



TRUST EASY WEBSCAN 19200

User's Manual

Version 1.0

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.

Registration

Register your purchase now at the Trust Internet site, www.trust.com, so that you are able to receive optimal guarantee and service support. You will be automatically informed of developments to your product and of other Trust products. You will also have the chance to win some spectacular prizes.

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1. Introduction

This instruction manual is intended for users of the Trust Easy Webscan 19200. Prior knowledge is necessary to install this product. If you have any questions, please consult one of the Trust Customer Care Centres. You can find more information about these Customer Care Centres on the last page of this electronic manual, as well as at the back of the quick installation manual.

1.1 Conventions used in this manual

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

<key>	Here you should press a key. The name of the key is given between brackets.
'System'	This is a specific term used in a program. These are the terms used by, for example, Microsoft Windows 98.
[DIR]	Key in the text shown in square brackets [...].
{term}	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;
- CD-ROM with set-up programs and applications;
- CD-ROM with Photo Express 3.0;
- Quick installation manual.

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
- 16 MB memory
- 100 MB free hard disk space (extra HDD space necessary for applications)
- 4 Speed CD-ROM player
- Windows 98, ME or 2000

2. Safety

Read the following instructions carefully before use:

1. Do not use this equipment in humid environments such as bathrooms, damp basements, 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. Under the following circumstances have the device repaired by qualified personnel:
 - a) The cable or plug is damaged or worn;
 - b) Liquid has entered the device;
 - c) The device has fallen and/or the casing has been damaged.
5. Position the device so that the cables cannot be damaged.

3. Installation

Note: To install Trust Easy Webscan 19200, you must first install the software and then connect the scanner to the USB port of the scanner.

3.1 Installation TWAIN setup program

1. Make sure Windows is started up.
2. Insert the CD-ROM with setup programs and applications in your CD-ROM player.
3. The CD-ROM automatically starts up the Trust Software Installer (see figure 1). If yours does not start up automatically, select 'Run' in the Windows start menu.

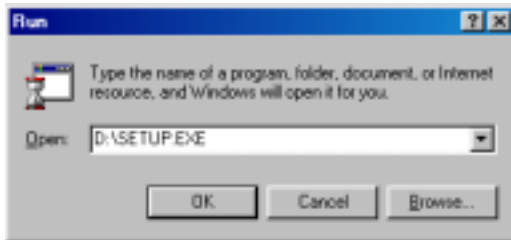


Figure 1: starting up installation

4. Type [D:\SETUP.EXE] and click on 'OK' to start up the Trust Software Installer.



Figure 2: Trust Software Installer

5. In the left window, select the language you wish to use during installation. See figure 2.
6. Click on the 'Easy Webscan 19200' button to start up installation of the TWAIN setup program.
7. Click on 'Next' to continue installation. See figure 3.

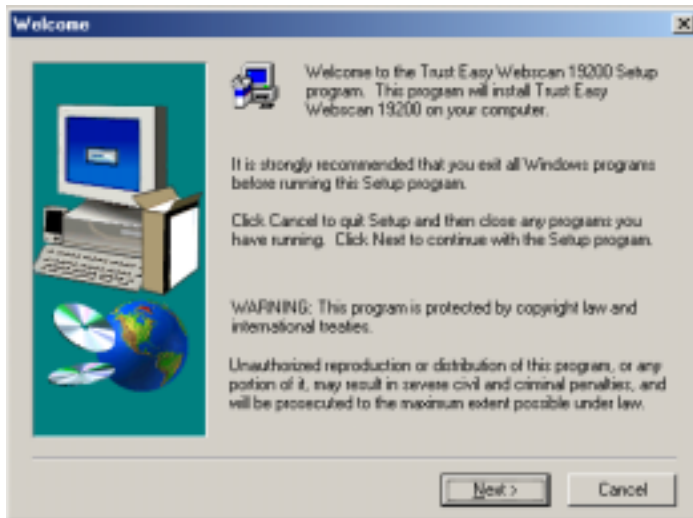


Figure 3: TWAIN setup program installation

8. The TWAIN and USB setup programs of the scanner are now being installed. After installation, click on 'OK' to complete installation.
9. Restart your system.

You have completed installation of the setup program. For installation of the necessary software and connecting the scanner, proceed with the following chapters.

3.2 TextBridge Pro 8.0 installation

For the OCR function (Optical Character Recognition) of the scanner to fully operate you must install TextBridge Pro 8.0. TextBridge is a program for scanning text and transforming it into a text document. This can then be processed in a text processor.

For installation, follow the instructions below:

1. Follow steps 1 through 5 in chapter 3.1 once more to start up the Trust Software Installer.
2. Click on the 'TextBridge Pro 8.0' button to start installation.
3. Select the language you wish to use for installation and click on 'OK'.
4. Click on 'Next' to continue with the installation. See figure 4.

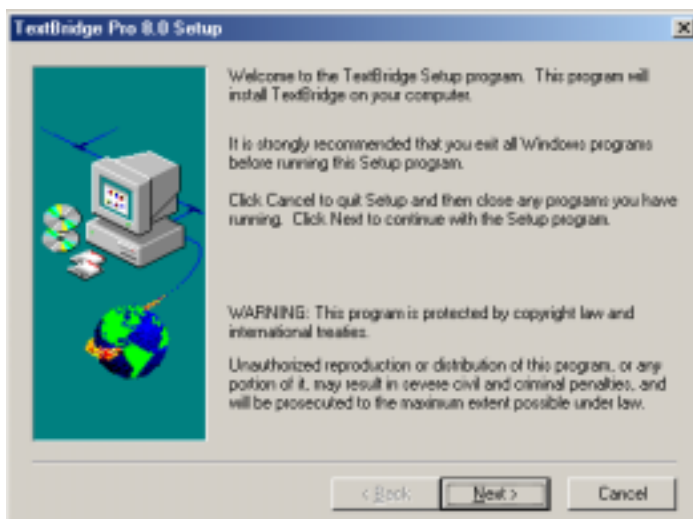


Figure 4: TextBridge Pro 8.0 installation



5. Click on 'Yes' to accept the license agreement and continue installation. See figure 5.

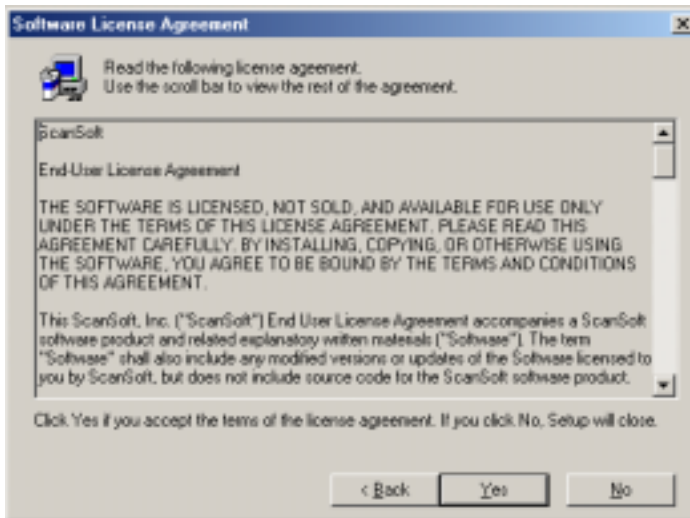


Figure 5: accepting the license agreement

6. Select the 'Custom' and click on 'Next' to select the desired options. See figure 6.

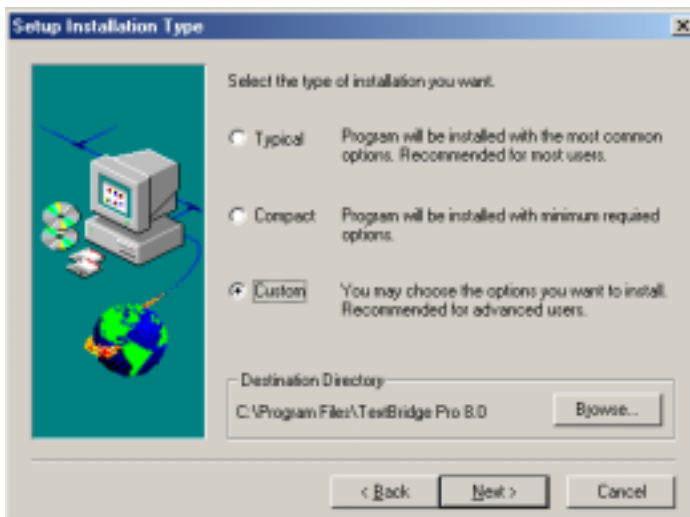


Figure 6: selecting the options desired

7. Select the 'Language packs' option and in the right-hand window indicate the language TextBridge must recognise and convert to processable text. See figure 7.

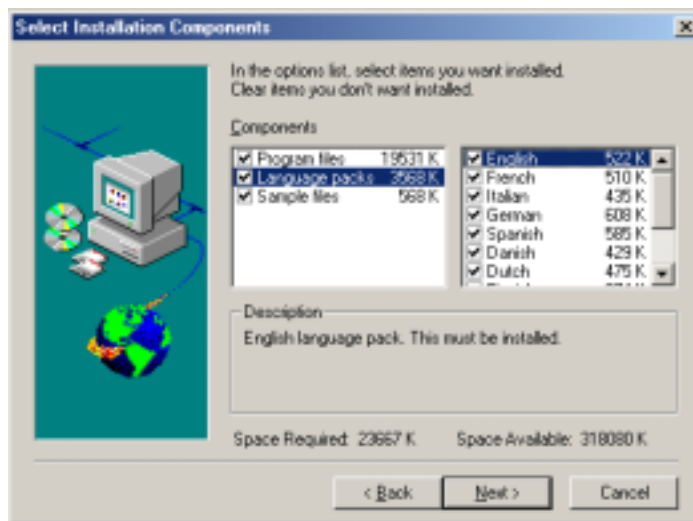


Figure 7: selecting languages to be recognised

8. Click on 'Next'. TextBridge is now being installed.
 9. After installation, click on 'Next' for registration.
 10. On the registration form, Click on 'Cancel' to cancel registration.
 11. Click on 'Yes' to confirm cancellation of the registration.
 12. Click on 'OK' for the registration reminder.
 13. Select the option for restarting the computer and click on 'OK' to complete installation.
- You have completed installation of TextBridge Pro 8.0. Proceed to the next chapter.

3.3 Photo Express 3.0 installation

Ulead Photo Express 3.0 is a drawing and processing program with a great number of options. You can process photos by means of this program. You will find an extensive manual for this product on the CD-ROM. This can be simply selected from the menu which is automatically started up after you insert the CD-ROM in your CD-ROM player.

Follow the directions below for the installation:

1. Place the Ulead Photo Express 3.0 CD-ROM in your CD-ROM player.
2. The installation screen of this program starts automatically. If this does not happen in your case, go to 'Start - Run' and type [D:\SETUP.EXE]. Then click on 'OK'.
3. Click on 'Install' in the menu to start the installation.
4. Select the language you wish to use during the installation and click on 'OK'.
5. Click on 'Next' to continue with the installation. See figure 8.

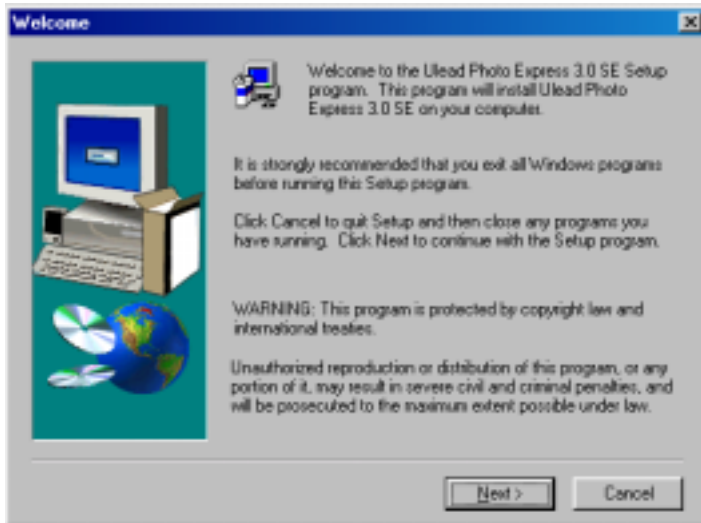


Figure 8: installation Ulead Photo Express 3.0 SE

- 6. Click on 'Yes' to accept the license agreement and continue installation. See figure 9.



Figure 9: accepting the license agreement

- 7. If you wish, indicate a location for Photo Express to be installed and click on 'Next'. See figure 10.

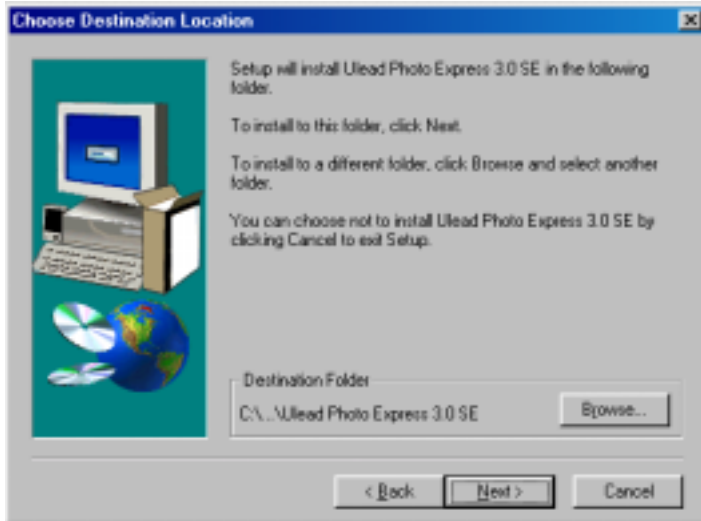


Figure 10: indicating program file

8. Click on the 'Normal' button to install the selected program options. See figure 11.



Figure 11: selecting the program options you want

9. If you wish, indicate a location for the program icons and click on 'Next'. See figure 12.

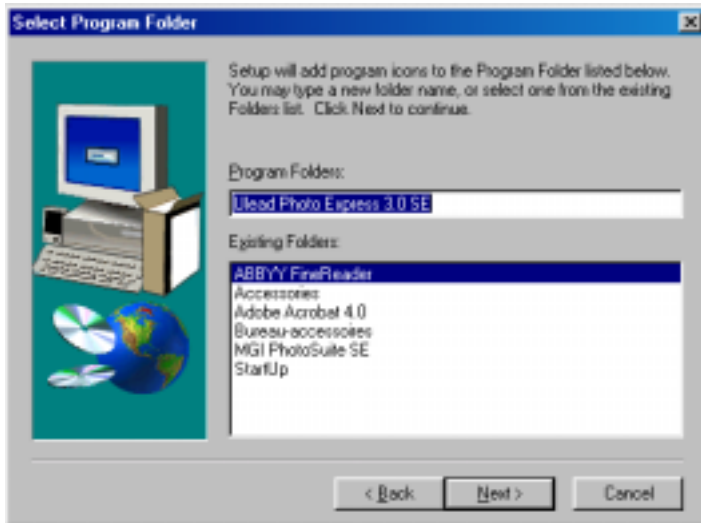


Figure 12: indicate location for program icon

10. Click 'Next' once more to confirm all settings
11. After installation, switch off the 'Online registration' option to skip registration and click on 'Finish' to complete the installation. See figure 13.

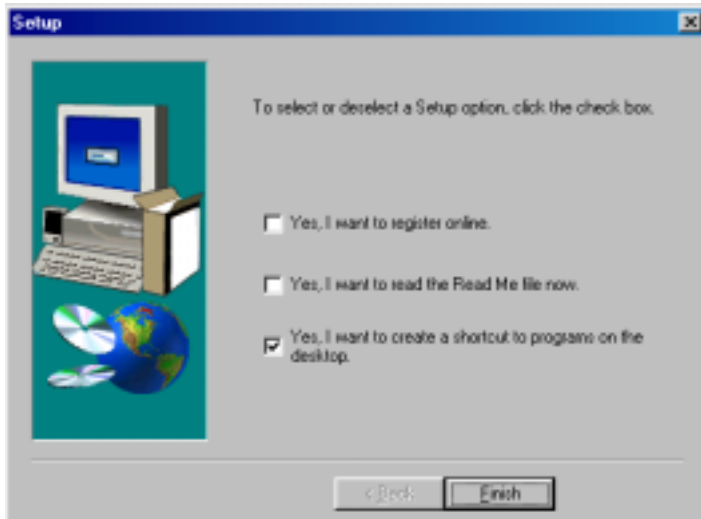


Figure 13: cancelling online registration and completing installation

12. Click on 'OK' to close the information screen.
13. Click on 'Finish' to restart your system. See figure 14.

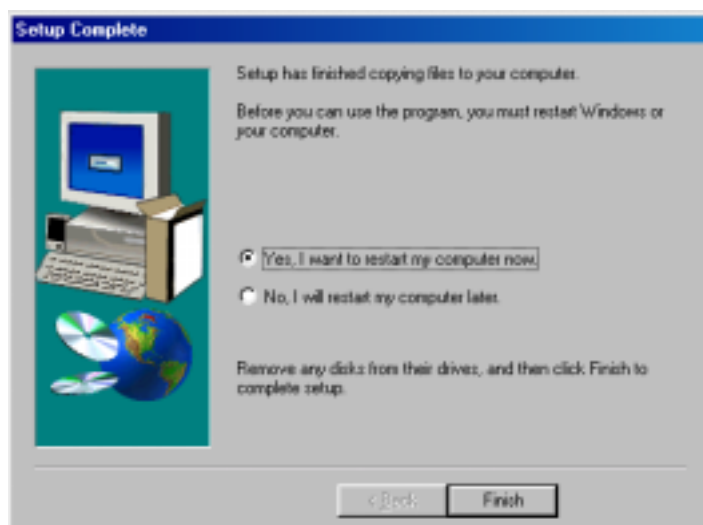


Figure 14: completing installation and restarting the system



You have completed installation of Ulead Photo Express 3.0 SE. After installation, the Photo Express manual can also be selected via the Windows Start menu at the location 'Start - Ulead Photo Express 3.0 SE - Screenbook'.

Note: *This link refers to the manual on the Ulead CD-ROM; insert the CD-ROM in your CD-ROM player in order to read the manual.*

Proceed to the following chapter.

3.4 Connecting the Easy Webscan 19200 to your PC.

Connect the scanner after installing the software.

A USB appliance is hot-swappable. This means that the appliance can be connected to and disconnected from your computer while this is switched on.

1. Ensure that Windows has been started up.
2. Connect one end of the enclosed USB cable to the scanner.
3. Connect the other end of the USB cable to a free USB port of the computer.
4. The new hardware is found and the scanner is automatically installed.

Your scanner is now ready for use.

4. Using the scanner

You can scan in 2 ways with the Trust Easy Webscan 19200, i.e. via the ScanPanel application (the easiest) and via the TWAIN interface screen (more possibilities). For using the scanner, see the chapters below:

4.1 ScanPanel application

The 'ScanPanel' 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 (TextBridge), 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 software is installed, a 'ScanPanel' icon is added to the task bar of Windows. If the icon is not there, go to 'Start - Programs - Trust - Easy Webscan 19200' and select 'ScanPanel' in the menu. The scanner buttons can now be used immediately for scanning.

Note: *You must have installed Photo Express and TextBridge to scan directly to the applications. For more information, see chapter 3.*







Note: If the icon in the task bar is grey, the scanner has not been connected correctly. Check the USB connection and restart your system, if necessary.


2. Double-click on the ScanPanel icon to start up the ScanPanel application. See figure 15. All buttons on your scanner are also present in this application.



Figure 15: ScanPanel 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 ScanPanel application to scan the image and send it to the location indicated.
5. For the description of the various buttons of the ScanPanel application, see the table below:

Button	Function	Description
	Scan	Scans the image and forwards it directly to the Paint application, in which the image can be processed and saved on the computer.
	Copy	Scans the image and forwards it directly to your printer. Note: You must have a printer installed on your PC.
	E-mail	Scans the image and forwards it directly to your standard e-mail program. The image is attached to your mail as a JPG file.
	OCR	Scans the document with text and forwards it to your standard OCR application (TextBridge Pro 8.0), where the document is transformed into a text file. The text file can now be processed with a text processor.
	Exit	Closes the ScanPanel application.
	Help	Starts up the ScanPanel application help function.

Button	Function	Description
	Settings	Changes the ScanPanel application settings. You can change the scan, OCR and e-mail settings with this.

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For a more detailed description of the various options of the 'ScanPanel' application, consult the help function.

4.2 TWAIN interface screen

The TWAIN interface screen provides you with very extensive possibilities to change your scan settings. You can open the TWAIN window by selecting it from the Windows Start menu or by selecting it from TWAIN-compatible applications such as Ulead Photo Express.

In the manual of the application you are using, read how you must select the scanner and start up the TWAIN.

4.2.1 TWAIN Main screen

Go to 'Start - Programs - Trust – Easy Webscan 19200' and select 'Easy Webscan'. The TWAIN main screen will appear after a short period needed for scanner calibration. See figure 16.

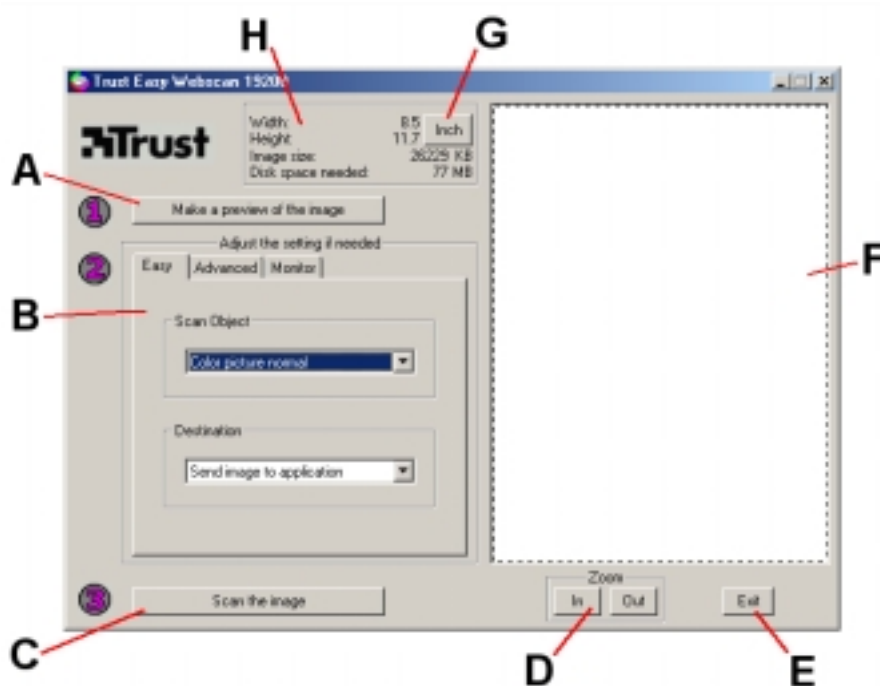


Figure 16: TWAIN main menu, easy user settings

See the table below for the description of the various functions of the TWAIN main screen.

	Function	Description
A	Scan preview button (Make a preview of the image)	Makes a scan preview of the image. This is presented in the 'Preview' window (F).
B	TWAIN settings (Adjust the setting if needed)	The screen with TWAIN settings includes 3 folders. The folders can be selected by clicking on the menu with the mouse. - Easy: Easy user settings. See chapter 4.2.1.1 - Advanced: Advanced user settings. See chapter 4.2.1.2 - Monitor: Monitor calibration. See chapter 4.2.1.3.
C	Scan button	Scans the selected area. The settings of the selected menu (B)

	Function	Description
	(Scan the image)	are used for this.
D	Zoom in/out button (Zoom in/out)	Enlarging or reducing the image in the preview window.
E	Closing (Exit)	Closes the TWAIN main screen.
F	'Preview' window	Presents the scan preview of the image.
G	Selection button 'Pixels, Inch, cm'	Indicates the width and height of the selected area in pixels, inches or cm on the information screen (H).
H	Information screen	<p>Presents information on the selected area.</p> <ul style="list-style-type: none"> - Width: width of the selected area. - Height: height of the selected area. - Image size: file size of the image to be scanned. - Disk space needed: the minimum free hard disk space necessary to be able to scan the image. This is approximately 3x the file size of the image to be scanned.

4.2.1.1 Easy user settings

The 'Easy' tab is the easiest way to scan a standard image. This menu consists of a number of fixed settings, from which you only have to select what type of image you wish to scan. All advanced settings are set at the standard values.

You can also indicate here where the scanned image must be sent. For the possible settings, see the table below.

Note: *The 'Easy' tab and the 'Advanced' tab function independently from each other. When you click on button (C), only the settings of the tab selected are used.*

Function	Options	Description
Type of image (Scan Object)	Colour picture fine	Scanning a high quality colour image / photo. Settings: Scan mode: colour, Resolution: 600 dpi.
	Colour picture normal	Scanning normal quality colour image / photo. Settings: Scan mode: colour, Resolution: 300 dpi.
	Greyscale picture	Scanning images with greyscale or black/white photos. Settings: Scan mode: greyscale, Resolution: 300 dpi.
	Fax message	Scanning fax messages. Settings: Scan mode: black/white, Resolution: 200 dpi.
	Text document	Scanning text. Settings: Scan mode: black/white, Resolution: 300 dpi.
Destination	Send image to application	Sends the scanned image to the application. Only functions if TWAIN has been started up from the application.
	Send image to disk	Saving the scanned image on the hard disk.
	Send image to printer	Sends the scanned image to the printer.
	Send image to fax	Sends the scanned image to the fax machine.
	Send image to clipboard	Sends the scanned image to the Windows clipboard.

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4.2.1.2 Advanced user settings

The more experienced user can configure various functions in the 'Advanced' tab for optimum results. See figure 17.

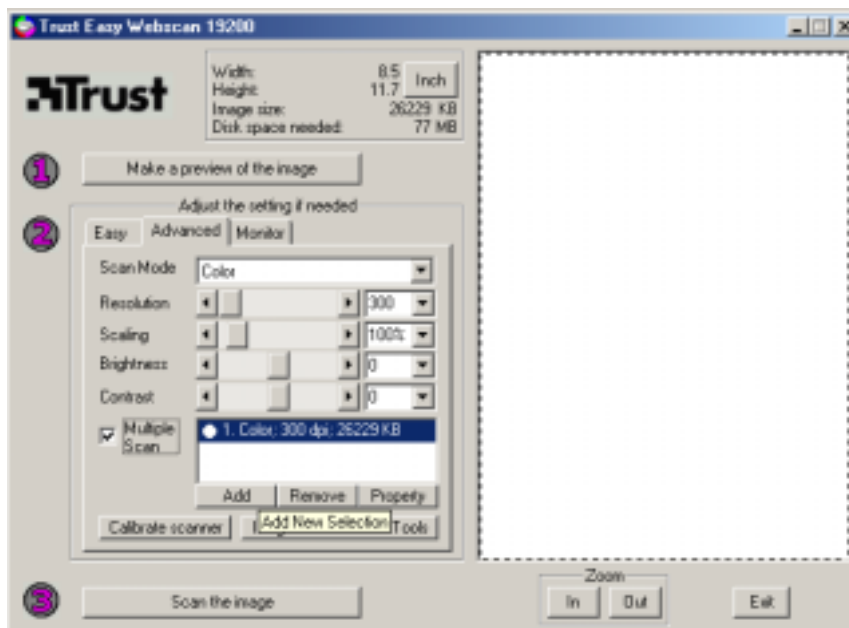


Figure 17: Advanced user settings

For the description of the various functions of the 'Advanced tab', see the table below.

Function	Description
Scan Mode	<ul style="list-style-type: none"> - Colour: Scanning images in colour. - Greyscale: Scanning images with greyscale or scanning a coloured original, which must be converted to greyscale colours. - Black / white: Scanning a text or black/white drawings.
Resolution	Setting resolution from 50 to 19200 dpi.
Scaling	Setting the size of the image to be scanned from 10% to 1000%
Brightness	Setting the brightness from -100 to 100.
Contrast	Setting the contrast from -100 to 100.
Multiple Scan	Click the box for simultaneous scanning of several areas of the image. In the 'Preview' window (F), select the area to be scanned with the mouse. Then, click on 'Add' to add the area. Repeat this with every area you want to add. Every area is given its own colour. You can remove any areas selected with 'Remove'. You can retrieve the properties of the area with 'Property'.
Calibrate scanner	Calibration of the scanner.
Image Enhancement Tools	Setting for improving the image quality. A screen similar to figure 18 will appear.

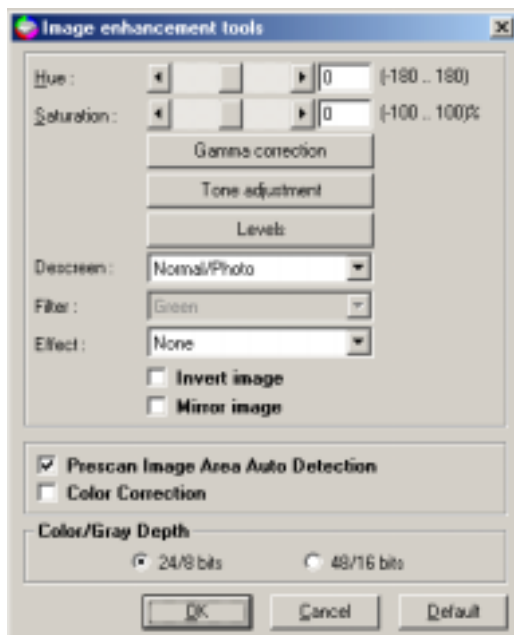


Figure 18: Image enhancement functions

For the description of the various functions of this screen, see the table below.

Function	Description
Hue	Setting the hue.
Saturation	Setting saturation.
Gamma Correction	Setting the gamma correction value.
Image distortion (Tone adjustment)	Correcting the image distortion.
Setting colours (Levels)	Setting colours ranging over a 256-colour scale.

Function	Description
Type of image (Descreen)	<ul style="list-style-type: none"> - Normal/photo: Optimum settings for scanning photos. - Newspaper: Optimum settings for scanning newspapers. - Catalogue/magazine: Optimum settings for scanning magazines. - Art magazine: Optimum settings for scanning art magazines. - User Define object: User settings.
Colour filter (Filter)	Filtering certain colours (red, green and blue).
Image effect (Effect)	Add effects to the image (hazier or sharper image).
Negative (Invert image)	Adjusting the negative.
Mirroring (Mirror)	Mirroring the image vertically.
Prescan Image Area Auto Detection	This function automatically detects the size of the scanned image.
Colour Correction	Select 'Colour Correction' for a natural presentation of the colour of the scanned area.
Colour depth (Colour/Grey Depth)	Setting the colour depth 24/8 bits or 48/16 bits.

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4.2.1.3 Monitor calibration

In the TWAIN main screen (see figure 16), click on the 'Monitor' menu. A screen similar to figure 19 will appear. This window enables you to change the hue of the scanned image. When printing the scanned image, exactly the same colour hues are presented as the changes in this window.

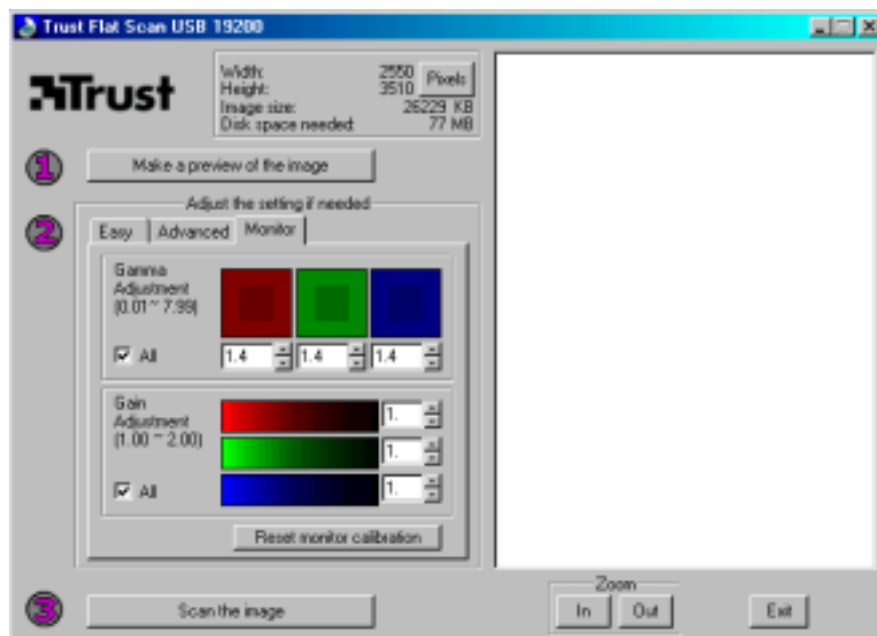


Figure 19: Monitor calibration

For the various functions of the 'Monitor' menu, see the table below.

Monitor calibration	'Gamma Adjustment'	Change 'Gamma' settings.
	'Gain Adjustment'	Change 'Gain' settings.
	'Reset monitor calibration'	Retrieve factory settings.

4.3 Creating a scan

To create a scan follow steps below. See also figure 16 for this.

1. Place the image or document on the glass plate with the original side down.
2. Click on the 'Make a preview of the image' key (A) with the mouse to create a scan preview.
3. Set the area you want to scan in the 'Preview' window (F) with the mouse.
4. Select the 'Easy' menu.
5. Select the type of image you want to scan from 'Scan Object'.
6. Select the location you want to send the image to be scanned from 'Destination'.
7. Click on the 'Scan the image' key (C) with the mouse to create a scan. The result is copied to the location specified by you.

Tip: *The scanning process can be stopped by clicking on 'Cancel'.*

4.4 Using the scanner in Photo Express

You can process your scanned images a great deal with the enclosed Ulead Photo Express 3.0 SE, for example:

- Change and add colours;
- Add text to the image;
- Implement various effects on the image, such as 'Morphing', for example;
- Create postcards and greeting cards from the image;
- etc.

For an extensive description of all possibilities of this program, see the Ulead Photo Express user manual. After installing the program you can find this manual in the Windows Start menu at the location Ulead Photo Express 3.0 SE - Screenbook'.

Note: *The extensive Ulead Photo Express manual can also be simply selected in the menu which starts up automatically when inserting Ulead CD-ROM; the program also includes an extensive help function.*

Follow the instructions below for a short description on how you can retrieve the TWAIN interface screen of the scanner in Photo Express:

1. Start up the 'Ulead Photo Express' program.
2. The 'Device Type' screen will appear once. Select the option 'Flatbed scanner' to select the Trust Easy Webscan 19200 and click on 'OK'.
3. The Photo Express main screen will appear. Click on the 'Get' button and then select the 'Scanner' option. See figure 20.



Figure 20: Retrieve Scanner in Photo Express

4. A number of scanner options will appear in the right-hand Photo Express window. Select the 'Trust Easy Webscan 19200' from 'Select data source' (A). See figure 21.

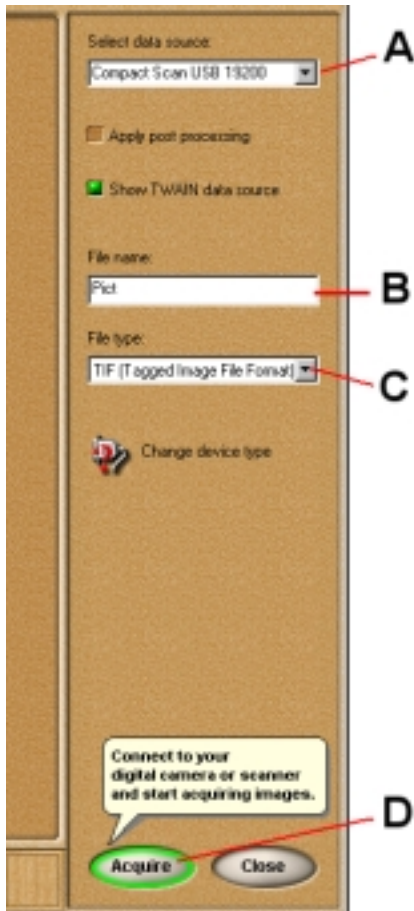


Figure 21: activating the scanner

5. Provide a name for the image to be scanned in 'File name' (B). See figure 21.
6. Provide a file format for the picture to be scanned in 'File type' (C). See figure 21.
7. Click on the 'Acquire' (D) button to retrieve the TWAIN interface screen of the scanner. See figure 21.
8. On the TWAIN interface screen, click on the 'Make a preview of the image' button to create a scan preview of the image on the glass plate. This will appear in the window on the right. See figure 16.
9. 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).
10. 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 4.2.
11. 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 22.



Figure 22: processing the scanned image

12. Click on the 'Share' button and select the 'Save' option to save the image. See figure 23.



Figure 23: saving the scanned image

13. Indicate the location (A), file name (B) and file format (C) and click on the 'Save' button (D) in the right-hand Photo Express window. See figure 24.



Figure 24: image data

You have completed creating a scan and saving your processed image.

4.5 Using the scanner in TextBridge Pro

The enclosed OCR (Optical Character Recognition) program TextBridge Pro 8.0 enables you to convert scanned text documents into a digital text document, which can consequently be processed in a text processor.

For an extensive description of all possibilities of this program, see the TextBridge Pro 8.0 user manual. After you install the program, you can find this manual in the Windows Start menu at the location 'Start - Programs - TextBridge Pro 8.0 - User Guide'.

Note: *The extensive TextBridge Pro manual can also be simply selected from the Trust Software Installer menu which starts up automatically when inserting the application CD-ROM; the program also includes an extensive help function.*

5. 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 it becomes visible in the scanned image.

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

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6. 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, then connect the scanner. See chapter 3.
		If the scanner was first connected to an ISB port, refer to the setup program (inf-file) from the directory 'Win98', 'WinMe' or 'Win2000' of the CD. Then install the TWAIN and applications.
Scanner cannot be installed in Windows 2000.	You have no 'administrator' rights to the Windows 2000 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, remove all setup program files of the scanner and restart the computer.
The computer does not recognise the scanner.	Scanner is not properly connected to the computer.	Connect the scanner properly to the USB port of the computer (see chapter 3).
	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 or 2000.
The error report 'The scanner is not connected' appears.	USB cable is not properly connected.	Connect the USB cable properly. See chapter 3.
	The setup program of the scanner has not been installed properly.	Reinstall the TWAIN setup program. See chapter 3.
The scan command is not carried out.	Scanner not properly connected to the computer.	Check if the scanner is properly connected. See chapter 3.
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 5.
Scanner functions slow.	Set for a very high resolution	In practise, a resolution of 600dpi, 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.

Problem	Cause	Possible solution
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 600dpi, at maximum, is sufficient. Use higher solutions only for small original images.
'ScanPanel' icon colour is grey; application does not start up.	Scanner is not correctly connected to the USB port.	Connect the scanner correctly to the USB port. See chapter 3.
Error report when clicking on the 'Copy' button in the ScanPanel application.	No printer installed in your computer.	Install a printer in your computer.
Error report when clicking on 'E-mail' button in ScanPanel 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; first install the scanner, then reinstall the USB printer.
Error report when clicking on 'OCR' button in ScanPanel application.	No OCR-software (TextBridge Pro 8.0) installed in your computer.	Install OCR-software 'TextBridge Pro 8.0'. See chapter 3.
Poor OCR result.	Resolution set too low.	Use a higher resolution when scanning the document.
	Wrong recognition language installed.	Install the selected recognition languages of the OCR program. See the 'TextBridge Pro 8.0' manual.
Scanner does not function in notebook.	Notebook battery voltage is not sufficient for USB scanner.	Use an external USB hub with power adapter.
Scanner is not being installed correctly.	Anti virus software is activated.	Switch the anti-virus software off temporarily during installation of the scanner.
The scanner no longer functions after use of a USB extension cable.	A USB cable may not be longer than 3 to 5 metres.	Remove the USB extension cable.

Check the FAQ's on the Internet (www.trust.com). You can also register your product at www.trust.com so that you can receive optimal guarantee and service support. You will be automatically informed of developments to your product and other Trust products. You will also have the chance of winning some spectacular prizes.



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

- The article number. This is: 12388
- Control system
- Hardware configuration:
 - CPU (MHz)
 - Memory (MB)
 - Free space on hard disk (MB)
 - Screen adapter: resolution and number of colours
- Scanner settings:
 - Scan mode (colour: grey, black-white)
 - Resolution (DPI)
 - Send to (application, printer, etc.)
 - Size (A4, B5, etc.)
- TWAIN interface version (see readme.txt on the CD-ROM)
- Name and version of the application software
- A good description of what precisely does not work.
- A good description of when precisely the problem takes place.

7. Specifications

Type	Flatbed, CIS scanner
Optical resolution (H x V)	600 x 1,200 DPI
Maximum resolution	19,200 x 19,200 DPI
Scan Method	Single Pass
Scan mode	<ul style="list-style-type: none">• 1 bit black-white• 12 bit greyscale• 48 bit colour
Document format	216 x 297 mm (A4) 8.5 x 11.7 inch (Letter)
Interface	USB
Weight (not including packaging)	2.0 Kg



8. Trust Customer Care Centres

Inhabitants of Great Britain and Ireland should contact:	
	GB Office
From:	Internet www.trust.com
9:30 – 17:00	E-mail support.uk@trust.com
	Fax +44-(0)1376-514633
	Tel. +44-(0)1376-500000
Inhabitants of Italy should contact:	
	Italian Office
From:	Internet www.trust.com
9:00 – 13:00	E-mail support.it@trust.com
/ 14:00 –	Fax 051-6635843
18:00	Tel. 051-6635947
Inhabitants of France and North Africa should contact:	
	French Office
From:	Internet www.trust.com
9:00 – 17:00	E-mail support.fr@trust.com
	Fax +33-(0)1-48174918
	Tel. +33-(0)803-083080
Inhabitants of Germany should contact:	
	German Office
From:	Internet www.trust.com
9:00 – 17:00	E-mail support.de@trust.com
	Fax 02821-58873
	Tel. 0800-00TRUST (=0800-0087878)
Inhabitants of Spain should contact:	
	Spanish Office
From:	Internet www.trust.com
9:00 – 17:00	E-mail support.es@trust.com
	Fax +31-78-6543299
	Tel. +31-902 160937
Inhabitants of the Netherlands should contact:	
	Dutch Office
From:	Internet www.trust.com
9:00 – 17:00	E-mail support@trust.com
	Fax 078-6543299
	Tel. 0800-BELTRUST (=0800-23587878) of 078-6549999
Inhabitants of all other European countries should contact:	
	European Head Office
From:	Internet www.trust.com
9.00 – 17.00	E-mail support@trust.com
	Fax +31-78-6543299
	Tel. +31-78-6549999