



Visioneer® OneTouch  
9420 Photo Scanner  
User's Guide



**visioneer**



for Windows

# Visioneer OneTouch 9420 USB Scanner User's Guide

FOR WINDOWS



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- 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.

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

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.

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## WELCOME

Congratulations on purchasing your Visioneer OneTouch 9420 USB scanner. With this scanner you can quickly scan paper documents, color photos, 35mm slides and negatives and place their electronic images on your computer.

## WHAT'S IN THE BOX

Before starting the installation, check the contents of the box to make sure that all parts are included. If any items are missing or damaged, contact the dealer where you purchased the scanner.



Visioneer OneTouch 9420 USB Scanner



Transparency Mask



USB Cable



Power Adapter



Installation CD



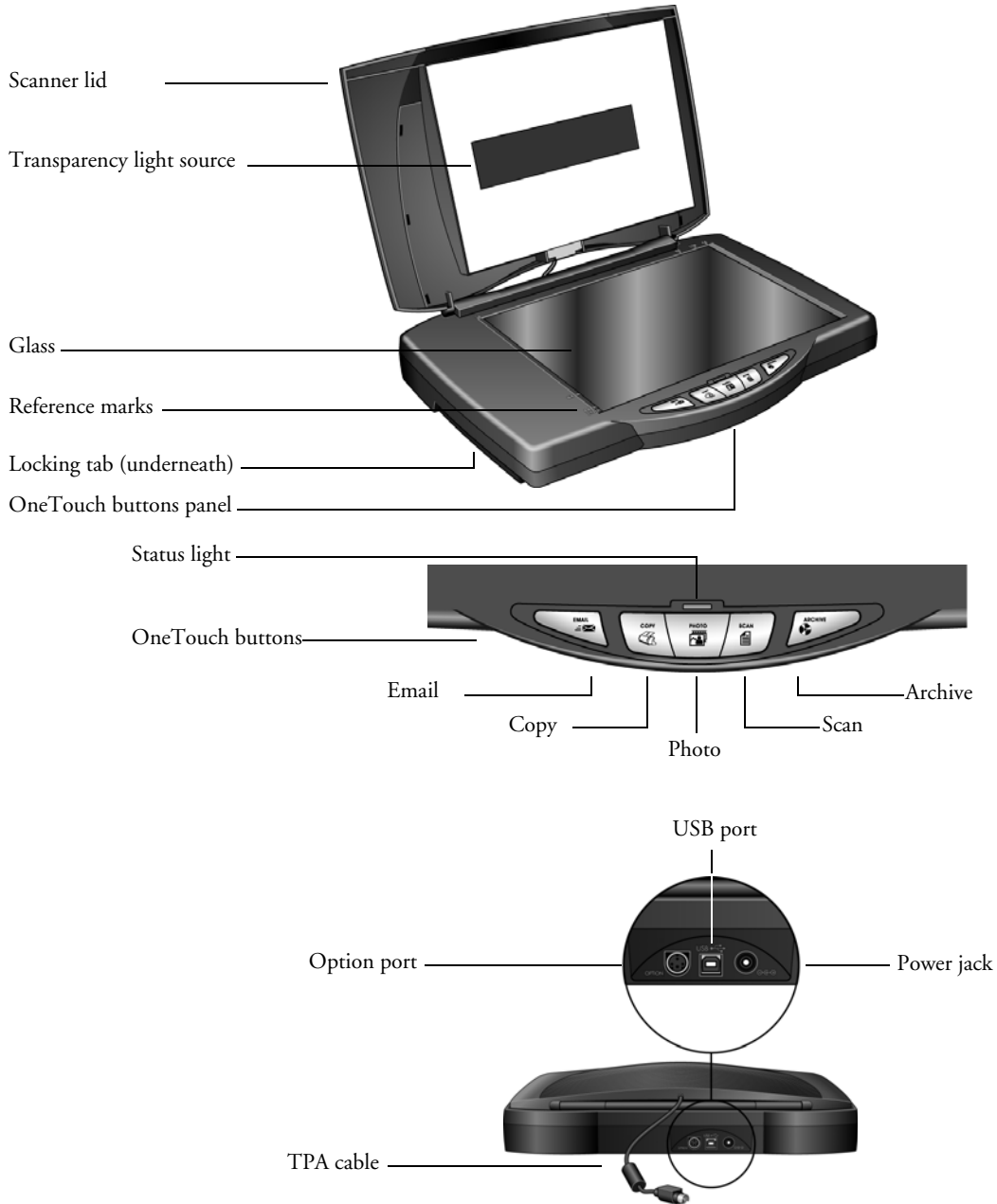
Quick Install Guide



Technical Support Card



# THE VISIONEER ONETOUCH 9420 USB SCANNER



**Scanner lid**—Protects the document from light and contamination.

**Transparency light source**—The light source for scanning 35mm slides and negatives. Shines light down through 35mm slide or negative transparencies, then through the glass onto the scanning sensors in the body of the scanner.

**Glass**—Items are placed face down, aligned at the arrow symbol at the upper left corner.

**Reference marks**—Marks on the border of the glass show where to align various paper sizes.

**Locking tab**—Protects the scanner's scan head by holding it securely in position. The locking tab, located on the underside of the scanner, must be unlocked before scanning. The scanner will not scan when locked.

**OneTouch button panel**—Scans to the appropriate application indicated by the button. For example, pressing the Email button scans the document, then opens your Email program with the image of the scanned document as an attachment to a new message ready for you to address and send.

**Status light**—Shows the scanner's status. Green light: scanner is ready to scan. Orange light: scanner is busy.

**Option port**—Connects the TPA cable to the scanner. The cable must be attached for the transparency light source to operate.

**USB port**—Connects the scanner to the computer. Your Visioneer 9420 scanner can connect to either a USB 1.1 or a USB 2.0 port.

**Power jack**—Connects the power adapter to the scanner.

**TPA (Transparency Adapter) cable**—Supplies power from the scanner body to the transparency light source.

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**Note:** The scanner does not have an on/off switch. The scanner is turned on when you plug in the power adapter.

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## WHAT YOU NEED

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

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

### A VGA or SVGA Monitor

The recommended settings for your monitor are:

- High Color (16-bit) or True Color (24-bit or 32-bit)
- Resolution set to at least 800 x 600 pixels

To set your monitor's colors and resolution:

- Open the Windows Control Panel
- Double-click on **Display** then select the **Settings** tab

## DOCUMENTATION

Your scanner is delivered with the following documentation:

- Quick Install Guide—Abbreviated installation instructions.
- Visioneer OneTouch 9420 USB Scanner User's Guide—On the Installation CD; contains detailed installation, scanning, configuration, and maintenance information.
- ScanSoft PaperPort User's Guide—On the Installation CD; contains detailed feature and configuration information for the PaperPort software.
- Online Help—For the scanner configuration, TWAIN, and WIA interfaces.

# Installing

Installation is a quick, three-step process:

1. Assemble the scanner
2. Install the software
3. Connect the scanner

## BEFORE YOU BEGIN

*Please make sure of the following before you begin installation:*

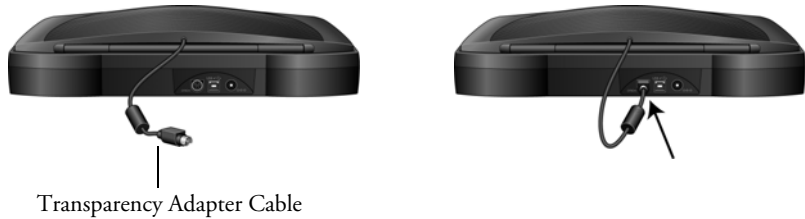
- **If your computer has AntiVirus or AntiSpyware software running, you may see messages during installation asking you to allow the installation to proceed. Although the messages will differ based on the software your computer is running, in each case you should allow the installation to proceed. Alternatively, you can turn off the AntiVirus or AntiSpyware software before installing your scanner, but if you do, make sure to turn it back on again when installation is finished.**
- **If you already have a scanner connected to your computer it is recommended that you remove its driver program prior to installing your Visioneer OneTouch 9420 USB scanner. You can remove these programs from the Windows Add/Remove Programs list. Please refer to the user manual for your previous scanner for instructions to remove the driver and software applicable to that scanner.**
- **The information in this User's Guide may cover software not provided with the scanner you purchased. Disregard any information about software not applicable to your scanner. Please visit our web site at [www.visioneer.com](http://www.visioneer.com) for the latest software updates for your Visioneer OneTouch 9420 USB scanner.**
- **If your computer is running Windows Vista, you may see the Vista User Access Control screen asking you to confirm system changes. Click the continue button to allow the installation to proceed.**

## STEP 1: ASSEMBLE THE SCANNER

### To assemble the scanner:

1. Remove any shipping tape from the top and bottom of the scanner.
2. Plug the Transparency Adapter Cable into the Option port on the body of the scanner.

*The Transparency Adapter Cable must be securely attached for your scanner to be able to scan 35mm slide and negative transparencies.*



3. Open the lid and remove the protective film from the Transparency Adapter. Discard the protective film.



4. Turn the scanner over and slide the lock tab to the unlocked position. *The scanner must be unlocked for you to continue with the installation. It must also be unlocked to scan.*



---

**Note:** The locking tab protects the scanner's scan head by holding it securely in position. Lock the scanner when transporting it from one location to another, but remember to unlock it before scanning. The scanner will not scan when locked.

---

5. Proceed to "Step 2: Install the Software."

## STEP 2: INSTALL THE SOFTWARE

The Installation CD contains all the driver software and scanning software to run your scanner.

### To install the software:

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



The Main Menu automatically opens.

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**Note:** If the CD does not start, check the following:

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

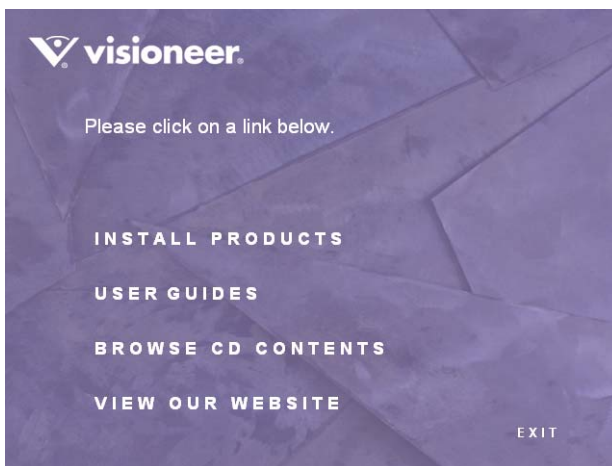
To launch the CD manually:

- Open the Windows option for My Computer. You can do this by double-clicking on the **My Computer** icon on your desktop.
- Double-click the icon for your CD-ROM drive.
- The Installation menu for the CD should now open.

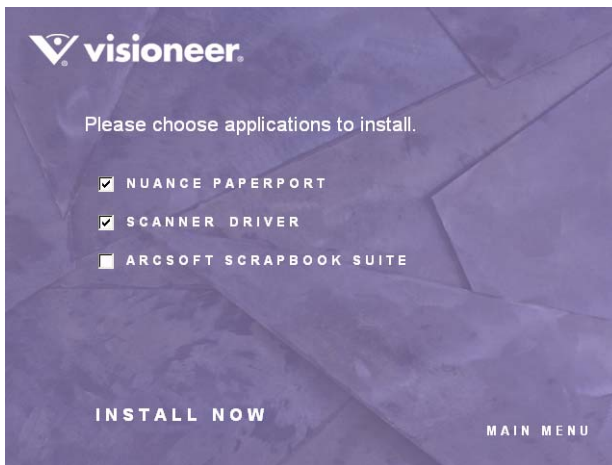
If the menu does not open:

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

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



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



If you also want to install the **ArcSoft® Scrapbook Suite®** software now, select it too. You can also install it later.

5. Click **Install Now**.



**The PaperPort installation options opens:**

1. The Select Language window opens. Click the drop-down menu arrow and select the language you want to use. Click **OK**.

The first PaperPort Installation window opens.

2. On the PaperPort Welcome window, click **Next**.

Installing PaperPort will uninstall any existing version of PaperPort and will install the newer version while retaining all of your previous PaperPort files.

3. Read the PaperPort license agreement and select **I accept the terms in this agreement**, then click on **Next**. If you choose not to accept the license agreement, the installation will terminate and the PaperPort software will not be installed.

4. On the Customer Information window, accept the current values or enter new information, then click **Next**.

5. On the Setup Type window, keep the default Setup Type and click **Next**.

6. Click **Install** to begin the installation.

**Reminder:** If your computer is running an AntiVirus or AntiSpyware application, you may see messages asking you to allow installation. Select the option to allow installation to proceed with the install.

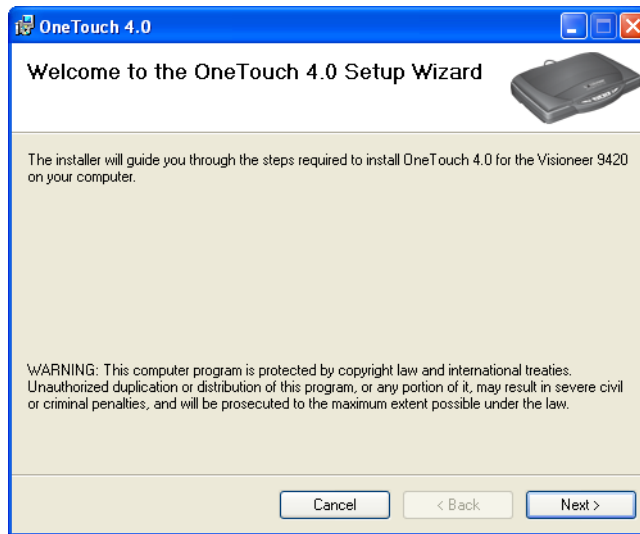
7. On the Product Registration window, do one of the following:

- Select **Register online**, click **OK**, then follow the registration instructions.
- Select **Print registration form**, click **OK**, then follow the instructions to complete and print the registration form.
- Select **Remind me in 7 days** and click **OK**.

8. At the InstallShield Wizard Completed window, click **Finish**.

If a message window opens instructing you to restart your computer, click **Restart**.

## The Welcome to the OneTouch 4.0 Setup Wizard opens.

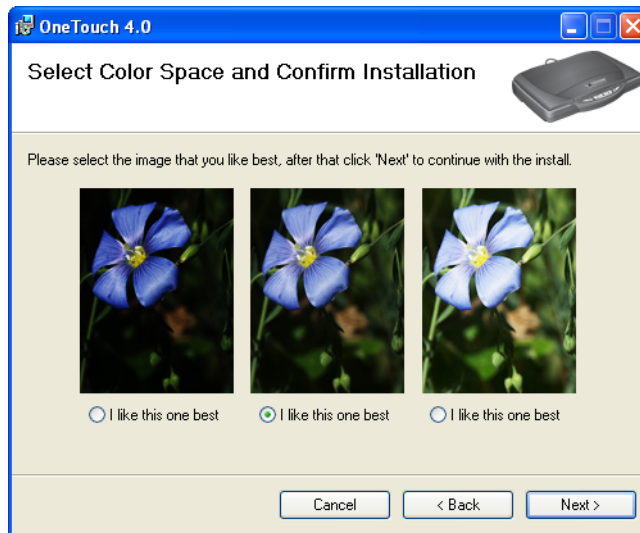


1. Click **Next**.
2. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree**.

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

3. Click **Next**.

A window opens with image quality samples asking you to select an image for your Color Space setting.



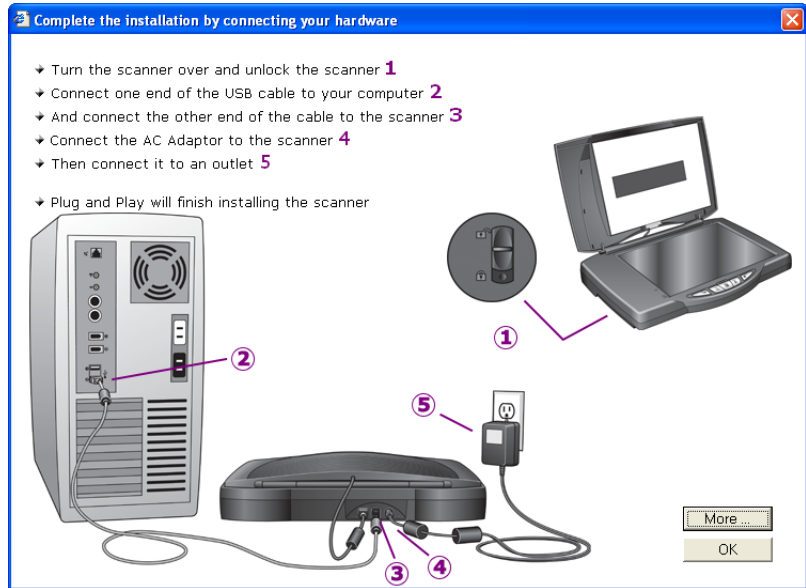
The Color Space setting sets the gamma value for the scanner so scanned items look good on your monitor. Gamma controls the brightness of the midtones of colors. That setting can be changed later on as you're scanning.

4. Select the option that looks best to you and click **Next**.

The driver installation will now begin.

**Reminder:** If your computer is running AntiVirus or AntiSpyware software, you may see messages asking you to allow installation. Select the option to allow installation to proceed.

5. **STOP** when you see the “Complete the installation by connecting your hardware” window. Do **NOT** click on **OK** yet. Leave the window open and proceed to “Step 3: Connect and Power On the Scanner” on page 14.




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**Note:** If you want to see more information about your scanner and a quick explanation of how to use the OneTouch features, click the **More** button on the window. When you're finished, return to the window to continue the installation process.

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## STEP 3: CONNECT AND POWER ON THE SCANNER

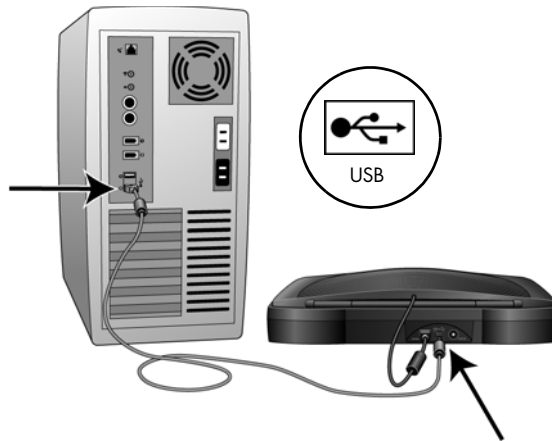
Make sure its locking tab is unlocked, then connect the scanner.

### To connect your scanner:

1. Remove any tape from the USB cable.
2. Using the steps on the screen as your guide, plug the flat, computer end of the USB cable into an available USB 1.1 or USB 2.0 port on the computer.



3. Plug the other end of the USB cable into the scanner's USB port.



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

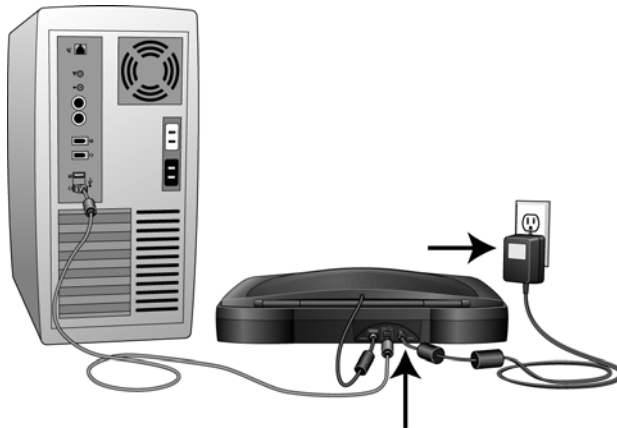
You can also connect the scanner to a USB hub. If you use a USB hub, it must have its own power supply already plugged into an electrical outlet.

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**Note:** If you have not installed the software, unplug the USB cable from the computer and install the software now. When the software installation is complete, a message tells you to connect the scanner.

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4. Plug the power adapter into the scanner power port, then into a wall outlet.



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**Note:** Your scanner does not have a power switch. Plugging it in turns on the power.

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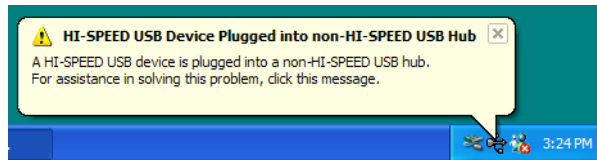
**Note:** Only use the power adapter (Model No. PA-08J made by YHI, Ltd.) included with your scanner. Connecting any other type of power supply may damage your scanner, and will void its warranty.

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The status light on the front of the scanner is illuminated, indicating the scanner is receiving power.

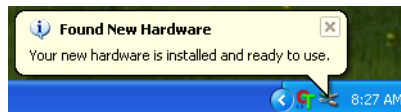


If you are using Windows XP and have plugged the USB cable into a USB 1.1 port, an information bubble may open explaining that “A HI-SPEED USB device is plugged into a non-HI-SPEED USB hub”. Plug the USB cable into a USB 2.0 port (if available) or just disregard the message. If you leave it plugged into the USB 1.1 port, your scanner may scan a bit slower than with a USB 2.0 port.



Your computer recognizes that a scanner has been plugged into the USB port. The computer loads the appropriate software to use the scanner.

*Do not proceed until you receive a message that your computer has found the new hardware, or updated the driver database. For Windows XP or Windows Vista, you will see a message similar to the following that your new hardware is found and ready to use.*

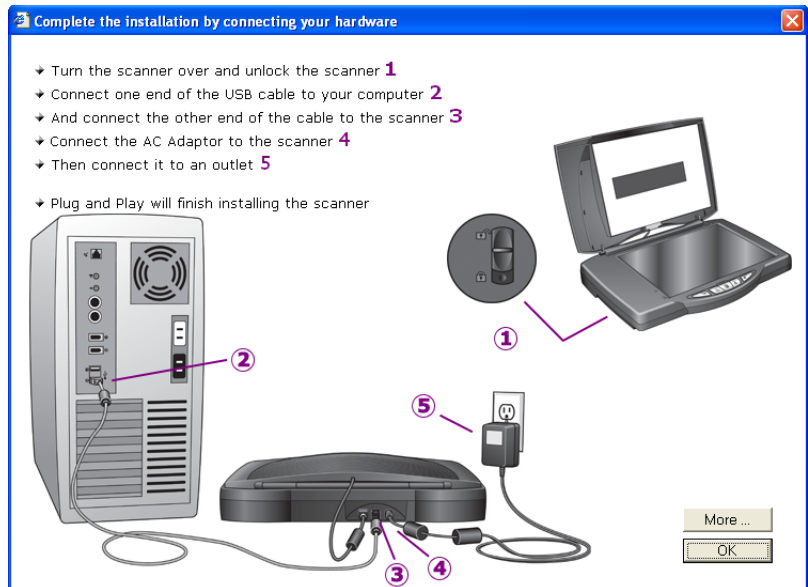


5. When the software is finished loading, return to the Connect Scanner window and click **OK** to finish the installation process.

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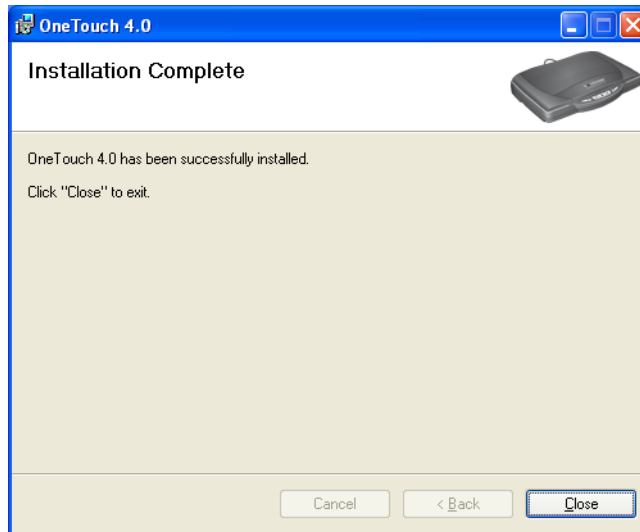
**Note:** If you want to see more information about your scanner and a quick explanation of how to use the OneTouch features, click the **More** button on the window. When you're finished, return to the window and click **OK** to complete the installation process.

---





6. Click **Close** on the Installation Complete window.



7. If you selected ArcSoft Scrapbook Suite to install, its installation will now begin. Follow the instructions on the screen.

If you didn't select ArcSoft Scrapbook Suite to install, but want to install it now, return to the Main Menu and click **Install Products** again. Select **ArcSoft Scrapbook Suite**, click **Install** and follow the instructions on the screen.

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**Note:** ArcSoft Suite contains additional scanning and image enhancement software applications with features that include intuitive steps to scan, photo editing, hands-on instructions to build collages from your digital images, and easy-to-use project templates.

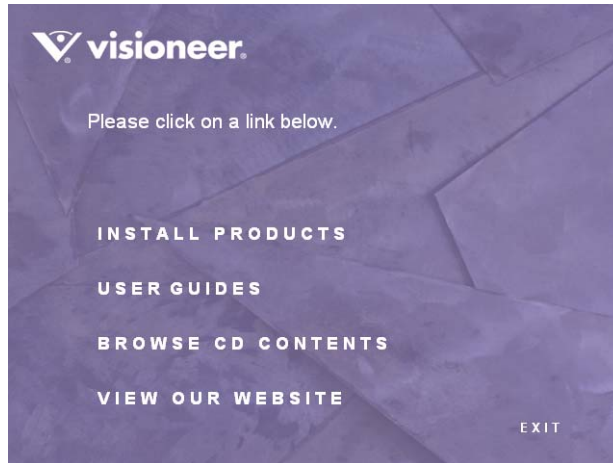
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If you don't want to install ArcSoft Scrapbook Suite, see the next section to view the user guides for your scanner and software.

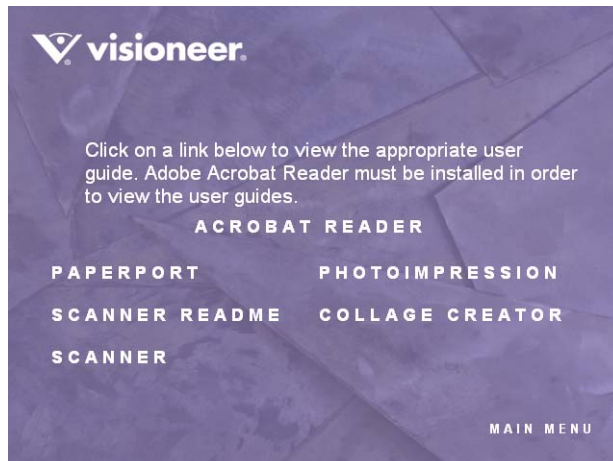
## VIEW AND SAVE THE USER GUIDES

The User Guides for your scanner, and for the software you received with it are on the Installation CD.

1. On the Main Menu, click **User Guides**.



The Visioneer User Guides window opens. Use this window to view and save the User Guides you want.



The User Guides are in Adobe<sup>®</sup> Acrobat<sup>®</sup> PDF format. The CD also includes a free copy of Acrobat<sup>®</sup> Reader<sup>®</sup> in case your computer does not have it already installed. The Scanner Readme file is in HTML format and will open in any standard browser. **The Scanner Readme file has late-breaking news about your scanner.**

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

**To view and save the User Guides:**

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

The **PhotoImpression** and **Collage Creator** applications are part of the ArcSoft Scrapbook Suite.

2. Return to the Visioneer User Guides window and repeat the process to open, view, and save all the other User Guides you want.
3. When you're finished, click **Main Menu** to return to the Main Menu window and click **Exit**.
4. Remove the CD and store it in a safe place.

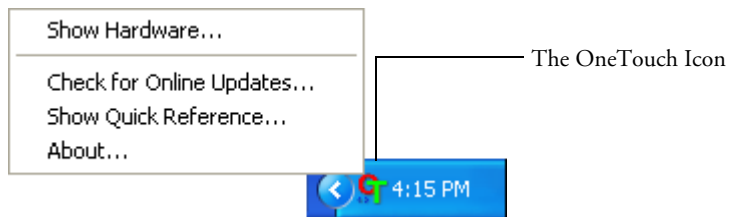
*That's it! Installation is finished and your Visioneer scanner is ready to scan.*

## REGISTER YOUR SCANNER AND CHECK FOR UPDATES

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

### To register your scanner:

1. Right-click on the OneTouch icon in the Windows Notification Area (at the bottom right corner of the screen).
2. Choose **Check for Online Updates** from the pop-up menu.



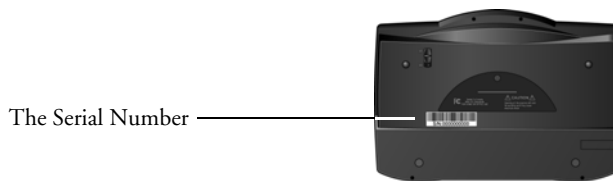
3. Follow the instructions on the screen and register your scanner by entering your scanner's serial number and your email address.

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**Note:** A valid email address is required.

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The serial number is located on the underside of the scanner.



After registration is complete you will receive an email message with your RegID.

Your RegID is important as you will need it when accessing free telephone support, or checking for online updates.

4. After receiving your RegID, write it down on a piece of paper and keep it with your scanner so you will be able to find it easily.

# Scanning

This section describes how to scan paper documents as well as 35mm slides and negatives.

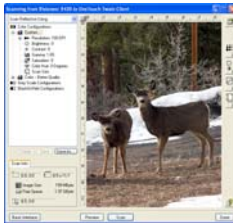
You can use several different methods to scan with your scanner:



- **OneTouch Scanner Buttons**—Each scanner button is set up to scan for a particular function, such as **Email** to attach a scanned item to a new Email message, or **Photo** to scan photographs to the ArcSoft PhotoImpression software where you can touch up the colors. See “Scan with the Scanner Buttons” on page 23.



- **OneTouch Button Panel**—Scanning from the on-screen OneTouch Button Panel is the same as pressing a scanner button, except you click an icon that represents the scanner button. See “Scan from the OneTouch Button Panel” on page 28.



- **TWAIN Interface**—This option is for scanning 35mm slides and negatives, but you can also use it to scan paper items. The TWAIN interface is available from the PaperPort software, as well as from other programs such as Microsoft Word. The TWAIN interface has two options—the Basic Interface and the Advanced Interface. You use the Advanced Interface to scan 35mm slides and negatives. See “Scanning 35mm Slides and Negatives” on page 61 and “Accessing the TWAIN Interface” on page 32



- **Windows Image Acquisition (WIA) Interface**—This option uses the Microsoft Windows set of choices for scanning paper items only. Scanning with WIA is available only if your computer is running Windows XP or Windows Vista. See “Scanning with the Windows Image Acquisition Interface” on page 130.

## SCAN WITH THE SCANNER BUTTONS

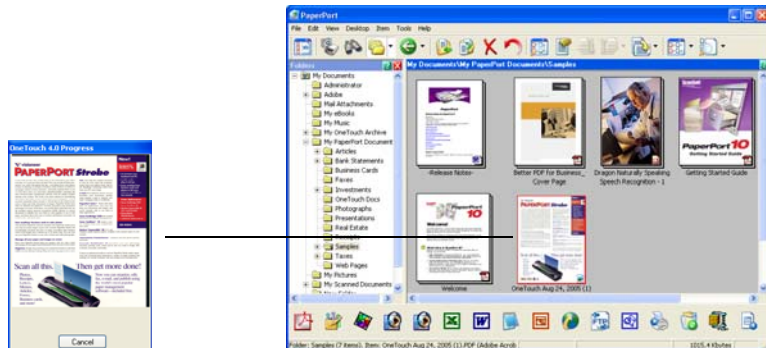
Pressing a scanner button scans the item, then sends the image to the Destination Application associated with the button.

### To scan by pressing a OneTouch button on the scanner:

1. Place an item face down on the glass. Align the edge of the item with the arrow at the upper-left corner of the glass. Close the scanner lid and press one of the OneTouch buttons.



A scan progress window opens, then the image is sent to the selected application for the OneTouch button. In this example, the image is scanned in the TIFF format and the Destination Application is the PaperPort Desktop.



You can now work with the image in its Destination Application. For example, if you want to convert the TIFF image in PaperPort to a PDF image, drag it to the PDF icon at the bottom of the window. Please see the PaperPort User's Guide for more information.

## ABOUT THE ONETOUCH BUTTONS

OneTouch is your main scanning interface for using the scanner. The OneTouch Buttons on the scanner mirror the software OneTouch Button Panel. Changing the button settings on the OneTouch Button Panel makes the same changes to the buttons on the scanner.






Pressing a scanner button scans the item, and then sends the image to the Destination Application associated with the button. Each button's scanning function are the selected settings shown in the OneTouch Properties window.



Based on the recommended installation of PaperPort and the scanner driver, your scanner is preconfigured to scan items for various basic tasks, such as email or fax, then send the scanned image to an appropriate, pre-selected Destination Application. To change the button settings, see “Selecting New Settings for a Button” on page 74.

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

The following table describes the preconfigured button settings. These are the default settings on installation of the OneTouch software and they can be reconfigured to reflect your own scanning needs:

Button	Function	Preconfigured Settings
<b>EMAIL</b> 	Attaches the scanned item to a new email message	Scans the item as a color document in the PDF format. Opens your email application with the scanned image attached to a new message ready to address and send.
<b>COPY</b> 	Copy/Print the scanned item	Scans the item as a color document in the BMP format. Sends the image to your printer/copier at the printer/copier's default resolution, and begins printing.
<b>PHOTO</b> 	Scan a photo	Scans the item as a 6 x 4 inch vivid color photo in the JPG format. Opens the ArcSoft PhotoImpression software where you can touch up and color correct the picture. You received the ArcSoft PhotoImpression software with your scanner.
<b>SCAN</b> 	Scan a page	Scans the item as a black and white US letter document in the TIFF format. Opens the PaperPort software where you can process the image, or send it to another application on your computer.
<b>ARCHIVE</b> 	Sends the scanned image to a storage folder	Scans the item as a color document in the PDF format and stores it in a folder for archiving. The image is not displayed on the screen in a Destination Application. The default location of the folder is: <b>C:\Documents and Settings\<your name="" user="">\My Documents\My OneTouch Archive\PDF Documents.</your></b>

**Note:** The default page size in each configuration is based on the location selected in your Windows setup.

**For example:**

- If the Windows location is set to “United States” the default page size in each profile will be based on the United States standard page sizes such as 8.5”x11”.

**Note**If the Windows location is “United Kingdom” the default page size in each profile is based on the ISO 216 standard and the majority of the profiles will default to A4.

**Note:** The email application will default to the email program specified in the internet options of Internet Explorer.



## CHECK A SCANNER BUTTON'S SETTINGS BEFORE YOU SCAN

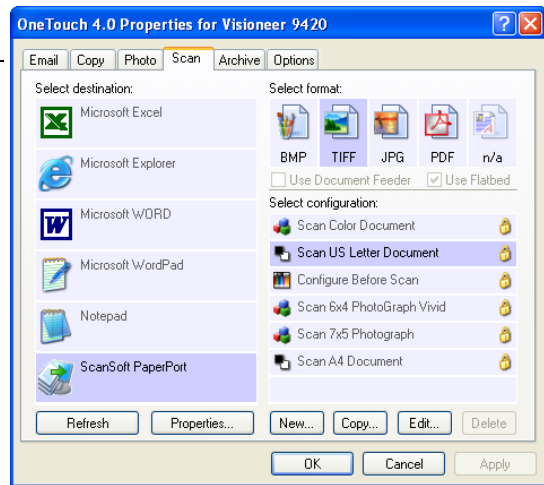
1. To check the settings before scanning, *press, hold down, then release* the scanner button whose settings you want to check.

Press, *hold down*, then release a scanner button.



The OneTouch Properties window opens for you to change the settings before scanning. The button you pressed on the scanner is already selected on the top of the window for you.

The tabs correspond to the scanner buttons. This sample shows the settings for the Scan button. To change the settings of a button, you choose them on this window. See “Configuring the Scanner” on page 70 for the steps to choose new settings for a scanner button.



Note that the OneTouch Button Panel also opens with more details about the settings of the scanner button you pressed (in this case the Scan button). This is the OneTouch Button Panel’s “Detail View.”

The icon indicates the Destination Application for the button. This icon is for the PaperPort software.

The name of the button.



Your document will be scanned with these settings.

If you make changes in the OneTouch Properties window, then click its **Apply** button, the information in the OneTouch Button Panel will update to show the new settings.

---

**Note:** If you closed the OneTouch Properties window and want to re-open it, you can press and hold down the scanner button again, or right-click the icon on the Button Panel.

---

2. When you are ready to scan, simply press a scanner button. Do not hold down a scanner button.

Press a scanner button to scan.



You can also scan by clicking an icon on the OneTouch Button Panel.

---

**Note:** To scan from the Button Panel, the OneTouch Properties window must be closed. Click the window's close box, or click the **Cancel** or **OK** button on the window. See the next section, "Scan from the OneTouch Button Panel."

---

## SCAN FROM THE ONETOUCH BUTTON PANEL

Scanning from the button panel on your computer's screen works just like pressing a button on the scanner. The scanner scans the item, then sends the image to the Destination Application indicated by the button's icon. This method of scanning is especially helpful if the scanner is not located close to your computer.

### To scan from the button panel on the screen:

1. Place an item face down on the glass. Align the edge of the item with the arrow marker at the upper-left corner of the glass.
2. Close the scanner lid and click the OneTouch icon in the Windows System Tray (at the bottom right corner of the screen).



The button panel opens on the screen. The five buttons on the panel correspond to the same five buttons on the scanner.



3. Click a button on the panel (not on the scanner).

The scanner starts scanning the item. When the scan is complete, the scanned image opens in the Destination Application indicated by the button's icon just as if you had scanned using a scanner button. For example, if you click the Scan button, the scanned image opens in the PaperPort program.

---

**Note:** When scanning from the panel, the OneTouch Properties window cannot be open at the same time. If it is, close it before scanning.

---

## THE ONETOUCH BUTTON PANEL'S FEATURES

The OneTouch Button Panel is your on-screen set of controls for the scanner. In addition, the panel shows information about the scanner and its settings.

Click the green arrows at the top of the panel to cycle back and forth through three views of the panel.

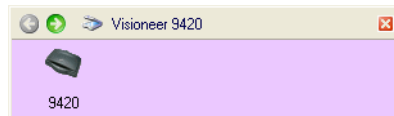
1. Click the arrow pointing to the left to see the scanners currently attached to your computer.

Click the arrow that points to the right to see the scan setting details of the currently selected button.

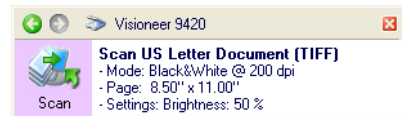
Click these green arrows to cycle through the panel's views. This is the panel's Button view.



This view shows the connected scanner(s). You can click either the green arrow or the scanner icon to get back to the previous view. This is the panel's Hardware view.



This view shows the scan settings for the button currently selected on the OneTouch Properties window. Right-click the icon to see the window. This is the panel's Detail view.



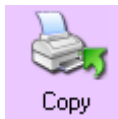
2. On the OneTouch Button Panel:
  - *Left-click* a Destination Application icon to start the scanning. If the OneTouch Properties window is open, you must close it first.
  - *Right-click* a Destination Application icon to see its scan settings.
3. To close the OneTouch Button Panel, click the close button at its top right corner.

## ABOUT THE ONETOUCH BUTTON PANEL'S NAMES AND ICONS

The button names on the panel are the same as button names on the scanner. The icons indicate the Destination Applications so you can see, at a glance, where the image will be sent when scanning is finished.



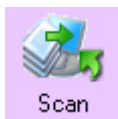
**The Email button**—Scans a page in color then sends it to your email application. The email application opens and the image is automatically attached to a new message ready for you to address and send.



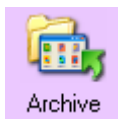
**The Copy button**—Scans a page in color then sends the image to your printer/copier. The printer/copier starts and prints a copy of the page. This is a quick way to print a copy of the original page.



**The Photo button**—Specifically designed for photographs, scans a photo in vivid color at a 6 x 4 inch size then sends the image to the ArcSoft PhotoImpression software that you received with your scanner. Use PhotoImpression to touch up the image, enhance its colors, and so forth. See the PhotoImpression user guide for more information. You can also access the TWAIN interface from PhotoImpression.



**The Scan button**—Scans a page in black and white and sends the image to the PaperPort software that you received with your scanner. From there you can easily convert the image to many different formats, such as PDF or DOC. See the PaperPort user guide for more information. You can also access the TWAIN interface from PaperPort. See “Accessing the TWAIN Interface” on page 32.



**The Archive button**—Scans a page as a color document and sends it directly to a folder without opening it first in a Destination Application. Use this option when you don't need to see the scanned images, but simply want to store them in a folder.



A question mark for a button means your computer does not have appropriate software, or in some cases the appropriate hardware, for the initial factory settings. In that case, you can re-set the button's Destination Application to a software application that you know is on your computer. See “Selecting New Settings for a Button” on page 74 to change the settings of a button.

## SCANNING FROM THE TWAIN INTERFACE

Your 9420 OneTouch scanner is specially designed to scan photographs and 35mm slides and negatives. This means you can make exact copies of your photos and documents, as well as scan 35mm slides and both positive and negative filmstrips.

### A NOTE ABOUT THE TWAIN STANDARD

Your scanner uses the TWAIN interface to scan photographs, documents, 35mm slides and negatives. TWAIN is a widely recognized standard that computers use to receive images from scanners, digital cameras, and other digital devices. The TWAIN scanning interface can be accessed from any TWAIN scanning application you have installed on the computer. Applications such as Nuance PaperPort and ArcSoft PhotoImpression, which were provided with your scanner, and many other applications, will use the TWAIN interface for scanning. This section specifically describes how to use the features of the TWAIN interface for scanning, however, the instructions in this section may use the PaperPort software as an example only.

Refer to the User Guide you received with your other scanning application for instructions on setting up that application to access the TWAIN interface. As previously stated, the scanning method is the same, but you will need to your product's user guide for instructions on how to access the scanner and how file handling works.

Instructions for setting up the PaperPort software to access the TWAIN interface is provided in this User's Guide.

## ACCESSING THE TWAIN INTERFACE

As previously stated, you can access the TWAIN interface from any TWAIN compliant scanning application. You can configure any of your OneTouch buttons to automatically open the TWAIN interface when you press a button on the scanner.

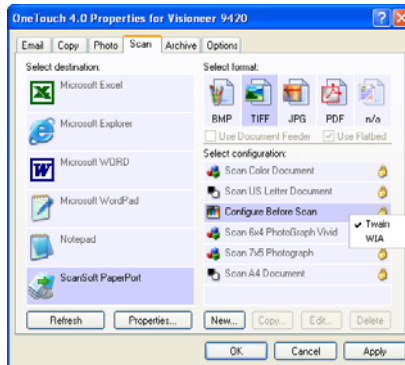
Below are instructions for accessing the TWAIN interface from OneTouch and from PaperPort.

### Opening the TWAIN Interface from OneTouch

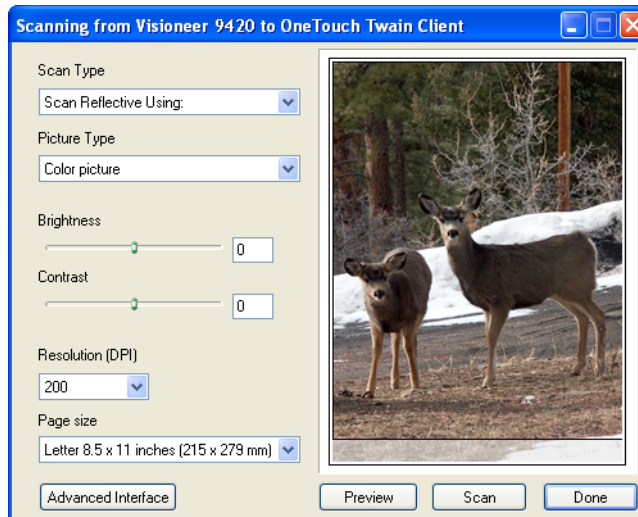
1. First choose a OneTouch button that you would like to change the scanning function for, in this example we used the scan button.
2. Press, hold down, then release the Scan button.



3. When the OneTouch Properties window opens, the Scan tab will be the active tab.
4. Under Select Configuration click on **Configure Before Scan**.
5. Right-Click on Configure Before Scan and make sure there is a check mark next to TWAIN.



6. Click OK to save your changes and close the OneTouch Properties window.
7. Press the Scan button on the scanner or click on the Scan button on the OneTouch Panel.
8. The TWAIN interface will now open.



This is the Basic TWAIN Interface

Advanced Interface

Basic Interface

Click either Advanced Interface or Basic Interface to toggle between the two TWAIN interface options.

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**Note:** If you choose to use OneTouch Configure Before Scan for scanning from the TWAIN interface, the final image will be sent to the destination application set for that button.

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**Note:** At this time the TWAIN interface is where you will adjust your scan settings. Please see the following section for adjusting the scan settings in the Basic and Advanced interfaces. 35mm slide and negative scanning is only available from the Advanced TWAIN interface.

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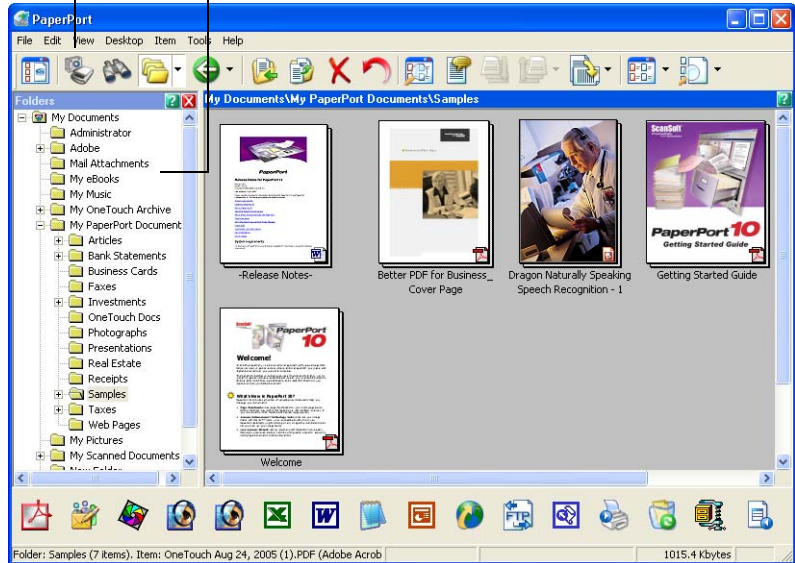


### Opening the TWAIN Interface from PaperPort:

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **ScanSoft PaperPort**, then click **PaperPort**.

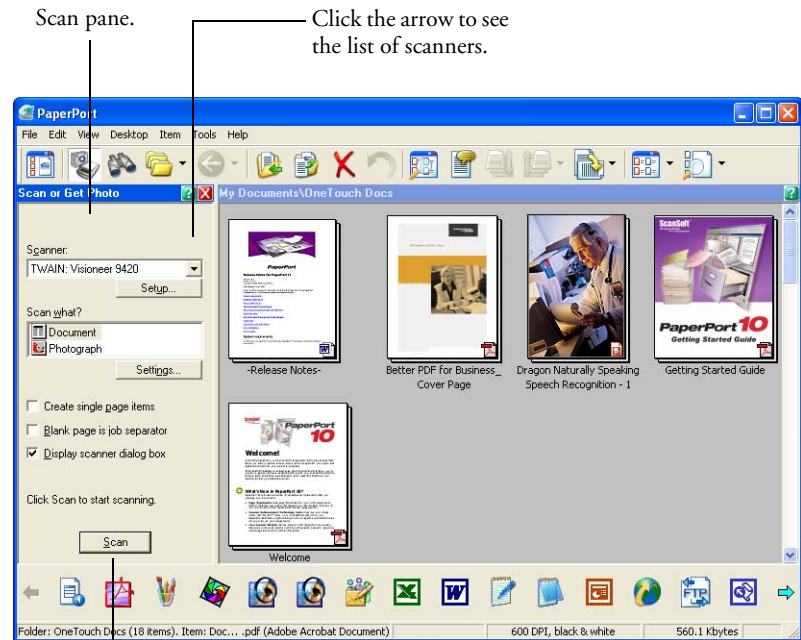
The PaperPort Desktop opens.

Scan icon.      Folders pane.



2. Click the **Scan** icon on the PaperPort command bar.

The Folders pane (which shows folders for organizing your scanned images) is replaced by the Scan pane.



If this Scan button is not active, see the section on page 37 to set up your scanner to work with PaperPort.

3. Click the Scanner drop-down arrow, and select **TWAIN: Visioneer 9420** from the drop-down list.

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**Note:** Please wait a few moments for your selection from the drop-down list to become active. This delay only occurs the first time you select from the list while PaperPort initializes the scanner. Later on, selecting from the list activates immediately.

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**Note:** If the Scan button at the bottom of the panel is not available when you make a selection from the Scanner drop-down list, then your scanner needs to be setup to work with PaperPort. See the section “Setting Up Your Scanner to Work With PaperPort” on page 37.

---

4. In the “Scan what?” section, choose to scan a **Document** or **Photograph**.

If you want to change the format of the scanned item's file name or file type before you start scanning, click **Settings**. The default file type for documents is .pdf and the default for photographs is .jpg. See the *ScanSoft PaperPort User's Guide* for more information about the PaperPort Settings.

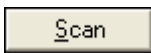


5. When scanning documents, use the **Create single page items** check box as follows:

- When the check box is selected, each page is placed on the PaperPort Desktop as an individual file.
- When the check box is not selected, the scanned pages are not placed on the PaperPort Desktop until you indicate the scanning job is finished by clicking **Done** on the TWAIN interface then clicking **Done** on the **PaperPort-Scan** window. Multiple pages are “stacked” on the PaperPort Desktop. Note that items scanned as .jpg files cannot be stacked on the desktop. Please see the *ScanSoft PaperPort User's Guide* for more information about stacks.

6. Make sure the option **Display scanner dialog box** is selected.

If this option is not selected, the TWAIN interface will not open when you click the **Scan** button. Instead, the items are scanned with the basic PaperPort settings. Documents are scanned in Black and White in the .pdf file format, and Photographs are scanned in Color in the .jpg file format.



7. Click the **Scan** button in the Scan pane.

The TWAIN Interface opens. You're ready to start scanning.

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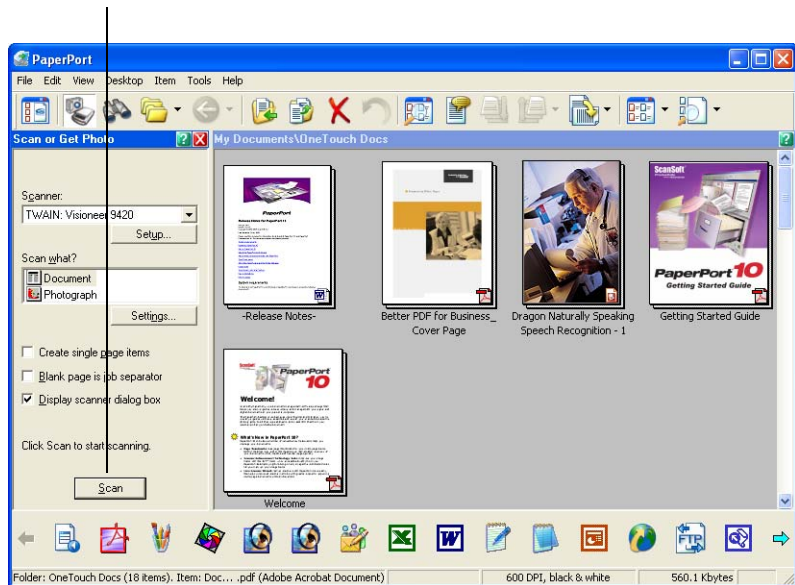
**Note:** The interface that opens—Basic or Advanced—is the one you were using the last time you opened the TWAIN interface.

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## SETTING UP YOUR SCANNER TO WORK WITH PAPERPORT

When you select a scanning option on the PaperPort window from the Scanner drop-down list, either **TWAIN: Visioneer 9420** or **WIA: Visioneer 9420** (Windows XP only), the **Scan** button at the bottom of the panel should become active. If it doesn't, you need to set up PaperPort to work with your scanner.

If this Scan button is not active, you need to set up PaperPort to work with your scanner.




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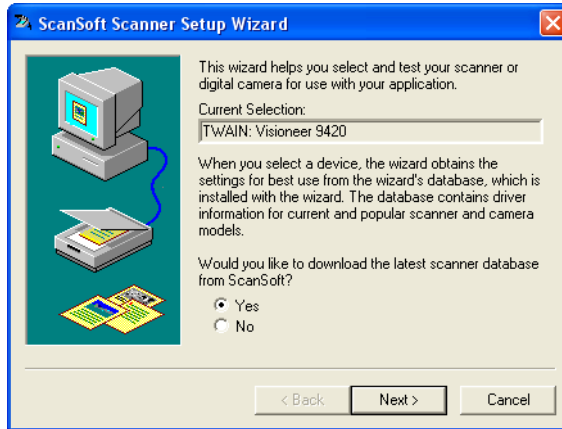
**Note:** Setting up your scanner is a one-time-only process for each option from the Scanner drop-down list. Therefore, you may have to set up your scanner once each for **TWAIN: Visioneer 9420** and **WIA: Visioneer 9420**. The setup process, described below, is the same for each option. You will not have to set up the scanner again for an option unless you uninstall the scanner and PaperPort software, then re-install them.

---

**To setup your scanner:**

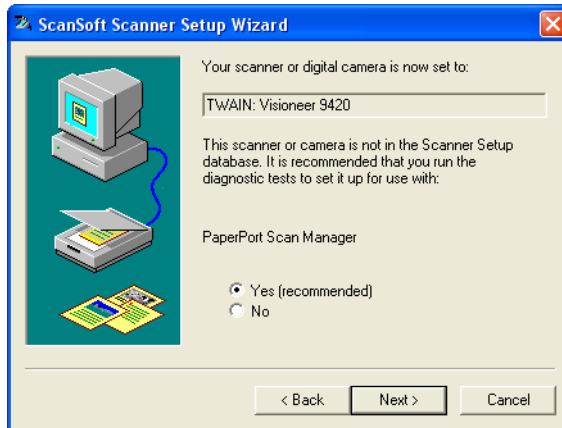
1. From the Scanner drop-down list, select one of the options, such as **Twain: Visioneer 9420**.
2. Click the **Setup** button.

A window opens to begin the setup process.



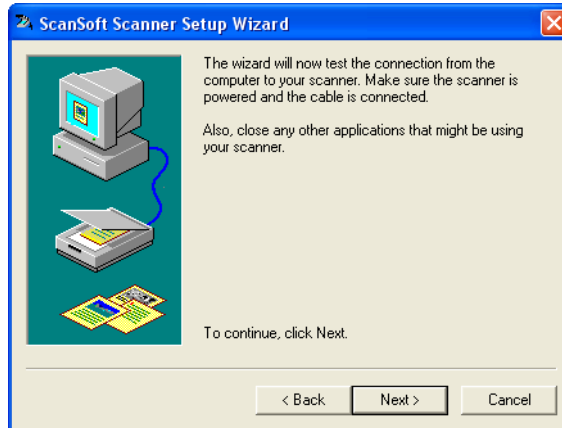
3. Click **Yes** then click **Next**.

The next window offers you the option to run hardware diagnostics.



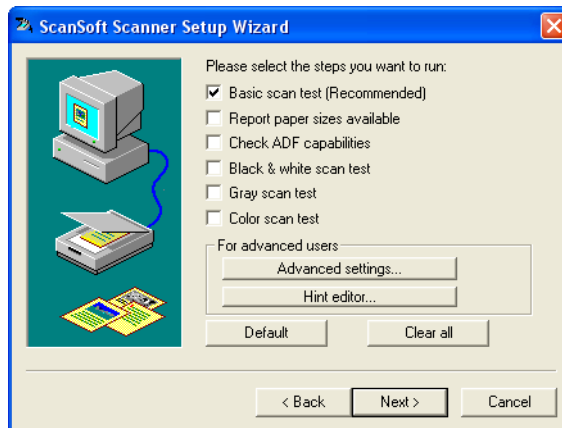
4. Click **Yes (recommended)** then click **Next**.

The next window is for checking the connection between your scanner and the computer.



5. Click **Next**.

After the Setup Wizard checks the connections, the next window is displayed. It has a series of setup options, but only the Basic scan test is necessary because your scanner was already tested and calibrated when you installed the OneTouch 4.0 software.



6. Click **Next**.

The next window tells you to insert a page or photo into the scanner.

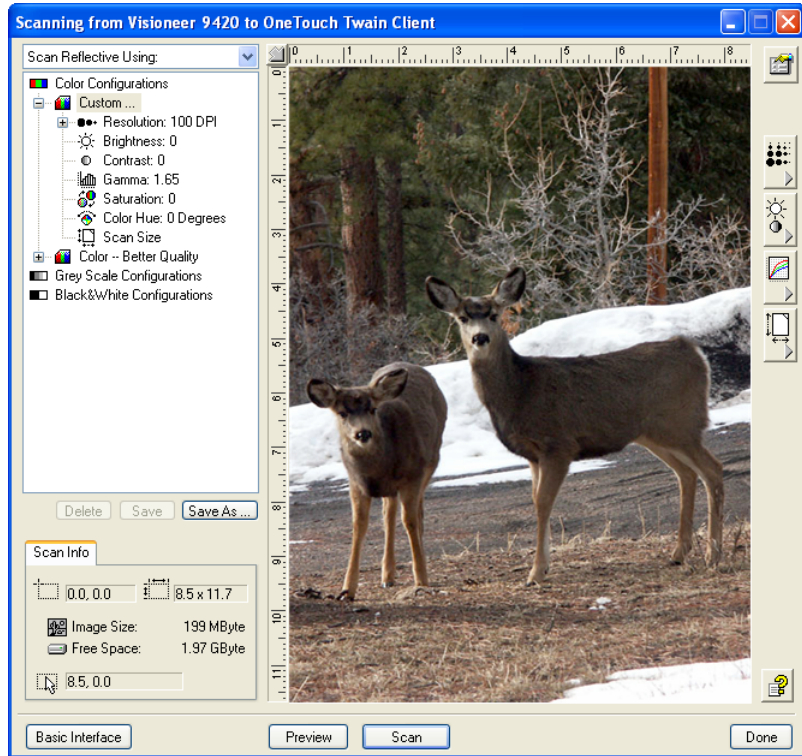


7. Place an item face down on the glass. Align the edge of the item with the arrow at the upper-left corner of the glass and close the lid.



8. Click **Next**.

The TWAIN Interface opens.




---

**Note:** If you are setting up the scanner for WIA, the WIA interface opens instead.

---

9. Click the **Scan** button on the TWAIN interface.

The Setup Wizard runs the scan test.

A message window opens that says “Basic scan test passed.”

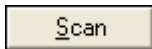


10. Click **Next** on the message window.

The final Setup window opens to let you know the setup process is finished.



11. Click **Finish**.

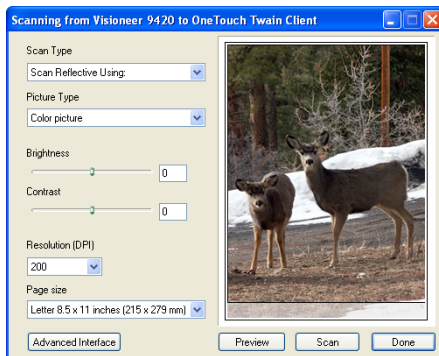


Your scanner is now setup for the scanning option you selected (in the example above, it's the TWAIN option) and the **Scan** button on the PaperPort window will now become active.

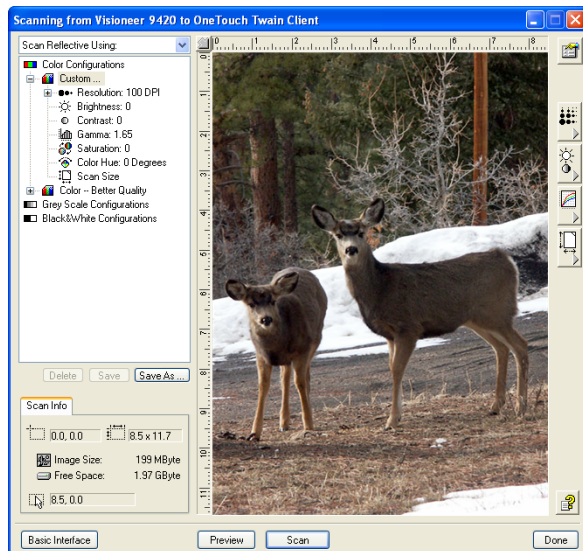
## THE TWO TWAIN INTERFACE OPTIONS

When scanning from PaperPort or other TWAIN applications, you have two TWAIN interface options:

- **Basic Interface**—Use the Basic Interface if you don't need to make many adjustments before scanning. The Basic Interface is only for scanning paper items on the Flatbed.
- **Advanced Interface**—The Advanced Interface includes all the settings of the Basic Interface, plus a wide range of more advanced settings, such as color saturation, gamma, and hue. The Advanced Interface is also where you select settings to scan 35mm slides and negatives.



The **Basic Interface** has the settings for scanning typical documents. It is only for scanning paper items on the Flatbed.



The **Advanced Interface** has all the scan settings of the Basic Interface, plus a range of additional settings for more advanced image adjustment. Use this Interface for scanning 35mm slides and negatives.

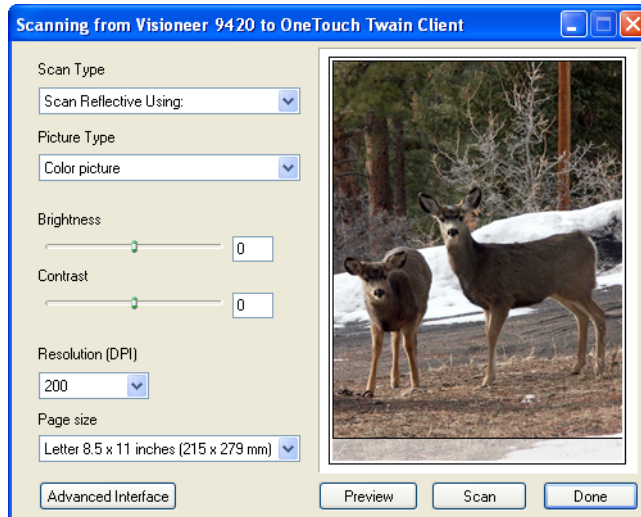
Basic Interface

To switch between the Basic and Advanced Interfaces, click the **Basic Interface** or **Advanced Interface** button.

Advanced Interface

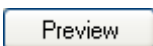
## SCANNING FROM THE BASIC INTERFACE

The Basic Interface can scan a preview of the image so you can adjust its appearance before scanning the final image. After adjusting the appearance, you click the **Scan** button on the Basic Interface (not on the scanner) to scan the item.



Click the Advanced Interface button if you would rather scan with the Advanced Interface. You must use the Advanced Interface to scan 35mm slides or negatives.

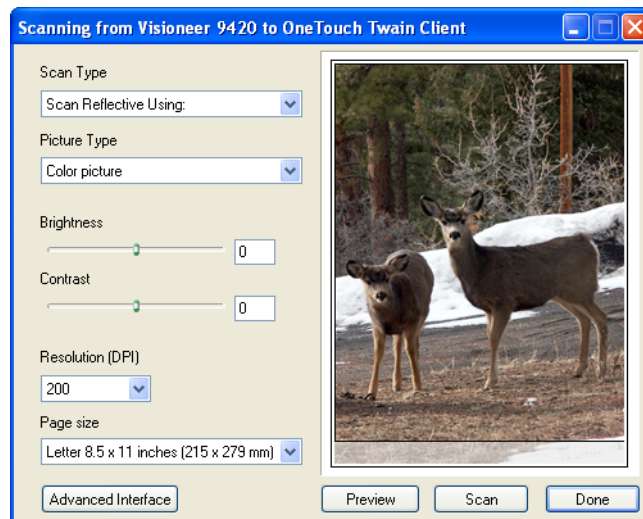
1. The **Scan Type** menu's option is only **Scan Reflective Using** for scanning paper items. You cannot use the Basic Interface to scan 35mm slides or negatives.
2. Choose the color, grayscale, or black and white option from the **Picture Type** menu.
3. Click the **Preview** button.



The scanner scans the item and displays a preview image. You can now use the options on the Basic Interface to adjust the image.

4. To adjust the brightness and contrast, drag their sliders to the left or right.

- To choose another resolution, use the **Resolution (DPI)** menu.  
You can also change the picture type again, for example, from color to grayscale, and you can change the paper size from the **Paper Size** menu. To scan only a portion of the image see the section “Scanning Part of an Image” on page 47.
- To preview the item with the new settings, click the **Preview** button again on the Basic Interface.
- When you are satisfied with the preview image, click **Scan**.



Click Scan when you're satisfied with the preview image.

Click Done when you're finished scanning.

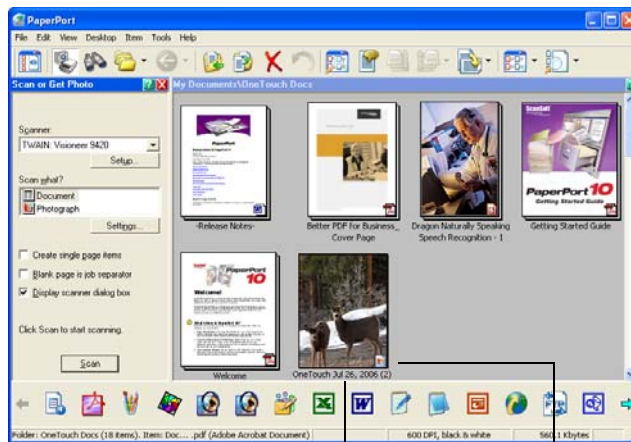
- When you're finished scanning items, click **Done** to close the Basic Interface.

9. If you're using PaperPort, the PaperPort Scan message box opens. Click **Done**.

When scanning is complete, thumbnail images appear on the PaperPort Desktop.

Single page items appear as individual thumbnails on the PaperPort desktop.

Depending on the file type you selected for the images, multiple pages appear as PaperPort stacks. For example, images with the .pdf file type can be stacked, but images with the .jpg file type cannot and will appear as individual items.



A thumbnail image of the scanned item appears on the PaperPort desktop.

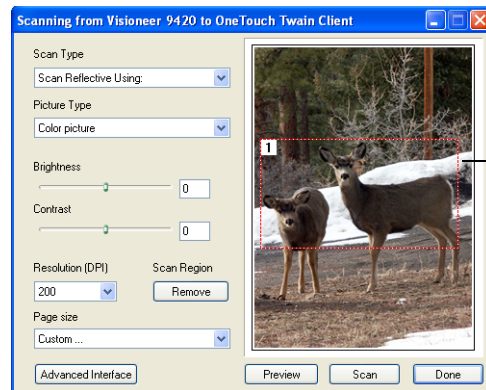
The small icon represents the file format, in this case the .jpg format.

## SCANNING PART OF AN IMAGE

To scan part of an image, you draw a box around the part you want. The scanner then only scans that portion of the image and places it in the scanning application (in this case the PaperPort Desktop).

1. Put the pointer on the image and drag a box around the section of the image that you want to scan.

A dotted outline shows the selected area in the image.



This is the image that appears on the PaperPort desktop when scanning is finished.

The selected scan area.

You can now move or resize the outline to select the specific area you want to scan.

2. To move the dotted outline, put the pointer in the selected area and drag the mouse.
3. To resize the area, put the pointer on a dotted line and drag.
4. If you want to remove the selected area and start over, click **Remove**.
5. Click **Scan** when you're ready to scan the portion of the image.

## SCANNING FROM THE ADVANCED INTERFACE

The Advanced Interface has more options for scanning than the Basic Interface. It is also for scanning 35mm slides and negatives.

1. Start PaperPort or other TWAIN application and open the TWAIN interface.

Advanced Interface

2. If the Basic Interface opens, click the **Advanced Interface** button.

The Advanced Interface opens.

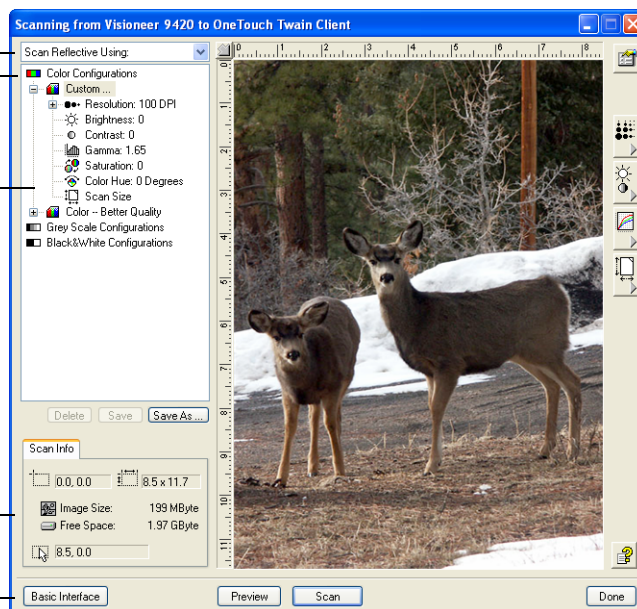
Choose a scanning option. Scan Reflective Using is for scanning paper items. The other options are for transparencies.

Click an icon to select a configuration—Color, Grey Scale, or Black&White. Clicking the “+” sign shows details of the scan settings.

Click a setting in the list to change it. The setting's options appear on the right side of the Advanced Interface where you can make changes if necessary.

Check the Scan Info to make sure your computer has sufficient space for the image. Warning icons on this box appear if your computer does not have enough space for the scanned image's file.

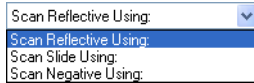
If you don't need all the features of the Advanced Interface, click Basic Interface to return to it.



Click Preview to view the image in the window.

When you are satisfied with the scan settings, click Scan.

Use these buttons to manually select settings. See “Adjusting the Image on the Advanced Interface” on page 51 for details.



3. From the menu at the top left panel, select the type of scanning:

- **Scan Reflective Using** to scan paper items.
- **Scan Slide Using** to scan 35mm slides.
- **Scan Negative Using** to scan 35mm negative filmstrips.

See “Scanning 35mm Slides and Negatives” on page 61 for information about scanning 35mm slides and negatives.

4. Click one of the icons to select a configuration.

For example, select Color Configurations then select Custom to scan a color item with the preset Custom scan settings.

The configuration settings appear as a list. Click the + (plus) sign to see the full list. Click the - (minus) sign to collapse the list.

- **Black&White** is for letters, memos, pen and ink drawings, and other black and white material. This setting produces the smallest file size for scanned items.
- **Grey Scale** scans the image using up to 256 true shades of gray. Use this setting to scan black and white photographs and other higher quality black and white images. You can also scan a color photo with this setting to turn its colors into gray shades. The file size is about one third the size of a color scan.
- **Color** scans the image in full color. Use this setting to scan color photographs and other color images. The file size is the largest of the image type options.

5. Click the **Preview** button to view the image before scanning.

6. Review the image to determine if adjustments are needed.

7. To adjust a setting, click the setting in the list on the left below the selected configuration.

A panel opens on the right side of the Advanced Interface for the selected setting. Select new options on that panel. See “Adjusting the Image on the Advanced Interface” on page 51 for details on changing scan settings.

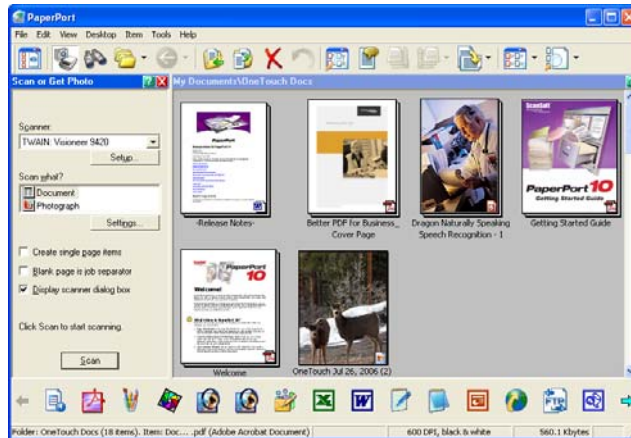
8. (optional) To preview the image again, click the **Preview** button again. Re-adjust the settings if necessary.



9. When you're satisfied with the image, click the **Scan** button.
10. When you're finished scanning items, click **Done** to close the Advanced Interface.
11. If you're using PaperPort, the PaperPort Scan message box opens. Click **Done**.

When scanning is finished, a thumbnail of the scanned image(s) appears on the PaperPort desktop.

Single page items appear as individual thumbnails on the PaperPort desktop.



12. Use the PaperPort software to work with the image.

## GETTING HELP WITH THE PAPERPORT SOFTWARE

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

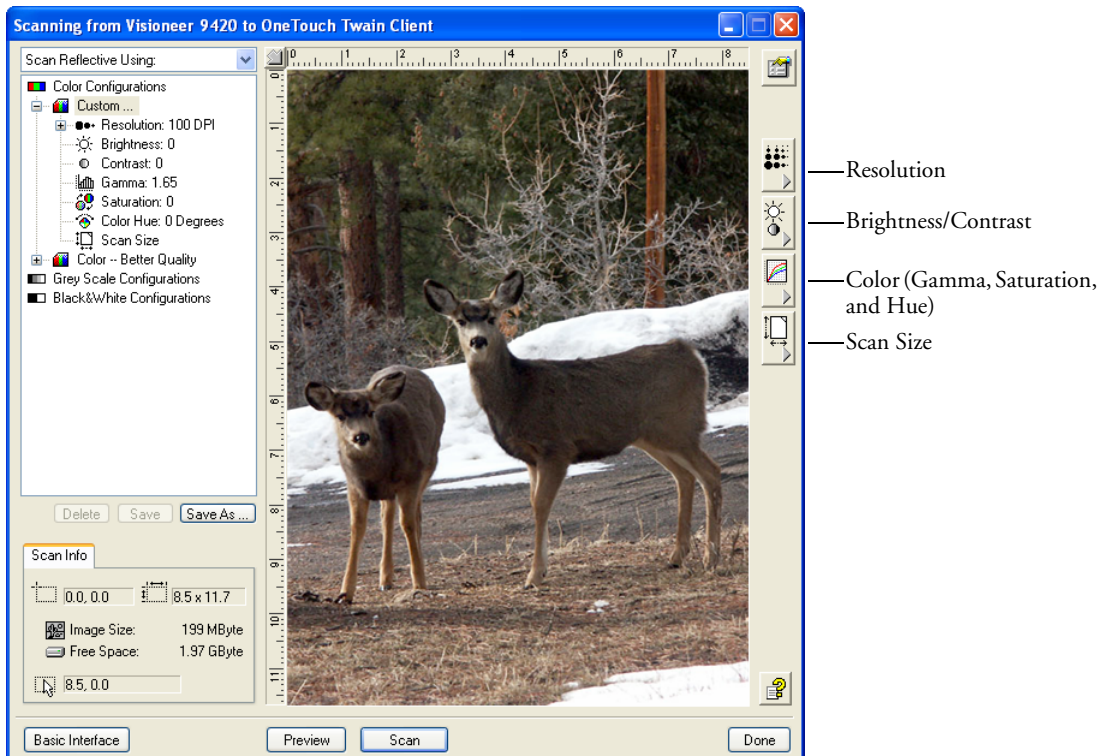
You can also refer to the *PaperPort Getting Started Guide*.

## ADJUSTING THE IMAGE ON THE ADVANCED INTERFACE

You can adjust the scan settings on the Advanced Interface to produce the best possible image for the items you're scanning.

### To adjust a setting:

1. On the left side of the Advanced Interface, select a configuration, for example, Color Configurations.
2. Click a setting in the list of settings, or click its corresponding button on the right side of the Advanced Interface.

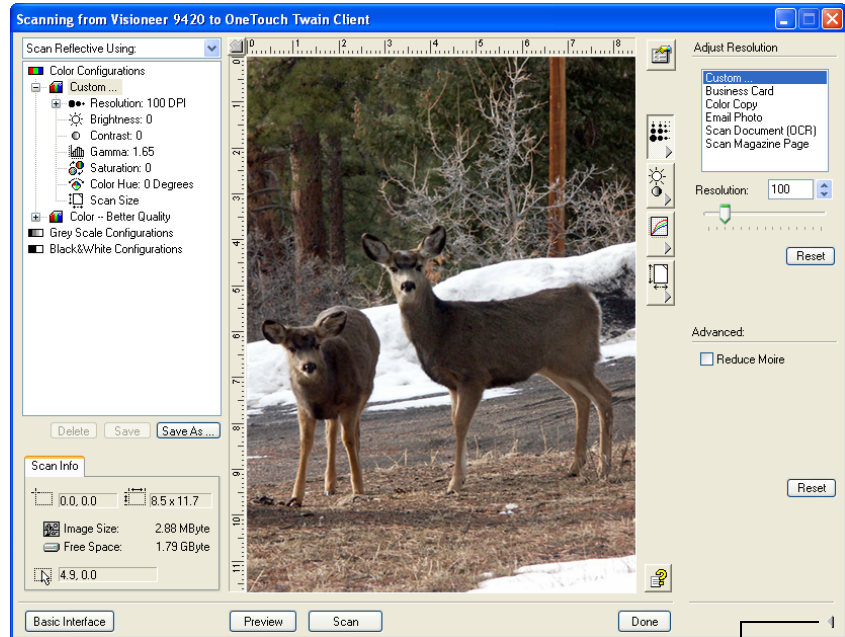



---

**Note:** The list of scan settings for a configuration applies only to that type of configuration. For example, the Black&White Configuration does not have a setting for adjusting the Color Hue.

---

The following figure shows an example of the Advanced Interface if you click the Resolution setting in the list, or click the Resolution button.



Click to close the settings panel

---

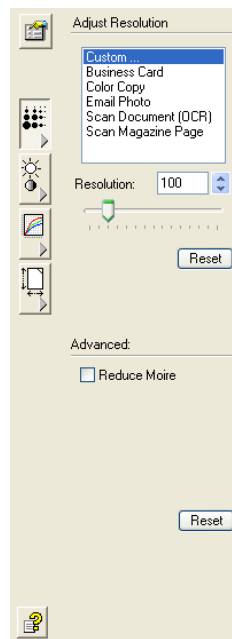
**Note:** The information in the scan settings list and the options you select on the various settings panels are interactive. As you change the settings on the panel, the numbers in the list on the left also change.

---

## ADJUSTING THE RESOLUTION

Resolution determines the amount of detail you can see in the scanned image. The resolution setting for a scan is in dots-per-inch (dpi). The higher the resolution, the finer the details, however, higher dpi settings also take longer to scan and produce larger files sizes. Usually the higher resolution settings are used for precision work, such as photographs or fine artwork.

The following figure shows the resolution options.



---

**Note:** The location of various buttons on the panels may be slightly different on your Advanced Interface window. The appearance of the window depends on your monitor's screen resolution.

---

**To adjust the resolution:**

1. To use one of the preset resolutions for typical scanned items, click one of the options in the list.

For example, to set the resolution for scanning a business card, select Business Card. That setting is preset to read small print on a typical business card.

2. To set the resolution manually, drag the **Resolution** slider to the left to decrease the resolution or to the right to increase it.

You can also type a number directly into the resolution setting box, or click the up and down arrows to increase or decrease the setting.

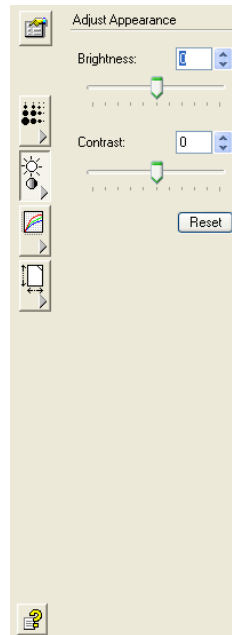
3. Click **Reset** to return the resolution to its original setting.

The resolution panel also includes an advanced setting for Moire patterns. Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. To scan the image and limit or eliminate moire patterns, select the **Reduce Moire** option.

## ADJUSTING THE BRIGHTNESS AND CONTRAST

Sometimes an item is scanned with the brightness and contrast set to be too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

The following figure shows the brightness and contrast options. Contrast is only available for Color and Grey Scale configurations.



### To adjust the brightness and contrast:

1. Drag the **Brightness** slider to the left to make the item darker or to the right to make the item lighter.
2. Drag the **Contrast** slider to the left to decrease the contrast or to the right to increase the contrast.

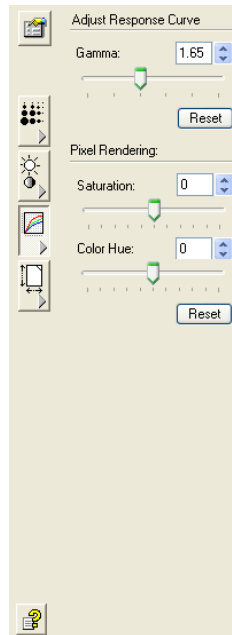
You can also type a number directly into the brightness or contrast setting boxes, or click the up and down arrows next to the box to increase or decrease the setting.

3. Click **Reset** to return the settings to their original numbers.

## ADJUSTING GAMMA, SATURATION, AND COLOR HUE

If you're using the Color Configuration to scan, you can adjust a group of color settings. Gamma controls the brightness of the color midtones, saturation is the strength or purity of a color, and hue is the color your eyes see as reflected from the image.

The following figure shows the color options.



To adjust the color settings:

1. Drag the **Gamma**, **Saturation**, and **Color Hue** sliders to the left to decrease the settings or to the right to increase the settings.

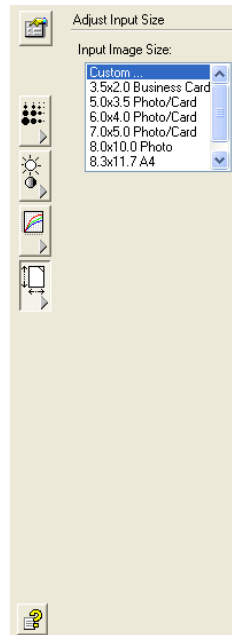
You can also type a number directly into the setting boxes, or click the up and down arrows next to the boxes.

2. Click **Reset** to return the settings to their original numbers.

## ADJUSTING INPUT SIZE

You can scan documents up to 8.5" by 11.69", but you can select other scan sizes, or adjust the input size to scan only specific sections of an image. For example, if you're scanning a photograph and want to focus on one section, adjusting the input size removes the rest of the photograph from the final scanned image.

The following figure shows the input size options.



### To manually set the image size:

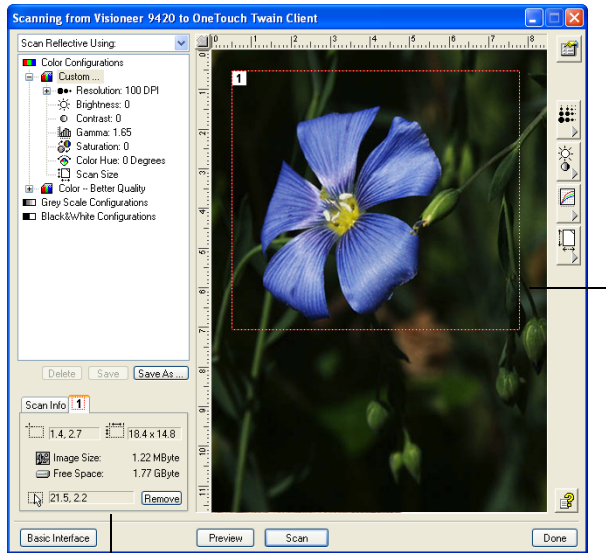
1. To scan at one of the preset input sizes, select the image size from the menu.

To scan a specific area of the image, click on the image and drag a box around the area you want.

The dotted outline shows the selected area in the image.



The following figure shows an example of a manually selected area.



The Scan Info box shows the size and position of the area.

The selected scan area.



This is the image that appears on the PaperPort desktop when scanning is finished.

Note that the selected area in the example has the number “1” in its upper left corner indicating it is your first selected area. You can select up to six separate areas on an image at a time.

You can now move or resize the outline to select the specific area you want to scan.

2. To move the dotted outline, put the pointer in the selected area and drag the mouse.
3. To resize the selected area, put the pointer on a dotted line and drag the line.

As you drag the dotted line, the menu selection for the image size changes to **Custom** to indicate you are customizing the size.

The Scan Info box on the lower left portion of the Advanced Interface shows the information for the new area. If you selected multiple areas, tabs on the Scan Info box represent each area. Click on an area's tab to see its Scan info.

4. If the dotted line is not exactly where you want it, put the pointer on the line and drag the line.
5. If you want to remove the selected area and start over, click **Remove** on the Scan Info box.

---

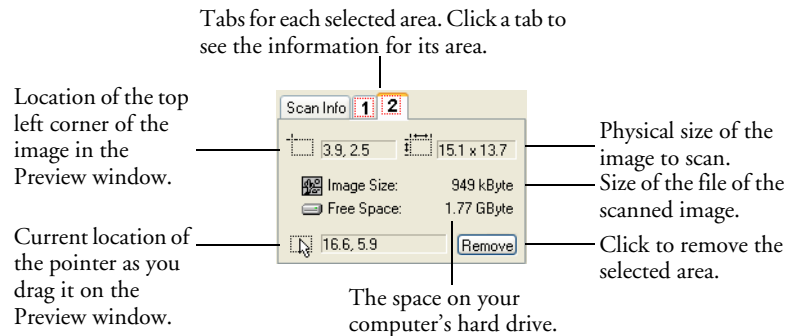
**Note:** Clicking **Remove** re-selects the entire 8.5" by 11.69" area.

---

6. When the settings are what you want, click **Scan**.

## THE SCAN INFO BOX

The following figure shows the information on the Scan Info box:



## THE RULER UNITS

The ruler around the edges of the image help you precisely position a custom sized image. You can change the ruler units to suit the type of measurements you want.

### To set the ruler units:



1. Click the arrow icon at the top left corner of the Preview Image on the Advanced Interface.
2. As you click the icon, the ruler units cycle among inches, centimeters, and pixels.

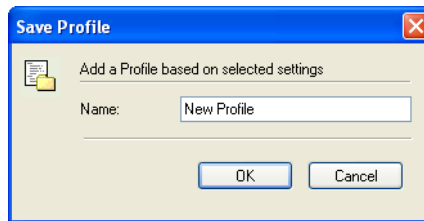
## CREATING A NEW ADVANCED INTERFACE PROFILE

You cannot change the settings of the preset profiles in the Advanced Interface. However you can create new profiles and save them for future use.

### To create a new profile:

1. On the Advanced Interface, select one of the preset profiles, for example, Black&White Configurations>Custom.
2. Adjust the settings as required then click the **Save As** button.

The Save Profile dialog box opens.



3. Type a name for the new profile and click **OK**. The name must be at least two characters long.

Your new profile is added to the configuration list.

### To change or delete a profile you created:

1. Select your profile from the configuration list.
2. Make changes to the profile as needed, and then click **Save**.
3. If you want to delete the selected profile, click **Delete**.

## SCANNING 35MM SLIDES AND NEGATIVES

Your 9420 OneTouch scanner is specially designed to scan 35mm slides and negatives. You can scan both positive and negative film images.

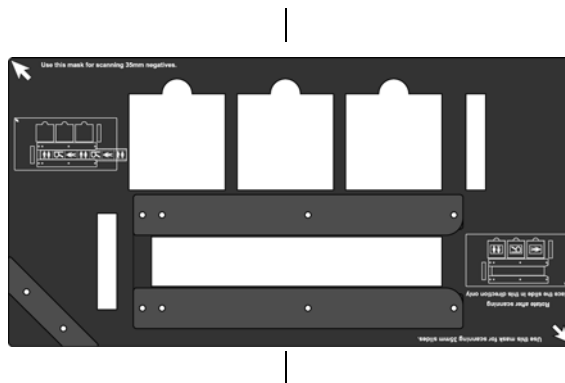
### A BRIEF EXPLANATION

Your scanner has sensors that capture the image of the item being scanned. Those sensors are located in the body of the scanner. When you scan a paper item, the light in the bottom of the scanner shines up on the paper and reflects the paper's image down onto the scanning sensors. If a 35mm slide or negative is on the glass, however, the light from the bottom of the scanner would shine up through the transparent 35mm slide or negative and would not reflect its image onto the sensors. That is why your scanner has a light in its lid. When you scan a 35mm slide or negative, the light in the bottom of the scanner turns off, and the light in the lid shines down through the film onto the sensors to capture the film's image.

### THE SCANNING MASK

The scanning mask that you received with the scanner has places for both 35mm negative film strips and 35mm slides.

The mask has three holders for 35mm slides.



The filmstrip holder is for 35mm negative filmstrips.

## POSITIONING 35MM SLIDES IN THE MASK

1. Place the mask on the glass so the arrow on the mask labeled **Use this mask for scanning 35mm slides** is aligned with the arrow in the upper left corner of the scanner.

Make sure the text on the mask faces up so it fits properly on the glass, aligned at the corner.



2. Follow the printed directions on the mask and place the 35mm slides horizontally into the slide holder.



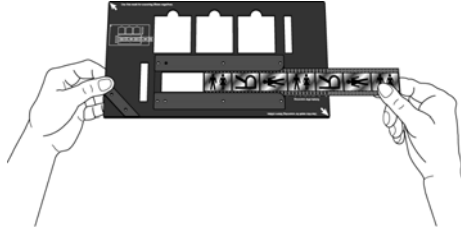
Calibration slot.

Notice that the mask has a narrow slot next to the slide holder. That slot is for calibration to assure that you get the best possible scan results. Do not place items in the calibration slot.

3. Close the lid. You're now ready to start scanning the slides.
4. See "Scanning 35mm Slides or Negatives from the TWAIN Interface" on page 64 to start the scanning.

## POSITIONING A 35MM NEGATIVE FILM STRIP

1. Slide the filmstrip into the 35mm negative mask and center the frame you want to scan in the opening.



2. Place the mask on the glass so the arrow on the mask labeled **Use this mask for scanning 35mm negatives** is aligned with the arrow in the upper left corner of the scanner.



The 35mm negative holder also has a calibration slot next to it. Do not place items to be scanned in the calibration slot.

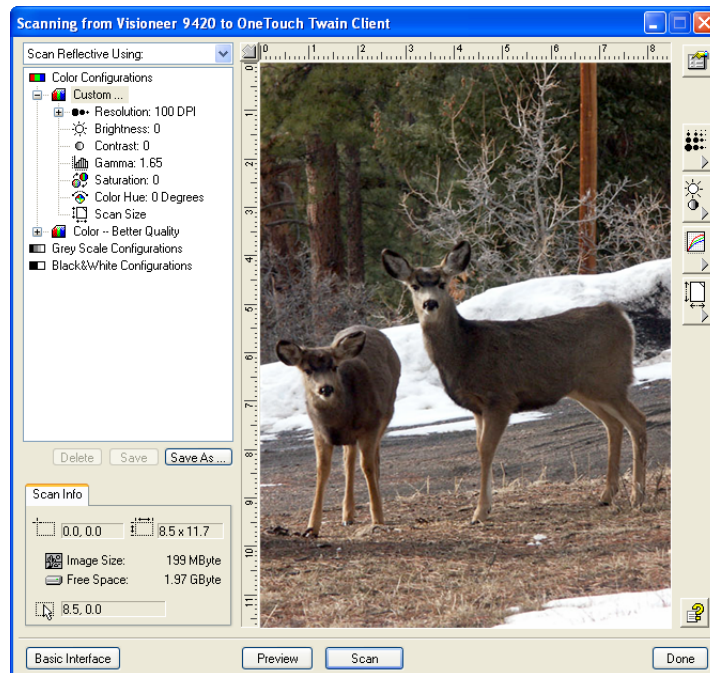
3. Close the lid. You're now ready to start scanning the negatives.
4. See "Scanning 35mm Slides or Negatives from the TWAIN Interface" on page 64 to start the scanning.

## SCANNING 35MM SLIDES OR NEGATIVES FROM THE TWAIN INTERFACE

1. Place the 35mm slides or negatives into the scanning mask and position the mask on the scanner glass. Close the scanner lid.
2. Open the TWAIN interface in one of the TWAIN applications on your computer.

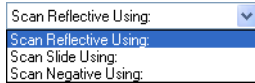
To use the PaperPort software to open the TWAIN interface, see “Accessing the TWAIN Interface” on page 32.

3. The TWAIN Advanced Interface opens.



Advanced Interface

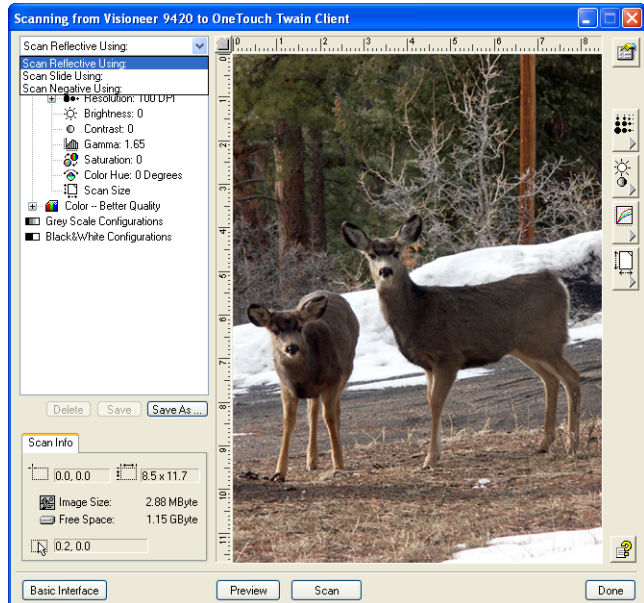
If the Basic Interface opens instead, click the **Advanced Interface** button.



4. Click the drop-down menu at the top of the Advanced Interface and choose the type of transparency to scan.

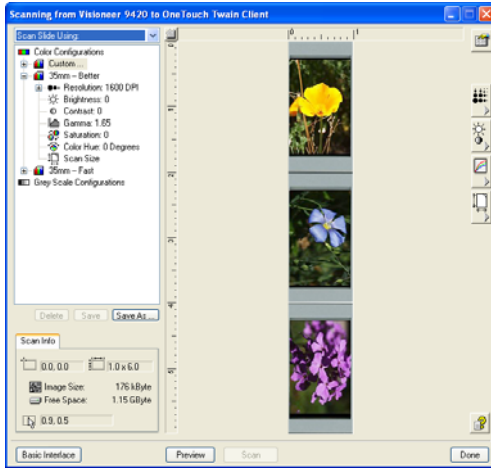
- **Scan Slide Using** to scan 35mm slides.
- **Scan Negative Using** to scan 35mm negative filmstrips.

Choose a transparency scanning option: \_\_\_\_\_  
**Scan Slide Using:**  
 for 35mm slides.  
**Scan Negative Using:**  
 for negatives.

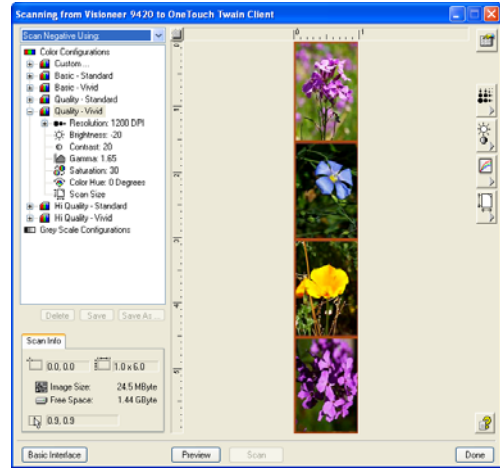


The Advanced Interface then shows a representation of the type of transparency you are scanning.





This example of the Advanced Interface is for scanning 35mm slides.



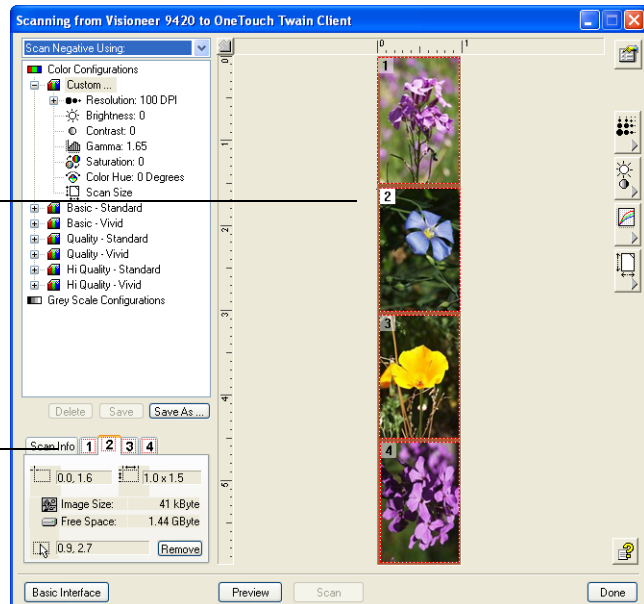
This example of the Advanced Interface is for scanning a filmstrip of 35mm negatives.

##### 5. Click **Preview** to preview the image.

The scanner scans a preview image of the slides or negatives. Selection boxes appear on the window. The selection boxes show where the scanner will scan for the images.

Selection boxes appear around the images. Four boxes appear for negatives (as shown here), and three for 35mm slides. Selection box 2 is selected here. Click on a box to select it.

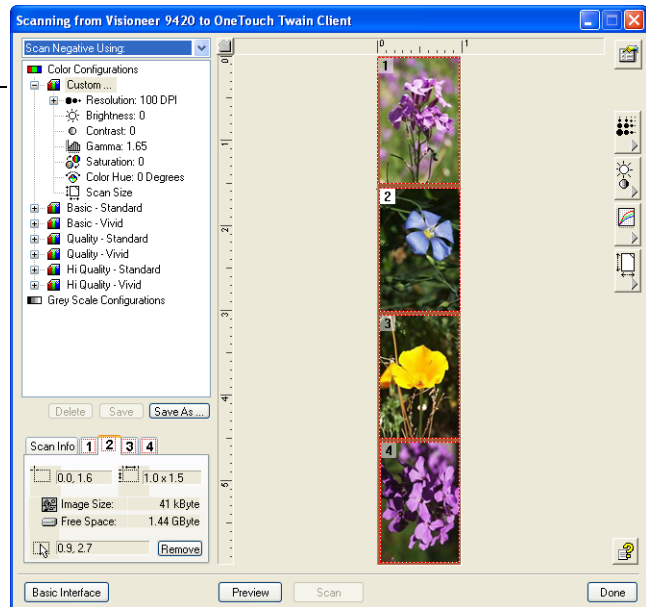
The selection boxes are also represented by the tabs here on the Scan Info box. Click on a tab to see the information about a selected image. See "The Scan Info Box" on page 59 for details.



- From the list on the left side of the interface, select the scan configuration for the images.

Note that as you select different configurations, the images change based on the selection. For example, if you select Grey Scale, the images will be in shades of grey. Similarly, select a configuration for vivid colors and the image colors will be deeper and more intense.

Click an icon to select a configuration—Color or Grey Scale. Clicking the “+” sign shows details of the scan settings.



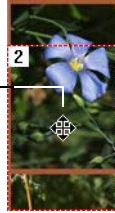
- Use the selection boxes to select the image to scan, crop an image, or remove it from scanning.
  - Move the selection box**—You may need to move a selection box to fit exactly over the image you want to scan. For example, if you only have three negatives in a film strip, the boxes will not be aligned directly on the images and you will need to move them.

To move a selection box, put the pointer in the box. The pointer becomes a four-headed drag arrow. Press and hold down the mouse button and drag the box so it fits exactly over the image.

This example shows a selection box not aligned directly over the image.



Put the pointer into the box. The pointer becomes a four-headed arrow. Press and hold down the mouse button then drag the box to its correct position.



This shows the box now positioned correctly over the image.



- Crop an Image**—You can crop an image so only a portion of the image is scanned. To crop the image, put the pointer on one of the box edges. The pointer becomes a resize pointer. Press and hold down the mouse button and drag the edge to crop the image.

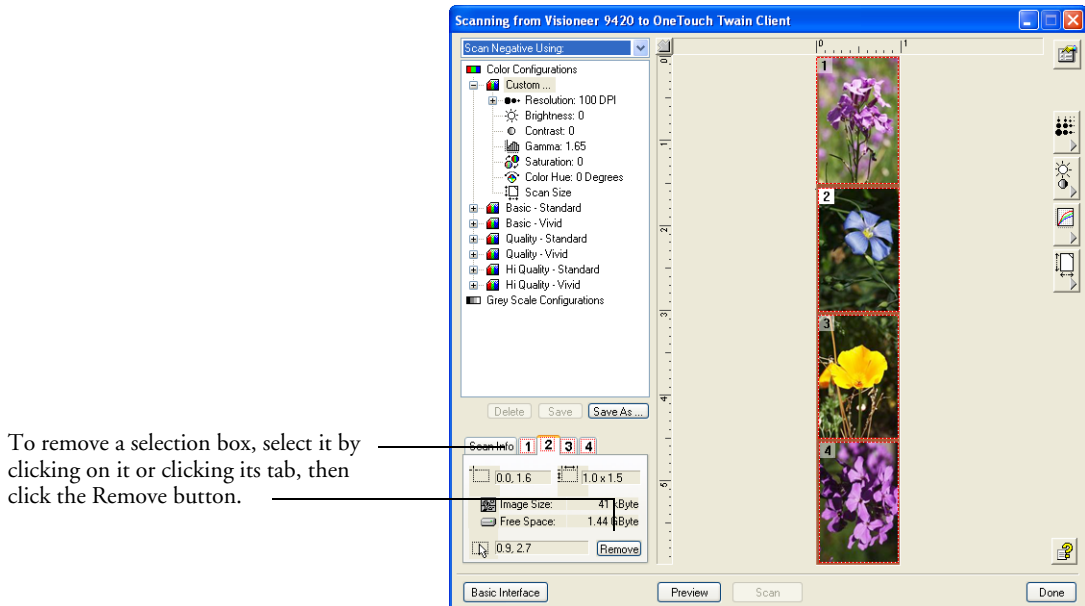
Put the pointer on an edge. The pointer becomes a resize pointer. Press and hold down the mouse button then drag the edge to crop the image.



When the image is scanned, only the cropped section is scanned.



- **Remove an image from scanning**—You may want to only scan one negative in a filmstrip. In that case, you remove selection boxes around the other images. To remove a selection box, select it by either clicking in it or clicking its tab on the Scan Info box, then click the **Remove** button on the Scan Info box.



8. You can also adjust the image quality and select new TWAIN settings. See “Adjusting the Image on the Advanced Interface” on page 51 for details about adjusting settings.

---

**Tip:** For 35mm slides or negatives, set the resolution to 1200 dpi or better. Visioneer recommends using a resolution of 2400 dpi. Refer to “Adjusting the Resolution” on page 53 for steps to set the resolution.

---

9. Click **Scan** when you are satisfied with the image.
10. When you’re finished scanning the slides or negatives, click **Done** to close the Advanced Interface.
11. The scanned image appears in the scanning application, where you can then modify the image.

# Configuring the Scanner

When you first connect your scanner to a computer, the scanner's software configures each OneTouch button with appropriate settings consisting of: a **Destination Application**, a **Scan Configuration**, and a **Document Format**. To change the settings, you reconfigure the buttons by selecting new options from the OneTouch Properties window.

## To open the OneTouch Properties window:



1. Click the OneTouch icon.

On the button panel, right-click the button you want to configure. The OneTouch Properties window opens for that button.

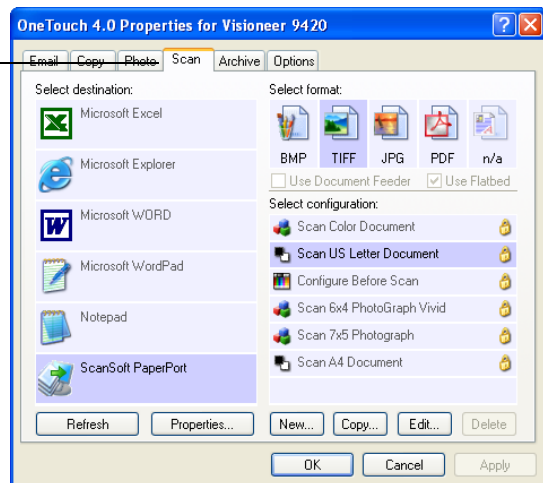
---

**Note:** Remember that left-clicking a button on the OneTouch Button Panel starts the scanner scanning. *Right-clicking* opens the OneTouch Properties window.

---

You can also open the window by pressing and holding down a button on the scanner. See “Check a Scanner Button’s Settings Before You Scan” on page 26.

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



## ABOUT THE ONETOUCH PROPERTIES WINDOW

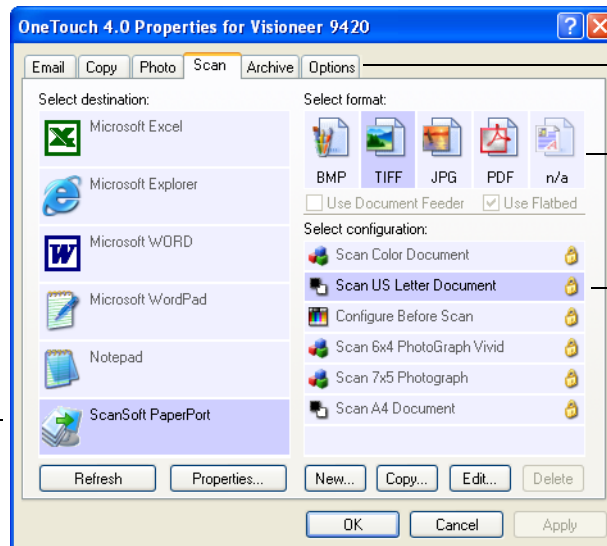
The OneTouch Properties window is where you can select new settings for the buttons. The tabs across the top of the window correspond to the buttons on the scanner.

**Note:** Some of the options on the OneTouch Properties Window (and other OneTouch windows and dialog boxes) are “grayed out” and are not available. Grayed out options are not appropriate for your Visioneer 9420 scanner. If you use the OneTouch application with other Visioneer scanners, grayed out options become active, if appropriate.

The following example of the OneTouch window shows the settings for Scan button. The button is set to scan with the scan configuration named Scan US Letter Document and then open PaperPort to display the scanned image. The format option is set to scan in the TIFF image format.

Click the tab that corresponds to the scanner button you want to configure.

Select the Destination Application that will open when you are finished scanning. You use the destination application to view and work with your scanned images.



Click this tab to select options.

Select the file format for your scanned images.

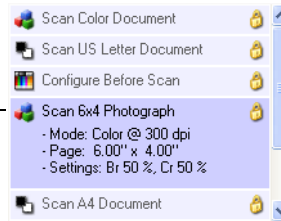
Select a configuration for scanning the item.

The settings on the Properties window are:

**Select Destination**—The list of applications that can open to display the scanned image for the selected button. To configure the list of available applications, click the Options tab at the top of the dialog box and select the desired options. See “Selecting Options for a Button” on page 91 for more information.

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

Click a configuration to view the details of its settings. Click again to close the details.



These icons next to each scan configuration indicate the scanning mode:



Color



Black and White



Grayscale



Configure  
Before Scan

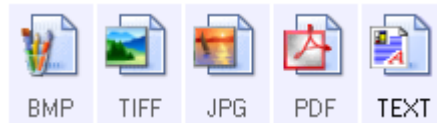
---

**Note:** Use Configure Before Scan if you want to set the scanning mode manually before scanning. See “Configure Before Scan” on page 105.

---

You can also click the **Edit** button or double-click the configuration to see more detailed information about it.

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

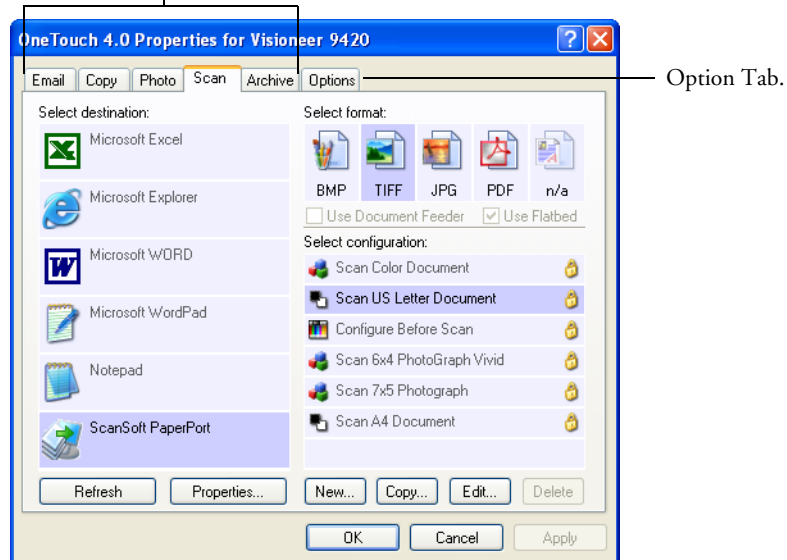


The button names indicate their file types. See “Selecting Format Options” on page 85 for more about the formats.

**Button tabs**—click to select a button. The settings in the window then correspond to the selected button.

**Options tab**—displays a window for choosing options related to the selected Destination Application.

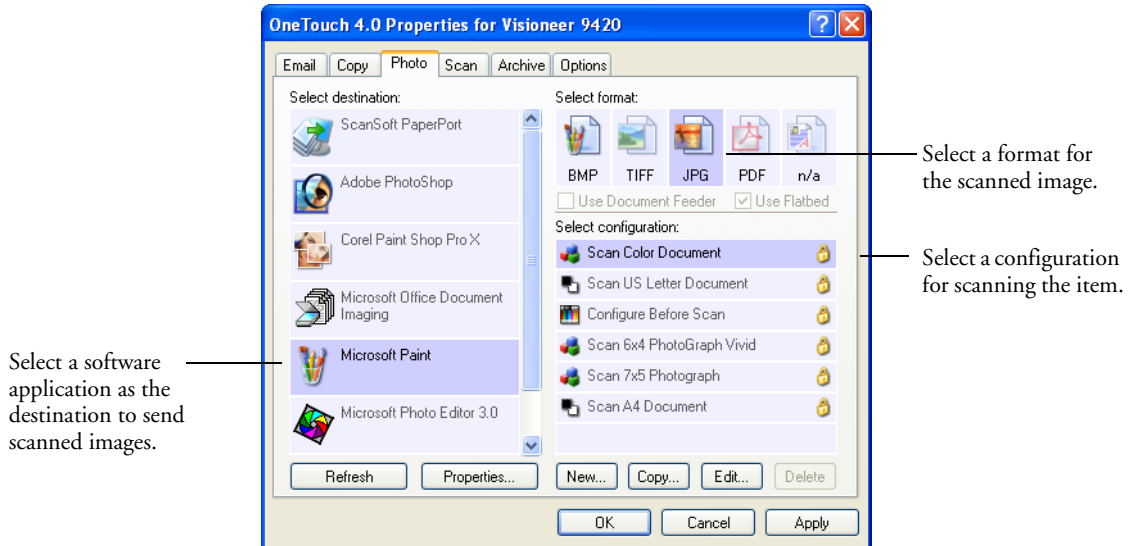
Button Tabs.





## SELECTING NEW SETTINGS FOR A BUTTON

For each of the five OneTouch buttons, you can select a new **Destination Application**, **Scan Configuration**, and **Document Format**.



### To select new settings for the Scanner Button:

1. Click the tab of the button you want to change.

Each button has its own settings. So, as you click the tabs, the available settings on the window change to show them for each button.

2. From the **Select Destination** list, select the application where you want documents sent when scanning is finished.

See “Selecting Options for a Button” on page 91 to display a full list of the Destination Applications that you can use with the scanner.

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**Note:** If you select a word processing program such as Microsoft WordPad or Microsoft Word and a page format that can be used for OCR (such as Text or RTF) the text in scanned images is automatically converted to word processing text.

---



3. From the **Select Configuration** list, select a scan configuration.

To scan in color, select one of the configurations indicated by the small color icon, such as the Scan Color Document configuration.

The scan configuration list is preset for the application you select in the Select Destination list. If you select a different application, the configurations are for that application. However, you can create your own scan configurations as well.

4. Select a **Format** option.

The available options apply to the Destination Application you select. For example, if you select Microsoft Word as the Destination Application, the available formats are for text, such as .txt and .rtf. But if you select Microsoft Paint as the Destination Application, then the available formats are for graphics, such as .bmp and .jpg.

5. Click **OK** to accept the changes and close the window.

To accept the changes and keep the window open so you can work with other features, click **Apply**.

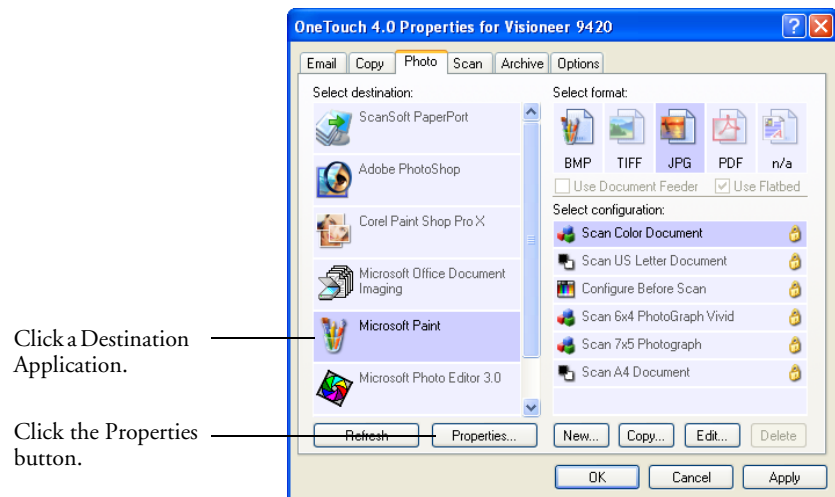
Note that while the OneTouch Properties window is open, you cannot scan by clicking a button on the Button Panel. You must close the OneTouch Properties window first. However, you can scan at any time by pressing a button on the scanner.

Now when you press or click a scanner button, the document is scanned using the new settings for that button.

## SETTING DESTINATION APPLICATION PROPERTIES

The different types of Destination Applications have various properties that you can select.

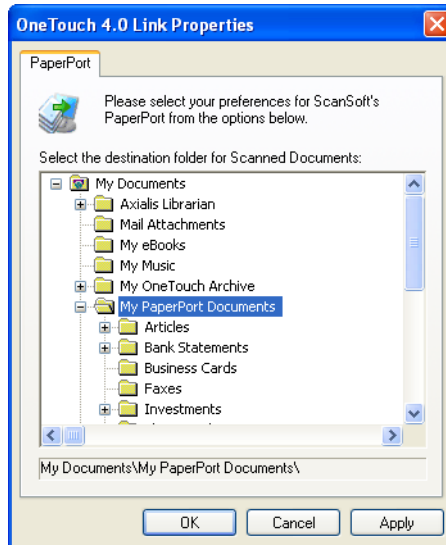
1. On the OneTouch Properties window, click a Destination Application.
2. Click the **Properties** button.



A OneTouch 4.0 Link Properties dialog box opens for the type of Destination Application you selected, and the available options are for that application.

## PAPERPORT PROPERTIES

These properties apply to PaperPort, and are for designating the folder to receive your scanned items.

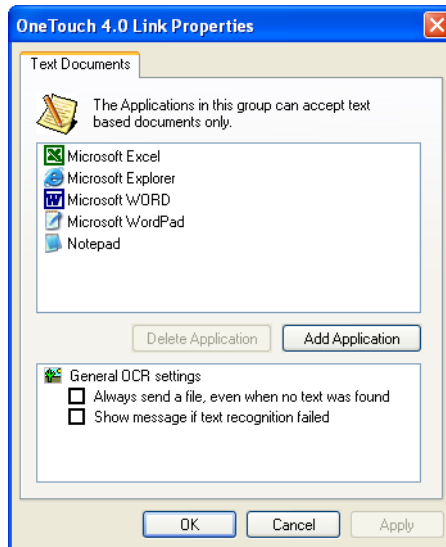


1. Select the PaperPort folder where you want the file of the scanned image to be located.
2. Click **OK**.
3. Click **OK** or **Apply** on the OneTouch Properties window.

When PaperPort opens after you finish scanning, the thumbnails of your scanned documents are on the PaperPort Desktop in that folder.

## TEXT DOCUMENTS PROPERTIES

These properties apply to Microsoft Word, Microsoft Excel®, and the other applications indicated by their icons in the list. The properties apply to the OCR settings for the applications.

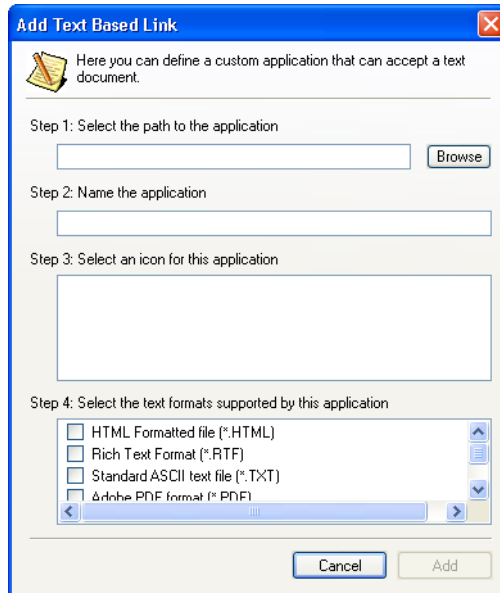


1. Click in the OCR settings boxes for the options you want.

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

- **Always send a file, even when no text was found**—The scanned file is sent to the OCR reader even if the image does not appear to contain text. This could occur if you scanned a photograph with a scanner button set for text applications.
- **Show message if text recognition failed**—A message will appear on the screen if the OCR reader does not detect text in the image.

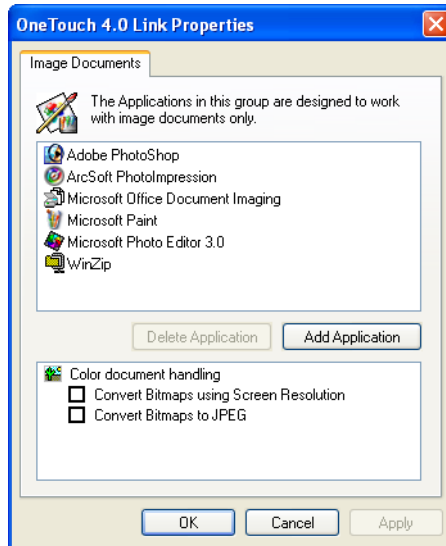
2. To add another application to the list, click the **Add Application** button. The Add Text Based Link dialog box opens.



3. Click **Browse** to find the application you want to add to the list.  
When you select the application using the Browse button, steps 1 and 2 on the dialog box are automatically filled in, and the application icon appears in step 3.
4. Select the icon in Step 3 of the dialog box. That is the icon that will appear in the OneTouch Destination List.
5. In step 4 of the dialog box, select the file formats that the application will accept.  
Refer to the documentation that you received with the application to see which text formats the application accepts.  
The options you select at step 4 determine the page format icons in the OneTouch Properties window for that group of applications.
6. Click the **Add** button.
7. Click **OK** or **Apply** on the Link Properties window.
8. Click **Refresh** on the OneTouch Properties window.
9. Click **OK** or **Apply** on the OneTouch Properties window.

## IMAGE DOCUMENTS PROPERTIES

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



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

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

- **Convert Bitmaps using Screen resolution**—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.
- **Convert Bitmaps to JPEG**—JPEG files can be compressed to produce smaller file sizes and, therefore, shorter transmission times when you email the file or upload it to the internet. Use this option to provide that compression capability to image files.

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

See the steps on page 79 to add an application to the list.

- Click **OK**.
- Click **OK** or **Apply** on the OneTouch Properties window.
- Click **Refresh** on the OneTouch Properties window.

## STORAGE PROPERTIES

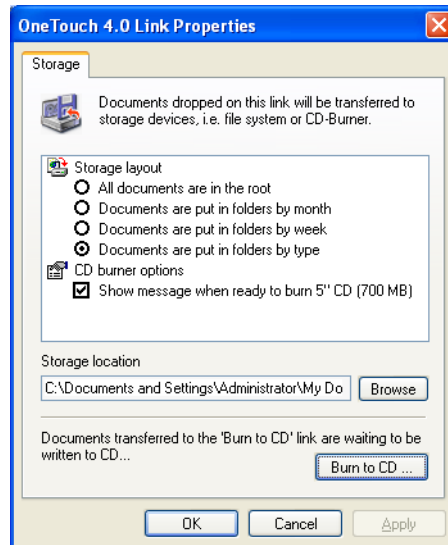
These properties apply to the Destination Application named Transfer to Storage. If a CD burner is attached to your computer, you can also use this dialog box to start the Burn to CD process. See the section “Scan and Burn to a CD” on page 110.

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**Note:** The Burn to CD option is only available for Windows XP with a CD burner installed on your computer.

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You can also set up multiple configurations to store scanned items in separate locations. See “The Storage Options Tab (Archive)” on page 101 and “Scanning to Multiple Folders” on page 119.





1. Click the Storage Layout options you want.
  - **All documents are in the root**—The scanned documents are saved in the root of the folder specified in the Storage Location.
  - **Documents are put into folders by month, week, or type**—Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders. New folders are created for each month and week so you can keep track of when you scanned the documents.
2. Click the **Browse** button to specify the location to store the scanned documents, or type a location directly into the box.

If you are scanning to a shared network drive, it must be a mapped drive. For more information about mapped drives, see your network administrator.

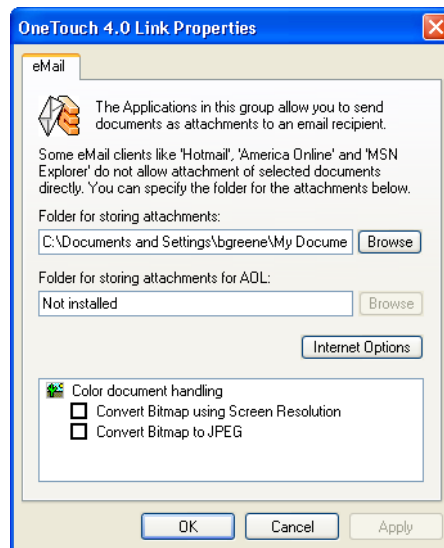
If you have a CD burner attached to your Windows XP computer, the option **Show message when ready to burn 5" CD (700MB)**, should also be selected so you will see a message when it's time to click the **Burn to CD** button.

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

## EMAIL PROPERTIES

These properties apply to email applications so you can specify the folder for documents that you will attach to an email message.

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



1. Click the **Browse** button for **Folder for storing attachments** and choose a folder for your email attachments.
2. If you are using AOL on your computer, and the folder name for AOL is incorrect, click the **Browse** button and find the correct AOL folder.

For scanned images to be auto-attached to a blank email message, you must have the specific folder location AOL uses to find the attachments. Please contact AOL for more information about the folder location in which AOL stores attachments.

3. If you need to change your email client, or any other internet options, click the **Internet Options** button.

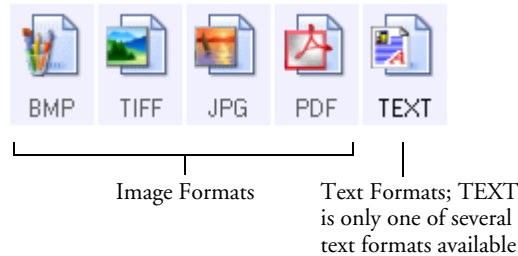
The Windows Internet Options Control Panel opens. Click the Programs tab and choose a new email client from the Email list. These are the standard Windows Internet options. Please see your Windows documentation for more information about Internet options. If you are using AOL, please see the AOL user manual for making changes to the Internet options applicable to AOL.

4. Select the options for color document handling.
  - **Convert Bitmaps using Screen resolution**—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.
  - **Convert Bitmaps to JPEG**—JPEG files can be compressed to produce smaller files sizes and, therefore, shorter transmission times when you email the file or upload it to the internet. Use this option to provide that compression capability to image files.
5. Click **OK**.
6. Click **OK** or **Apply** on the OneTouch Properties window.

## SELECTING FORMAT OPTIONS

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

The available options are for images and text.



### IMAGE FORMATS

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

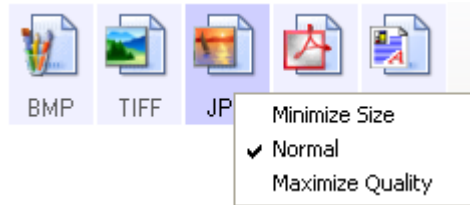
Because JPG image files can be reduced in size, the JPG format is often used for images on web pages, or if file size might be a problem when electronically sending the files. JPG files are reduced in size by lowering their image quality, and you can select the degree of quality for your scanned images from the JPG page format icon.

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

**To select a JPEG or PDF file size:**

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

A menu opens.



3. Choose the file size/image quality option for your scanned images.

**Minimize Size**—Smallest file size, lowest image quality.

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

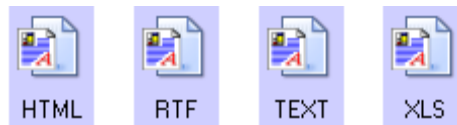
**Maximum Quality**—Largest file size, no loss of image quality.

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

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

## TEXT FORMATS

The Text Formats are for text file types. The names of the formats indicate their file types.



Selecting the text format option also selects OCR processing as an automatic step for scanning. Therefore, when you scan a document with the text format selected, the text portions of the document are automatically converted to editable text. See “Scanning with Optical Character Recognition (OCR)” on page 89

Select a text format for documents with text or numbers, such as a business letter, report, or spreadsheet. The text format icon has several file formats available, depending on the Destination Application you select.

The specific file format is the file name extension on the text format icon.



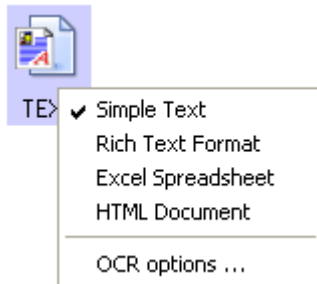
— The specific text format; this example is for Rich Text Format (RTF) used with Microsoft Word, WordPad, and other word processing applications.

As you select Destination Applications that are text applications, the text format icon changes to match the file type of the application. In some cases, the Destination Application supports several file types, and you can right-click on the icon to choose the particular file type and OCR options for that application.

### To select a file type for the text format:

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

A menu opens. The following figure shows an example for the TEXT format with Microsoft Outlook selected as the Destination Application. The menu options depend on the type of Destination Application you select.



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

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



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



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



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



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

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

## SCANNING WITH OPTICAL CHARACTER RECOGNITION (OCR)

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

### To scan with OCR:

1. Select a Destination Application that has one of the Text formats (TEXT, RTF, XLS, or HTML).
2. Scan the document.

Your scanned pages open in the Destination Application with their text ready for editing and other text processing.

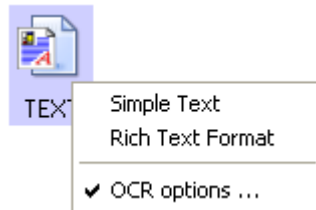
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**Note:** OCR scanning is also for spreadsheets so you can work in Microsoft Excel (or other spreadsheet applications) with the figures and text from the original spreadsheets.

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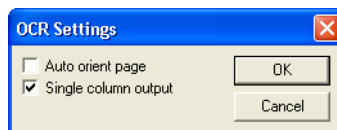
### To select OCR settings:

1. Select the Destination Application.
2. Right-click on a text format icon to see the drop-down menu.



3. Choose **OCR options**.

A dialog box of OCR options opens.





4. Select the option you want for the OCR conversion of your documents.

**Auto orient page**—Select this option to check the page orientation and automatically rotate an improperly oriented page image so the text is recognizable by the OCR process.

**Single column output**—Select this option to produce a single column of text in the Destination Application, even if the original image had multiple columns of text.

5. Click **OK**.

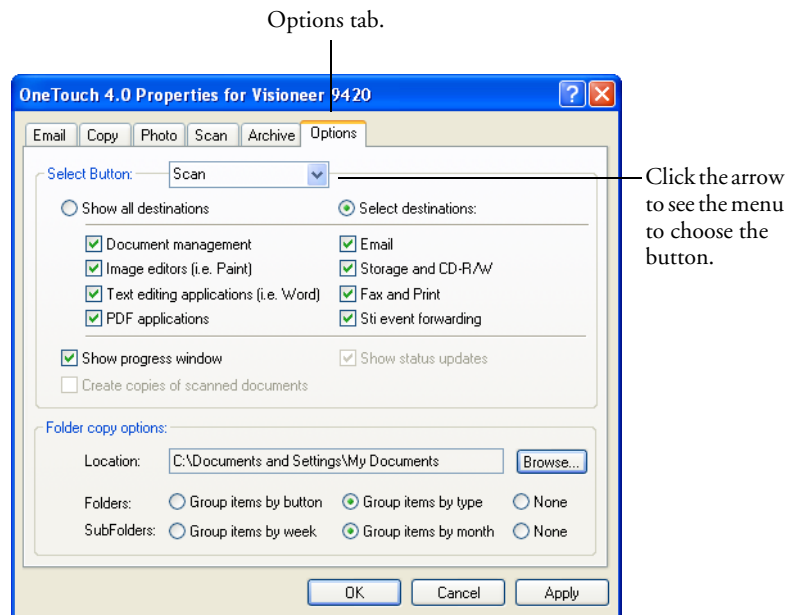
Note that the OCR options apply to all the Destination Applications for which OCR applies. If you change them for one Destination Application, those changes apply to the others as well.

## SELECTING OPTIONS FOR A BUTTON

The OneTouch Options determine the types of Destination Applications available for a button, as well as the location of the files of your scanned items.

### To select options:

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



2. Click the menu arrow and choose the button for new options.
3. Select button options:

**Show All Destinations**—This option selects all the Destination Application categories. The list of Destination Applications available for the selected button will include all the applications on your computer that fall into these categories. The list also includes printers and other devices connected to your computer so, for example, you can scan an item and have it printed immediately.

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

**Document Management** includes PaperPort and other applications for processing and keeping track of your scanned documents.

**Image Editors** include ArcSoft PhotoImpression, Microsoft Paint and other drawing and graphics applications.

**Text Editors** include Microsoft Word and WordPad, Microsoft Excel, and other word processing and spreadsheet applications. Select this option if you want OCR processing to convert your scanned documents to text that you can edit.

**PDF** applications are for documents scanned to PDF format.

**Email** includes Microsoft Outlook and other email applications. See “EMail Properties” on page 83 for details about attaching scanned documents to your email messages.

**Storage and CD-R/W** is for either storing scanned documents in a folder, or sending them to a CD burner to create a CD containing the scanned documents. See “Transferring Scanned Documents to Storage” on page 117 and “Scan and Burn to a CD” on page 110 for details.

**Fax and Print** is for sending your scanned documents directly to your printer or fax software for faxing.

**Sti Event Forwarding** is for using another application's interface for scanning. The OneTouch Event Forwarding dialog box opens so you can select which application to use to continue scanning. See “Scanning with Event Forwarding” on page 113 for details.

**Show Progress Window**—Select this option to display the progress window of the document(s) during scanning.

**Create copies of scanned documents**—Sometimes the image of a scanned document is only saved as a temporary file until its Destination Application is finished using it. In those cases you may or may not want an additional, permanent copy saved on your hard drive.

For example, if you scan a picture to an email application, the scanned image is saved as a temporary file, then attached to the email, and the email is sent. But because you already have the original picture, you may not want to also save a permanent file of that image as well. The same situation may occur when you scan directly to a printer or scan to a fax application. You already have the paper version (and in the case of a printer, you would have two paper copies—the original and the scanned printed version) so there's no need for an electronic file too. However, by selecting this **Create copies of scanned documents** option, you can choose to save permanent copies of those types of images on your hard drive. The copies will be saved in the folder specified in the Folder Copy Options section.

You can selectively choose the types of Destination Applications that will have their scanned images saved permanently. For example, if your computer is connected to multiple printers and fax machines, each one is considered a separate Destination Application. By selecting the **Fax and Print** box and clicking the **Create copies of scanned documents** option, every scanned document you fax or print from the scanner is also saved as a permanent file on your hard drive.

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

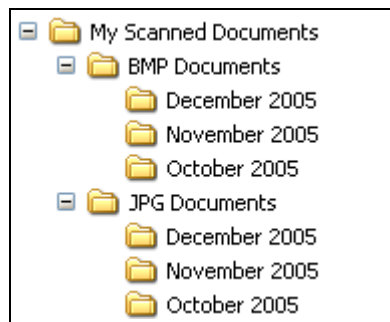
For that reason, this option is not available if the Destination Application is PaperPort because it is **Document Management** software.

Likewise, the option is also not available if the Destination Application is set to Transfer to Storage because it uses **Storage and CD-R/W** software.

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

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

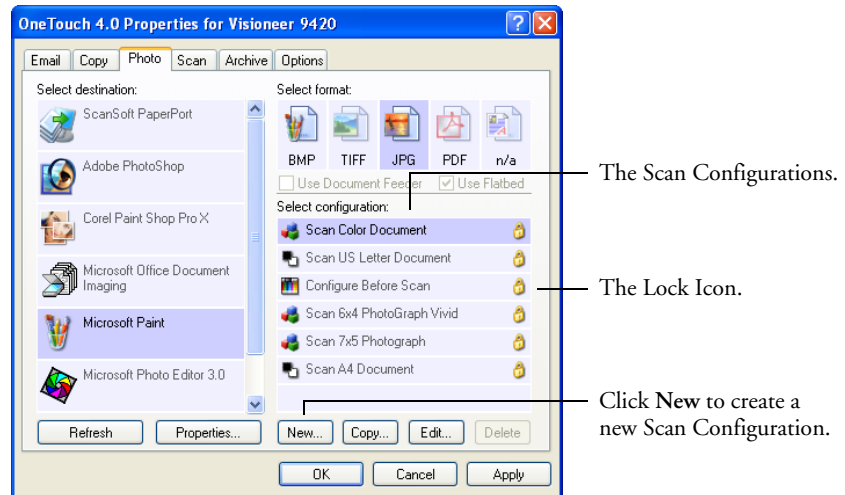
The following example shows the folders if a new location is named **My Scanned Documents**, and the selections are **Group items by type** and **Group items by month**.



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

## CREATING A NEW SCAN CONFIGURATION

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



Note the lock icon on the preset configurations. Although you can unlock and edit the preset configurations, we recommend that you leave them locked, and only add new configurations. That way, you will always have the original factory-set configurations available.

### To create a new configuration:

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

When you create a new scan configuration, it will appear for the buttons that are set for the same types of Destination Applications. For example, if you create a new configuration for a button that is set to show image editor applications, that new configuration also appears for any other buttons set for image editors, but not for

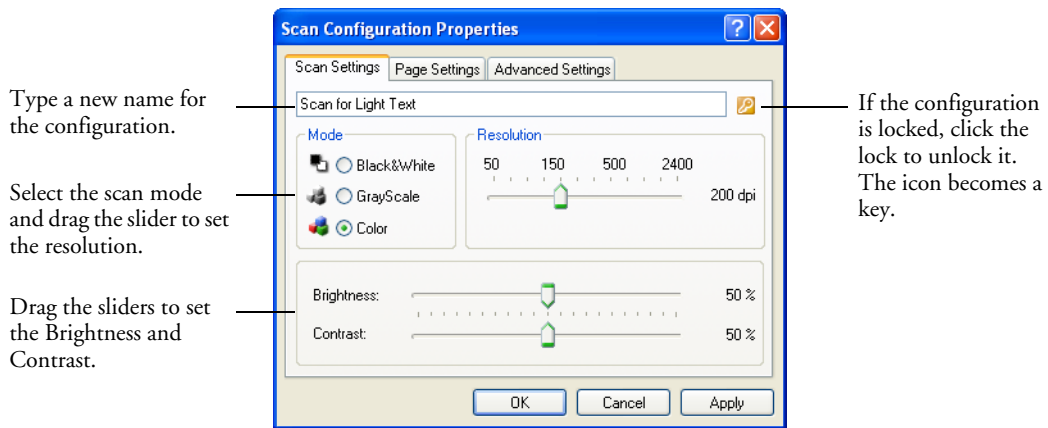
buttons set for text editing applications. Thus, you can create specific sets of scan configurations for specific functions and they appear only when appropriate.

3. Click the **New** button.

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

If the **Scan Settings** tab is not selected, click it.

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




---

**Note:** If you select a printer or other device in the Select Destinations list, the dialog box may have an additional Device Settings tab for setting specific options for the particular device.

---

5. Select scan settings for the new scan configuration.

■ **Mode**—Select a scanning mode:

**Black&White** to scan in black and white. For example, letters and memos are usually scanned in black and white. This scan mode produces the smallest file size.

**GrayScale** to scan items such as documents containing drawings or black and white photographs. The scanning produces an image of up to 256 shades of gray.

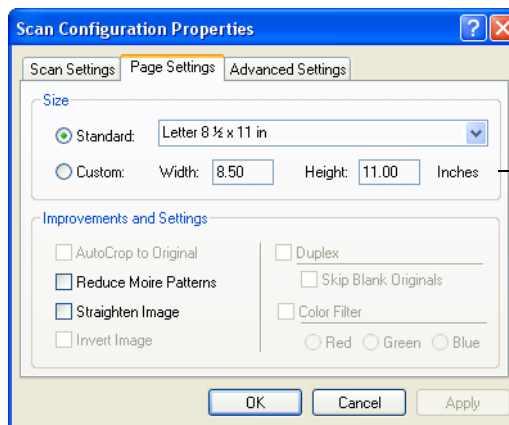
**Color** to scan color photographs and other color items. Color scans have the largest file size.

- **Resolution**—Drag the slider to the right or left to adjust the dots per inch (dpi) of the resolution. The maximum resolution is 2400 dpi; the minimum is 50 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.
- **Brightness and Contrast**—Sometimes an item is scanned with the brightness and contrast set too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

Brightness refers to the lightness or darkness of the image. Contrast is the range between the darkest and lightest portions of the image. The greater the contrast, the more the difference between the lighter and darker shades in the image.

Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to the Black&White mode.

6. If you want to lock the configuration, click the Key icon to change it from a Key to a Lock.
7. Click the **Page Settings** tab to select page settings.



Click to toggle between inches and millimeters.



- **Size**—Click **Standard**, click the menu arrow and choose a page size from the list, or click **Custom** and enter the horizontal and vertical page dimensions in the boxes. The maximum size is 8.5" by 11.69". The units of measurement can be inches or millimeters. Click the name of the units, inches or millimeters, to toggle between them.
- **Improvements and Settings**—Only the options that apply to the selected Destination Application are available.

**Reduce Moire Patterns**—Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. Selecting **Reduce Moire Patterns** will limit or eliminate moire patterns in the scanned image. This option is only available for the Grayscale or Color Mode at 300 dpi or less.

**Straighten Image**—Select this option to let the scanner automatically determine if a page is skewed on the glass, then straighten its image. The scanner detects page edges and can sense when the page is not straight. However, if the page is at too great an angle, the image may not straighten correctly. In that case, open the lid and reposition the page so it fits squarely on the glass, then re-scan the page.

**Invert Image**—Only available for Black&White Mode, this option reverses the black and whites of an image.

Original Image

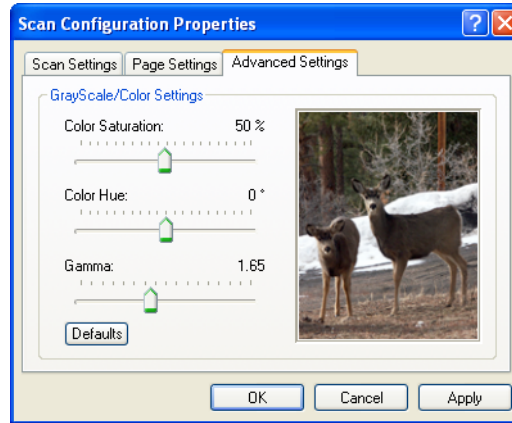


Inverted Image



- Click the **Advanced Settings** tab.

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



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

Saturation is the strength or purity of a color, hue is the color your eyes see as reflected from the image, and gamma controls the brightness of the midtones of the color.

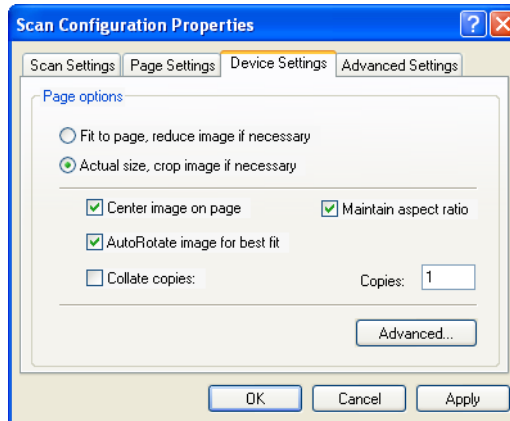
- Click **OK** to save the new configuration.

It will now appear in the list of Scan Configurations list on the OneTouch Properties window for the appropriate Destination applications.

## THE DEVICE SETTINGS TAB

A Device Settings tab appears on the Scan Configurations dialog box when your selected Destination Application sends the scanned image to a printer, fax application, or other device. You use the options on the Device Settings tab to select settings for the device.

1. Click on the **Device Settings** tab.



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

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

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

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

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

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

**Advanced**—click to see additional settings for the device. The dialog that opens is specific to the device. For example, if the device is your printer, the dialog box is your printer's setup settings.

2. Click **OK** or **Apply**.

## THE STORAGE OPTIONS TAB (ARCHIVE)

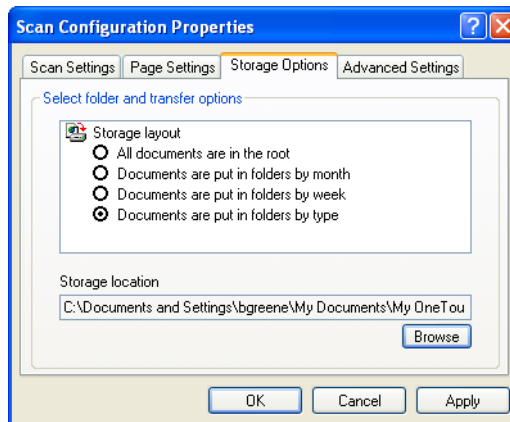
A Storage Options tab is on the Scan Configurations dialog box when the selected Destination Application is set as Transfer to Storage, such as for the Archive scanner button. You use the options on this tab to select where you want to save your scanned items for storage when scanning with that particular Scan Configuration.

---

**Note:** The selections you make using the Storage Options tab override the storage options that apply to the Storage Properties. This means that you can create separate Scan Configurations to store scanned items at various locations in addition to the main location set by the Storage Properties. See “Storage Properties” on page 81 and “Transferring Scanned Documents to Storage” on page 117 for more details.

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



2. Click the Storage Layout options you want.

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

**Documents are put into folders by month, week, or type**—Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders. New folders are created for each month and week so you can keep track of when you scanned the documents. Type refers to the file type selected as the Page Format on the OneTouch Properties window.

By default, the location of the archived documents is at **C:\Documents and Settings\\My Documents\My OneTouch Archive** then in a folder based on your selection for the Storage Layout. For example, if the file type is TIFF, and you select **Documents are put into folders by type**, the default location of scanned archive documents is at **C:\Documents and Settings\\My Documents\My OneTouch Archive\TIFF Documents**.

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

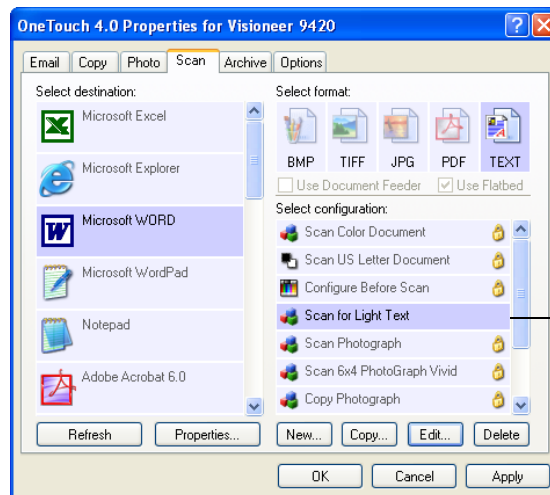
## EDITING OR DELETING SCAN CONFIGURATIONS

### To edit or delete a scan configuration:

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

The selection must be an unlocked configuration.

The following example shows a new scan configuration that was created named “Scan for Light Text.”



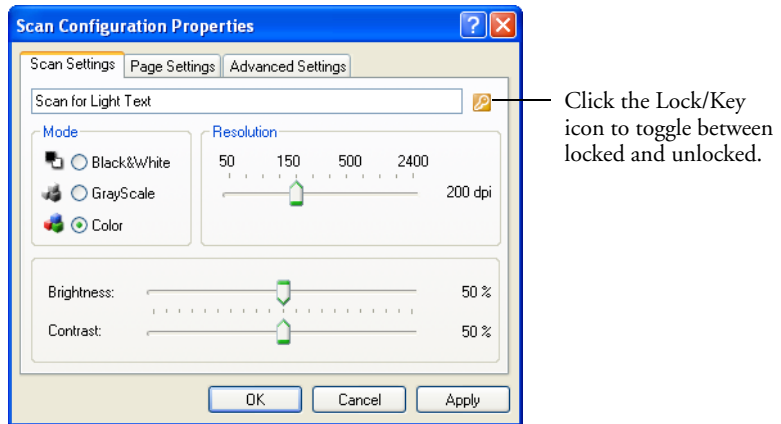
Select the scan configuration to edit or delete. It must be unlocked, as indicated by not having a lock displayed here.

3. To delete the configuration, click the **Delete** button.

4. To edit the configuration, click the **Edit** button.

The Scan Configuration Properties dialog box opens for that configuration.

You can make changes to a configuration, but for the changes to be saved, the configuration must first be unlocked. Click the Lock icon to unlock the configuration. Clicking it toggles between locking and unlocking the configuration. The key icon indicates the configuration is unlocked.



5. Edit the settings and click **OK**.
6. Click **OK** to close the dialog box.

## CONFIGURE BEFORE SCAN

You can set up a button so that, when you press that button or click it on the Button Panel, a different scanning interface opens before the scanning starts. You can then use the interface to select new settings or scanning options. To set up a button for this capability, you select Configure Before Scan as its Scan Setting.

Choosing Configure Before Scan simply opens either the TWAIN or WIA scanning interface when you press or click a scan button. You can then use the interface to change the Resolution, Scan Mode, and other settings. When you scan, the scanned image will still be sent as the file type and to the same Destination Application already selected in the OneTouch Properties window for that button. Please see “Accessing the TWAIN Interface” on page 32 for detailed instructions on scanning with the TWAIN interface or “Scanning with the Windows Image Acquisition Interface” on page 130 for detailed instructions on scanning with the WIA interface.

The option Configure Before Scan can be used when you want to scan multiple pages and have them appear in one file. The OneTouch file formats TIFF and PDF support multiple page files.

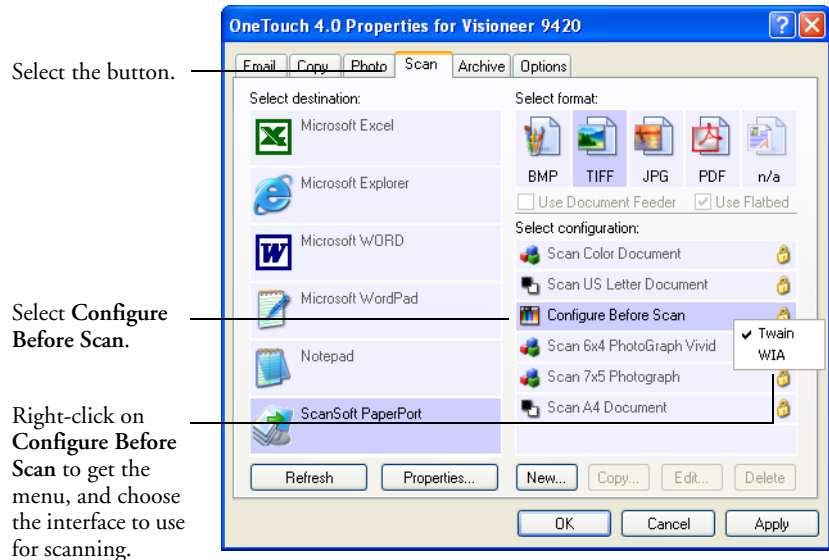
### TO CONFIGURE BEFORE SCANNING:

1. Open the OneTouch Properties window.
2. Using the arrows, choose the button that you want to set to configure before scanning.
3. Select the Destination Application you want the scan to be sent to.
4. Select the File Format you want the scan to be saved as.

The TIFF and PDF file format accepts multiple pages in a single file. Therefore, if you have a document to scan that has multiple pages, select either TIFF or PDF as the format.



5. Select the scan configuration **Configure Before Scan**.



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

**TWAIN**—The Basic Interface or Advanced Interface opens for you to configure the scanning. See “Scanning from the Basic Interface” on page 44 or “Scanning from the Advanced Interface” on page 48.

**WIA**—The Windows Image Acquisition (WIA) interface opens for you to configure the scanning. The WIA option is only available if your computer is running Microsoft Windows XP. See “Scanning with the Windows Image Acquisition Interface” on page 130.

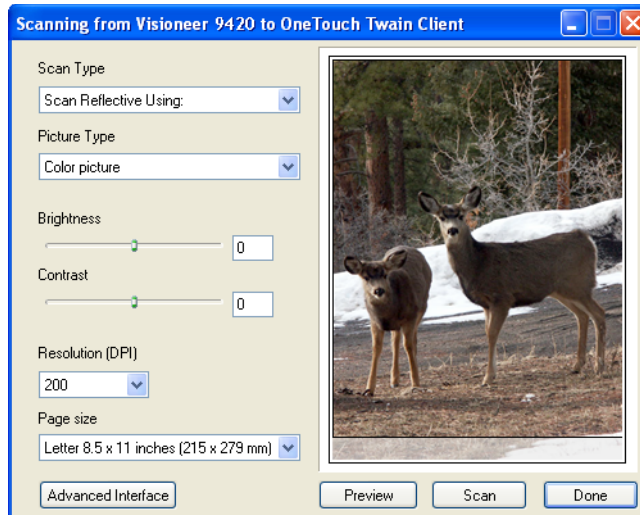
7. Click **OK** or **Apply** on the OneTouch Properties window.

## To SCAN USING CONFIGURE BEFORE SCAN

1. Put the document or photo on the flatbed glass.
2. Click on the button you set to use the Configure Before Scan option.

In the example shown on the previous page, the Scan button has been setup to use the Configure Before Scan option.

3. The Basic TWAIN interface will open.
4. Choose your scan settings, such as the Picture Type of Color, Grayscale, or Black & White, Resolution in DPI, and Page Size.
5. Click on the Scan button in the TWAIN interface.



6. Your documents will be scanned and sent to the Destination Application specified in the OneTouch 4.0 Properties.

In the example shown on the previous page, the Destination Application is PaperPort.

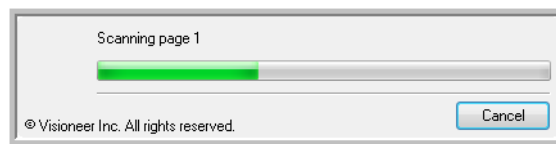
## TO SCAN MULTIPLE PAGES

You can use Configure Before Scan to create multi-page documents when scanning from the flatbed glass. First, please make sure your OneTouch Properties are set to scan as a TIFF, PDF or a text file type. The image file types BMP and JPG do not support multi-page documents.

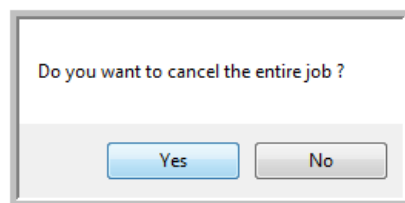
1. Click on the Scan button in the OneTouch Button panel or press the Scan button on the scanner.
2. When the TWAIN interface opens, select the appropriate scan settings for your document.
3. Click on the Scan button in the TWAIN interface.
4. After the scanning progress bar closes, you can place a new page on the flatbed glass then click on Scan again.
5. Click on the Done button when you are finished scanning all the pages in your document.
6. All of the pages you scanned will be sent to the Destination Application set in the OneTouch Properties window.

## CANCELING A CONFIGURE BEFORE SCAN

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



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



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

Choose **Yes** if the TWAIN scan settings are incorrect for your current scanning batch.

For instance, if the Picture Type is Black & White but your documents are in color, choose yes to delete any scanned pages, then select the correct Picture Type and restart the scanning.

- **No**—scanning stops, but all pages scanned in this batch, up to this point, are not deleted. You can place a new page on the flatbed glass, adjust the TWAIN settings for the new page, then click on the Scan button in the TWAIN interface to continue scanning. At the end of the scanning batch, all pages from the first portion of the scan and second will be sent to the Destination Application.

Choose this option if, for instance, you have been scanning a black & white document but you want to insert a color page into the document and did not change the Picture Type prior to clicking on the scan button. Instead of having to re-scan the entire stack, you can stop the current scan, change the Picture Type from Black & White to Color, then restart the scanning without losing the pages already scanned.

## SCAN AND BURN TO A CD

If you have a CD burner attached to your computer, you can scan directly from your scanner onto a CD.

---

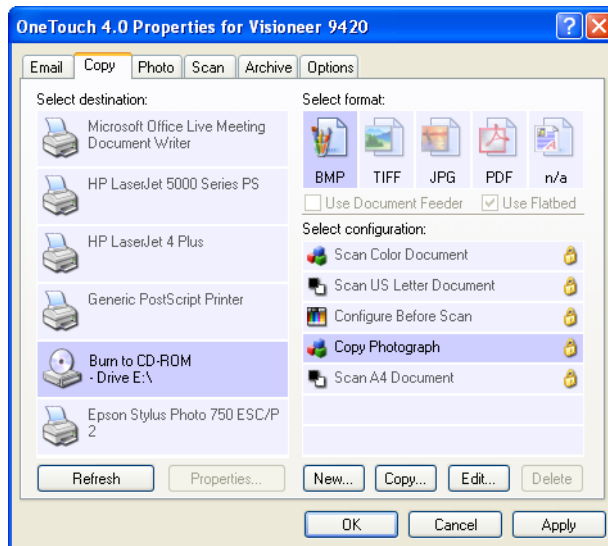
**Note:** This feature is available only on computers running Windows XP or Windows Vista.

---

### To scan and burn to a CD:

1. Put a blank CD into your computer's CD Drive.
2. Open the OneTouch Properties window.
3. Click the **Copy** button tab, or other button if you've set it up to scan and burn to a CD.
4. Select **Burn to CD** as the Destination Application.

The Burn to CD Destination Application is only available if you have a CD burner attached to your computer, but you do not need to have a CD in the burner to select the destination.




---

**Note:** If the Burn to CD Destination Application is not in the list, click the **Options** tab, click the **Fax and Print** option, click **Apply**, then click the tab of the **Copy** button.

---

5. Choose a Page Format and a Scan Configuration.

See the notes on page 112 for more information about the scan configurations when the Destination Application is Burn to CD.

6. Click **OK**.

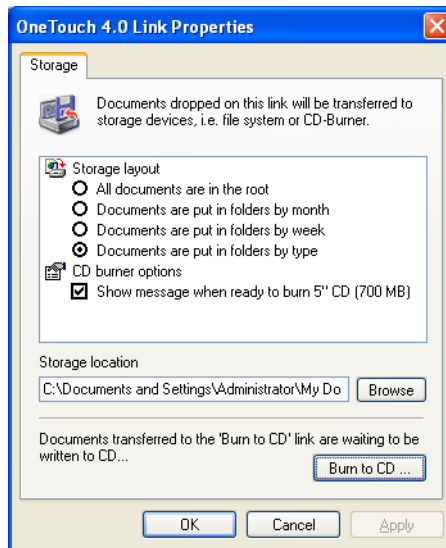
The OneTouch Properties window closes.

7. Now start scanning using the button you selected to use to scan and burn to CD.

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

8. On the OneTouch window, make sure that the **Burn to CD** Destination Application is still selected and click the **Properties** button.

The OneTouch 4.0 Link Properties window opens.



9. Make sure a CD is in the CD burner.
10. Click the **Burn to CD** button.

The CD burner begins and your scanned documents are written to the CD.

---

**Note:** Until you click **Burn to CD** these files are stored in your computer at **C:\Documents and Settings\<your user name>\Local Settings\Application Data\Microsoft\CD Burning**. This is where Windows XP and Windows Vista stores all files waiting to be burned to a CD by the automatic CD writing wizard. If other files are also waiting in this location, they will get written with the OneTouch files on the CD.

---

---

**Note:** When scanning items to burn to a CD, you should always use one of the factory-set default configurations, or a custom configuration specifically set up for CD burning. The default configurations are already set up to send the scanned images to the proper storage location where the Windows XP or Windows Vista CD writing wizard can find the files to burn to the CD. Likewise, when you create a custom configuration for CD burning, the OneTouch software will automatically make sure the storage location is correct.

To create a custom configuration for CD burning, select **Burn to CD** as the Destination Application, then click the **New** button and create the new configuration. You won't need to select a storage location because it will be correctly preset for you by the OneTouch software.

Note however, that if you have created other custom configurations with different storage locations (for example, see "Scanning to Multiple Folders" on page 119), do *not* use them for the **Burn to CD** Destination Application. Otherwise, the Windows XP CD writing wizard will not be able to find the images to burn onto the CD.

---

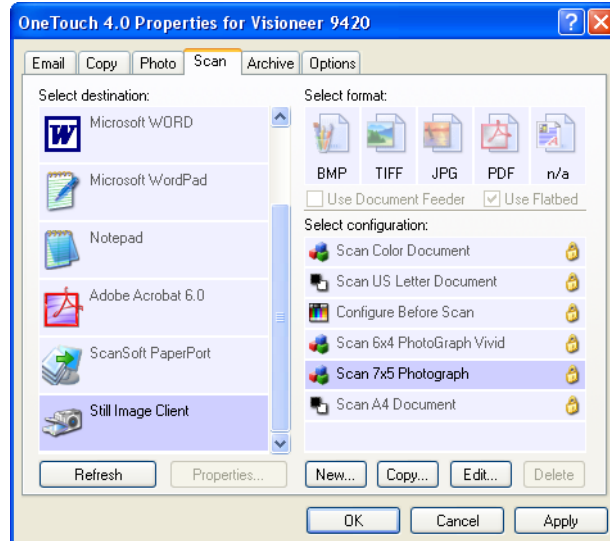
## SCANNING WITH EVENT FORWARDING

You use event forwarding to specify another application to use for scanning before you start. A typical example is if you want to use another application's interface to select scanning options before you start scanning. When you press the scanner button designated for event forwarding, the scanner waits to start scanning until you select the application to use. After you select the application, its interface opens and you use it to continue scanning.

### To scan with event forwarding:

1. Open the OneTouch Properties window.
2. Click the tab of the button you want to use for event forwarding.
3. Select **Still Image Client** as the Destination Application.

Note that you cannot choose a page format for this option because the actual Destination Application is not selected until after you press the scanner button.



4. Choose a Scan Configuration.

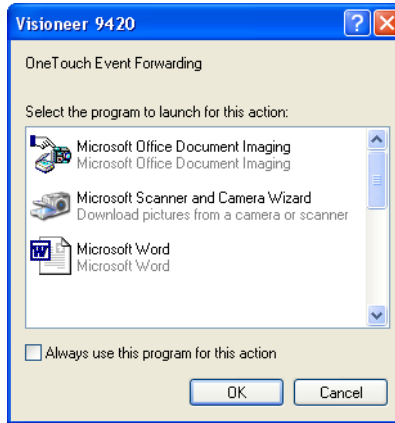


5. Click **OK**.

The OneTouch Properties window closes.

6. Start scanning using the button you selected for event forwarding.

A dialog box opens for you to select the application to use for scanning.



7. Select the application in the box and click **OK**.

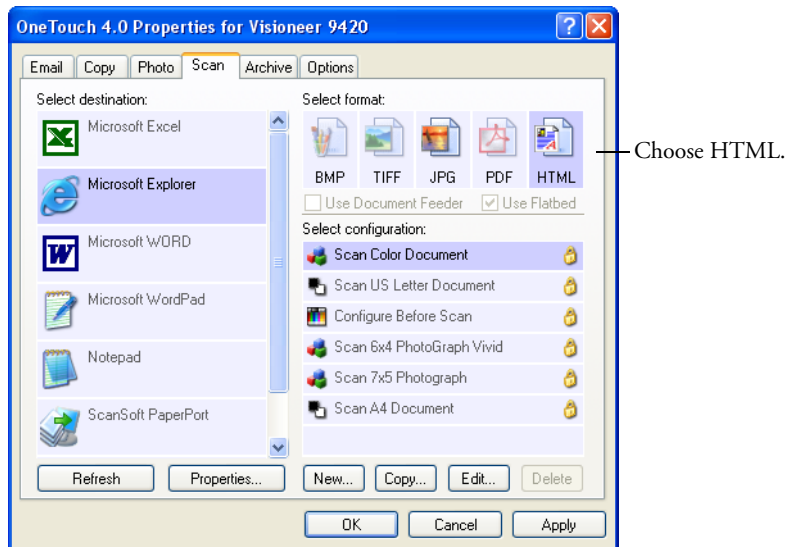
Now the application you selected opens and you can continue the scanning from that application's interface.

## CREATING AN HTML WEB PAGE FROM YOUR SCANNED DOCUMENTS

You can convert scanned pages to HTML format for posting directly to your web site. Those pages are then viewable by visitors to your web site without the need for any internet plug-ins or other special processing. This is, essentially, from your scanner to a web-ready format in one automatic step.

### To scan and create an HTML web page:

1. Open the OneTouch Properties window.
2. Click the tab of the button you want to use to scan pages for HTML conversion. In the sample below it is the Scan button.
3. Select **Microsoft Explorer** as the Destination Application.
4. Choose **HTML** as the Format.



5. Choose a Scan Configuration that has the settings for the image on the HTML page.

For example, if you want the image to be in color on the HTML page, choose a color configuration.

6. Click **OK**.

The OneTouch Properties window closes.

## 7. Put the document on the scanner glass and close the lid.

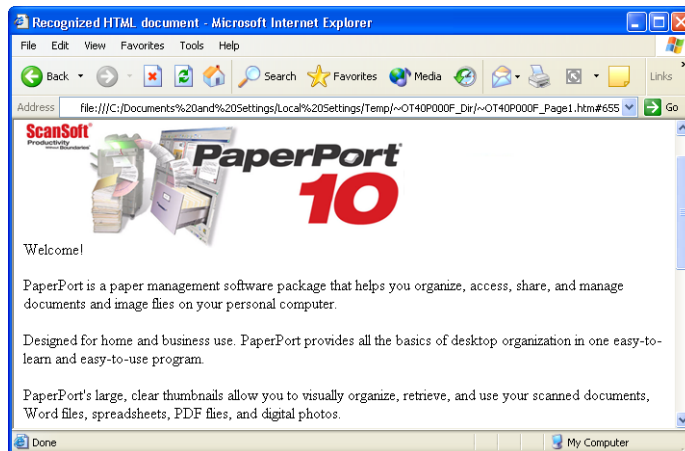
## 8. Press the scanner button you've set up for HTML scanning.

When scanning is finished, the document is first converted to editable text using the OCR process, then is converted into an HTML format. Microsoft Internet Explorer then opens showing your converted page.

---

**Note:** Depending on the complexity of the document, its conversion to the HTML format may take a few moments.

---

9. Choose **Save As** from the Internet Explorer **File** menu, give the page a name, and save it in the location you use for your web page files.

You may also want to write down the address shown in the Address bar to make sure you'll know where to find your new HTML page later on.

## 10. You can now use Microsoft Internet Explorer or other application to post the document to your web page as you would any other HTML page.

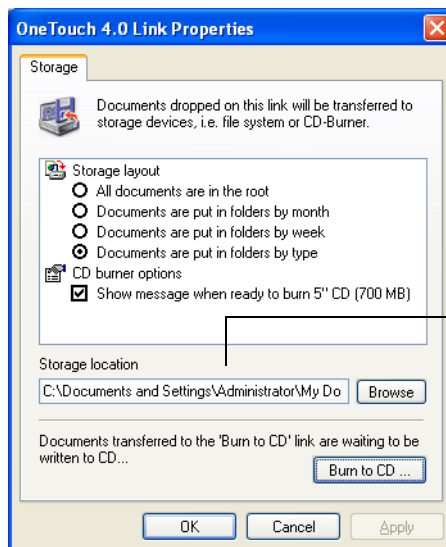
## TRANSFERRING SCANNED DOCUMENTS TO STORAGE

With the Transfer to Storage scanning process, you can scan documents and save them in a folder in one step. The process is ideal for archiving documents without having to manually save or process them in any other way. If you choose a text format for the file format, the documents are also automatically converted by the OCR process into editable text and numbers before they are stored. See the section, “To Use OCR Before Transferring to Storage” on page 118, to set up the Archive button for the OCR process.

The Archive button on your scanner is preset to transfer scanned documents to storage. If you changed the settings for the Archive button, or want to set up another scanner button for archiving, please see the steps in the section “Selecting New Settings for a Button” on page 74, and also see the sections “Storage Properties” on page 81 and “The Storage Options Tab (Archive)” on page 101.

### To transfer documents to storage:

1. Press the button you’ve set up to transfer to storage.
2. Scanning begins and your scanned pages are stored in the location that you specified on the OneTouch 4.0 Link Properties window.



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

---

**Note:** The Storage Location shown in the example above is the default place where your scanned documents are stored if you haven't created any new scanning configurations or selected a new storage location. If you create a new scan configuration that has its own storage location and you use that configuration to scan, your scanned documents will be stored at the new location instead of the default.

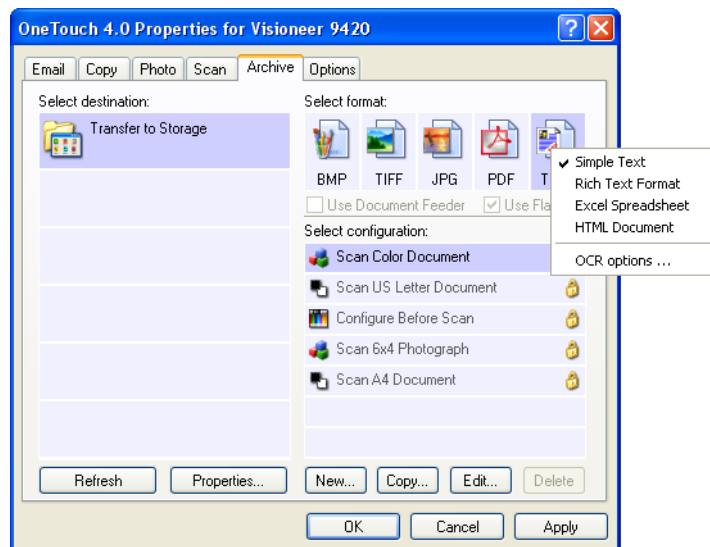
---

### TO USE OCR BEFORE TRANSFERRING TO STORAGE

If the documents you want to transfer to storage are text documents or spreadsheets, you can have them converted by the OCR process prior to being stored.

#### To set up the Archive button for the OCR process:

1. Open the OneTouch Properties window and click the **Archive** tab.  
You can click another tab if you want it to be for archiving instead.
2. Choose a text format as the file format.
3. Right-click on the text format icon and choose the file format for the scanned documents.



4. Choose a Scan Configuration.
5. Click **OK**.
6. Now start scanning using the Archive button on the scanner or any other button that you have set up for archiving.

When scanning is finished, the documents are saved in the text file format and in the location you specified.

### **SCANNING TO MULTIPLE FOLDERS**

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

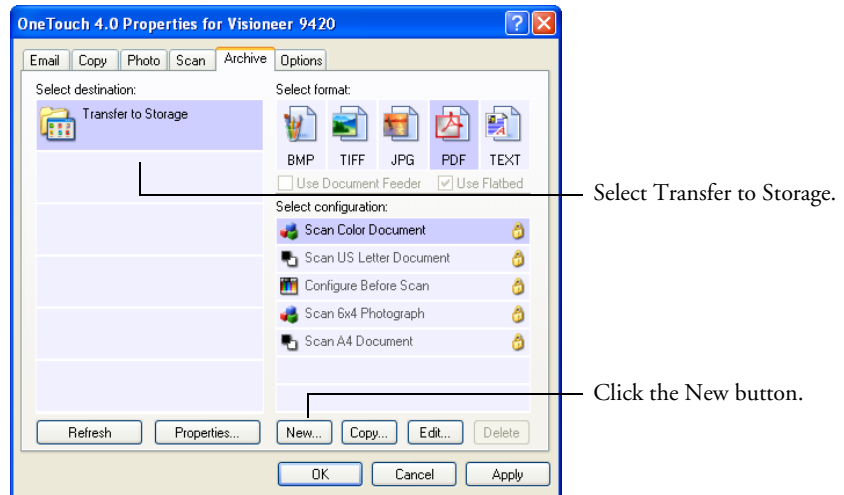
To scan to multiple folders, you create multiple configurations, each with a different storage location for the scanned documents. Scan one set of documents using the scan configuration with the appropriate storage location for that set. Then switch to another scan configuration and scan the next set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

#### **Setting up multiple folders for transfer to storage:**

1. Using Microsoft Windows, create the folders you want to use for storing scanned items. Note that you can also create the folders later while creating the new scan configurations.
2. Open the OneTouch Properties window.
3. Click the **Archive** tab.

You can click another tab to use its button for archiving instead.

4. Select **Transfer to Storage** as the Destination Application.



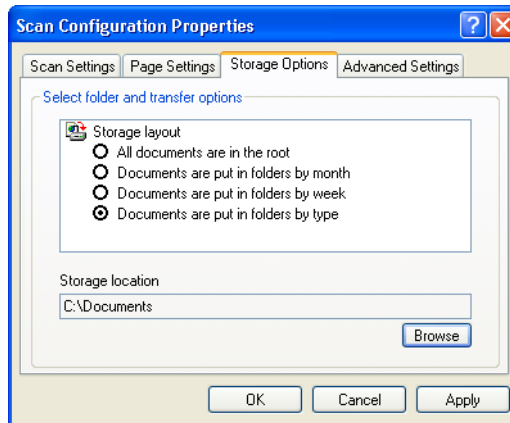
5. Click the **New** button.

The Scan Configuration Properties dialog box opens.

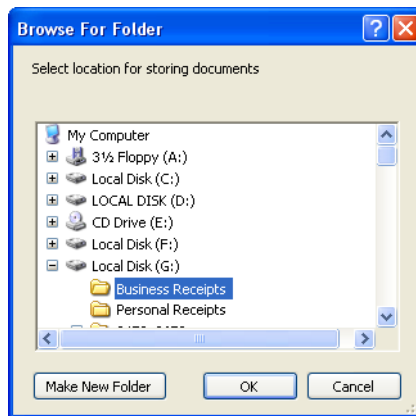
6. Click the **Scan Settings**, **Page Settings**, and **Advanced Settings** tabs, and select the settings you want.

To help you remember which folder it is, give the new configuration a name that indicates the folder name, such as “Storage for Business Receipts.”

- Click the **Storage Options** tab. This is where you set the different folder locations for the new configurations.



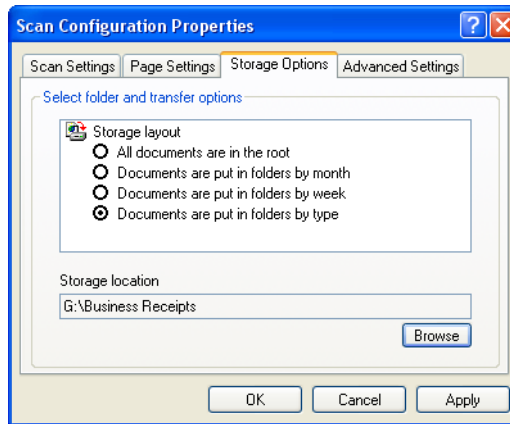
- Click the **Browse** button.
- Select the folder you created for storing the scanned documents.



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

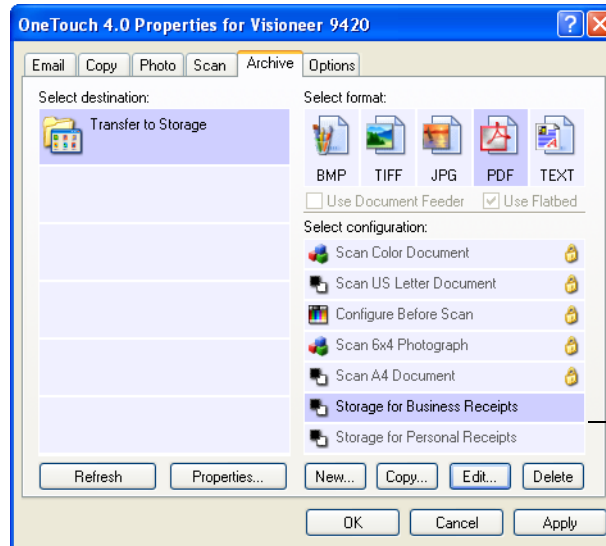


10. Click **OK**. The selected folder will now be set as the Storage Location, such as "Business Receipts."



11. Click **OK**. The new configuration is now listed as a Transfer to Storage configuration.
12. Repeat the process to create additional new configurations, such as one named "Storage for Personal Receipts."
13. Make sure to designate separate folders as the Storage Locations for the new configurations.

You will now have multiple configurations set up for the Transfer to Storage destination, and each configuration stores scanned documents in separate folders.



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

### Scan to multiple storage folders:

1. Open the OneTouch Properties window.
2. Click the **Archive** tab (or other tab if you set up another button for archiving).
3. Make sure **Transfer to Storage** is selected as the Destination Application.
4. Select one of the configurations you created for storage.
5. Click **OK**. The OneTouch Properties window closes.

The OneTouch panel will show the name of the configuration.



6. Scan the documents you want to store.

The documents are scanned to the folder specified for the configuration.

7. When scanning is finished, open the OneTouch Properties window again and select the other configuration you created for storage.
8. Click **OK**.

The OneTouch panel will show the name of the other configuration.



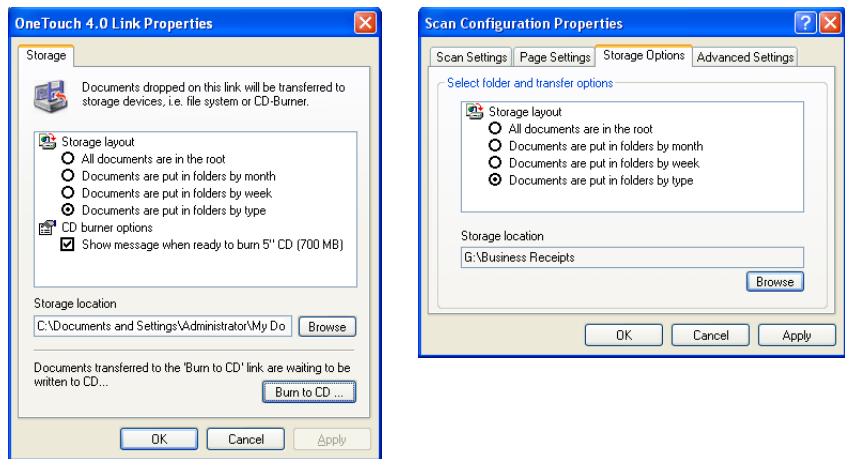
9. Now scan the next set of documents.

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

## TO TRANSFER DOCUMENTS TO A SERVER OR MAPPED DRIVE

When selecting the storage location for scanned documents, you can select a local folder, or a folder on a server or mapped drive. You select a mapped drive using the **Browse** button.

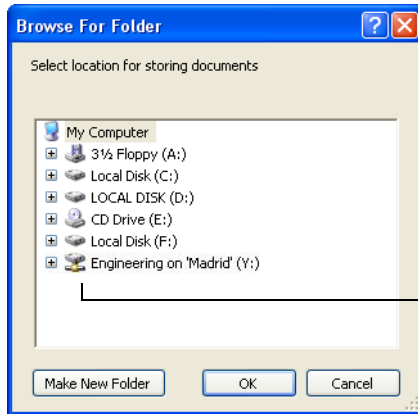
1. See “Scanning to Multiple Folders” on page 119 or “Transferring Scanned Documents to Storage” on page 117 for the steps to select the Transfer to Storage options.
2. On either the OneTouch 4.0 Link Properties window, or from the Scan Configuration Properties window, click the **Browse** button.



The Browse For Folder window opens.

3. Select a storage location on the mapped drive or server for the scanned documents.

Servers and mapped drives are represented by an icon that indicates its network connection.



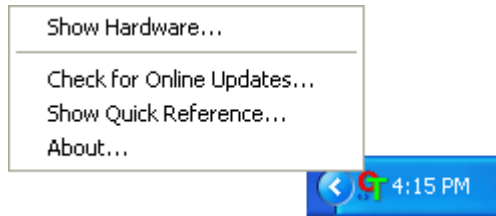
Select a mapped drive or server as indicated by the icon.

4. Click **OK**.

Now when you scan using Transfer to Storage as the Destination Application, the documents are stored on the server or mapped drive.

## CHECKING THE HARDWARE AND SETTING THE LAMP POWER SAVE MODE

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

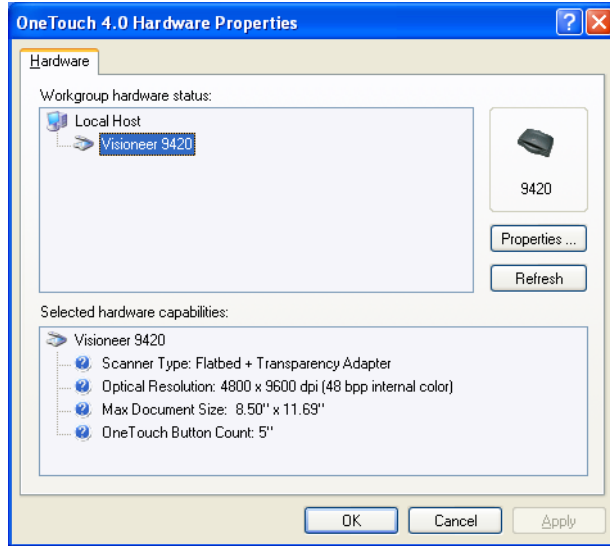


You can also click the Hardware icon at the top of the OneTouch Button Panel.

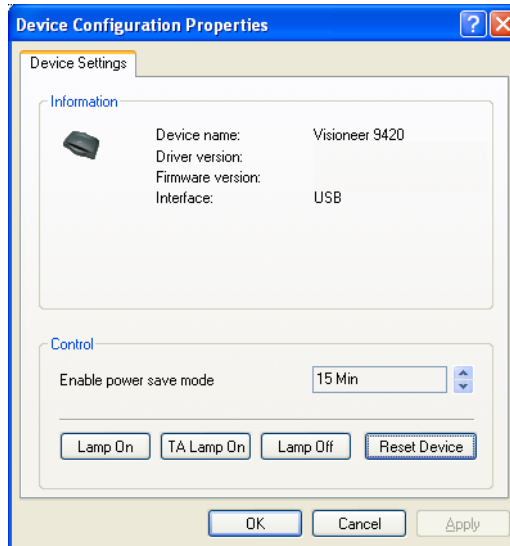


If the Hardware View of the panel is already open you can also right-click on the Visioneer 9420 icon.

The Hardware Properties dialog box opens and shows information about your Visioneer 9420 scanner.



2. Click the **Properties** button.



Your scanner has a built-in power saving feature that is set to power down after a period of idle time. You can set the power save mode from 1 minute to a maximum of 10 hours.

3. Click the arrows for the Enable power save mode setting to choose a time setting.

To turn the lamp on and off manually without turning off power to the scanner, click the **Lamp On** or **Lamp Off** buttons. To manually turn on the Transparency Adapter lamp, click **TA Lamp On**. To manually turn off the TA Lamp, close the Device Configuration dialog box and the Hardware Properties dialog box, then reopen them again. The TA Lamp will turn off. Alternatively, if the TWAIN interface is open, scan using the **Scan Reflective Using** option on the TWAIN Basic or Advanced Interface.

To return the scanner to its factory settings, click **Reset Device**.

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



## SCANNING WITH THE WINDOWS IMAGE ACQUISITION INTERFACE

Microsoft Windows includes its own set of options—known as Windows Image Acquisition (WIA)—for acquiring images from scanners, digital cameras, and other digital devices.

The instructions in this section are for scanning using WIA on computers running Windows XP or Windows Vista. If your computer is running an earlier version of Windows, it cannot use WIA to scan.

Many Windows XP and Windows Vista applications have commands to access WIA, including PaperPort. To access WIA from PaperPort choose **WIA: Visioneer 9420** from the scanner drop-down list. See page 35.

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**Note:** To scan transparencies you must scan from the TWAIN Advanced Interface. See “Scanning 35mm Slides and Negatives” on page 61 for details.

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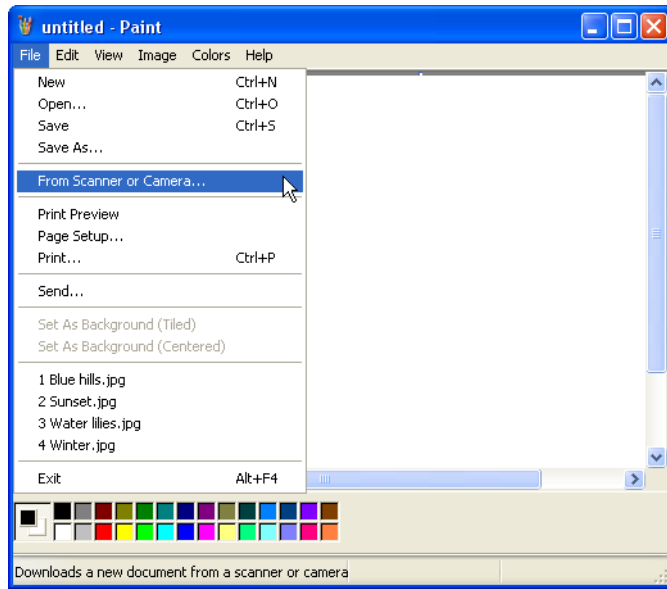
This section shows how to use Microsoft Paint to scan using the WIA interface.

### To scan using WIA from Microsoft Paint:

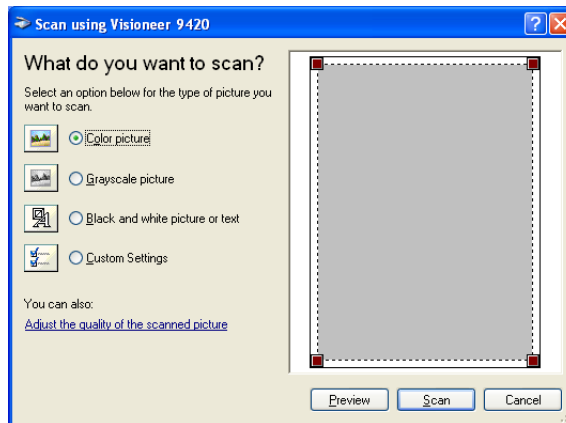
1. On the Windows taskbar, click **Start**, point to **All Programs**, point to **Accessories**, then click **Paint**.

The Paint window opens.

- From the **File** menu choose **From Scanner or Camera**.

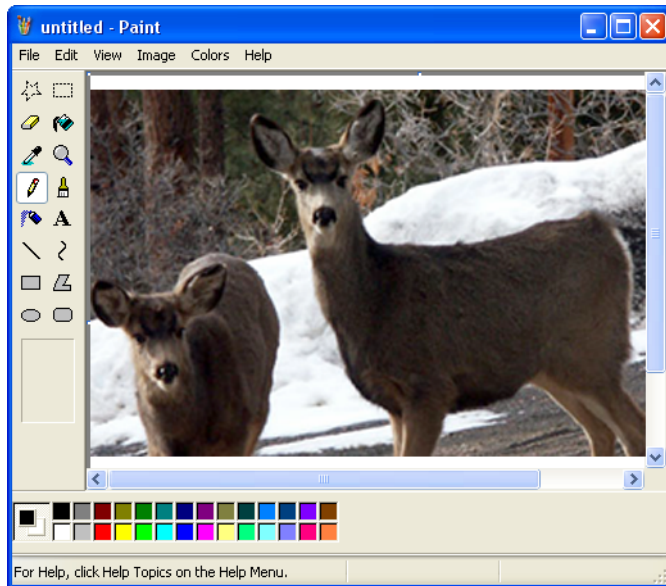


The scan window opens. Use this window to select scanning options and start the scan process.



- Click the button most appropriate for the item you're scanning.
- Click **Preview** to preview the image before scanning. The image is displayed on the right side of the window.

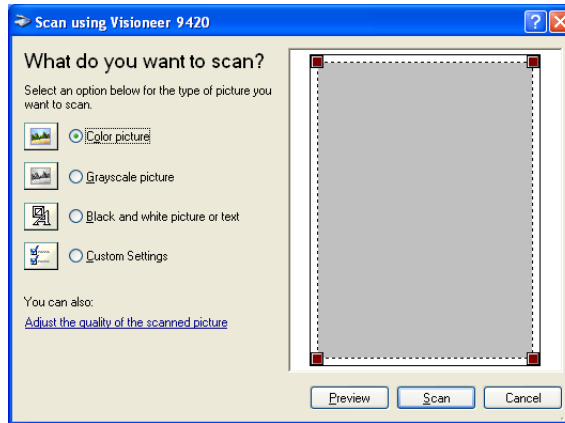
5. If necessary, adjust settings of the previewed image as desired:
  - Change the button selection for the type of image.
  - Adjust the custom settings; refer to the next section, “Fine Tuning Your Scans”.
  - Change the size of the scanned image. To do this, click and hold the mouse pointer over one of the four sizing-boxes on the corners of the previewed image. Then drag the box to increase or decrease the size of the image.
6. Preview the image again. When you are satisfied with the image, click the **Scan** button.
7. The scanned images will open in Microsoft Paint (or other application you're using to scan with the WIA interface).



## FINE TUNING YOUR SCANS

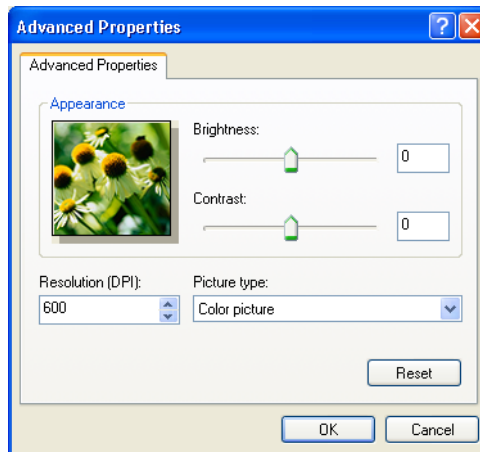
You can select new settings before you scan an item to fine tune exactly how you want to scan a particular item.

**To select the scanner settings before you scan:**



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

The Advanced Properties dialog box opens.



2. Select the options for scanning.

**Brightness** and **Contrast**—Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to the setting **Black and White picture or text**.

**Resolution (DPI)**—Click the menu arrow and choose the dots per inch (dpi) of the resolution. The maximum resolution is 600 dpi; the minimum is 50 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

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

3. Click **OK**.

The Custom Settings button is now set to scan with the options you selected.

If you want to reset the settings and start over, click **Reset**.

# Maintenance

This section contains information on cleaning, troubleshooting, uninstalling, and scanner specifications.

## CLEANING THE SCANNER GLASS

Scanning items that have excessive amounts of dirt or dust may dirty the glass. To ensure the best quality scanned item, wipe the scanner glass with a soft clean cloth to rid the glass of dust or other debris.

## TROUBLESHOOTING

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

If you try all the troubleshooting procedures described in this section and in the Readme file, and the scanner still has problems, you may have a malfunctioning scanner. Please see the technical support card that you received with your scanner. Also visit our web site at [www.visioneer.com](http://www.visioneer.com) for additional technical information.

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

Check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Is the scanner's status light on?** If the light is not on, plug the power adapter into another electrical outlet.

- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must restart your computer after unlocking the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.
- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner, the hub must have its own power supply. If the hub does not have its own power supply, plug the scanner into a USB port on the computer.
- **Did you select another TWAIN source for acquiring images?** If you use multiple TWAIN devices with your computer, you may have selected another source for images. Start the PaperPort software and select **TWAIN: Visioneer 9420** from the Scanner drop-down menu.

**Problem: During installation I got the error message: PaperPort Installation is not complete. What do I do?**

The installation procedure was not successful. You need to reinstall the PaperPort software.

**Problem: I got the error message: PaperPort cannot allocate enough memory to perform internal critical operations. What do I do?**

Close any other active applications so that additional memory is available. If you click Continue, PaperPort moves the file to the PaperPort data directory and renames the file with the prefix "bad." This allows you to recover the file later.

To recover the file, you can import it into PaperPort by using the Import command in the File menu.

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

A likely cause is that some driver programs are already installed on your computer for another scanner. They are interfering with the installation and OneTouch options, and you need to remove those other drivers and re-install your Visioneer 9420 USB scanner. Please see the documentation that you received with the other scanner for the steps to remove its driver programs. You can also use the basic steps in the section "How to Uninstall Your Scanner" on page 138, but in Step 3, instead of uninstalling OneTouch 4.0, uninstall the other scanner's driver programs. After uninstalling the other scanner's driver programs, uninstall OneTouch 4.0 using the steps on page 138, then reinstall it using the steps on page 8.



## HOW TO UNINSTALL YOUR SCANNER

To uninstall the Visioneer 9420 USB scanner, remove the OneTouch 4.0 scanner software, and PaperPort, or other scanning software provided with your scanner.

### UNINSTALLING THE ONETOUCH 4.0 SCANNER SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, then click **Control Panel**.
2. *Windows 2000 or XP:* Double-click the **Add or Remove Programs** icon.  
*Windows Vista:* Double-click the **Programs and Features** icon.
3. Select OneTouch 4.0 then click the **Remove** button.
4. An “Add or Remove” message box opens and asks if you are sure you want to remove OneTouch 4.0 from your computer. Click **Yes**.  
The OneTouch 4.0 software is removed from your computer.
5. **Unplug the scanner’s USB cable.**
6. Close all open windows and reboot (restart) your computer.

### UNINSTALLING THE PAPERPORT SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, then click **Control Panel**.
2. *Windows 2000 and XP:* Double-click the **Add or Remove Programs** icon.  
*Windows Vista:* Double-click the **Programs and Features** icon.
3. Select **PaperPort** and click **Remove**.
4. An “Add or Remove” message box opens and asks if you are sure you want to remove PaperPort from your computer. Click **Yes**.  
The PaperPort software is removed from your computer.
5. Close all open windows and reboot (restart) your computer.

## TO INSTALL ANOTHER DRIVER

Before you can install another driver for your scanner, you must remove the currently installed driver first. Then the new driver can be installed.

1. Uninstall the OneTouch 4.0 driver.
  - a. Open the Windows Control Panel.
  - b. *Windows 2000 and XP:* Double-click the **Add or Remove Programs** icon.  
*Windows Vista:* Double-click the **Programs and Features** icon.
  - c. Select OneTouch 4.0 then click on the **Remove** button.
  - d. An “Add or Remove” message box opens and asks if you are sure you want to remove OneTouch 4.0 from your computer. Click **Yes**.

The OneTouch 4.0 software is removed from your computer.




2. **Unplug the scanner’s USB cable.**
3. Reboot (restart) your computer.
4. Follow the instructions in “Step 2: Install the Software” on page 8 of this User Guide and follow steps for installing one of the other driver options.

## VISIONEER 9420 USB SCANNER SPECIFICATIONS

<b>Bit Depth</b>	48-Bit color (internal), 16-Bit gray (internal), 1-Bit line art/text
<b>Scanning resolution</b>	Optical resolution: 4800 x 9600 dpi
<b>Maximum Item sizes</b>	8.5 x 11.69 inches (21.6 x 29.7 cm)
<b>Scanner dimensions</b>	
Height	2.6 inches (6.6 cm)
Width	11.9 inches (30 cm)
Length	17 inches (43 cm)
<b>Weight</b>	5.8 pounds (2.64 kg)
<b>USB Standard</b>	Hi-Speed USB 2.0 compatible with USB 1.1
<b>Operating temperature</b>	50°–104° F (5°–35° C without condensation)
<b>Relative humidity</b>	20%–80% (@35° C without condensation)
<b>Power Adapter</b>	DC Jack Input: AC 100-120V, 0.45A Output: DC 12V, 1.25A Energy Star, RoHS, and WEEE compliant
<b>USB Cable</b>	Cable, computer, 5-pin, CHI S404/5, Clear Energy Star, RoHS, and WEEE compliant

## VISIONEER 9420 USB SCANNER PARTS LIST

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

	<b>Part Name</b>	<b>Part Number</b>
	Transparency Mask	88-0569-000
	USB Cable	35-0062-000
	Power Adapter	37-0072-000



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