

*EXHIBIT 5*

*User's Manual*

*User's Manual*



# 600 USB User's Guide



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## FCC Statement

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

- Reorient the receiving antenna
- Increase the distance between the equipment and the 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

### NOTE

1. The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
2. Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits.

# Contents

<b>Hardware Installation</b> .....	<b>5</b>
Unpacking the Scanner .....	5
The Scanner Parts .....	5
Minimum System Requirements .....	6
Connecting the Scanner to the PC .....	6
<b>Software Installation</b> .....	<b>7</b>
Installing the software after connecting the scanner to the PC. ....	7
Installing the software before connecting the scanner to the PC. ....	8
<b>Scanning Tutorial</b> .....	<b>9</b>
Using the Scan Dialog Box .....	9
The Scan Dialog Box .....	10
Menu Pages .....	12
Scan Page: .....	12
Fax Page: .....	12
Copy Page: .....	12
E-Mail Page: .....	13
OCR Page: .....	13
Using the TWAIN Dialog Box .....	14
The TWAIN Dialog Box Controls .....	15
Performing a Simple Scan .....	16
Positioning a Document .....	18
Scanning Tips .....	19
<b>The TWAIN Dialog Box</b> .....	<b>21</b>
The Preview Window and Buttons .....	22
Help .....	22
Language Icon .....	22
Exit Icon .....	22
Prescan Button .....	22
Scan Button .....	23
Cropping Tool Button .....	23
Batch Scan Button .....	23
Zoom Tools .....	23

The Image Setting Buttons -----	24
The TWAIN Control Settings -----	25
The Main Tab -----	25
Scan Mode -----	25
Scan Source -----	26
Scan Size -----	26
Resolution -----	26
Output Scaling -----	26
Width and Height -----	26
Image Size -----	27
Descreen -----	27
The Enhance Tab -----	27
Image Thumbnails -----	27
Histogram -----	27
Channel Selector -----	28
Brightness Control -----	28
Contrast Control -----	28
Gamma Control -----	29
Preview Button -----	29
The Filters Tab -----	30
None -----	30
Blur -----	30
Sharpen -----	30
Invert -----	30
Flip -----	30
Emboss -----	31
Unsharp Mask -----	31
The About Tab -----	31
Using Batch Scan -----	32
<b>Appendix A: Specifications* -----</b>	<b>33</b>
<b>Appendix B: Technical Support -----</b>	<b>34</b>
Product Repairs -----	34
Product Returns -----	34

# Hardware Installation

1

This chapter covers the scanner parts and describes how to connect the scanner to your computer. It also describes the procedures to install the scanner driver and the included software.

## Unpacking the Scanner

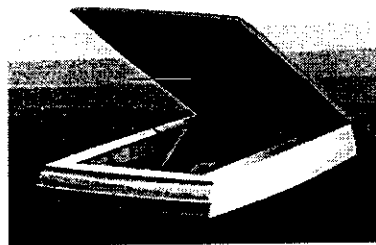
Carefully unpack the contents of the scanner package and inspect the items for damage that may have occurred during shipping. If damage is found please contact your dealer immediately.

This scanner package should contain the following:

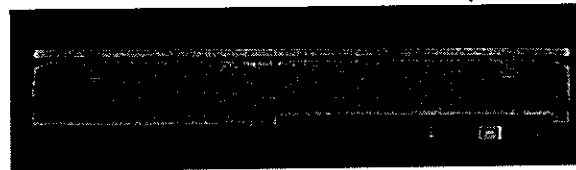
- 600 USB scanner
- USB connection cable *with ferrite cores*
- Power adapter
- Installation CD
- Users manuals

## The Scanner Parts

Please familiarize yourself with the parts of the scanner prior to use.



The Flatbed Scanner (Front)



The Flatbed Scanner (Back)

## Minimum System Requirements

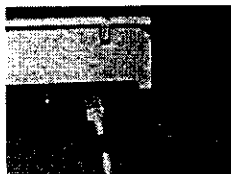
The following are the minimum system requirements needed to properly operate this scanner.

- 486DX/66MHz or higher processor
- Microsoft Windows 98
- USB port
- VGA or higher, color monitor
- CD-ROM or DVD-ROM drive
- 16 MB RAM

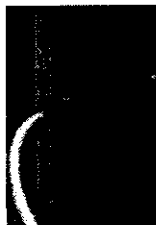
## Connecting the Scanner to the PC

Refer to the following steps and illustration to install your scanner.

**Note:** Windows 98 offers true Plug-and-play capabilities, so it is not necessary to turn your PC off prior to installation.

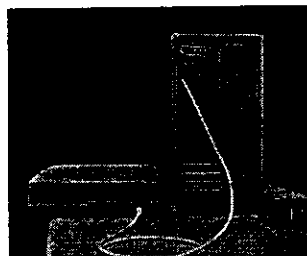


1. Connect the scanner end of the USB cable to the USB port at the back of the scanner.



2. Connect the computer end of the USB cable to the USB port at the back of the computer.
3. Connect the power adapter to the scanner and plug it into an appropriate power outlet.

4. The computer will automatically detect the scanner as "New Hardware" and launch the installation process.
5. Refer to the next section to install the scanner drivers and the included software.



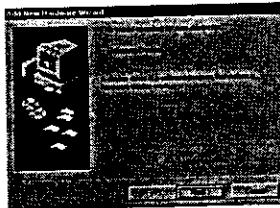
# Software Installation

1

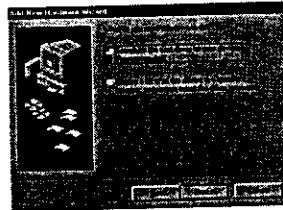
## Installing the software after connecting the scanner to the PC.

Due to the advanced Plug-and-play capabilities, Windows 98 automatically launches an installation program as soon as it detects that the scanner has been connected.

Follow the on-screen instructions to install the scanner drivers and the included software.



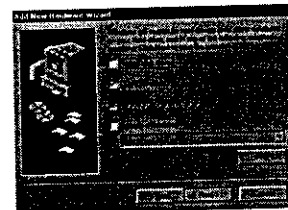
Windows 98 auto-detects that an unknown device has been attached to the computer. Click Next to continue.



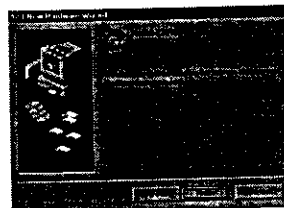
Select "Search for the best driver..." and click Next.



Place the Installation CD into your CD-ROM drive and from the list of choices, click CD-ROM drive. Click Next.



Follow all on-screen instructions to install the scanner driver and the included software.



When the installation is complete, the computer will now recognize the scanner and display its model name in the 'Finish' window. Click Finish to end installation.



---

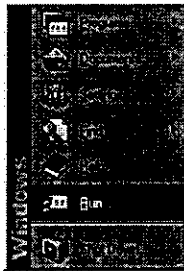
## Installing the software before connecting the scanner to the PC.

You may also choose to install the scanner drivers and software prior to connecting the scanner, or in the unlikely event that Windows 98 does not automatically launch the installation program.

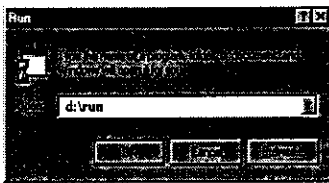
Please follow the steps below:



Begin by inserting the Mustek 600 USB CD.



Click on "Start" and select "Run".



In the "Run" dialog box, type "*drive*:\run" where *drive* is your CD-ROM drive and click "OK."

Follow all on-screen instructions.

# Scanning Tutorial

# 2

This chapter covers the two separate methods to scan an image: the Scan Dialog box, which is ideal for quick and simple scans and the TWAIN Dialog box, which offers more control over the scanned output.

This chapter details:

1. Using the Scan Dialog Box
2. Using the TWAIN Dialog Box
3. Performing a Simple Scan
4. Positioning a Document
5. Scanning Tips

## 1 Using the Scan Dialog Box

You can access the Scan Dialog box in two ways:

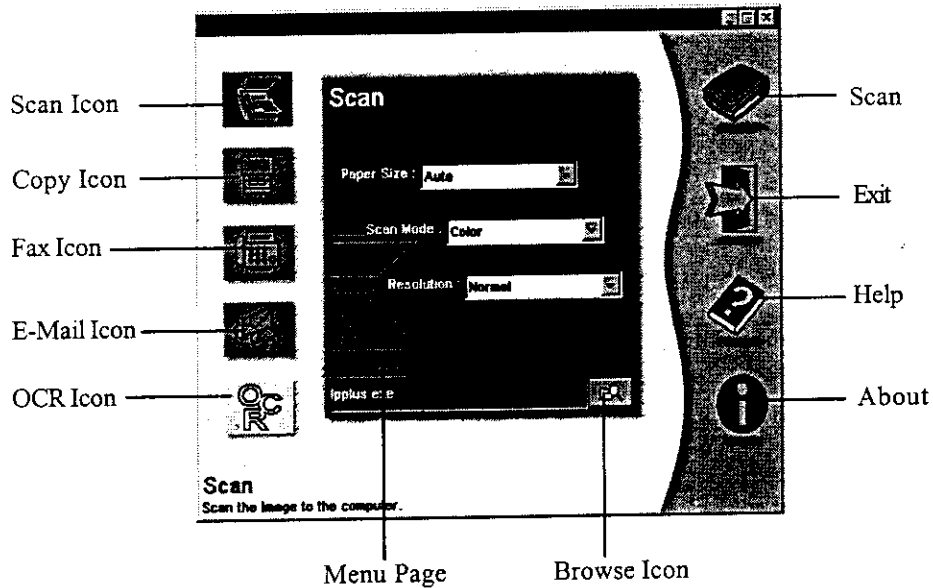


1. **The Direct Scan Icon:** Double-click the Direct Scan icon, located in your Windows taskbar.
2. **From the Program group:** Click on the Scan Dialog box icon, located under the Start menu/Programs/600 USB scanner/

Both of these options opens/launches the Scan Dialog box.

## The Scan Dialog Box

The Scan Dialog box is multi-function software that allows you to perform several functions using your scanner (e.g. scan, copy, fax). Simply select the function that you wish to use by clicking on the appropriate page icon and the corresponding menu page will appear.



### Scan Page:

Scans the image or document into the computer.



### Copy Page:

Uses your printer to Copy the image or document.



### Fax Page:

Uses your modem to Fax your scanned image or document.



### E-Mail Page:

Uses your modem to e-mail your scanned image or document across the Internet



### OCR Page:

Launches the OCR application to convert the scanned document into ready-to-edit text files.

**Scan:**

Executes the scan function for the Menu Page that you are currently in.

Scans the image/document into the image editing software in the Scan Page.

Copies your image or document to your printer in Copy Page.

Faxes your image or document through your modem in Fax Page.

E-mails your image or document to the Internet in E-mail Page.

Scans the document for editing into your OCR software in OCR Page.

**Exit:**

Exits the program.

**Help:**

Offers available on-line help for all of the scanner and software functions.

**About:**

Shows product information.



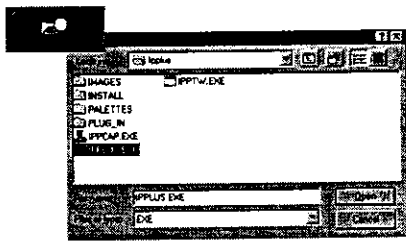
**The Browse Icon:** This icon allows you to select the software application you would like to open the scanned image into.

## Menu Pages



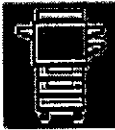
### Scan Page:

Scan an image or document to the computer via any image editing software.



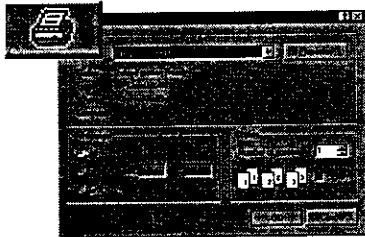
Use the **Browse** icon to select the image-editing software from your computer. iPhoto Plus is automatically installed as your default software (i.e. IPPLUS.EXE).

Click the **Scan** icon to begin scanning!



### Copy Page:

Copy an image or document to your printer.



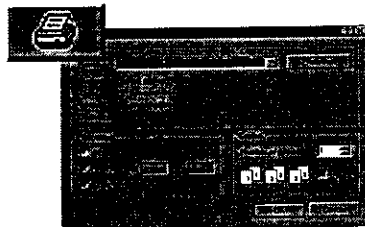
Use the **Print** icon to setup your printer.

Click the **Scan** icon to begin copying!



### Fax Page:

Scan and fax an image or document via your fax modem.



Use the **Print** icon to setup your printer (Fax driver).

Click the **Scan** icon to begin faxing!

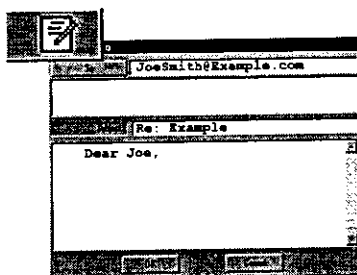


### E-Mail Page:

Scan and send an image or document to the Internet using your SMTP address/account.

SMTP: MailServer.com  
To: JonSmith@Example.com  
From: You@MailServer.com

Enter your SMTP address, the destination address (To:), and your full address (From:).  
(For SMTP details, contact your Internet Service Provider)



Clicking the **Mailing** icon opens the Mailbox, which allows you to type an attachment.

Clicking the **To:** button opens the Address book, which allows you to store addresses and add additional destination addresses to your e-mail.

Click the **Scan** icon to begin sending your information across the Internet!



### OCR Page:

Uses TextBridge Classic to convert an image document into a text file.

Click the **Scan** icon to execute the OCR function!

TextBridge will automatically open showing an image thumbnail of the scanned document. Save the document as desired, then open the document using your word processing software.

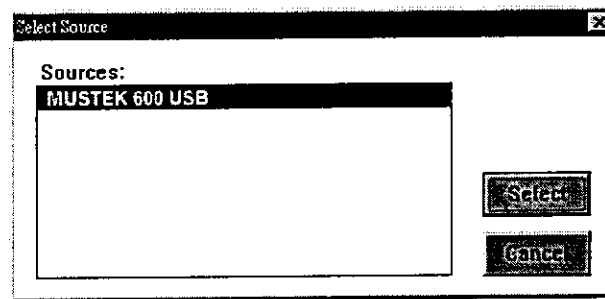
## 2 Using the TWAIN Dialog Box

TWAIN is the industry standard that allows the scanner to communicate with the computer. You can access the TWAIN Dialog box from within any TWAIN-compliant software such as the application software included with the scanner.

To access/launch the TWAIN Dialog box:

1. Launch Windows.
2. Launch the TWAIN-compliant program (e.g. iPhoto Plus 1.2 or 4.0).
3. Under the File menu open the **Acquire** command and choose **Select Source**. The Select Source dialog box appears.

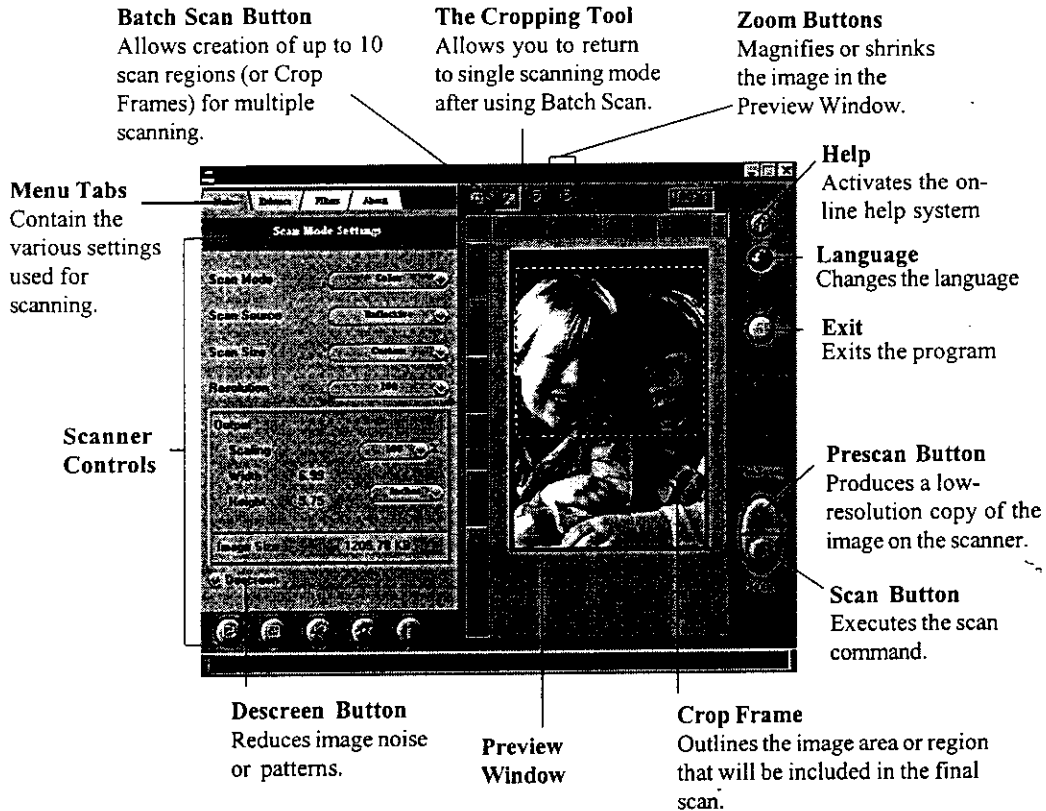
*Note: In some image editing software you may choose **Select Source** directly from the **Select Source** command rather than the **Acquire** command.*



4. Choose your scanner from the list (if there is only one source available, it is automatically selected).
5. Click the Select button. The Select Source dialog box closes.
6. Return to the File menu. Locate and click the Acquire command. The Acquire command is likely to be found beside the Select command. The TWAIN Dialog box appears.

## The TWAIN Dialog Box Controls

2



The TWAIN Dialog box consists of two sections - the Menu Tab section (left) where most of the control settings are found, and the Preview window section (right) which contains the the command and viewing controls.



### 3 Performing a Simple Scan

The steps to follow when scanning are:

1. Select the scan size.
2. Select the desired scan mode.
3. Select the desired resolution.
4. Prescan the image.
5. Use the crop frame to set the exact area to be scanned.
6. Click the Scan button.

These steps are explained in detail in the following sections.



#### Select the Scan Size

From the list of available paper sizes, select the size of the document you wish to scan. Custom will automatically be selected when you use the Crop Frame to change the image area to be scanned.



#### Select the Scan Mode

The Scan Mode determines how the scanner will read the image. Select **Color** to capture images in color. Select **Gray** to capture images in shades of gray. When you wish to scan line art or text for OCR (Optical Character Recognition), select **LineArt**.

#### Select the Resolution

The Resolution, which is measured in dots per inch (dpi) determines the effect of the image as it is displayed or printed. Images scanned at a high resolution capture more information but require more time to scan and more disk space for storage. A variety of preset resolutions are available to choose from.



### Prescan the Image

This low-resolution scan of the entire original image allows you to get a clearer idea of the image area you want to include in the final Scan.

To prescan:

1. Place the document face down on the scan window glass.
2. Click the **Prescan** button. After the scanner has scanned the document, the scanned image will appear in the Preview Window.

From the Prescan image, you can now set the exact image area you wish to include in your final scan.

### Set the Image Size

Use the Crop Frame in the Preview Window to outline the exact image area you wish to scan. Click one of the sides or corners of the Crop Frame and drag it to the desired height and width. To move the entire Crop Frame, position the mouse cursor inside it and drag it while pressing the (left) mouse button. Only the area inside the Crop Frame will be included in the resulting scanned image when you click the Scan button.



### Use the Zoom Tools

The Zoom Tool increases/decreases the magnification of the image in the preview window. By magnifying the image in the preview window, you can more accurately resize the Crop Frame, getting the exact dimensions of the area you want to scan.



### Scan the Image

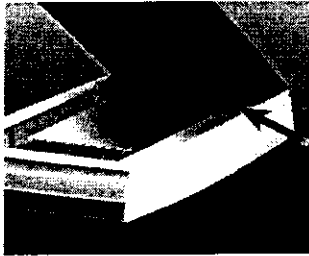
Click the scan button once you are satisfied with the image area to be scanned, and once all of the control/enhancement settings have been applied.

*Note: To further adjust your image before scanning see Chapter 3 (The TWAIN Dialog Box) for enhancement and filter details.*

## 4 Positioning a Document

For the best possible image scans, it is important that you position your documents correctly and carefully.

1. Lift the document cover.
2. Place the document face down on the glass and in the upper right corner where the alignment marks are located.
3. Slowly lower the document cover, making sure the document remains in position.
4. In your scanning program, set up the scanning parameters such as scan mode and resolution.
5. Execute the scan command (click the Scan button).
6. Remove the document after scanning is complete.



***Note: ALWAYS SCAN WITH THE SCANNER LID DOWN!***

## 5 Scanning Tips

2

The following tables provide helpful information when setting the scan mode and/or resolution. Recommended scanning resolutions for various output devices are listed as follows:

PRINTER TYPE	INPUT MATERIAL	SUGGESTED SCAN MODE	RESOLUTION
600-dpi Laser or Inkjet Printer	Color	Grayscale	150 dpi
	Grayscale	Grayscale	150 dpi
	Line Art/Text	Line Art/Text	600 dpi
300-dpi Laser or Inkjet Printer	Color	Grayscale	100 dpi
	Grayscale	Grayscale	100 dpi
	Line Art/Text	Line Art/Text	300 dpi
Color Inkjet Printer	Color	Color	Check with manufacturer for recommended resolution
	Grayscale	Grayscale	
	Line Art/Text	Line Art/Text	
Dye Sublimation or Color Laser Printer	Color	Color	Scan at maximum resolution of printer in all modes
	Grayscale	Grayscale	
	Line Art/Text	Line Art/Text	

Space requirements for different scan modes:

Scan Size	4" X 6"			A4		
	100 DPI	300	600	100	300	600
<b>COLOR</b>	703 KB	6.2 MB	24.7 MB	2.8 MB	24.9 MB	99.6 MB
<b>GRAY</b>	234 KB	2.1 MB	8.2 MB	944 KB	8.3 MB	33.2 MB
<b>LINE ART</b>	29.3 KB	264 KB	1.1 MB	118 KB	1.1 MB	4.2 MB

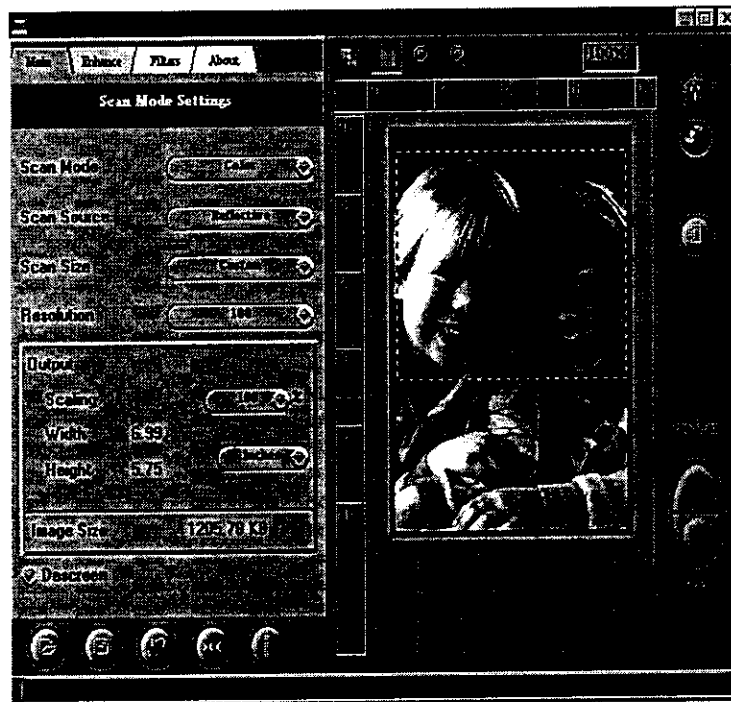


## The TWAIN Dialog Box

3

The TWAIN Dialog box is part of the scanning module provided with your scanner. TWAIN is an industry standard that allows scanning directly into any TWAIN-compliant software. It eliminates most compatibility problems associated with software and input devices supplied by different vendors.

You can access the TWAIN Dialog box from within any TWAIN-compliant software such as the application software included with the scanner (e.g. iPhoto Plus 4.0). If you are not continuing from the “Scanning Tutorial” please refer to Chapter 2 “Using the TWAIN Dialog Box” before proceeding.



To access the Main, Enhance, Filter or About tabs, simply click on the appropriate color-coded menu tab.

## The Preview Window and Buttons

It is recommended that a prescan is performed prior to completing the final scan. With the prescan image you can specify the final image area to be included in the actual scan and/or apply the TWAIN image-enhancement commands and filters. The prescan image appears in the Preview window.



**Crop Frame**  
Outlines the scan area or region that will be included in the final scan.



- **Help**  
Provides on-line help for the scanner and software functions.



- **Language Icon**  
Allows you to change the language the interface is displayed in.



- **Exit Icon**  
Exits the program.



- **Prescan Button**  
A Prescan is a quick low-resolution scan of the entire original image.





- **Scan Button**

Click the **Scan** button to execute the scan command. A status bar displays the progress of the image transfer. Once scanning is complete, the image will be displayed in the main screen of the host software behind the TWAIN Dialog box. This provides the option of doing additional scans without re-acquiring the TWAIN Dialog box each time. To access your scanned image, close or minimize the TWAIN Dialog box.



- **Cropping Tool Button**

This button allows you to return to single scan mode after you have used the Batch scan function.



- **Batch Scan Button**

Clicking on this button allows you to have multiple scans on any part of your document using different control settings. A dialog box opens. For more details, please refer to the section, *Using Batch Scan* found later in this chapter.



- **Zoom Tools**

The Zoom Tool increases/decreases the magnification of the image in the preview window. By magnifying the image in the preview window, you can more accurately resize the Crop Frame, getting the exact dimensions of the area you want to scan.



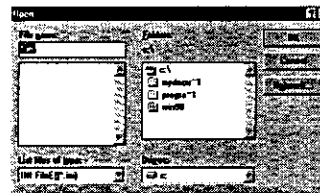
## The Image Setting Buttons

The Image Setting Buttons are found at the bottom of each tab/folder in the TWAIN Dialog box and allow you manage the individual settings you use for scanning. These buttons are especially useful if you use particular settings on a regular basis, or if you switch between commonly used settings during a single scanning session.



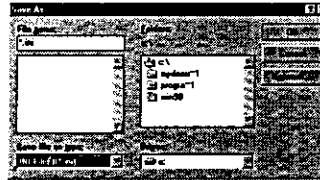
### Load Button

Allows you to load previously saved settings. These files are stored as .INI files.



### Save Button

Saves the current image settings from all of the TWAIN tabs, to a specified file name and location (saved as an .INI file).



### Previous Button

Reloads the last saved image settings.



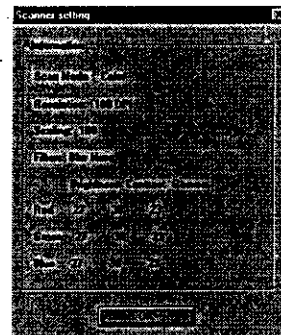
### Reset Button

Returns the image settings to their default values.



### Information Button

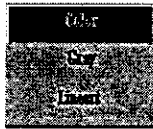
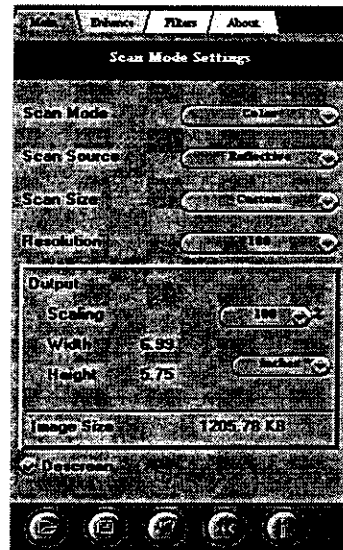
Displays the current control settings from all the TWAIN tabs.



## The TWAIN Control Settings

### The Main Tab

The Main Tab contains the control settings that are used to execute a scan, such as scan mode, scan source, resolution, etc. These settings will determine how the original image or document will be scanned, displayed or printed.



#### Scan Mode

The Scan Mode determines how the scanner reads the original image or document. When choosing a scan mode, it is recommended to consider for what purpose the resulting scanned image will be used for.

- **LineArt**  
Use this mode to scan text documents for use in OCR software or when you wish to scan black-and-white drawings.
- **Gray**  
Select **Gray** to capture images in shades of gray. Our Gray mode generates 10-bit (1024 shades of gray) internal images and 8-bit (256 shades of gray) external images.
- **Color**  
Select **Color** to capture images in colors. Our Color mode generates 30-bit (1.074 billion colors) internal images and 24-bit (16.7 million colors) external images.

**Note:** Internal images refer to images that are originally captured by the scanner. External images refer to images that are transferred to the computer.



### Scan Source

The Scan Source setting is used to select the type of document you will be scanning.



- **Reflective**

Use Reflective when you wish to scan a paper-based document such as photographs or text.

### Scan Size



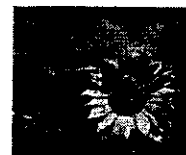
From the list of available paper sizes, select the size of the document you wish to scan. Custom will automatically be selected when you use the Crop Frame to change the image area to be scanned.

### Resolution

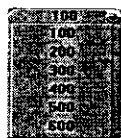
The Resolution, which is measured in dots per inch (dpi) determines the effect of the image as it is displayed or printed. Images scanned at a high resolution capture more information but require more time to scan and more disk space for storage. A variety of preset resolutions are available to choose from.



100 dpi



400 dpi



### Output Scaling

Output scaling allows you to enlarge the size of the image as it is outputted to the printer or monitor. For example, setting the Output Scaling to 200% doubles the number of pixels present in the image.



### Width and Height

The Width and Height values are the dimensions of the crop frame on the image that is displayed in the preview window. These values can be displayed in either centimeters or inches, and are cross-referenced by the horizontal and vertical rulers running along the sides of the preview window.





### Image Size

Image Size displays the amount of computer memory required to display/save the image outlined by the crop frame in the preview window. The Image Size information is automatically updated everytime you change any of the control settings or resize the crop frame.



### Descreen

Descreen is a useful tool for reducing moiré patterns in scanned images of originals that were created by a halftone process. Moiré patterns appear as unsightly interference patterns.

## The Enhance Tab

The Enhance Tab contains pre-scanning effects that can be applied to the image prior to making the final scan. Several effects can be applied to the pre-scanned image then previewed before the final scan is executed. Changes made to the control settings will appear in the sample thumbnail.



- **Image Thumbnails**

Image thumbnails are small representations of the image outlined by the crop frame in the preview window.

To change what appears in the image thumbnails, drag the crop frame to a different location in the preview window, or drag the edges of the crop frame to change its dimensions.

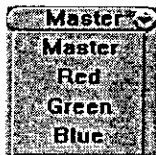
- **Histogram**

The Histogram graph shows the distribution of brightness levels in an image. Using the control settings (Brightness, Contrast, Gamma) you can selectively adjust the brightness levels in the shadows, midtones and the highlights of the image.



- **Histogram Button**

The Histogram Button allows you to view the histogram as either a line graph or a bar graph and adjust its viewing levels. The horizontal axis represents the brightness levels from darkest (left) to brightest (right). The vertical axis represents the amount of pixels with that brightness level value.



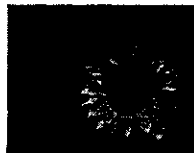
- **Channel Selector**

Channel refers to the red, green, and blue layers that make up a color image. You can choose to change the channels individually or choose Master to change all the channels equally and simultaneously. An image in Gray Mode has only one channel.



- **Brightness Control**

Using 255 steps, this tool allows you to adjust the overall amount of light in the image. A value of -127 will make the image appear very dark, whereas, a value of +127 will make the image appear very bright.



*Brightness -50*



*Brightness 0*



*Brightness 50*



- **Contrast Control**

Using 255 steps, this tool controls the disparity in tone between the dark and light areas of an image. Positive values create greater differences between dark and light areas of the image, whereas, negative values create greater similarities between the dark and light areas of the image.



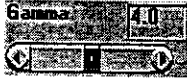
*Contrast -50*



*Contrast 0*



*Contrast 50*



- **Gamma Control**

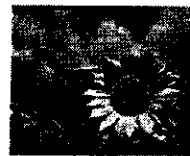
The Gamma control is used for adjusting the brightness level in the highlights, mid-tones, and shadows of the image. Values of 0.1 to 2.0 primarily affect the shadow areas of the image. Values of 2.1 to 6.0 primarily affect the midtone areas, and values of 6.1 to 7.9 primarily affect the highlight areas.

**For Example:** A gamma value of 1.9 will make the shadows of an image appear brighter, whereas, a value of 0.2 would darken these shadow areas (taking away brightness).

A gamma value of 7.8 will add light to the highlight areas of the image (making the image appear bright), whereas, a value of 6.4 would subtract light from these highlight areas.



*Gamma 0.6*



*Gamma 1.5*



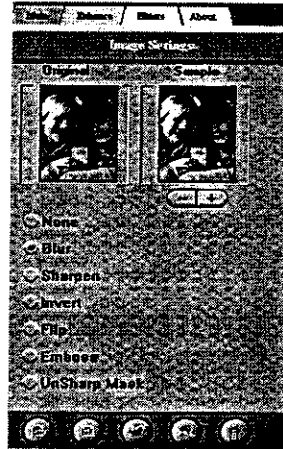
- **Preview Button**

Click the Preview button to see any enhancement effects/changes applied to the image. The changes will appear in the Preview window image.

**Note:** The effects/changes applied to the image as displayed in the preview window will only be applied to the image after you have clicked the Scan button and the scan command is executed.

## theThe Filters Tab

The Filters Tab contains pre-scanning controls that allow you to apply special effects to the image before making your final scan. Any filter applied will immediately show its effect in the sample thumbnail.



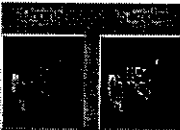
- **None**

This is the default setting, signifying that no filter has been applied.



- **Blur**

The Blur filter smooths the image by lightening the pixels that are in sharp contrast to their neighboring pixels. Use the +/- buttons to increase/decrease the amount of the filter applied.



- **Sharpen**

The Sharpen filter enhances the detail in blurry images by improving the focus and increasing the contrast in the image. Use the +/- buttons to increase/decrease the amount of the filter applied.



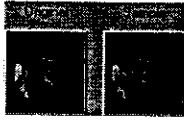
- **Invert**

The Invert filter reverses an image to its negative or compliment.



- **Flip**

The Flip filter creates a mirror image of the original by flipping the image horizontally.



- **Emboss**  
The Emboss filter makes the elements in an image appear raised or sunken.

**3**



- **Unsharp Mask**  
The Unsharp Mask filter detects sharp edges and color boundaries and then emphasizes them.

## The About Tab

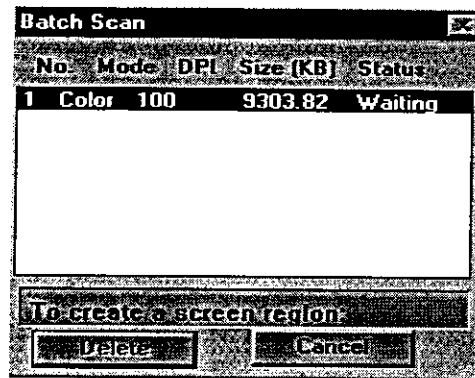
The About Tab contains the current driver version number and the copyright notice.





## Using Batch Scan

Batch scanning is an easy way to multi-scan any part a document using different scan modes and resolutions (however, certain application programs do not support this function). You can specify up to a maximum of 10 scan regions or you can scan a single region several times using different combinations of scan modes and resolutions.



To use batch scan:

1. Click on the Batch Scan button. The Batch Scan dialog box appears.
2. Create a scan region:
  - (a) Move the cursor inside the preview window.
  - (b) Hold down the Shift key, press the left mouse button and drag the mouse to create a crop frame.
  - (c) Reposition or resize the crop frame if necessary.
3. Set the desired scan mode and resolution for the current scan region.
4. Repeat steps 2 and 3 if you wish to create more scan regions. You can have up to 10 scan regions.
5. Click **Scan**. The scanner will begin to scan the scan regions one after the other.

## Appendix A: Specifications\*

**A**

<b>Scanner Type</b>	Flatbed
<b>Scan Modes</b>	True Color: 30bits (internal), 1.074 billion colors 24bits (external), 16.7 million colors Gray Mode: 10bits (internal), 1024 shades of gray 8 bits (external), 256 shades of gray Text/Line Art: 1 bit/pixel (2 levels)
<b>Scan Method</b>	Single pass
<b>Scan Area</b>	8.5" x 11.5" (216 x 292 mm)
<b>Resolution</b>	Optical: 300 dpi (H) x 600 dpi (V) Maximum: 9600 dpi x 9600 dpi (through software interpolation)
<b>Scanning Data Buffer</b>	32KB (maximum)
<b>Brightness Control</b>	255 adjustable steps (software controlled)
<b>Contrast Control</b>	255 adjustable steps (software controlled)
<b>Interface</b>	USB
<b>Light Source</b>	Cold Cathode Lamp
<b>Dimensions</b>	17.3" x 11.8" x 3.4" (L x W x H) 439 mm x 299 mm x 85.5 mm (L x W x H)
<b>Weight</b>	6.6 lbs (3 kg)
<b>Voltage Requirements</b>	AC 100V~120V or 200V~240V, 47~63 Hz Adapter
<b>Power</b>	15 W (DC 15V, 1.0A)
<b>Operating Temperature</b>	0 to 40 degrees Centigrade (32 to 104 degrees Fahrenheit)
<b>Operating Humidity</b>	35% to 80% RH, noncondensing
<b>Storage Temperature</b>	-20 to 70 degrees Centigrade (14 to 140 degrees Fahrenheit)
<b>Storage Humidity</b>	20% to 80% RH, noncondensing

\* Product specifications are subject to change without notice.

## Appendix B: Technical Support

Mustek, Inc.  
121 Waterworks Way, Suite #100  
Irvine, CA 92618  
USA  
TEL: 1-949-788-3600  
FAX: 1-949-788-3670  
24-hour BBS 949-788-3630  
<http://www.mustek.com>

Mustek Computer GMBH  
Hellersbergstr. 2a  
41460 Neuss  
Germany  
TEL: 49-2131-162840  
FAX: 49-2131-103830  
BBS:49-2131-167104  
BBS:49-2131-130052  
<http://www.mustek-europe.com>

Mustek Systems, Inc.  
No. 25 R&D Road 2  
Science-Based Ind'l Park  
Hsinchu, Taiwan, R.O.C.  
TEL: 886-3-5779373  
FAX: 886-3-5784139  
<http://www.mustek.com.tw>

To bring you the best possible service, please have the following information ready when you call:

- Which scanner model do you have?
- Which computer model are you using?
- What version of scanning software do you have?
- What other application programs are you using?
- What other components are in your system? (For example, FAX card, sound card, SCSI card and so on.)
- What are the problems/symptoms you encounter?

### Product Repairs

For Product repairs please follow these steps:

1. Call the technical support department for a Return Material Authorization (RMA) number and refer to this number in all future calls.
2. Consult your dealer regarding proper repair procedure.
3. For repairs being shipped to the manufacturer, please write the RMA number clearly on the outside of the package and send it postage paid, prepared and packaged appropriately for safe shipment.

### Product Returns

- Users must return the products to their point of purchase for a refund or credit, according to the dealer's policy.