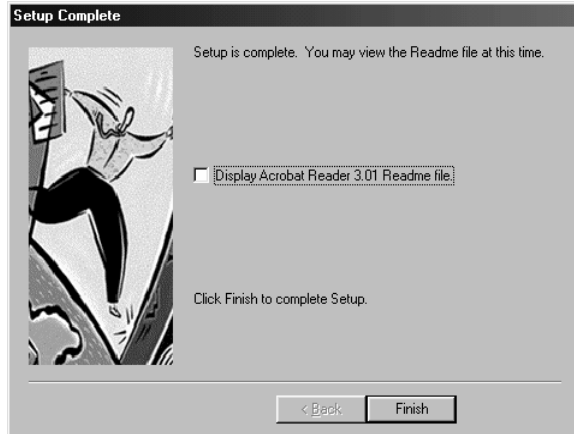


Figure 26: Completing the installation



5.3 Installing TextBridge Classic 2.0

To install TextBridge Classic, follow the instructions below:

1. After installing Acrobat Reader, start the installation of TextBridge Classic. Figure 27 will pop up.

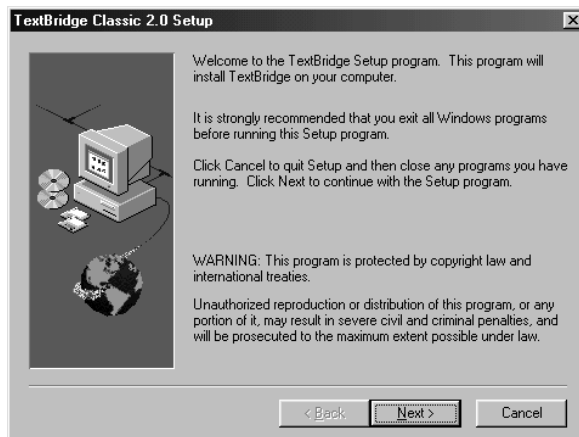


Figure 27: Installing TextBridge Classic

2. Click on 'Next'. Figure 28 will pop up.

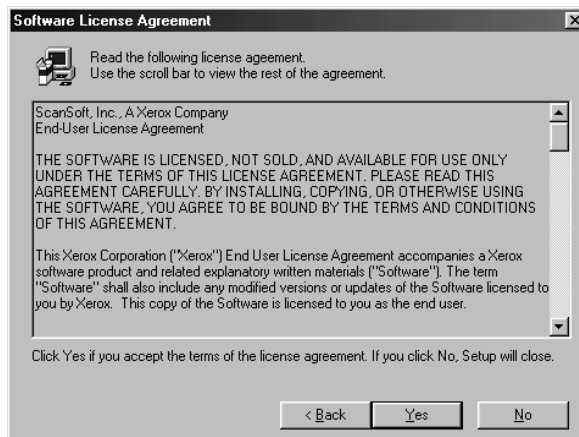


Figure 28: License Agreement

3. Click on 'Yes' to accept the License Agreement and to continue with the installation. Figure 29 will pop up.

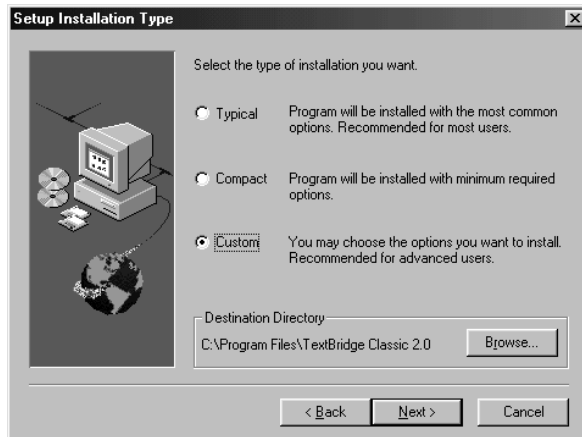


Figure 29: Selecting the type of installation

4. Select 'Custom' (Figure 29). A bullet will be filled in next to your choice.
5. Click on 'Next' to continue with the installation. Figure 30 will pop up.
6. Click on 'Language packs' to select your preferred languages (Figure 30).

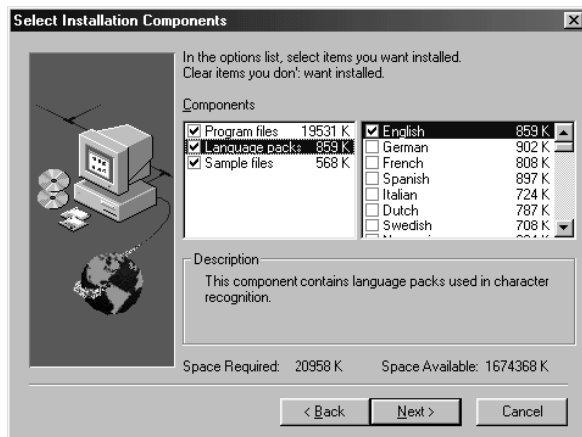
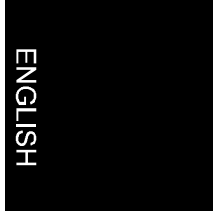


Figure 30: Selecting languages

Note: *Text will only be recognised in the languages you select here. Once the installation is complete, you may install other languages for OCR recognition.*

7. Click on 'Next' to continue installing TextBridge Classic. A new TextBridge registration window will pop up.
8. Click on 'Next'. A product registration window will pop up.
9. Click on 'Cancel'. You will be asked whether you wish to cancel the product registration.
10. Click on 'Yes'. A window will pop up which will inform you that you will receive a reminder about the registration 2 weeks after installing TextBridge.
11. Click on 'OK' to complete the installation of TextBridge.
12. Click on 'OK' to restart your computer.

The installation of TextBridge Classic 2.0 is now completed.



5.4 Installing PhotoExpress 2.0

Ulead PhotoExpress 2.0 is an application for editing scanned images.

1. Insert the CD-ROM with PhotoExpress 2.0 into your CD-ROM drive.
2. The CD-ROM will start automatically. Figure 31 will pop up on your screen. Proceed with step 5. If the CD does not start automatically, start it up manually.
3. Click on 'Start' and select 'Run'.
4. Type [D:\SETUP.EXE] in the command line and click on 'OK' to start the program. Figure 31 will pop up.

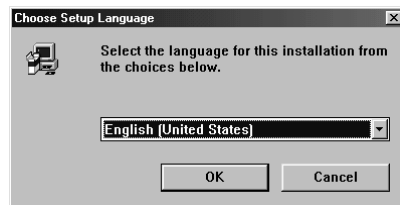


Figure 31: Installing PhotoExpress 2.0

5. Select the language you wish to use for installing Ulead Photo Express 2.0 and click on 'OK'. (Figure 31). The welcome window will pop up.



- Click on 'Next'. The License Agreement window will pop up (Figure 33).



Figure 32: Welcome window

- Click on 'Yes' to accept the License Agreement (Figure 33) and continue with the installation.

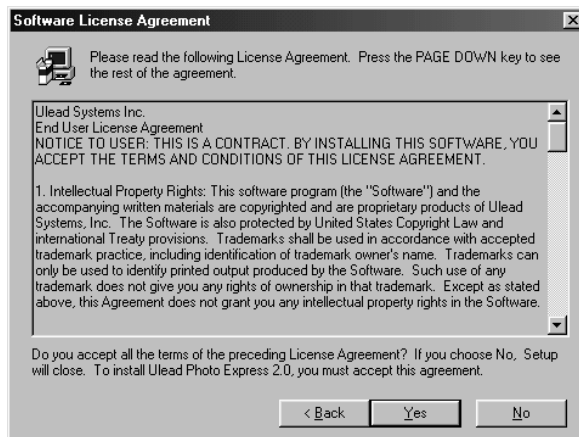
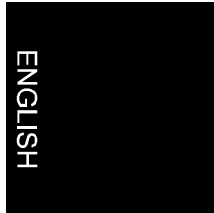


Figure 33: License Agreement



8. Click on 'Next'. Figure 34

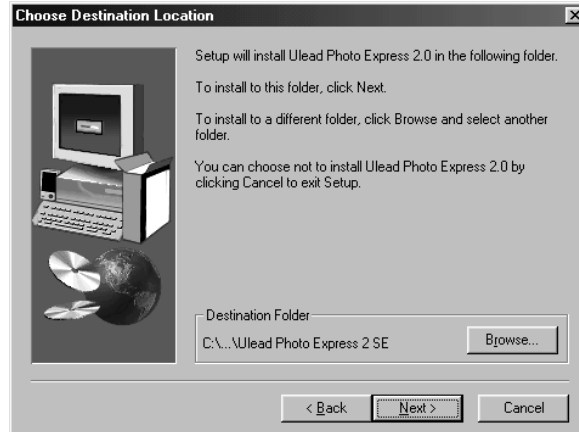


Figure 34: Installing PhotoExpress 2.0

9. Select a background colour (Figure 35). Click on 'Next'.



Figure 35: Installing PhotoExpress 2.0



- Click on 'Next' to select the default program folder (Figure 36).



Figure 36: Installing PhotoExpress 2.0

- Click on 'Next' (Figure 37). PhotoExpress will now be installed. Figure 38 will pop up after the installation is completed.

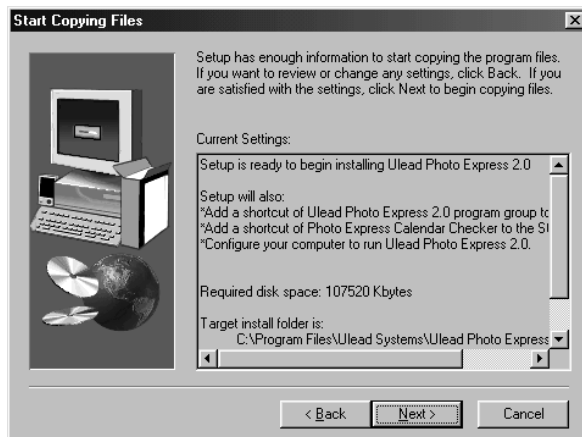
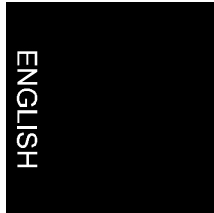


Figure 37: Installing PhotoExpress 2.0

- Select the option 'Yes, I want... ..on the Desktop' only (Figure 38).



13. Click on 'Next' to continue. (Figure 38)

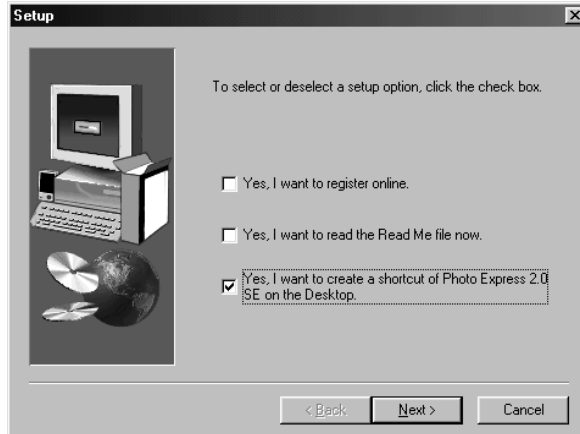


Figure 38: Installing PhotoExpress 2.0

14. Click on 'OK' to complete the installation. Figure 39 will pop up.
15. Click on 'Finish' to complete the installation. Depending on your choice, either your computer will restart or you will return to Windows.



Figure 39: Completing the installation

The installation of the TWAIN driver and applications is now complete. If you have a modem, you can register Ulead Photo Express 2.0 electronically. Please refer to the software manual (supplied on CD-ROM).

6. Making a scan

You can make a scan in 2 ways with this scanner. The first method, by means of the scan dialog box, is quick and easy (see section 6.1). The second method, by means of the TWAIN dialog box, offers you more options (see section 6.2).

6.1 Opening the scan dialog box

You open the scan dialog box by:

1. Double-clicking on the icon in the task bar or
2. Starting the program 'SCSI Connect 19200 cover sensor' from the Start menu.

The window 'SCSI Connect 19200 Cover sensor' will pop up on the screen after a short while (Figure 40). Table 2 gives a description of the functions offered by this program.

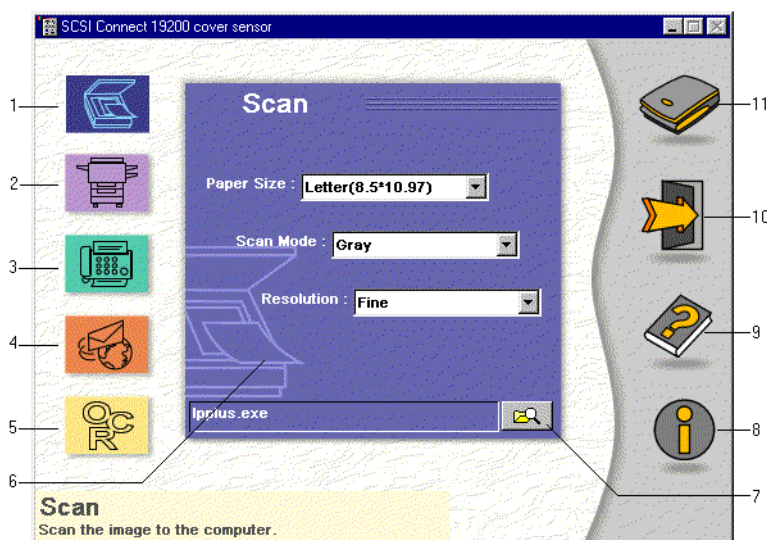


Figure 40: Cover sensor program

1	Scan page	Scans the image to the computer
2	Copy page	Copies the image or document (printer required)
3	Fax page	Scans and faxes the image or document (fax modem or printer required)
4	E-mail page	Scans and sends the image to the Internet (modem and Internet account required)
5	OCR page	Converts the image document into a text file
6	Menu window	For setting the paper format, scan mode, etc.
7	Browse icon	This icon enables you to select the software application in which you want to open the scanned image
8	Info	Displays product information
9	Help	For consulting the on-line help for all scanner and software functions
10	Close	Closes the program (continues running in the task bar, however)
11	Scan	Scans the image or document and transfers it to the selected application (software, printer, fax, e-mail, OCR)

Table 2: Overview of functions



6.2 TWAIN dialog box

You can open the TWAIN dialog box by scanning from a TWAIN compatible application.

1. Start the program that supports TWAIN (PhotoExpress 2.0, for example).
2. Open the Acquire command from the file menu and click on 'Select Source'. The 'Select Source' dialog box will be opened.
3. Select 'Trust SCSI Connect 19200' in the dialog box {Select Source}. If only 1 source is available it will be selected automatically.
4. Click on the button {Select}. The dialog box for the source selection will close automatically.
5. Return to the file menu and click on 'Acquire', usually located next to the 'Select' command. The TWAIN dialog box will pop up (Figure 41).

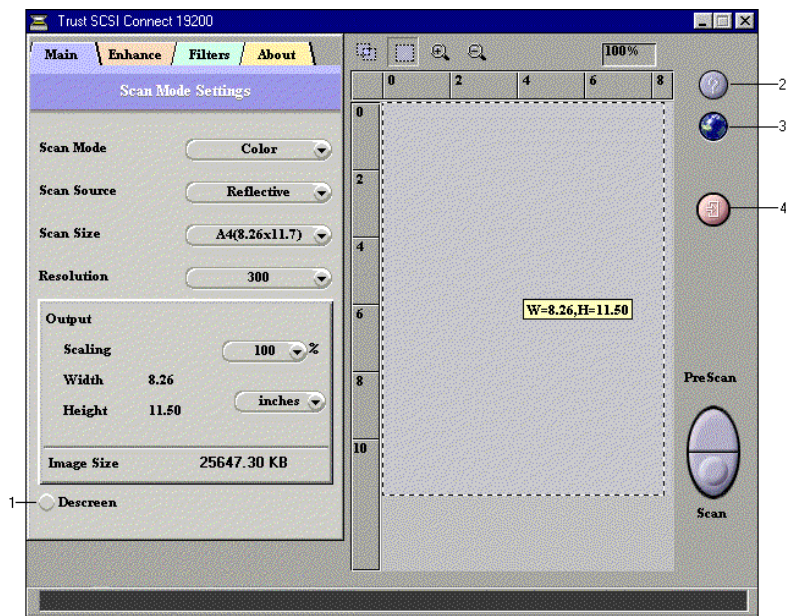


Figure 41: TWAIN dialog box

6.2.1 Explanation of TWAIN dialog box

The TWAIN dialog box consists of 2 parts: the left-hand side contains the settings and the right-hand side displays a preview of the scanned image.

Scan mode: For selecting the preferred scan setting (colour, grey, black-and-white)

Scan size: For setting the size of the scan area

Resolution: For setting the resolution (choice between set values)

You can enter the unit of measurement (inch, cm) and set the scale in the 'Output' window.

1	Descreen	Eliminates moiré patterns from printed matter
2	Help	Displays a list of detailed subject matter
3	Language	For selecting the language you wish to view on the screen
4	Exit	Closes the program

Table 3: TWAIN dialog box

The 'PreScan' key is used to prescan the image or document at a lower resolution.

The 'Scan' key is used to scan the image or document using your preferred settings.

6.2.2 Enhancement window

The following can be set in this window:

Brightness	For setting the brightness
Contrast	For setting the contrast
Gamma	For setting the gamma value

Table 4: Enhancement options window

6.2.3 Filters window

You can set a number of scan options in this window:

None	No options are switched on
Soften	For softening the image
Sharpen	For sharpening the image
Invert	For negative settings
Mirror	For mirroring the image vertically
Relief	For scanning in the relief mode
Unsharp mask	For decreasing the sharpness (Soft focus)

Table 5: Filters option window

6.3 Making a scan

Proceed as follows to make a scan:

1. Position the image or document face downward on the glass plate.
2. Using the mouse, click on the 'Prescan' button.
3. Select the desired scan mode (colour, greyscale, black-and-white).
4. Using the mouse, select the scan area in the prescan window or select a default size from the Scan Size menu.
5. Set the resolution; 300 DPI will be sufficient for most purposes.
6. Using the mouse, click on the 'Scan' button to start the scan. The results are copied to the currently active application.

Tip: *The scan process cannot be interrupted.*

7. Working with TextBridge

TextBridge is a program for scanning text and converting it to a document format in order to be edited using a word processor. A detailed manual can be found on the CD-ROM.

7.1 Settings

1. Start TextBridge.
2. Click on 'File'.
3. Click on 'Select Scanner...'. A new window will pop up.
4. Next, select 'Trust SCSI Connect 19200'.
5. Click on 'Ok'.
6. You can now select the language of the document to be scanned. Click on 'Process'.
7. Click on 'Settings'. A new window will pop up.
8. Click on the 'Processing' tab.
9. Select the language in the 'Process With' box by clicking on the triangle and selecting the language (see Figure 26).

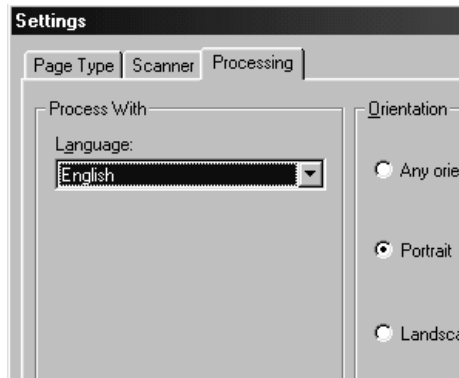


Figure 42: Selecting a language

10. Click on 'Ok'.
11. You have now completed the TextBridge Classic settings. Continue with section 7.2.



ENGLISH

7.2 Scanning TextBridge Classic

Note: To show some non-English language characters, e.g. in Polish, 'Multi-language Support' should be selected in Windows. See the Windows 'Help' feature for more information. You should also make sure your application is capable of showing non-English language characters.

1. Position the document to be scanned on the scanner.
2. Click on the button marked 'Auto Process' (Figure 43). A new window will be opened.



Figure 43 Auto Process button

3. Select the document type.
4. Set 'Page Source' to 'Scanner' by clicking with the mouse (Figure 44).

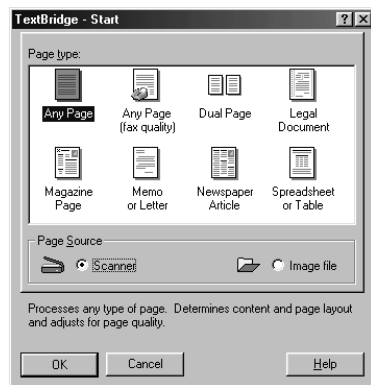


Figure 44: Selecting 'Page Source'

5. Click on 'OK'. The TWAIN dialog box (Figure <?>) will be opened.
6. Click on 'Prescan' to make a test scan.
7. Using the mouse, select the area you wish to scan.
8. Set 'Scan Mode' to 'BW' (black-and-white).
9. Set 'Destination' to 'Application'.
10. Set the resolution to 300 dpi.
11. Click on 'Scan'.
12. After completing the scan, TextBridge will start the OCR process of the scanned document and will ask you if you wish to scan additional documents.
13. Click on 'More Pages' or 'Other side' to scan more pages.
14. Click on 'No More' to stop scanning. A window is displayed asking for a location to save the scanned text in.
15. Under 'File Name', type a name for the text produced.
16. Under 'Save as Type' select the format for the file. Select a file format that will be recognised by your word processor application. If in doubt, select 'ASCII Std. (*.txt)'.
17. Click on 'Save' to save the file. This completes the OCR process.
18. Close TextBridge Classic.

In order to edit the scanned text you have just saved to disk, you need a word processing program. Start the program and point it to the name you used to save the file in step 14.

TextBridge includes a number of advanced options. Refer to the on-line help and the documentation on the CD-ROM for more information.

8. Working with Ulead PhotoExpress

Ulead PhotoExpress 2.0 is a drawing and editing program with a large number of options for working with photographed images.

Follow the instructions below for setting and using PhotoExpress 2.0.

Note: *The manual can be found on the CD-ROM supplied with the device; the program also contains a comprehensive help function.*

1. Connect the scanner to the computer. See Chapter 1.
2. Start Photo Express 2.0 by double-clicking on its icon on the screen. The program will start up. Figure 45 will pop up.



Figure 45: TWAIN settings

3. Select 'Flatbed scanner' for the 'Trust SCSI Connect 19200' device.
4. Click on 'OK' to continue. If you have installed several devices that use the TWAIN interface, you will also need to select the appropriate device for these as well.

Your scanner has now been set for this application.

8.1 Scanning with PhotoExpress 2.0

To make a scan with PhotoExpress 2.0, follow the instructions below:

1. Click on 'Get' (number 1, Figure 46).
2. Click on 'Scanner' (number 2, Figure 46).
3. In the 'Select Data Source list', select the 'Trust SCSI Connect 19200 Scanner'. (number 3, Figure 46)
4. Select 'Apply Post Processing'. You can adjust your image after scanning using the following options: 'Straighten & Rotate', 'Crop', 'Brightness & Contrast' and 'Color Balance' (number 4, Figure 46).
5. Select 'Open to workspace' to transfer the scanned image to the application or select 'Save to Album' to add the scanned image to (number 5, Figure 46).
6. Enter a file name and select the appropriate file type (number 6, Figure 46).



7. Click on 'Acquire' to scan the image (number 7, Figure 46). The TWAIN window will pop up (Figure 41).



Figure 46: ULead PhotoExpress

ENGLISH

9. Maintenance

Clean the glass plate regularly with a soft, clean cloth to remove dust and dirt. A clean glass plate is important since any dirt will show up in the scanned image.

When cleaning the equipment, observe the following safety measures:

1. Disconnect the power plug from the mains supply before cleaning the equipment.
2. Do not use aggressive cleaning liquids, liquid cleansers, or aerosols to clean the scanner or the glass plate.



10. Troubleshooting

10.1 Testing the scanner

A test program was installed along the TWAIN driver. This test program provides a simple means of checking the correct operation of the basic scanner features.

Start the test program (Start | Programs | Trust SCSI Connect 19200 | Test Program). The test program will appear on the screen (Figure 47).

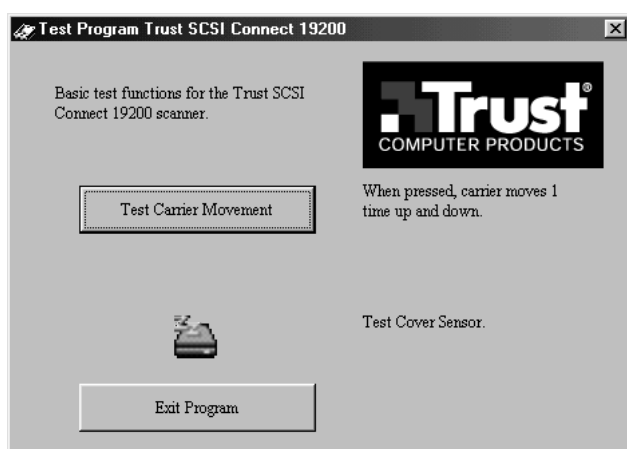


Figure 47: Test program

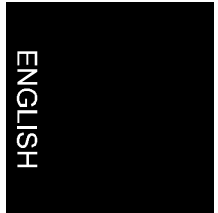
This test program enables you to test the scanner easily and quickly. If one or more program functions are not working, locate the problem and solution in the following chart.

10.2 Troubleshooting

Problem	Possible cause	Solution
The computer does not recognise the scanner.	The scanner may be attached to the computer improperly.	Check whether the scanner has been attached properly. (Chapter 4.2)
'Flatbed Scanner not ready' error message is displayed.	The scanner driver has not been installed correctly.	Reinstall the TWAIN driver.
	The interface cable has not been connected properly.	Connect the interface cable properly (Chapter 4.2). Restart the computer and scanner.
	Power supply adapter is not connected or connected improperly.	Connect the power supply adapter properly (Chapter 4.2). Restart the computer and scanner.
Scan command is not carried out.	Scanner is not connected to the computer properly.	Check whether the scanner is connected properly (Chapter 4.2).
Scan too dark.	Monitor set too dark.	Adjust the monitor's brightness.
	Number of colours of your display adapter set too low.	Set your display adapter to a minimum of 65,535 colours (16 bit).
Low-quality scan.	Resolution too low.	Set resolution to 600 DPI.
	Number of colours of your display adapter set too low.	Set your display adapter to a minimum of 65,535 colours (16 bit).



	Glass plate dirty. Dirt on the glass plate shows up in the scanned image.	Thoroughly clean the scanner glass (Chapter 9).
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Problem	Possible cause	Solution
Scanner operates very slowly.	High resolution setting.	For normal purposes, a maximum resolution of 600 DPI should suffice. Use higher resolutions for small originals only.
	Insufficient memory.	You need a minimum of 16MB RAM. Recommended value is 32 MB.
No response from scanner.	'Stop scanning' button has been pressed (cover sensor program).	Close Windows and switch off computer and scanner and then back on.
Error message during scan.	Hard disk full.	You need 3 times the space required by the scanned image as free space on your hard disk drive. The amount of disk space required can be viewed in the TWAIN window. Free up disk space or select a lower resolution.
	Resolution set too high.	For normal purposes, a maximum resolution of 600 DPI should suffice. Use higher resolutions for small originals only.

Table 6: Troubleshooting



If the above list does not help you solve the problem with your scanner, please contact your dealer, or visit our Internet site (www.trust.com) to check the FAQ and the latest version of the driver software. Please have the following information ready:

1. Operating system
2. Hardware configuration
 - CPU (MHz)
 - Memory (MB)
 - Free hard disk space (MB)
 - Display adapter: resolution and number of colours
3. Scanner settings
 - Scan mode (colour, grey, black-and-white)
 - Resolution (DPI)
 - Destination (application, printer, etc.)
 - Size:
4. Version of TWAIN program (see readme.txt on the CD-ROM)
5. Name and version of the application software



ENGLISH

11. Specifications

Type	Flatbed, CCD scanner
Optical resolution (H x V)	600 x 1.200 DPI
Maximum resolution	19.200 x 19.200 DPI
Scan modes	<ul style="list-style-type: none"> • 1-bit black and white • 12-bit greyscale • 36-bit colour
Document size	210 x 297 mm (A4) 8.5 x 11 inch (Letter)
Interface	SCSI-II
Power supply	<ul style="list-style-type: none"> • 220 Vac - 240 Vac • 50 - 60 Hz • external
Power consumption	15 Watt
Dimensions (B x H x D)	297 x 105 x 455 mm
Weight (excl. packaging)	3.5 Kg

Table 7: Specifications



12. Trust Service Centers

If you have any questions after reading this manual, please contact one of the Trust Service Centers.

Keep the following in mind, however:

- If you have any questions regarding the use of a product or if you are looking for the latest drivers, you can find this information at the Trust web site (www.trust.com). The majority of the FAQ's (Frequently Asked Questions) are listed here. You can also download the latest drivers directly from the site.
- If you are unable to find the information you need at the Trust web site or if you are unable to access the site, please contact your nearest Trust Service Center.
- Keep in mind that the waiting time may be longer if you call between 12:00 AM and 2:00 PM.
- **DO NOT** return any products to the Trust Support Center addresses below. You may return the products via your Trust dealer.

ENGLISH

SCSI Connect 19200 –Excellence Series-

Country:	Contact:
UK Ireland	<p>UK Office</p> <p>Internet www.trust.com E-mail trustuk@globalnet.co.uk Mail Aashima Distribution U.K. Ltd. Trust Support PO Box 5277 Witham CM8 3XU United Kingdom</p> <p>Fax +44-(0)1376-514633 Phone +44-(0)1376-500000 (from 9:30 AM until 5:00 PM)</p>
Italy	<p>Italian Office</p> <p>Internet www.trust.com E-mail trusttdp@tin.it Mail Aashima Italia s.r.l. Trust Support Via dei Pignattari, 174 Blocco 37 40050 Centergross Funo di Argelato (BO) Italia</p> <p>Fax 051-6635843 Phone 051-6635947 (from 9:00 AM until 5:00 PM)</p>
France North Africa	<p>French Office</p> <p>Internet www.trust.com E-mail support.trust@aashima.fr Mail Aashima France sarl Trust Support BP 50002 95945 Roissy C.D.G. France</p> <p>Fax +33-(0)1-48174918 Phone +33-(0)1-48174931 (from 9:00 AM until 5:00 PM)</p>
All other Countries	<p>European Head Office</p> <p>Internet www.trust.com E-mail support@aashima.nl Mail Aashima Technology B.V. Trust Support P.O. Box 8043 3301 CA Dordrecht The Netherlands</p> <p>Fax +31-(0)78-6543299 Phone +31-(0)78-6549999 (from 9:00 AM until 5:00 PM)</p> <p>For Germany only: Fax +49-(0)2821-58873 Phone 0800-00TRUST (from 9:00 AM until 5:00 PM)</p>

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Country:	Contact:
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ENGLISH