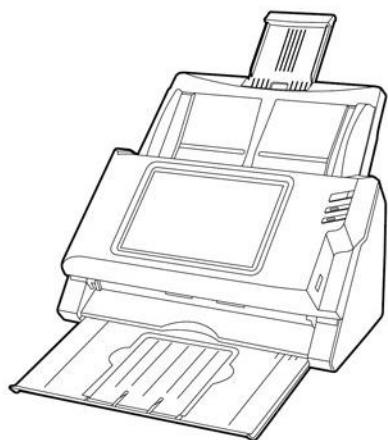




## eScan Square9 Global Search® Network Scanner User's Guide

***Network Scanner***



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## **Environmental Information**

Recycle or disposal at end-of-life information, please ask local distributors or suppliers for recycle and disposal information. The product is designed and produced to achieve sustainable environmental improvement. We strive to produce products in compliance with global environmental standards. Please consult your local authorities for proper disposal.

The product packaging is recyclable.

Attention for recycling (For EU country only)

Protect your environment! This product should not be thrown into the household waste container. Please give it to the free collecting center in your community.

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# OVERVIEW

Thank you for choosing us as your scanner supplier.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction. We hope you will continue to turn to us for additional quality products as your computing needs and interests grow.

This manual explains the basic operations and handling of the scanner. This standalone network document scanner requires no PC to operate. All operations and configurations can be done directly on the device. It is the simplest one-touch scan operation to streamline documents, files, and data to a wide range of destination.

## What is eScan Square9 GlobalSearch® Network Document Scanner?

eScan Square9 GlobalSearch® network document scanner is optimized for users to insert index data straight to its respective Square9 GlobalSearch® database during the scanning process. The devices can store multiple accounts and choose to scan to respective database based on each individual user's preference, coupled with password protection to increase user authentication and protection.

Through Single Touch Button:

Scan documents directly into Square9 GlobalSearch®

Scan documents directly into USB disk drive

Scan documents directly into Network drive via SMB 2.0 and SMB 3.0 Protocol

**eScan Square9 GlobalSearch® Network Document Scanner** provides [administrator](#) control to:

- Account Management- Control user's accessibility to configurations, system setting, and account usability.
- Job Button Management- Control each button's configuration and profiles with password protected function for each and every button individually.

## HOW TO USE THIS GUIDE

This User's Guide provides instructions and illustrations on how to install and operate your scanner.

Before you start installing your scanner, check the box contents to make sure all parts are included. If any items are damaged or missing, please contact the vendor where you purchased your scanner or our customer service directly.

Chapter I describes how to install and configure the scanner.

Chapter II describes how to use your scanner.

Chapter III describes how to maintain and clean your scanner.

Chapter IV contains technical support information that can help you solve simple problems.

Appendix A contains the specifications of the scanner you purchased.

Appendix B contains our customer service, the limited warranty agreement and FCC statement concerning the product.

## CONVENTIONS OF THIS GUIDE

**Bold** —Represents commands or contents on your computer screen.

ALL CAPS —Important note or first use of an important term in a chapter.

*Italic* —Represents buttons on your scanner OR important notes.

## A Note about Icons

This guide uses the following icons to point out information that deserves special attention.



**Warning**

A procedure that must be followed carefully to prevent injury, or accidents.



**Attention**

Instructions that are important to remember and may prevent mistakes.



**Information**

Optional tips for your reference.

## SAFETY PRECAUTIONS



Before using this device, please read the following important information to eliminate or reduce any possibility of causing damage and personal injury.

1. Usage, the product is for indoor use in dry locations. Moisture condensation may occur inside this device and cause malfunction at these conditions:

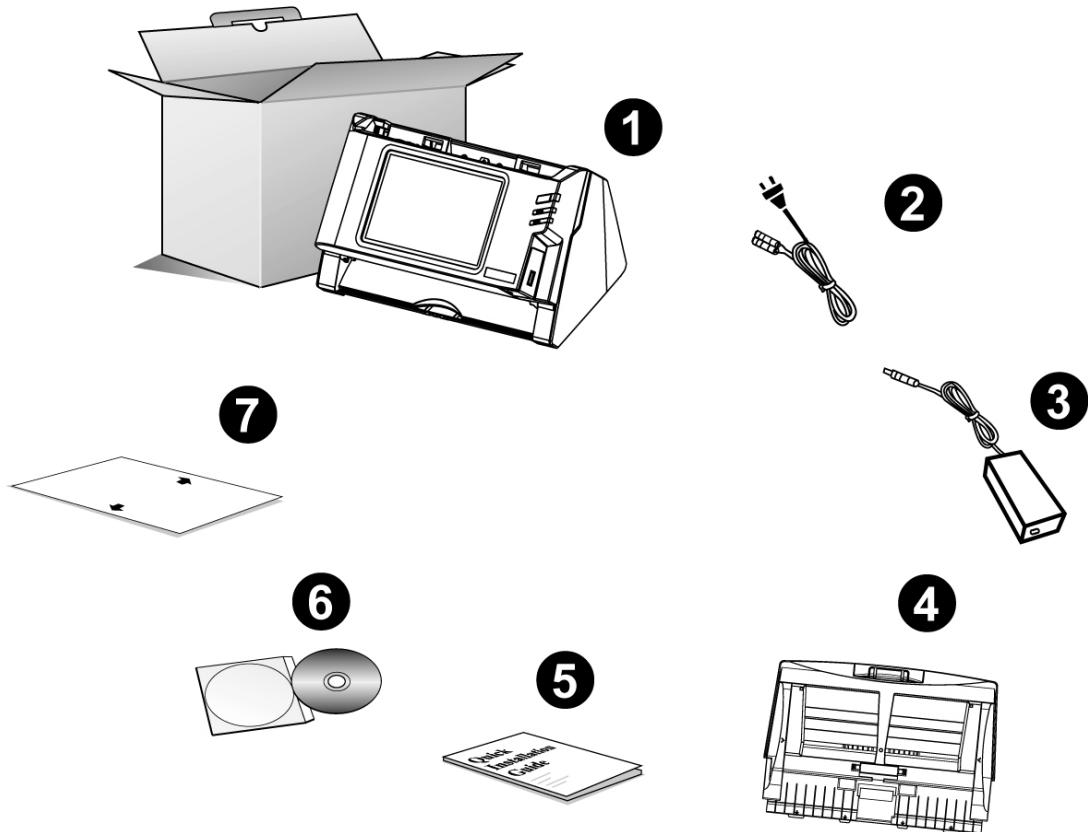
- when this device is moved directly from a cold to a warm location;
- after a cold room is heated;
- when this device is placed in a damp room.

To avoid the moisture condensation, you are recommended to follow the procedure:

- i. Seal this device in a plastic bag for it to adapt to room conditions.
- ii. Wait for 1-2 hours before removing this device from the bag.

2. Do use the AC adapter provided with the scanner. Use of other AC adapter may lead to malfunction.
3. Keep the space around the AC adapter clear in case you need to quickly unplug the AC adapter during emergencies.
4. Damaged wire could cause fire or electrical shock. Keep the power cord straight and without being twisted, bended, or scraped.
5. Unplug this device if you don't need to use for a certain period of time, such as, during night or long weekend, to avoid any risks of causing fire.
6. Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
7. Be sure not to bump or knock the scanner glass as it is fragile and could break.
8. Do not subject the scanner to excessive vibration. It may damage the internal components.

## Box CONTENTS<sup>1</sup>

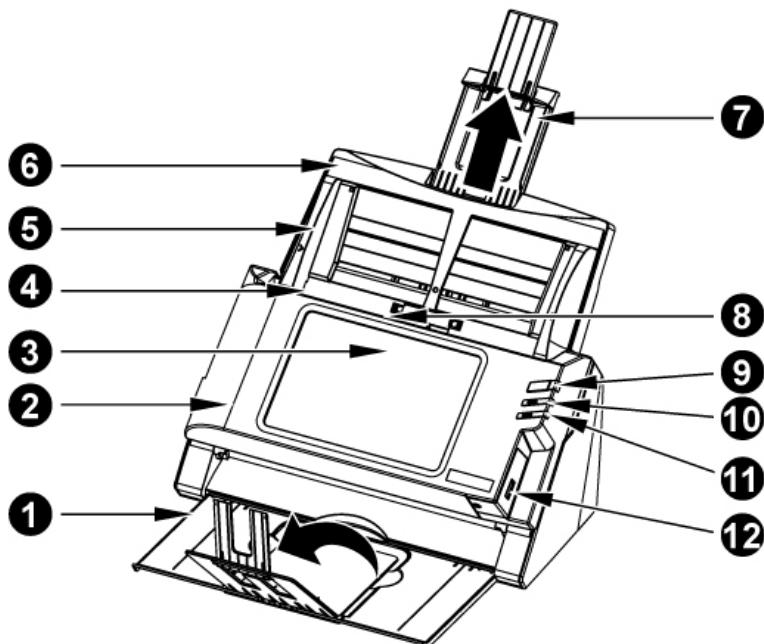


1. Scanner
2. Power Cable
3. AC Adapter
4. Paper Chute
5. Quick Guide
6. Application CD-ROM
7. Calibration Sheet

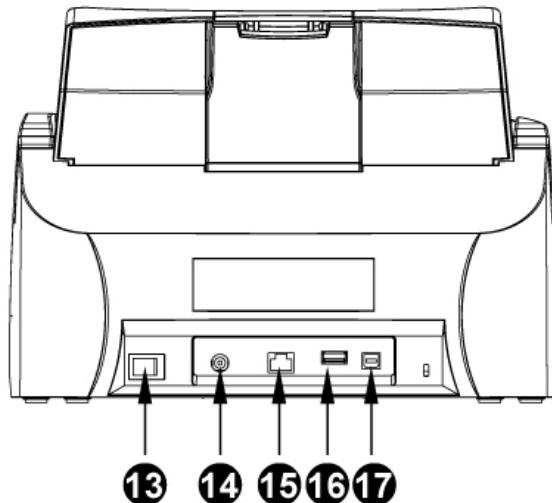
---

<sup>1</sup> Save the box and packing materials in case you need to transport this scanner in the future.

## SCANNER OVERVIEW



1. STACKER—Keeps the paper in place. Extend it in case of longer paper.
2. PANEL UNIT—ADF cover with the touch panel.
3. TOUCH PANEL—Use this touch panel to operate the scanner.
4. PANEL UNIT OPEN LEVER—Opens the panel unit. Pull it to open the panel unit when you need to clear paper jam or clean the scanner.
5. PAPER WIDTH SLIDER—Adjusts the paper width slider for the paper size you are using.
6. PAPER CHUTE—Helps keep the paper in place. Install the paper chute before using the scanner.
7. PAPER CHUTE EXTENSION—Extends to hold longer paper.
8. ADF (AUTOMATIC DOCUMENT FEEDER)—Automatically feeds a stack of documents for scanning.
9. SCREEN SAVER BUTTON—Press this button to enter the panel screen saver mode and you may press this button again to wake up the touch panel from power saving.
10. LED—Indicates the scanner status.
11. LED—Indicates the scanner status.
12. USB PORT—Connect a USB flash drive or other USB device.



13. POWER SWITCH—Use this to turn the scanner ON or OFF.
14. POWER RECEPTOR—Connects the scanner to a standard AC power outlet by the included AC adapter.
15. ETHERNET PORT—Connects the scanner to a port on the Ethernet hub by the Ethernet cable.
16. USB PORT—Connect a USB flash drive or other USB device.
17. USB PORT—Connects the scanner to a USB port on your computer.

## NETWORK ENVIRONMENT

- Basic knowledge of network setup and configuration will be helpful for you to operate this scanner. When you are using this scanner in a corporate environment, you may need to consult your network administrator or ISP.
- The scanner requires a DHCP server. A DHCP server automatically provides all devices within a network environment with IP addresses, so there is no need to manually set an IP address for the scanner.
- Please make sure there is an active Internet connection while using the scanner. The scanner requires access to the Internet to retrieve the date and time.
- When saving scanned documents to a computer or mobile device, the scanner and the target device must be on the same segment of the network.
- The actual wireless data transmission speed varies depending on the wireless LAN environment in which you use this device. Other electrical devices (e.g. microwave oven), a large distance, obstruction, or interferences between the participating devices and the wireless access point/router can cause the data transmission to slow down or not be possible at all.

# CHAPTER I. INSTALLING THE SCANNER

Before installing your scanner, please verify that you have all of the proper components. A list of the package contents is provided in the “Box Contents” section of this guide.

## INSTALLING AND SETTING UP THE SCANNER

Please follow the step-by-step procedures described below to install the Plustek scanner.

### Choose a Proper Site First!

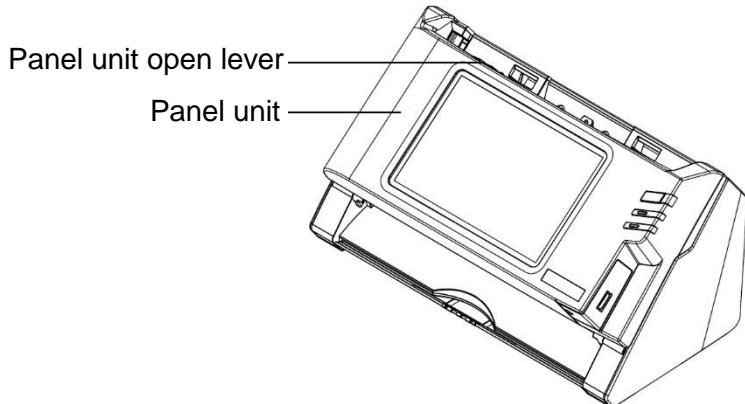
- Always place your scanner on a level, smooth and strong surface before proceeding the scanner setup or any scanning task.  
Tilted or uneven surface may cause paper-feeding errors, scanner damage or personal injury.
- Avoid using the scanner in a dusty environment. Dust particles and other foreign objects may damage the unit.



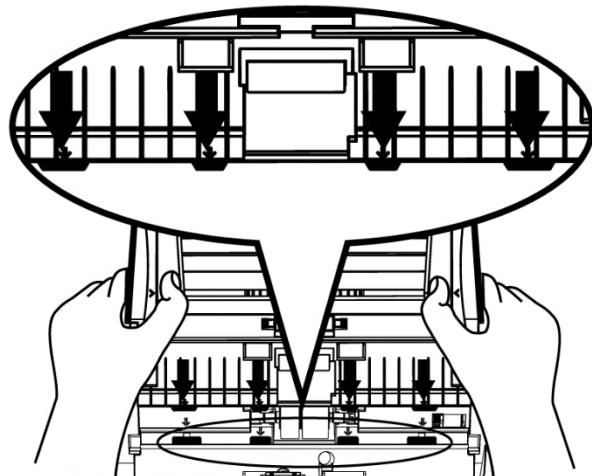
Attention

## Step 1. Installing the Paper Chute

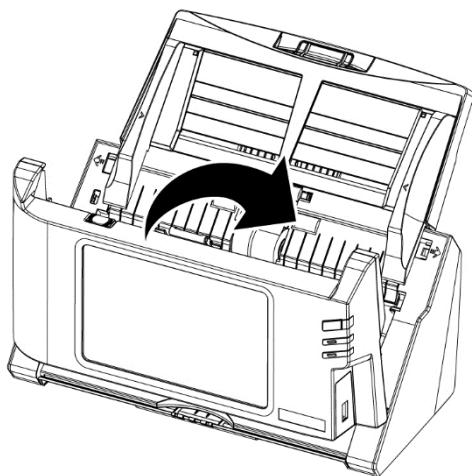
1. Open the panel unit by pulling the lever, and get the paper chute ready.



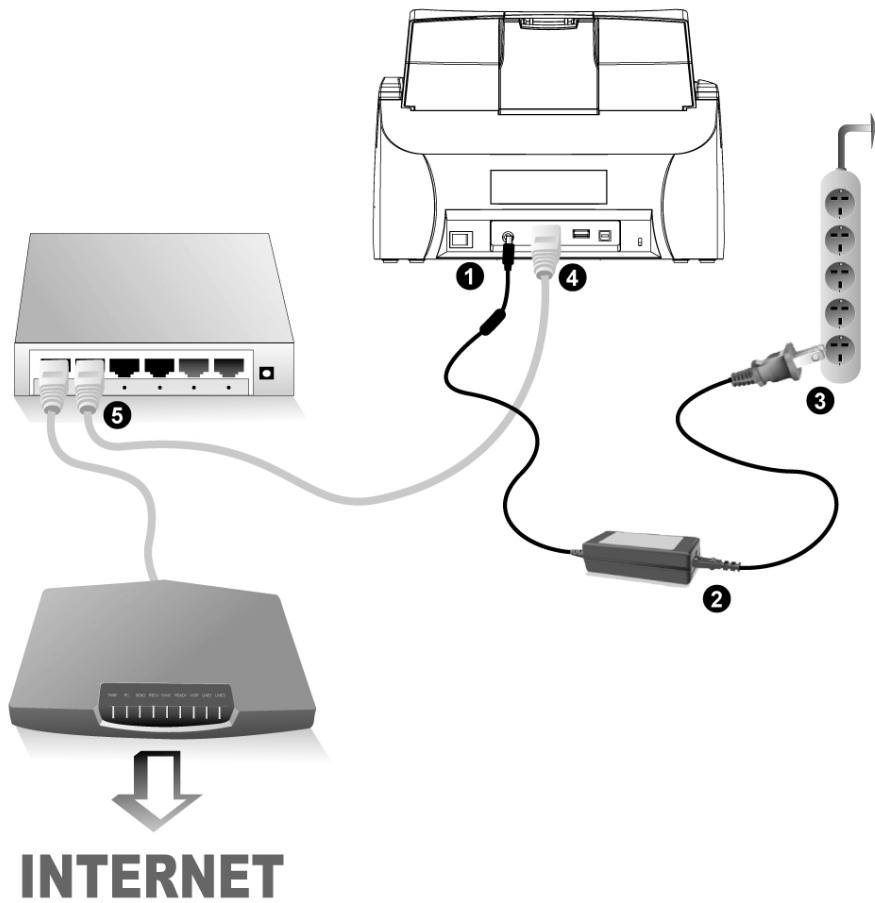
2. Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner.



3. Close the panel unit by pushing it back down until it snaps back into place.



## Step 2. Connecting the Scanner



**Attention**

Please make sure the scanner is turned OFF before you plug or unplug the scanner power adapter.

1. Plug the AC adapter into the scanner's power receptor .
2. Attach the power cable to the AC adapter.
3. Plug the other end of the AC adapter into a standard AC power outlet.
4. (Optional) Plug the end of the Ethernet cable<sup>2</sup> to the Ethernet port at the rear of the scanner.
5. (Optional) Plug the other end of the Ethernet cable<sup>3</sup> to an available port on the Ethernet hub<sup>4</sup>.
6. Switch on the scanner power from the rear of the scanner.

<sup>2</sup> Can also connect without the Ethernet, by going wireless.

<sup>3</sup> Can also connect without the Ethernet, by going wireless.

<sup>4</sup> Accessories [e.g. hub / router / RJ45 cables] are not included.

# MAIN SCREEN



## ① Configurations

Create accounts, job buttons and scanning profiles, as well as configure system settings.

## ② Job Button

Job buttons created are displayed directly on the interface. Each page contains six job buttons, each group contains a maximum of twelve buttons. Swipe right/left to view and access. For new users, refer to [Create and Add a New Job Button](#).

## ③ Groups

Tap to view full list and swipe / tap to access a particular group. Groups can conveniently assist users to categorize job buttons (e.g. by departments, people, scanning type, or more) and is displayed in alphabetical order. Each group contains a maximum of twelve job buttons. It is recommended to create no more than 10 groups per device to ensure smooth operation.

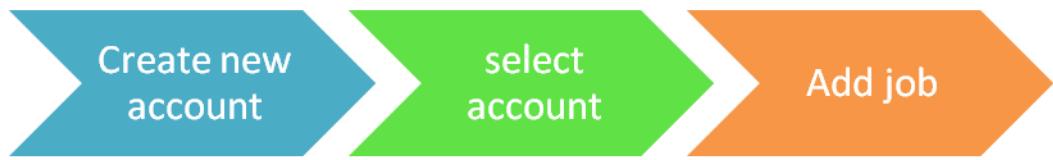
## ④ Ethernet and WiFi

Ethernet and WiFi indicator signals connection availability. It is strongly advice to connect via Ethernet for stability and data transmit speed. To configure Internet setting, please refer to [Ethernet and WiFi](#).

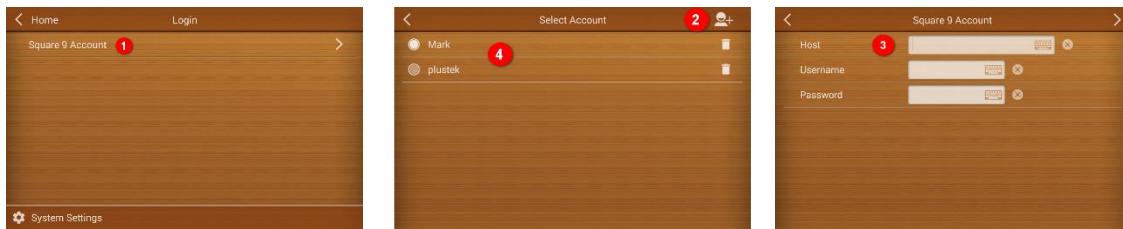
## ⑤ Power Management

Schedule daily automatic reboot for greater stability and faster performance. Configure a time, during off peak schedule to allow the network scanner to reboot and flush temporary memory data, permitting the scanner to run faster, more efficiently.

# CREATE A NEW JOB BUTTON



- ❶ Select the login method and add an account by tapping on ❷ and enter information as shown on ❸ 'New Account' interface. ❹ Accounts created are show on 'Select Account' menu



## Add job

Create job buttons, by tapping on ❺  $\oplus$  button. ❻ Enter Job Name, Group (or Owner), and optional password can be setup for button access control. When setting is completed tap ❼ 'Next'.

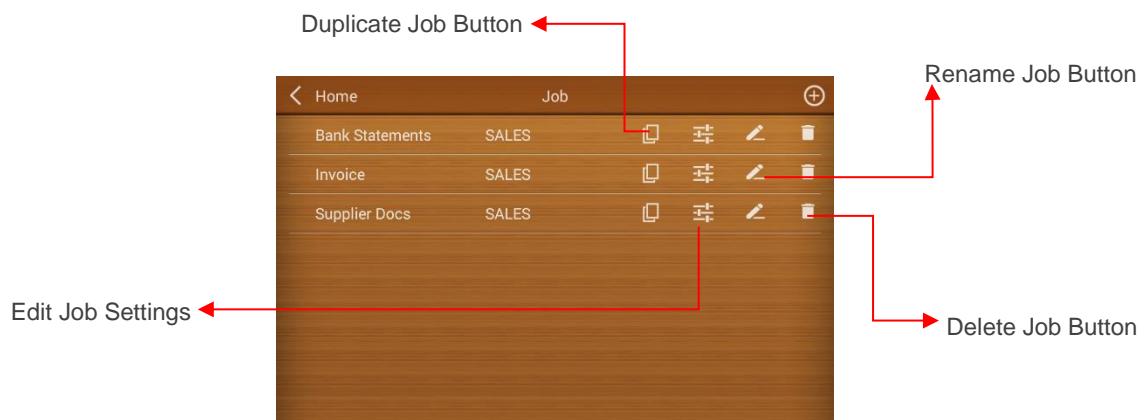


## Job Button Configuration

- ❽ Tap on scan settings to configure respective job button's scanning profile. (e.g. simplex/duplex, DPI, color/gray-scale mode, naming of documents and etc.). Enable ❾ desired destination and configure accordingly.



Return to the job button interface to edit settings at any time.



# SCAN SETTINGS

- ① Tap the checkbox in the 'Selectable' column to enable the respective settings adjustable in the user's/Operator's interface.
- ② User/Operator can adjust the selected scan settings from the administrator view in the User's/Operator's interface prior to each scanning batch.

Note:

- When no checkbox is selected. User/Operator can only scan the batch of scans according to default settings.
- Slide for more scan settings functions. Please note that some features requires you to enable and configure additional settings.

Administrator View			User/Operator View		
	Scan Settings	Selectable		Scan Settings	Selectable
Preview	Preview and Edit Mode	<input checked="" type="checkbox"/>	Home	Duplex	<input checked="" type="checkbox"/>
File Name	YYYYMMDD_HHMMSS_001	<input type="checkbox"/>	Scan Mode	Black & White	<input checked="" type="checkbox"/>
Scan Mode	Duplex	<input checked="" type="checkbox"/>	Color Mode	200dpi	<input type="checkbox"/>
Color Mode	Black & White	<input checked="" type="checkbox"/>	Quality	200dpi	<input type="checkbox"/>
Quality	200dpi	<input checked="" type="checkbox"/>			
Size	Auto (8.5"x 12.5"Max.)	<input type="checkbox"/>			
Format	Multi-Page PDF	<input type="checkbox"/>			
Compress-Level	70	<input type="checkbox"/>			

## Preview

Enable Preview and Edit Mode to review the images created from the batch of scans. User may rotate images, continue scanning, double tap on the image to crop and make edits. When scanning in Multi-Page PDF/TIFF, splitting files can be done manually by tapping between the scan images.

## File Name

File Name for the scan documents can be preconfigure under 'File Name' interface. Each document can be named according to the predefine settings via 12 barcode types, date, time, serial number, or manually enter during the scanning process.



Enable **Date / Time/ Serial Number** to display the date in the file name. Select the desired format of **Date / Time/ Serial Number** in the following dialog. **Note:** Please make sure there is an active internet connection before you power on the scanner. The scanner requires access to the internet to set the device date and time.



## Scan Mode

Simplex/Duplex: Tap to switch between Simplex (scanning one side of the document) /Duplex (scanning both front and back side of the document).



## Color Mode

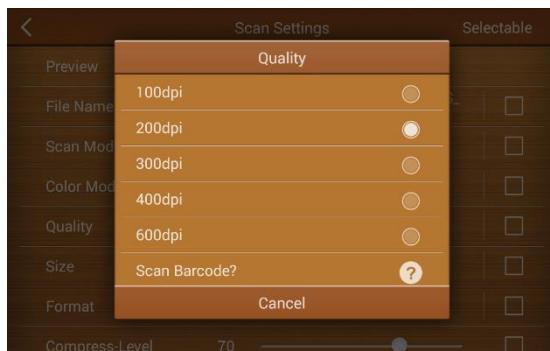
Switch **Color Mode** in the popup dialog. Available color modes: **Color**, **Gray** and **Black & White**. Tap the **OK** button to confirm the settings and to exit this dialog.

- Select **Color** to scan color documents. Color scan produces the largest file size.
- Select **Gray** to scan documents containing line graphs or black and white texts. This scanning produces an image of up to 256 shades of gray.
- Select **Black & White** to scan document containing purely text, pencil, or ink sketch. This scan mode produces the smallest file size.



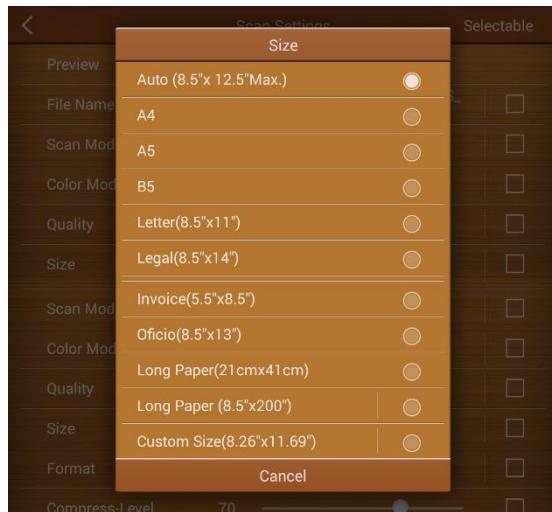
## Quality

Image **Quality** is measured in pixels-per-inch, dpi, refers to resolution. The higher resolutions result in more detail in the scan and greater file sizes. Select the desired **QUALITY** in the popup dialog. Available dpi: **100dpi (Lower)**, **200dpi (Standard)**, **300dpi (Good)**, **400dpi (Better)**, and **600dpi (Best)**.



## Size

Tap to select a suitable document size from the list for the scan task. The available document sizes are within the scanner's range of minimum and maximum item size. Select **Long Paper** to enable support of paper sizes up to the scanner maximum (200"). When select **Auto**, the scanner will automatically crop within (8.5" x 12.5") range.

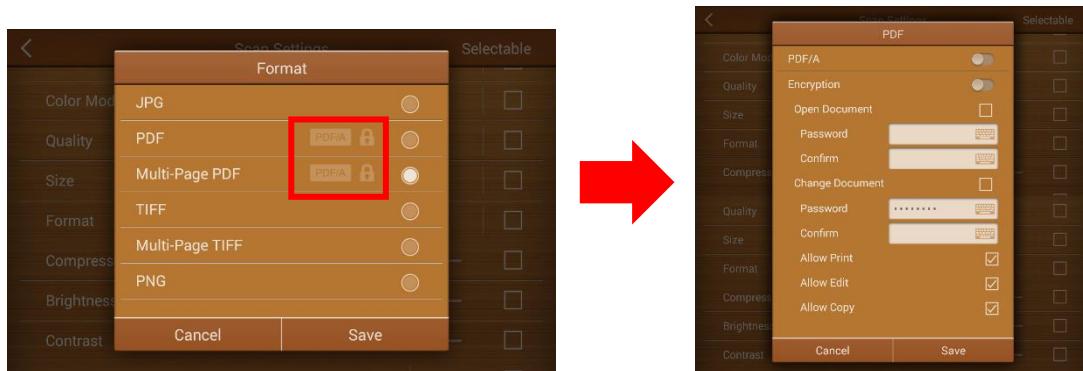


## Format

Select the file saving format in the popup dialog. Available file formats: **JPG**, **PDF**, **TIFF**, **PNG**, **Multi-Page PDF** and **Multi-Page TIFF**. Tap the **OK** button to confirm the settings or tap **Cancel** to exit this dialog.

Tap to enable **PDF/A** function to preserve the static visual appearance of electronic documents over time, which are self-contained, self-describing, and more device-independent. To ensure that the digital PDF documents remain readable and accessible for long -term.

For extra protection, **Encryption** can be configure on the same interface as well. Providing optional features to **Allow Print/ Edit/ or Copy** of the scanned document.



## Compress-Level

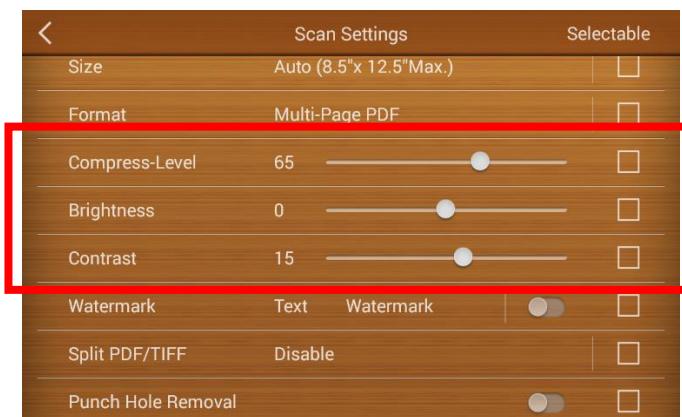
The lower the compression rate, the higher quality of the scan, resulting to a larger file. Move the **Compression** quality slider left (low) or right (high) to adjust.

## Brightness

**Brightness** is the overall lightness of the image. Move the slider left or right to darken or lighten the image. Adjusting the brightness level adjusts the tone of the pixels, without changing the true color of the pixels.

## Contrast

**Contrast** refers to the differences between the light and dark portions in the image. Move the slider left or right to decrease or increase the contrast levels. Increasing the contrast level emphasizes the difference between the lighter and darker portions of the image, decreasing the contrast de-emphasizes that difference.



## Watermark

Enable the use of **Watermark** to add a visible mark on the scan documents. The eScan network scanner allows Text or Image/Picture configuration for such function.

Select **Use Picture** to upload a desired image. Please note, when using Image file for your watermark overlay, we strongly recommend that the image be no bigger than 800x800 pixels. [Recommend size and format: 600x200pixels; PNG]



Tap on **Position** to select the desired position. There are 9 positions to choose from.

Select **Use Text** as the Watermark, enter the desired text, adjust the desired position, and adjust the **Transparency**, **Text Size** and **Text Angle** from the slider.

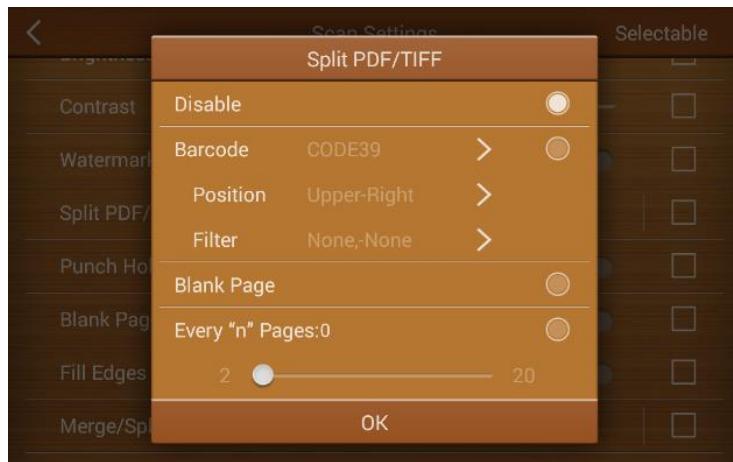
*Note: When scanning **Black & White** we strongly recommend the transparency setting to be set at 150%. Color of the image overlay will correspond to your scanning color mode. Please adjust transparency of the image accordingly.*

## **Split PDF/TIFF**

Output file in Multi-PDF/Multi-TIFF can be split (divided) by enabling one of the following methods:

- via Barcode
  - By detecting the barcode on the scan documents
  - Filters are available to include or exclude the specific barcodes
- via Blank Page
  - By inserting a blank page in between the batch of scans
  - Every blank page scanned, the scanner will automatically file it as a separate document.
- via **s** specify number of pages
  - By specifying a number, the scans will be split into a different file with the determined number.
  - Adjust the number to the right or left using the slider.

This feature allows a scanning task be divided into multiple documents without stopping the scanning process.



## **Punch Hole Removal**

Enable this feature to remove punch holes in the margins. This option will fill these holes with the detected background color in the final scan.

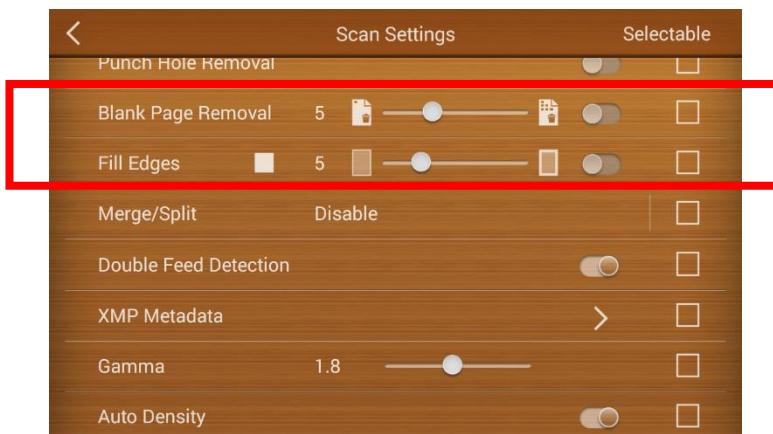
## Blank Page Removal

Switch on this function to remove blank pages after the document is scanned. Adjust the Sensitivity level left or right from the slider. The higher the sensitivity, the more scanned pages will be treated as blank pages and removed.

## Fill Edges

Enable **Fill Edges** (aka, edge filler), to automatically fill the shadow or streaks around the edge of the scanned image. Depending on the condition of the documents, dark/black edges might occur during the scan. Adjust the filled in area by moving the slider right or left.

*Note: If the specify fill in area is too wide, partial characters on the document near the edges may not be visible.*



## Merge/Split

When scanning in duplex mode, you can enable this option to have both sides of a scanned item **Merge** and appear on one page in the final image file. The options in the list allow you to select where you want the front side image to appear in relation to the back side image in the final file.



When scanning in simplex mode, you can enable this option to have the scanned document **Split** in half or multiple (**Custom Split**) and appear on one page in the final image file. The options in the list allow you to select where you want the front side image to appear in relation to the back side image in the final file.

## Double Feed Detection

Enable **Double Feed Detection**, allows the network scanner to automatically stop when it detects multiple documents have been fed through the scanning passage at the same time. User can continue scanning after resorting the documents or save the pages that have already been digitalized.

During the scanning process, double feed detection can be stopped for the next single page. Enabling users to disable feed detection during the scanning process for batch scans in various sizes and thickness.



## XMP Metadata

Enable **XMP Metadata**, aka Extensible Metadata Platform, allows user to embed metadata properties with the document files. It provides additional information about the file such as: **Title, Category, Subcategories, Descriptions, User, Date, Location, and Sub-location**.

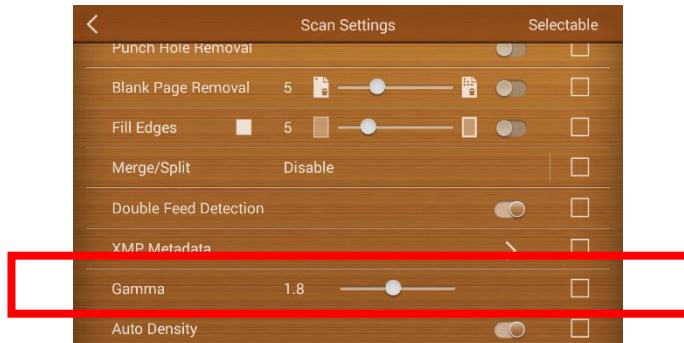
Preconfigure the fields, or mark it '**Selectable**' to enable fill-in during each scanning process.



## Gamma

**Gamma** is the tone curve and starting point for image enhancement. Move the slider left or right to darken or lighten the image. As the gamma value is adjusted lower, the tone curve begins to straighten and the shadows of the image are expanded, darkening the shadows without overall darkening the image with gray as seen with lowering the

brightness level. As the gamma value is adjusted higher, the tone curve bends and the highlights of the image are expanded, lightening the highlights without overall lightening the image with white as seen with raising the brightness level.



## Auto Density

Enable **Auto Density**, allows the network scanner to automatically adjust the image density to the optimal that best suited to the quality of the original. Dark texture originals (such as newspaper or recycled paper) will be copied so that background will not be reproduced.

# SAVING DESTINATION

Enable and configure scan destination; depending on your provider, number of available destination may vary accordingly.



## SAVE TO SQUARE9 GLOBALSEARCH®

① Choose save to Square9 GlobalSearch®, ② Setup the host, username and password.



The image contains two screenshots. The left screenshot shows the 'Job' screen with the 'Square 9' option selected (marked with a red circle). The right screenshot shows the 'Square 9 Account' setup screen with fields for 'Host', 'Username', and 'Password'. Each field has a red numbered callout: '1' for the 'Host' field and '2' for the 'Username' field.

### Host

Enter your host IP address or domain name

For example: 59.59.59.159 or example.mysquare9.com

### Username

Enter your Username

### Password

Enter your Password.

## SAVE TO USB

Enable 'USB' as your scan to destination. Tap on  to configure.

- ① Enable save to USB > ② Tap  to configure > ③ Select the destination to save scan images.



## SAVE TO SHARE FOLDER (SMB/CIFS)

① Choose save to Share Folder(SMB/CIFS), ② Setup the client address, username and password.



### Client Address

Enter a computer name or IP address, or you can select the public folder from the list.

Example: 10.1.0.38 or mycomputer

### Username

Enter your computer's username.

### Password

Enter the password of your computer

### Domain

Optional (MIS will specify)

### Save to

You can choose the folder or manually type your path.

\*If your folder sets as a hide folder, you need to manually type your path.

### Import Profile (Azure SMB File Share)

\*You need to have a [Microsoft Azure account](#).

See the link.

<http://plustek.com/us/products/network-scanners/smbazure.html>

# SYSTEM SETTINGS

System settings allows you to configure network scanner's Internet connection (WiFi/Ethernet), adjust, duplicate, import/export device settings, as well as enable administrator management rights. Alteration should be kept protected (for more info refer to [Administrator Management](#) section).

## WIFI AND ETHERNET

Configuration to the network setting is located under 'System Setting' ② interface. Tap on 'More Settings' ③ to enable/disable and make adjustments to WiFi and Ethernet connections. (*Note: To ensure network stability during file transfer, it is strongly advised to use Ethernet connection as the main source of Internet connectivity.*)

Slide 'System Settings' menu for more setting options.



Configure advance system related settings, such as, the Networks setting, enabling eScan as an Access Point (AP), set a security code for the eScan, the brightness of the display and much more.

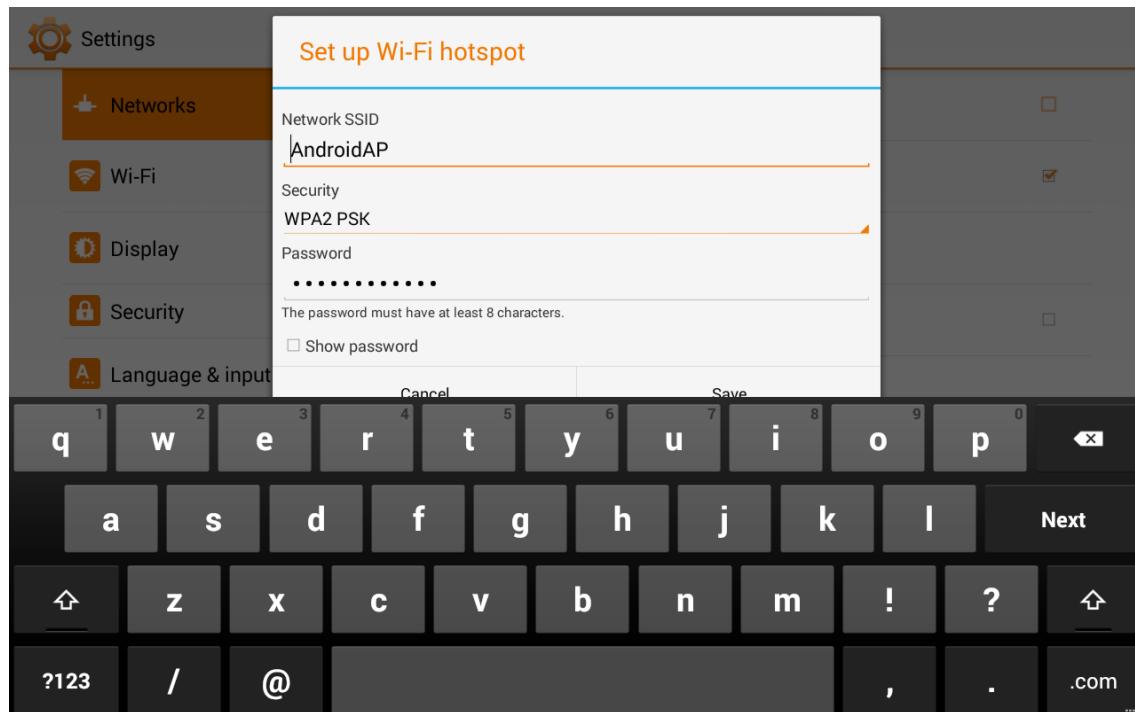
- ♦ **Setting eScan as an Access Point**

You may set eScan as an Access Point (AP), so that your mobile devices can connect to a wired network via eScan.

Tap on **Tethering & portable hotspot** and **Portable Wi-Fi hotspot** to activate eScan as a portable hotspot. Modify the **Network SSID** and the **Security** option if necessary. Enter the **Password**, the password should contain at least 8 digits. You may tick the checkbox of **Show password** to show the hidden password. Tap on **Save** to save the settings and tap on **Exit** on the left column to exit this dialog.

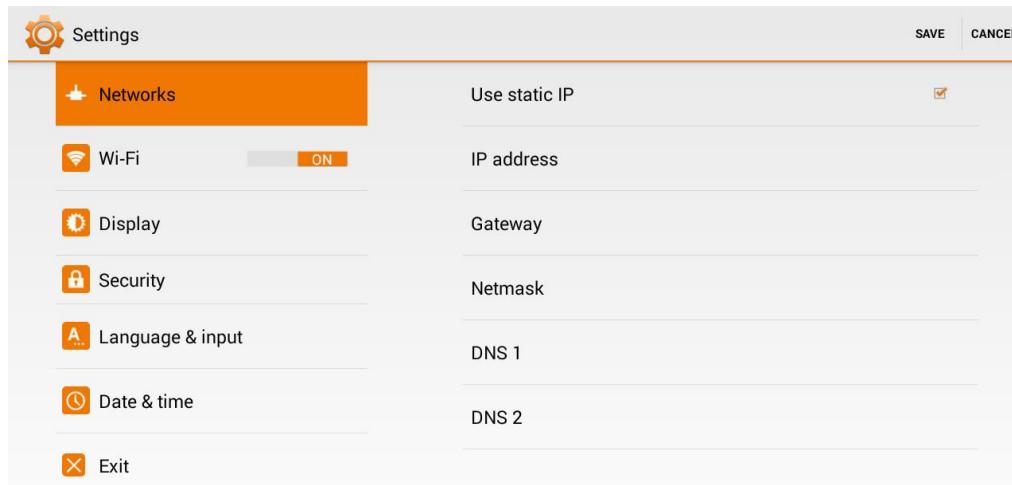


There will be a mark showed on the upper-left corner of the main screen, you may use this eScan as a portable hotspot.



#### ♦ Static IP Settings

Tap on **Ethernet** and **Static IP Settings** to configure static IP settings. Select the **Use static IP** option and enter the **IP address**, **Gateway**, **Netmask**, **DNS 1** and/or **DNS 2**. Contact your network administrator for assistance. Tap on **SAVE** in the upper-right corner to save the settings and tap on **Exit** on the left column to exit this dialog.





To setup the duration of time before the touch screen display goes to "sleep", please refer to the **System Settings --> General --> Power Saving** for setup.

#### ♦ Security Settings

To set up screen security, please tap on the security section. You may set screen lock by pattern or by password. NOTE: Please manage your security password/pattern carefully. If you have lost or forgotten your password/pattern, please contact original manufacturer for service. Applicable fees may apply.

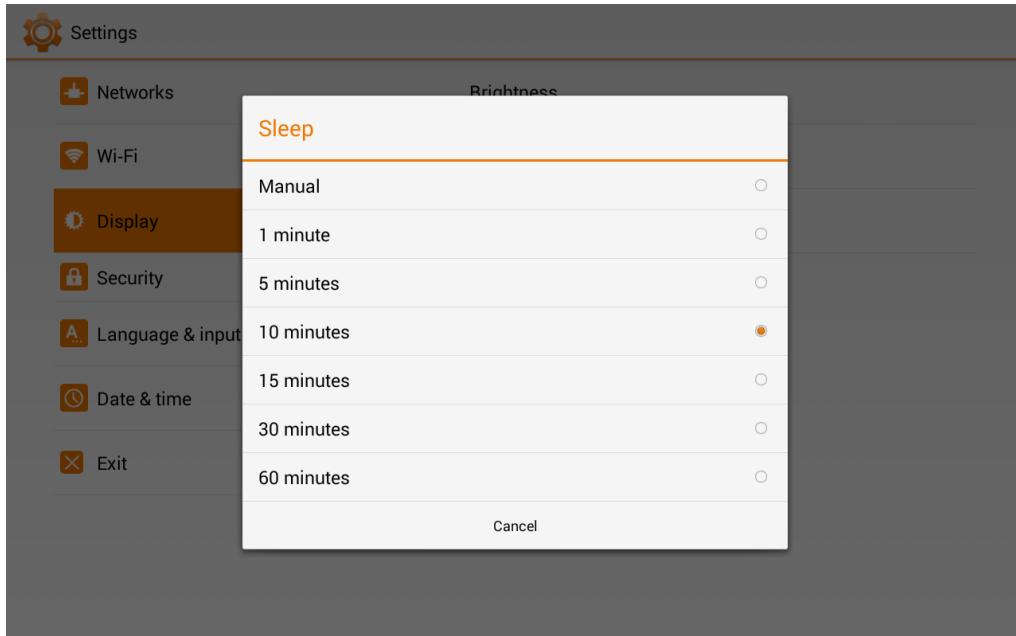


**Attention**

Strongly recommend using the function, to extend the lifespan of your touch panel.

To save power consumption, when the scanning process is finished, the scanner light source will turn itself off and the scanner will enter a lower-power mode without delay time. You can set the **Screen Timeout** time on this page.

Tap on **More Settings > Display > Sleep** to open the **Sleep** dialog, select the desired time period.



## CALIBRATION

Calibrate the scanner if colors appear in areas that should be white, or original document varies in color from the scanned image. By calibrating the scanner, it allows you to adjust and compensate for variations that can occur in the optical component over time by its nature. Insert the special calibration sheet into the ADF of the scanner, with an arrow toward the scanner buttons. Tap on 'Calibration' ③ and tap the **Start** button to start the calibration process.



## UPDATE

Tap on 'Update' ③ to check if you are running on the latest software. The scanner will automatically download and guide you through, if connected to the Internet; if no updates are available, you'll be prompt with a message as well.



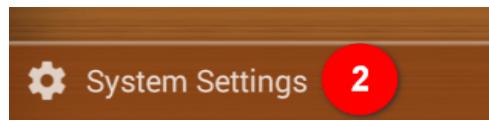
## EXPORT ALL SETTINGS

Administrator can export device settings, and replicate the settings to other devices. Please insert the USB drive and tap on 'Export All Settings' ③ to export device settings.



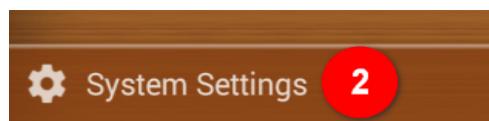
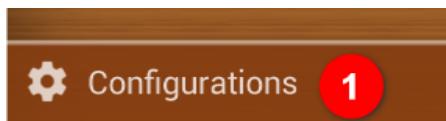
## IMPORT ALL SETTINGS

Administrator can import device settings from the USB drive. Tap on 'Import All Settings' ③ to import preconfigured device settings. Please insert the USB drive to import the device settings.



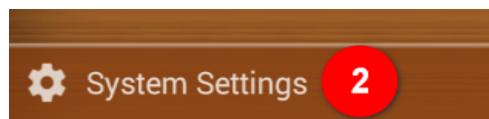
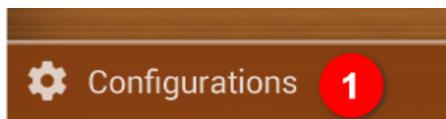
## CLEAR ALL SETTINGS

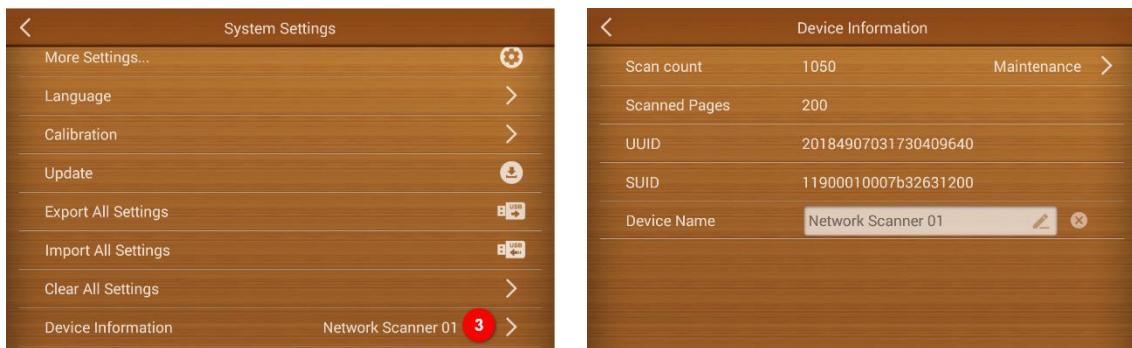
Tap on 'Clear All Settings' ③ to clear all user data, reset all settings to factory settings.



## DEVICE INFORMATION

Tap on 'Device Information' ③ to display device related information. You may modify the device name here.





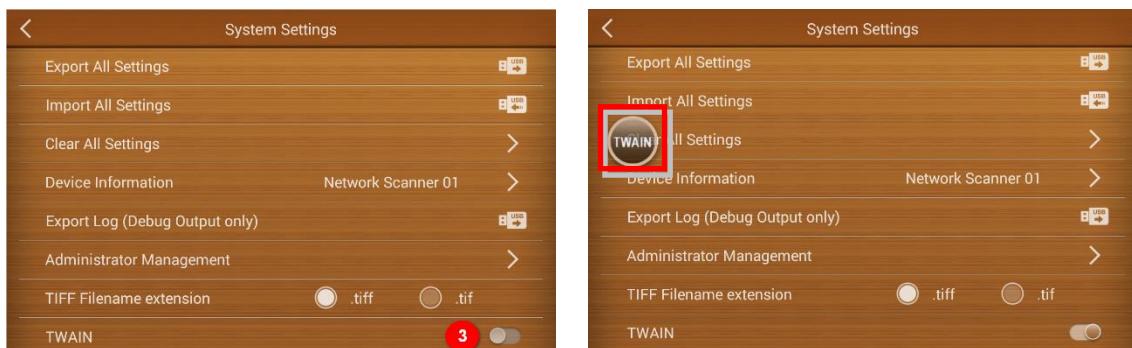
## TIFF FILENAME EXTENSION

You may select TIFF filename extension here. Tap on 'Configuration' → 'System Settings' → 'TIFF Filename extension' to select the desire setting.



## TWAIN(WIN) \*\*\* MUST UPDATE SOFTWARE VERSION \*\*\*

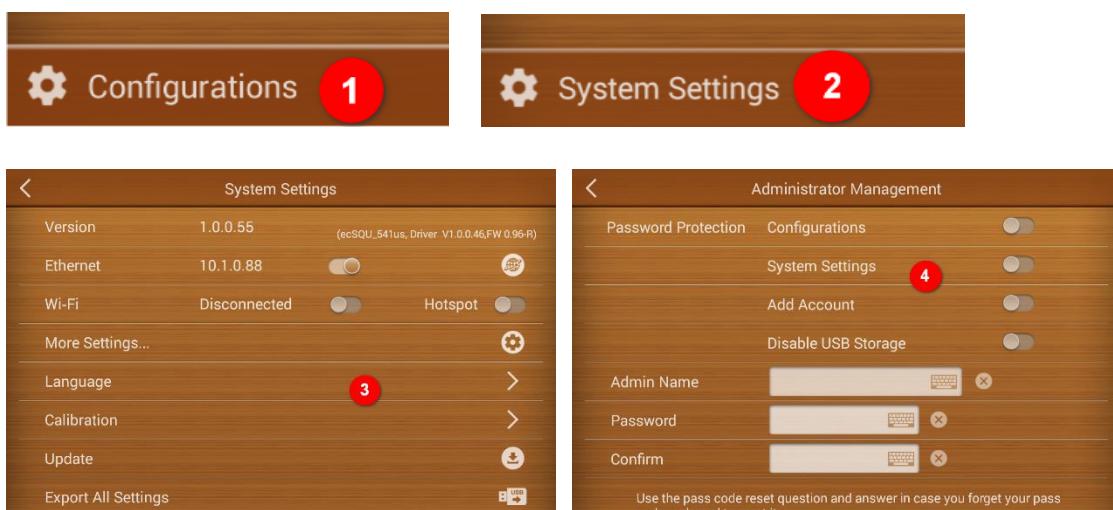
If you want to use the TWAIN interface of the eScan, you have to install the Network Twain Finder on your computer. Activate the **TWAIN(Win)** by tapping on 'Configuration' → 'System Settings' → enable 'TWAIN' ③ function and the floating **TWAIN** button appears.



## ADMINISTRATOR MANAGEMENT

Administrator can have more control on the network scanner device by activating password protection on the settings menu (Configuration/ System Settings/ Add Accounts)

To enable administrator management, tap on ① Configuration → ② System Settings→ ③ Administrator Management



- ④ Enable and configure password protection settings accordingly. When enable, user must enter password before proceed to the respective menu.

Administrator	User/Operator
Configurations	Users are restricted to access ALL system settings and add account/s. Only the administrator with the password can configure the device.
System Settings	Users are restricted to configure WiFi and relevant device settings.
Add Account	Users are restricted to add additional accounts to the network scanner, but have access to deleting user accounts and system settings.
Disable USB Storage	Users are restricted to <b>ALL</b> USB disk drive activities, such as saving to USB disk drive and import/export settings.

## **REMOTE SETTING**

Plustek eScan SharePoint remote setting is an application that can conveniently allow IT personnel remotely support eScan in other locations via browsers on computer or smartphones. eScan remote setting feature connections, with proprietary Plustek server, is highly encrypted and thus protected from being accessed by third parties. Please contact your local sales representatives to learn more.

# CHAPTER II. SCANNING

## PREPARING DOCUMENTS

Proper document preparation prior to the scan can prevent paper feed errors and damages to the scanner.

- Checking Document Conditions
- Loosening Documents

### Checking Document Conditions

Make sure the size and ream weight of your documents are acceptable by the scanner. Refer to “Appendix A: Specifications” of this guide for more information.

To scan multiple documents in a batch from the ADF can increase your work efficiency and make large scanning tasks easier. The ADF of this scanner accepts a variety of paper and stationery you may use in your daily work or personal life, such as:

- Normal paper whose size and ream weight meet the requirements stated in “Appendix A: Specifications” of this guide.
- Notched paper
- Coated paper (e.g., brochure)



#### Attention

To prevent paper feeding errors and damages to the ADF unit, strictly follow the instructions below:

- Remove all small objects e.g., paper clips, pins, staples or any other fasteners attached, before loading the paper into the ADF.
- Make sure the paper is completely flat with no creased or curled corners.
- Avoid scanning documents with pencil lead and newspaper clippings as they will make the ADF exposure glass and the inner ADF dirty. If you have to scan such paper, clean the scanner frequently (refer to “Chapter III. Care and Maintenance” of this guide for more information).

However, don't use the ADF to scan documents if they meet any of the following conditions:

- Paper lighter than 40 g/m<sup>2</sup> (12 lb.) or heavier than 157 g/m<sup>2</sup> (40 lb.)
- Paper with clips or staples attached
- Paper with inconsistent thickness, e.g., envelopes
- Paper with wrinkles, curls, folds, or tears
- Paper with an odd (non-rectangular) shape
- Tracing paper
- Carbon paper, pressure sensitive paper, carbonless paper
- Items other than paper, e.g., cloth, metal foil.



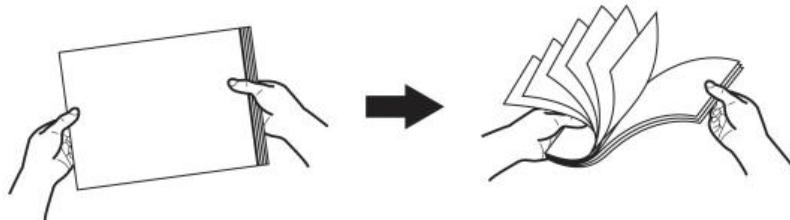
#### Attention

- DO NOT use the ADF to scan photographic sheets or particularly valuable document originals; wrinkles or other damages can happen in case of paper feeding errors.
- DO NOT place paper with wet ink or correction fluid into the ADF. Wait few minutes for it to get dry.

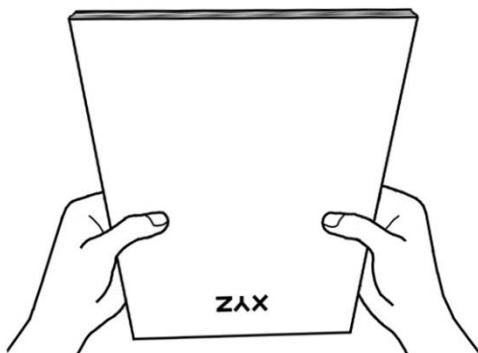
## Loosening Documents

Before loading documents into the ADF, loosen them as follows:

1. Fan the documents so that no two pages are sticking together. Make sure to remove static electricity from paper.



2. Hold the documents upside down with both hands, and then gently push them onto a flat surface to align the edges of all documents.



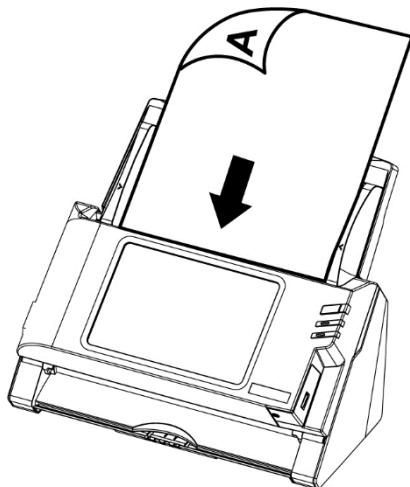
This will allow documents being fed into the ADF one at a time and prevent paper-feeding errors.

## PLACING DOCUMENTS

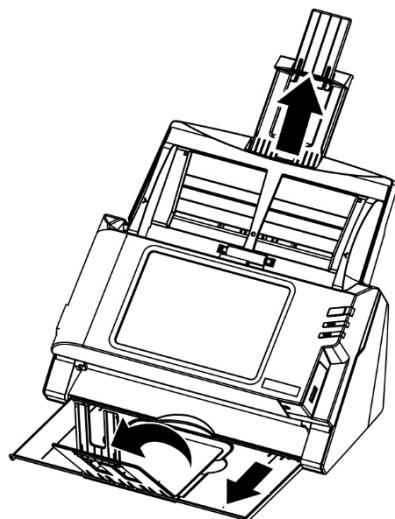
1. Load the documents, headfirst and face down, toward the center of the ADF paper chute and all the way into the ADF until touching the bottom.

For single-sided scans, load the documents face down so that the side to be scanned faces towards the paper chute.

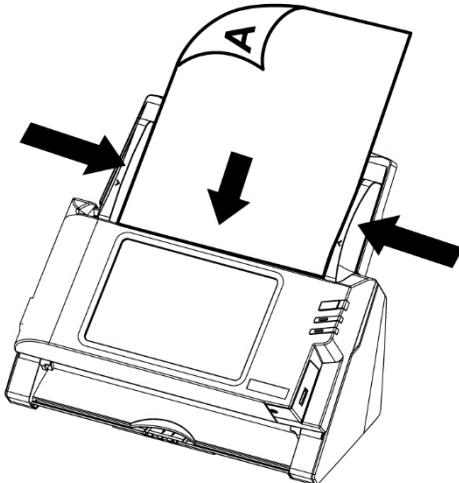
For double-sided scans, load the desired page order of documents face down so that the side to be scanned faces towards the paper chute.



2. If you need to scan longer documents, pull out the paper chute extension and stacker to provide further support for the documents.



3. Adjust the paper width slider for the paper size you are using. The paper width slider should be gently touching both sides of the documents.

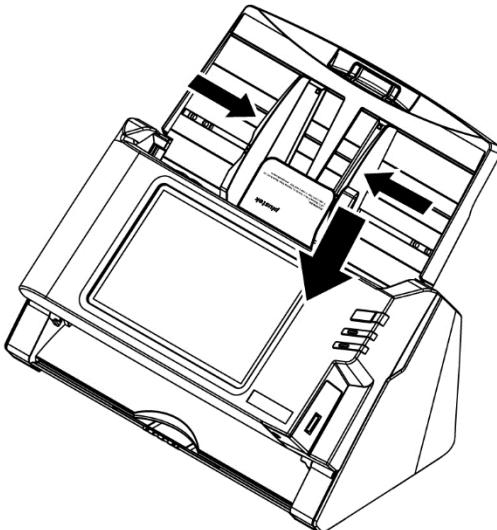


**Attention**

- DO NOT load more than 50 sheets of paper ( $70 \text{ g/m}^2$ , 18 lb.) to the ADF.
- Paper scanned from the ADF must be a minimum of  $5.08 \times 5.08 \text{ cm}$  (2" x 2", W x L).
- Make sure there are no gaps between the document stack and the paper-width slider; otherwise, the scanned images can be skewed.
- Although the documents should be loaded firmly in place ensuring optimum scanning accuracy, they should never be wedged in so tightly that the process of feeding them through the scanner is strained.
- Do not load additional paper into the ADF while the unit is feeding and scanning.

## PLACING BUSINESS CARDS

1. Horizontally load the business cards, headfirst and face down, toward the center of the ADF and all the way into the ADF until touching the bottom.  
  
For single-sided scans, load the business cards face down.  
  
For double-sided scans, load the business cards in desired order.
2. Adjust the paper width slider to the business card width. The paper width slider should be gently touching both sides of the business cards.



#### Attention

- Make sure the business cards you wish to scan are horizontally loaded into the ADF.
- Do not load more than 30 business cards in a batch.

## PLACING PLASTIC CARDS

Please disable the **Double Feed Detection** function in the **Advanced Settings**.

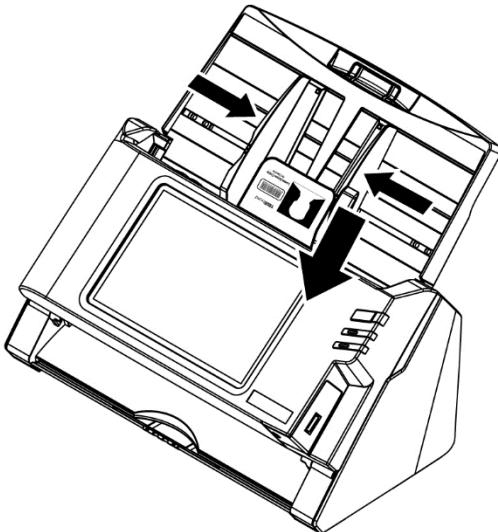
The plastic card can be embossed credit card, driver license, ID card, insurance card, medic-care card or any membership card. Make sure to load the embossed face of the embossed card face up into the scanner.

1. Horizontally load the plastic card, headfirst and face up, toward the center of the ADF.

Make sure to load the embossed face of the embossed card face up into the scanner.

For double-sided scans, load the card in desired order.

2. Adjust the paper width slider to the card width. The paper width slider should be gently touching both sides of the card.



**Attention**

- Make sure the plastic cards you wish to scan are horizontally loaded into the ADF.
- Maximum thickness of each plastic card is 1.2 mm.

## SCANNING DOCUMENTS

Tap on any of the job button on the main menu to start scanning. If the respective job button have any ‘Selectable’ scan settings selected, the relevant interface will display on the panel for user to modify or make adjustments. Tap on **Next >** to continue to the next step.



During Preview and Edit interface

- Swipe down to delete the images from the batch of scans.
- Rotate the images using the rotating buttons on the top bar.
- Apply filters on the scan images. There are ten different filters available (None, Punch, Vintage, B/W, Bleach, Instant, Latte, Blue, Litho, and X Process)
- Apply frames to the scan images.
- Apply Crop, Straighten, Rotate, Mirror to the scan image. Crop by dragging the markers to crop the image
- Apply advanced adjustable filters and change the filters through the slider bars on the image. (Available filters are: Autocolor, Exposure, Vignette, Contrast, Shadows, Vibrance, Sharpness, Curves, Hue, Saturation, and BW Filter)

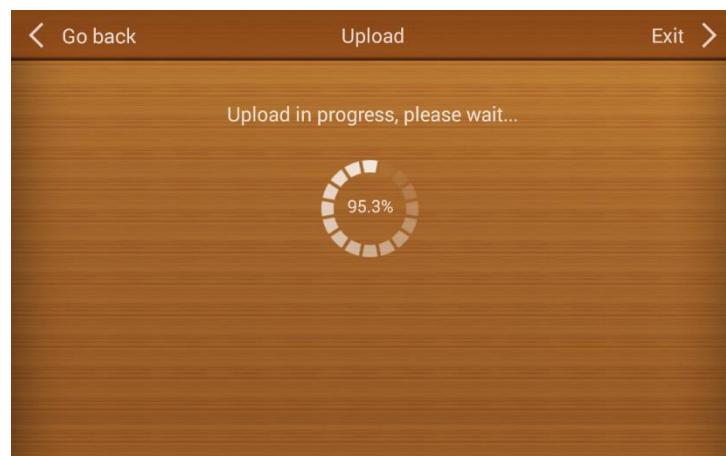
When scanning in multiple PDFs or TIFF files, separating can be done manually. A small color bar will appear on the top of the scan, simply tap between the two images, the point to separate into a different file for about a second, the color bar will change color, indicating separation is complete. To remove, simply tap the area again. (**Note, available only with version v1.0.0.56 or above**)



After editing, tap on **Next >** to continue. You maybe prompt to enter information such as the database and archive folders you wish to upload to, if it was made as '**Selectable**' during configuration. Indexing of each batch of scan document will be prompt on the panel. Fields with asterisk \* symbol are require fields, must be enter to properly save the scan files.

Index Documents		(1/1)	>
PO Number	<input type="text"/>		
Delivery Date	<input type="text"/>		
Vendor Name	<input type="text"/>		
PO Date	<input type="text"/>		
<b>PO Amount*</b>	<input type="text"/>		
dropdown	<input type="text"/>		
Document Type	<input type="text"/>		
Users	<input type="text"/>		

Tap on **Next >** to continue upload data. Once upload completes, the interface will prompt message if indexing was successful and return to the main menu automatically.



# CHAPTER III. CARE AND MAINTENANCE

Your scanner is designed to be maintenance-free. However, constant care and maintenance can keep your scanner working smoothly.

## CLEANING THE SCANNER

Paper powder, dust, ink and toner from paper being scanned may make the inner ADF dirty, which leads to poor image quality or document-feeding errors. How often to clean your scanner depends on the type of paper and number of pages being scanned.

Perform the following procedures to clean the scanner surface and the ADF unit. Gently wipe locations described herein. Do not rub too hard.



**Warning**

- Before cleaning the scanner, turn off the scanner and disconnect the scanner's power cable and Ethernet cable, and then wait a few minutes for the glass and/or the inner ADF to cool to ambient temperature.
- Wash your hands with soap and water after cleaning the scanner.

## Cleaning Materials

Have the following cleaning materials ready to clean the scanner:

- **soft, dry, lint-free cloth (or a cotton swab)**
- **non-abrasive cleaner**—Isopropyl alcohol (95%). DO NOT use water.

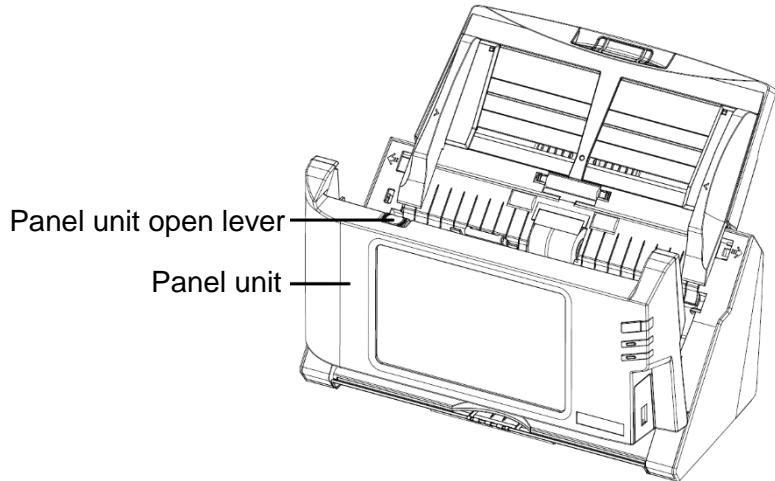


**Attention**

- Alternatively you can use glass cleaner or neutral detergent for windows cleaning to clean the scanner glass.
- However, DO NOT use either of them to clean the ADF feed roller or pad module.
- Use of other cleaning materials could damage your scanner.

## Cleaning the ADF

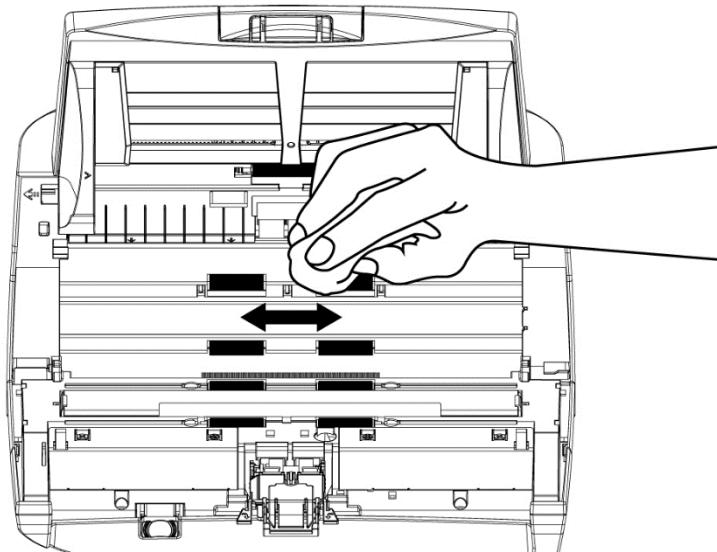
1. Open the panel unit by pulling the lever.



2. Gently wipe the following areas with the cloth dampened with the cleaner. Be careful NOT to scratch their surfaces.

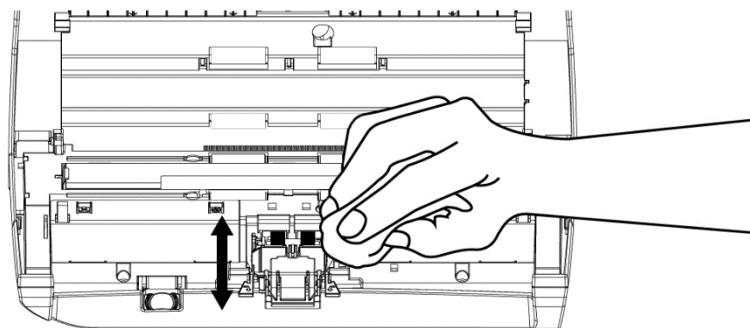
### Clean Feed Roller:

Wipe the Feed Roller from side to side and then rotate it. Repeat this until its entire surface is cleaned.

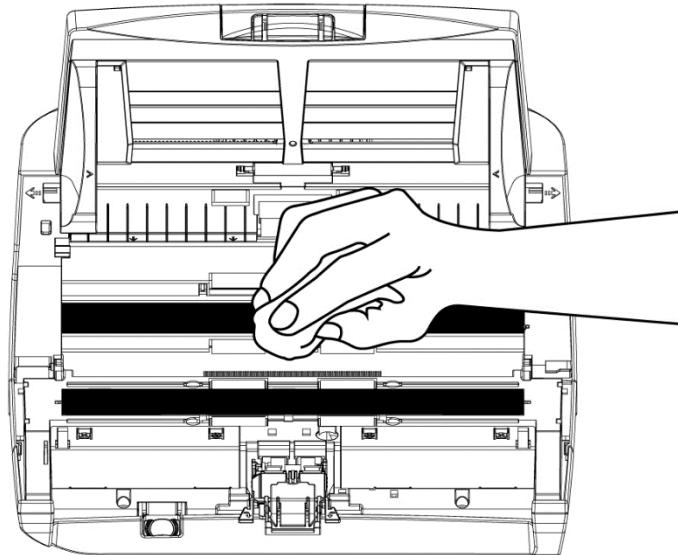


### **Clean Pad Module:**

Wipe the Pad Module from top to bottom (in the direction of arrow shown in below picture). Be careful not to damage the pick springs of the pad.



### **Clean ADF Glass:**

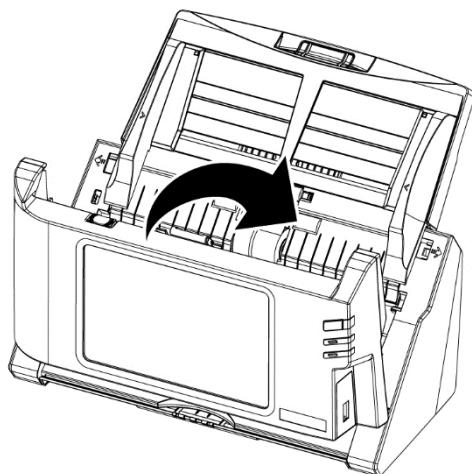


#### **Attention**

Do not spray cleaner directly onto the scanner glass. Excess liquid residue may fog or damage the scanner.

3. Wait for cleaned areas to dry completely.

4. Close the panel unit by pushing it back down until it snaps back into place.

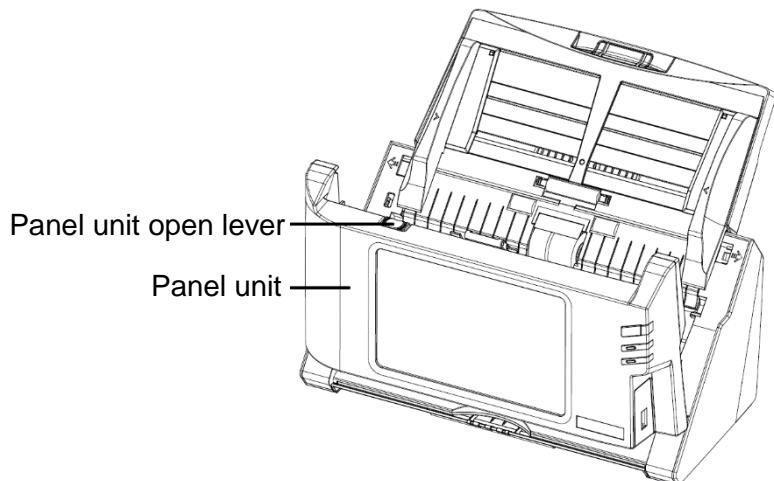


## REPLACING CONSUMABLES

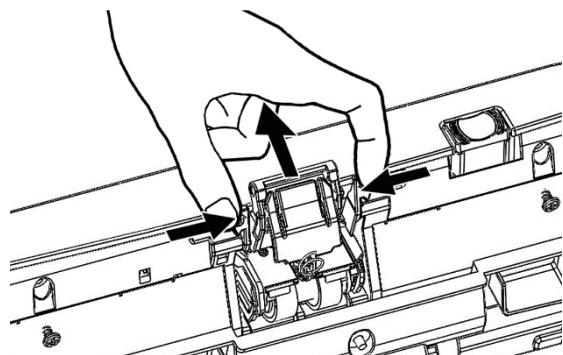
As a guideline, it is recommended to replace the pad module every 50000 sheets of scans (A4, 70 g/m<sup>2</sup> or 18 lb.), and it is recommended to replace the feed roller every 300000 sheets of scans (A4, 70 g/m<sup>2</sup> or 18 lb.).

### Replacing the Pad Module

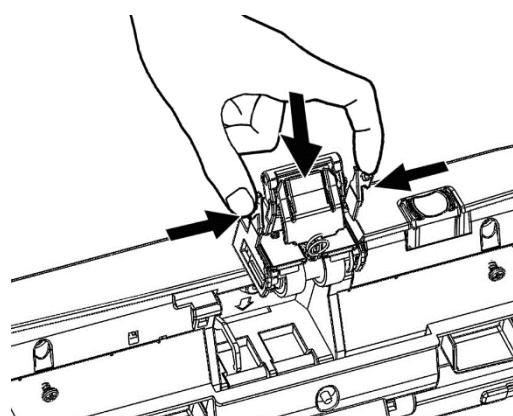
1. Open the panel unit by pulling the panel unit open lever.



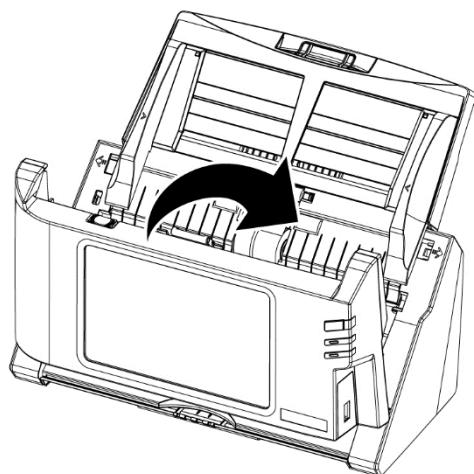
2. Remove the pad module by pinching both sides of the pad module and pull it out.



3. Install the new pad module by inserting the tabs on the module onto their slots on the scanner.

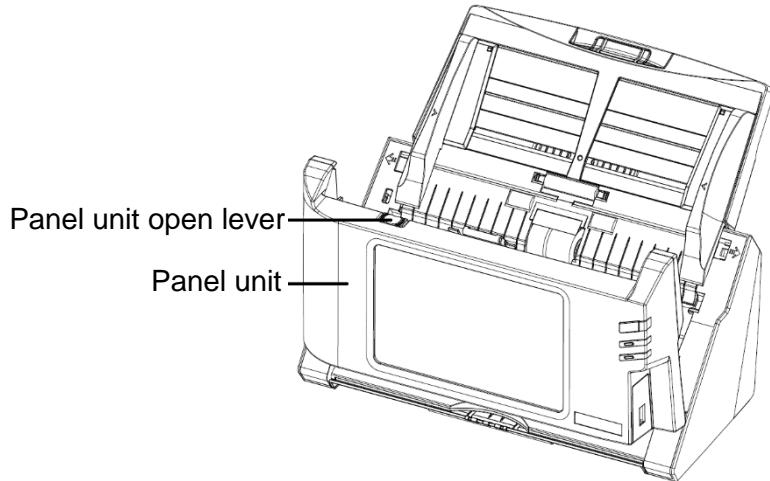


4. Close the panel unit by pushing it back down until it snaps back into place.

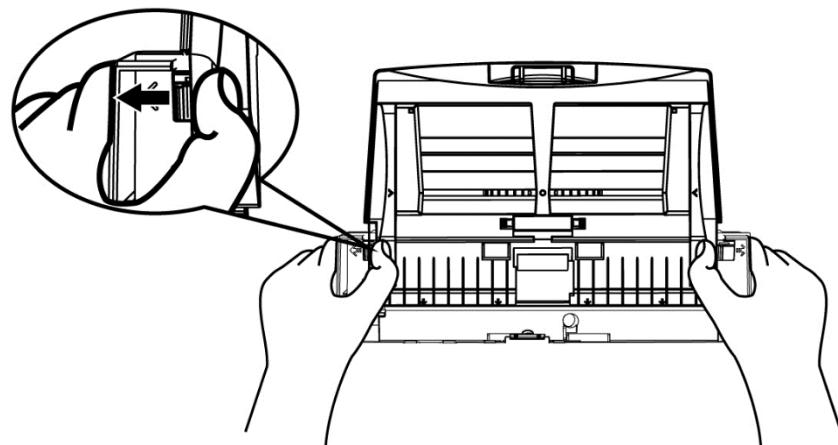


## Replacing the Feed Roller

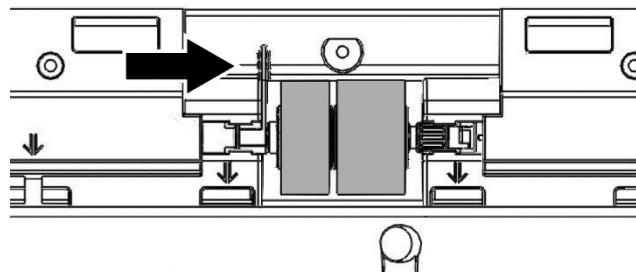
1. Open the panel unit by pulling the panel unit open lever.

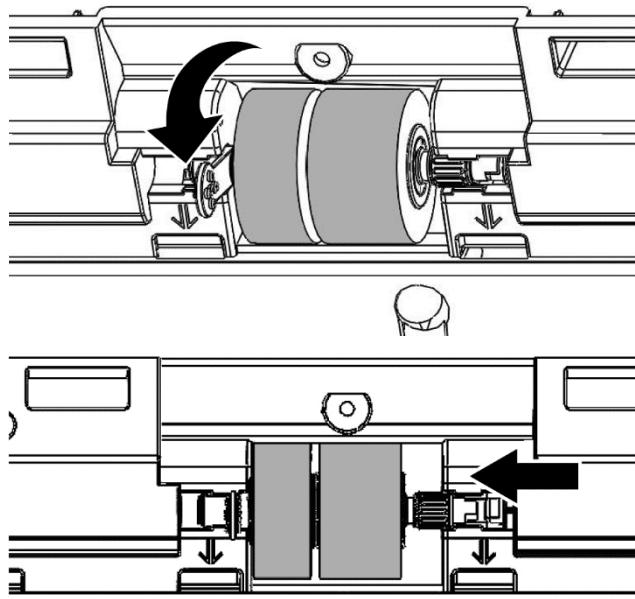


2. Remove the paper chute by pinching both sides of the handles on the paper chute to remove it.

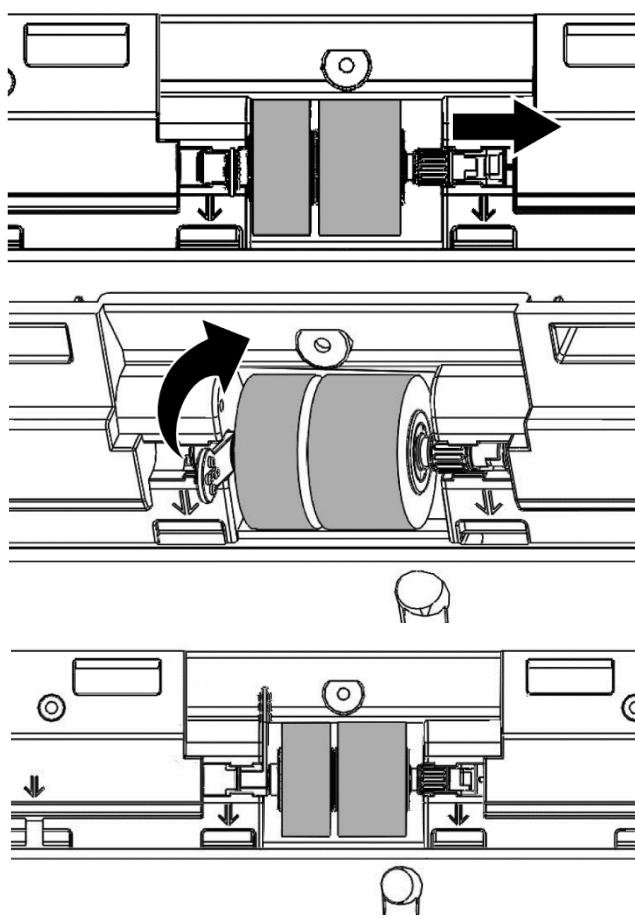


3. Remove the feed roller by pinching the feed roller and pull it out.

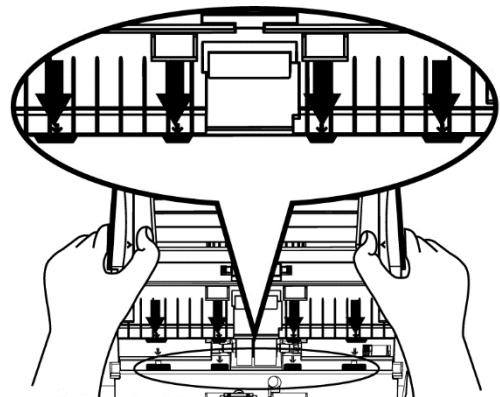




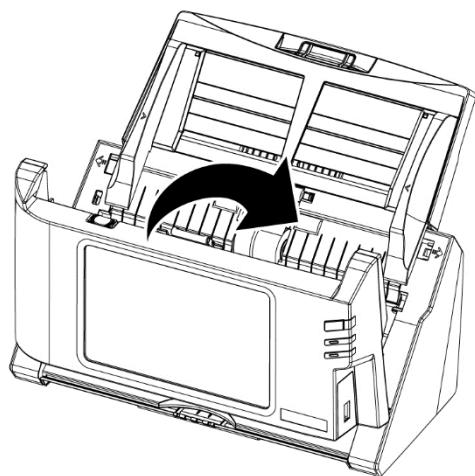
4. Install the new feed roller by aligning and inserting the feed roller onto the roller pitman on the scanner.



5. Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner.



6. Close the panel unit by pushing it back down until it snaps back into place.



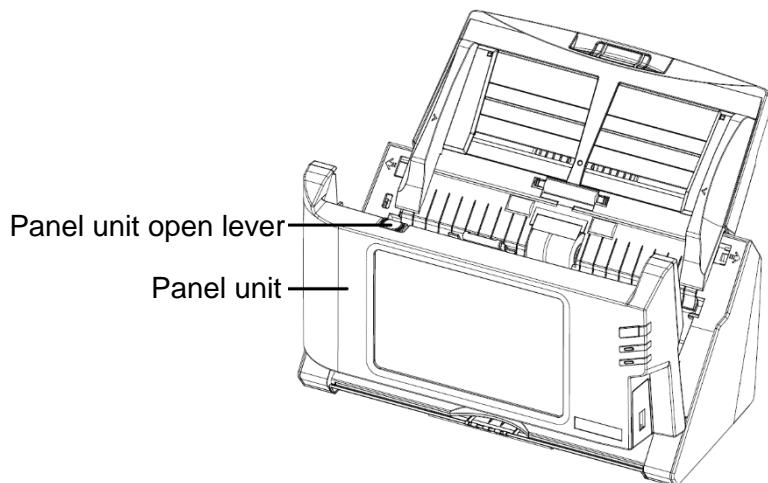
## CHAPTER IV. TROUBLESHOOTING

If you encounter problems with your scanner, please review the installation and scanning instructions contained in this guide.

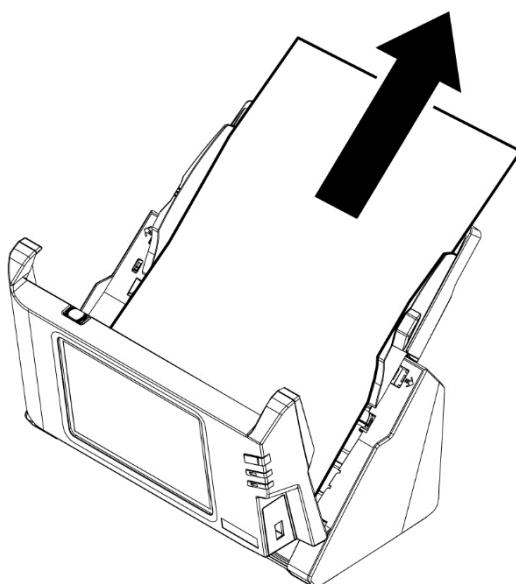
### CLEARING PAPER JAMS

If a paper jam in the ADF happens, please perform the following steps:

1. Remove any unjammed documents still loaded into the ADF.
2. Open the panel unit by pulling the panel unit open lever.



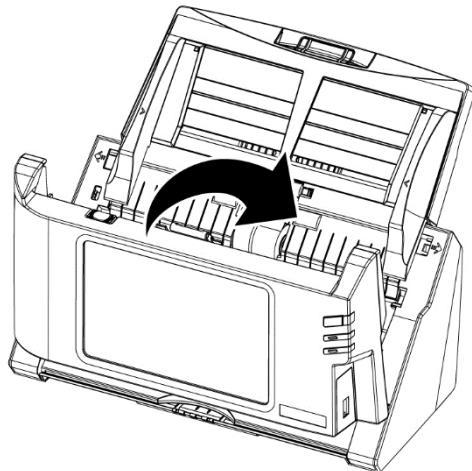
3. Gently but firmly pull the jammed documents out of the ADF. Try to avoid creasing or wrinkling the documents.



**Attention**

Do not try to pull jammed or half-scanned documents out of the ADF without first opening the panel unit. Doing so may permanently damage the ADF.

4. Close the panel unit by pushing it back down until it snaps back into place.



## APPENDIX A: SPECIFICATIONS<sup>5</sup>

<b>eScan A350</b>	
Image Sensor	CIS x 2
Light Source	LED
Optical Resolution	600 dpi
Hardware Resolution	600 x 600 dpi
ADF Capacity	50 sheets (70 g/m <sup>2</sup> , 18 lbs) Note: Maximum ADF capacity varies, depending upon paper weight.
Scanning Speed	25 ppm/ 50 ipm (Color mode, 300 dpi, A4 Portrait)
Scanning Area (W x L)	Max. 216 x 356 mm (8.5" x 14") Min. 13.2 x 13.2 mm (0.52" x 0.52")
Acceptable Paper Sizes (W x L)	Max. 216 x 356 mm (8.5" x 14") *for long paper 216 x 5080 mm (8.5" x 200") Min. 50.8 x 50.8 mm (2" x 2")
Acceptable Paper Weight (Thickness)	40 to 157 g/m <sup>2</sup> (12 to 40 lbs)
Multi-feed Detection	With ultrasonic technology
Daily Duty Scan (Sheets)	6,000
Roller Lifetime (Scans)	300,000
Pad Lifetime (Scans)	200,000
Power Supply	24Vdc/ 2.7 A
Interface	USB 2.0 x 2, USB 2.0 (Host) x 1, RJ45 x 1
Net Weight	2.8 Kgs (6.17 Lbs)
Dimensions (W x D x H)	318 x 170 x 189 mm (12.53" x 6.69" x 7.45")
Operating Temperature	+ 5 °C to +35°C
Protocol	TWAIN Compliant

<sup>5</sup> Hardware specifications may change at any time without prior notice.

## **APPENDIX B: CUSTOMER SERVICE AND WARRANTY**

Please visit our website [www.plustek.com](http://www.plustek.com) for more customer service information. For further assistance, visit our website or call our customer support phone number listed on the website. One of our representatives will be happy to assist you from Monday through Friday in office working hours.

To avoid delays, please have the following information available before calling:

- Scanner name and model number
- Scanner serial number (Located at the bottom of the scanner)
- Scanner CD version and part number
- A detailed description of the problem

### **SERVICE & SUPPORT INFORMATION**

Where appropriate, the period of availability of spare parts and the possibilities of upgrading products information. Please ask local distributors and suppliers for spare parts information and product upgrade information.

Information requested by relevant Implementing Measure. Please ask local distributors and suppliers for the related information of Implementing Measure test report.

Do not dispose anything of products before you ask local distributors and suppliers to get correct information for decreases of environmental impact with right methods and procedures.

If you want to disposals the product and/or an accessory, please ask local distributors and suppliers to get the contact information of nearest disposal manufactures.

If you have any maintenance inquiry, please ask local distributors and suppliers to get the contact information of nearest maintenance center in order to extend the product usage life time.

If you want to maintain and clearance the product, please ask local distributors and suppliers to get the right information of nearest stores.

### **STATEMENT OF LIMITED WARRANTY**

This Statement of Limited Warranty applies only to the options you originally purchase for your use, and not for resale, from an authorized reseller.

The manufacturer warranty includes all parts and labor, and is not valid without the receipt of original purchase. To obtain warranty service, you may contact the authorized dealer or distributor, or visit our website to check out the available service information, or send a request via E-mail for further help.

If you transfer this product to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this statement to that user.

We warrant that this machine will be in good working order and will conform to its functional descriptions in the documentation provided. Upon provision of proof of purchase, replacement parts assume the remaining warranty of the parts they replace.

Before presenting this product for warranty service, you must remove all programs, data and removable storage media. Products returned without guides and software will be replaced without guides and software.

This Limited Warranty service does not provide for carry-in exchange when the problem results from accident, disaster, vandalism, misuse, abuse, unsuitable environment, program modification, and another machine or non-vendor modification for this product.

If this product is an optional feature, this Limited Warranty applies only when the feature is used in a machine for which it was designed.

If you have any questions about your Limited Warranty, contact the approved retailer from whom you bought the product or the manufacturer.

**THIS LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO OTHER WARRANTIES APPLY AFTER THAT PERIOD.**

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Under no circumstances are we liable for any of the following:

1. Third party claims against you for losses or damages.
2. Loss of, or damage to, your records or data; or
3. Economic consequential damages (including lost profits or savings) or incidental damages, even if we are informed of their possibility.

Some jurisdictions do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

# **FEDERAL COMMUNICATION COMMISSION**

## **INTERFERENCE STATEMENT**

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

### **IMPORTANT NOTE:**

#### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Plustek Inc.

[www.plustek.com](http://www.plustek.com)

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For further details, please consult your local distributors or  
email us at [sales@plustek.com](mailto:sales@plustek.com)