

RapidScan Lite Installation and Troubleshooting Guide

These instructions are making the assumption that RapidLog 5/RapidScan Lite System will be installed locally on one machine.

Installation:

Step 1) Install scanner hardware. Refer to the PaperPort StrobePro Scanner documentation that comes with your scanner. We strongly recommend installing your scanner onto the parallel port. However, the serial port may also be used.

Step 2) Install StrobePro Software. Make sure no other applications are running. Place the Strobe Pro into the CD ROM of your computer. It should automatically start. Follow the directions on each screen. We recommend that you use the default settings. Be careful to choose your correct scanner according to how you attached it to your computer.

Step 3) Install RapidLog 5. Place the RapidLog 5 install CD into your CD-ROM. It should automatically start. Follow the directions on each screen. Once again, we recommend that you use the default settings.

Step 4) Install RapidScan Lite Module. This install takes a brief few seconds. Reboot your computer again.

Step 5) Set scanner brightness. Open the ScanDirect tool bar. On your Windows Desktop locate and double click on the icon that says ScanDirect. A tool bar should appear.

On this tool bar you should see the icon RS Lite and it should appear to be pressed. If you do not see this icon, then it must be located and pressed. On the right end of the icons you will see a narrow icon with a small triangle pointing to the right. Click on this until the RS Lite icon appears. Then click on the icon so that it appears depressed.

Now right-click on the RS Lite icon. Of the two choices that appear, chose Link Scan settings. On this window you will find the brightness setting. If you have logs printed in red, set this to 30, if they are printed in black, set this to 40. These are good start points. **IMPORTANT:** Never click on the Restore Defaults button you find on this screen.

ScanDirect needs to be running all the time you are scanning into RapidLog. In order for this tool bar to not be on top over RapidLog, it needs to be minimized. Locate the symbol to the left of the words PaperPort: Scan Single Page To RapidLog Sample Link in the upper most margin. This symbol looks like a purple V with a lightning bolt through it. Click on this symbol and then chose Minimize. If you look in your Task

Tray, where the time of your computer is located, you will see the same symbol. This means ScanDirect is currently open.

Step 6) Open RapidLog and go to the Logs page. If you have not done so yet, create a new company and add at least one new driver. On the Logs page you want to be on the driver and the day for the log you want to enter.

Step 7) Enter miles. Enter the miles for this log, then press Enter. This moves the cursor to the grid box.

Step 8) Scan Log. With the log face up, pass the log through the scanner. In a moment the image of the log will appear at the bottom on the screen and in the RapidLog's grid above you will see the results of what RapidLog read from the image of the log.

Troubleshooting:

Problem: The grid reading into RapidLog's does not remotely match the log. The grid lines zip and down or it just shows off duty.

Possibility 1) The brightness setting is not set to either 40 for black logs or 30 for red logs. See Step 5 above.

Possibility 2) The scanner may need calibrated. To test this, set the brightness to zero and scan a log. If the image below is anything but pure black, then recalibrate the scanner. See the Calibration section after this section for instructions.

Possibility 3) The driver has effected the reading of the log by drawing lines from the grid box at midnight. Try scanning logs from other drivers.

Possibility 4) The grid box on the log measures different than 6 inches long and 1 inch high or there may be something else about your log that interferes with a good reading. In this case you may need special settings for your logs. Contact our Technical Support Department for assistance.

Problem: When you scan, the Visioneer PaperPort software opens.

Solution: ScanDirect is not open. Double click the ScanDirect icon on the Desktop of your computer.

Problem: When I first start up my computer, I get a message that reads, 'ScanDirect could not tell PaperPort the new Scan settings.'

Solution: ScanDirect and the PaperPort Driver are being loaded at the same time.

When ScanDirect loads, it then attempts to connect with the PaperPort Driver.

Sometimes ScanDirect loads before the PaperPort Driver and this message appears. Just click OK to the message.

Calibration:

Follow these steps to calibrate your scanner:

Step 1) Set the brightness setting to 50. See Step 5 above on how to change the brightness settings.

Step 2) Open PaperPort. Double click on the PaperPort icon found on your Windows Desktop. In the PaperPort on the toolbar, click on the Settings button. On the next screen, click on the tab Scanner Setup. On this screen, click on the Calibration button. You will be using the Strobe Calibration Sheet that came with your scanner. To ease the calibration's sheet passage through the scanner, the back door of the scanner should be moved up. Place you hand on top of the scanner and bend your fingers over the back of the scanner. Pull up the back door to expose a small gap at the bottom of the door. This will allow the calibration sheet to pass straight through the scanner.

With the sheet face up and the arrows toward the scanner, put the sheet into the scanner. The scanner will take the sheet and the calibration will start. The sheet will jog back and forth several times. After its last pass, the sheet will be backed out and wait at 99% until you remove the sheet from the scanner. Calibration is complete.

Step 3) Set the scanner brightness back to 40 for black logs and or 30 for red logs.

Parallel Communications Troubleshooting Steps Provided by Visioneer ((541)884-5548)

Symptom: Scanner not found.

Connection

- 1) Is the scanner plugged directly into the LPT port on the computer?
- 2) If there are any "security dongles" on the port, these must be removed.
- 3) Try plugging the scanner power supply directly into a wall outlet, not into a power strip.
- 4) Are communication cable and power supply that came with the scanner being used?
- 5) Is there another parallel port device being used along with the scanner?
- 6) Will the scanner work if the other parallel device is removed, both the hardware and software?
- 7) Does the scanner work on a different computer, ruling out the possibility of scanner hardware failure?
- 8) Does any other device work on this parallel port?
- 9) Have different parallel port modes, such as ECP or EPP, been tried? For more information, see Port Connection and Port Mode below.

Software Installed and Configured Correctly

- 1) Was the software installed in a "clean" environment? No applications should have been running in the background during installation, including Anti-Virus programs.

- 2) Was the PaperPort application installed to the same drive as Windows? If not, it is recommended that it be uninstalled and reinstalled to the same drive as the operating system. For information on uninstalling and reinstalling the software, see below.

Port Connection and Port Mode

Port connection refers to the fact that something about the communication port is not compatible with the device or devices trying to use it. This could be two conflicting devices or an incompatible port mode setting or incompatible address settings.

To which mode is the LPT port set? The basic modes are SPP, EPP, and ECP, but your BIOS may reflect other choices. You can usually determine what the mode is by going into the Windows Device Manager. The Device Manager can be accessed by selecting Settings from the Windows Start button and then selecting Control Panel. When the Control Panel opens, double click on the icon labeled System. Once the System Properties box opens select the Device Manager tab at the top and then click on the plus sign (+) on the left hand side of the Ports (COM & LPT) option to expand the view. Listed here will be serial and LPT ports and the mode that the LPT is currently set to. We suggest that all port modes be tried.

The way the port is changed is in the BIOS. If you are not familiar with the BIOS, we recommend that you contact your computer manufacture or refer to the documentation that came with your computer. Visioneer Technical Support (this includes RapidLog Technical Support) will NOT be able to assist you in making changes in your BIOS, as there are too many different versions and our support representatives are not familiar with all of them.

The key item to note is that if the BIOS is set to Auto, that it be set to Manual. This will allow Windows to report the same resource information as the BIOS reports for the LPT port, which is more accurate information. Windows 98 will automatically set this option to Auto to enhance it's Plug and Play capabilities.

Device Conflicts

Two devices 'sharing' a port can result in communication difficulties for either one of the devices or both devices causing them to not function properly. Some printers are not able to share the port that they connect to, as they continually 'talk' to the port to see if they are receiving a print command. With other printers, there are features that can be turned off via the printer's software to enable port sharing. Your printer manufacture is the best resource to turn to if you need to resolve this type of conflict. Keep in mind that occasionally the only resolution is to add an additional LPT port and to keep the conflicting devices separate.

Steps for uninstalling and reinstalling the PaperPort software

- 1) Uninstall PaperPort from the computer by clicking on the Windows Start button, going to Settings, and then clicking on Control Panel. Double click on Add/Remove Programs.
- 2) From the list in the Add/Remove Program Properties box, select Visioneer PaperPort 6.1 and then click on the Add/Remove button. Follow the on screen instructions.
- 3) After the uninstall is complete, restart the computer.
- 4) Now click on the Start button, go to Find, click on Files or Folders. In the Named blank enter in MAXLINK.INI. In the Look in blank, make sure it is the C:\ drive. Click Find Now. Once the file appears in the lower box, click on it with the right mouse button and select Delete from the pop up menu.

If you have the Screen Saver feature turned on, it is recommended it be turned off prior to proceeding with the installation. To turn this feature off, right mouse click somewhere on the Windows desktop (not on any of the icons) and select Properties from the popup menu. (You can also click on Start, go to Settings, click on Control Panel. Locate and double click on Display.) When the Display Properties dialog box opens, select the Screen Saver tab, select None from the Screen Saver drop down list and click the OK button.

- 5) Now insert the PaperPort installation CD into the CD drive and install the software making sure to choose the appropriate scanner from the list when that window comes up. For instance, the scanner may say on it that it is a PaperPort Strobe Pro and it connects to the parallel port. Click the plus (+) sign next to color sheet fed scanner, and choose the correct scanner.
- 6) Follow the on screen instructions, allowing the software to install to the default location.