



*Powered By **DocuPort***

# **R700 Operating Manual**

04/07/07

**PLANON SYSTEM SOLUTIONS INC.  
(English)**

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## Regulatory Information



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.

### Canada ICES 003, Issue 3

This Class B digital apparatus complies with Canadian ICES-003.

### Planon System Solutions Inc.

5484 Tomken Rd. Unit 19

Mississauga, Ontario. L4W 2Z6

Phone: (905) 507-3926 Fax (905) 624-6629

Email: [planon@planon.com](mailto:planon@planon.com) website: [www.planon.com](http://www.planon.com)

Help Line: 1-877-DOCUPEN (362-8736)

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**TOLL FREE HELP LINE**

**1-877-DOCUPEN (362-8736)**

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# Introduction

Thank you for purchasing the R700 DocuPen™ Portable Scanner.

This portable scanner functions as a quick and simple tool that can be taken anywhere to swipe over a smooth flat clean surface to capture black and white images.

Your R700 DocuPen™ comes ready to use, you can recharge your scanner by simply plugging into any USB port during download, or erase operations.

This manual provides instructions for scanning documents with the DocuPen™ and downloading the scanned images to your PC.

Please read these instructions carefully to obtain optimum performance and longer service life from the unit. Retain this manual for future reference.

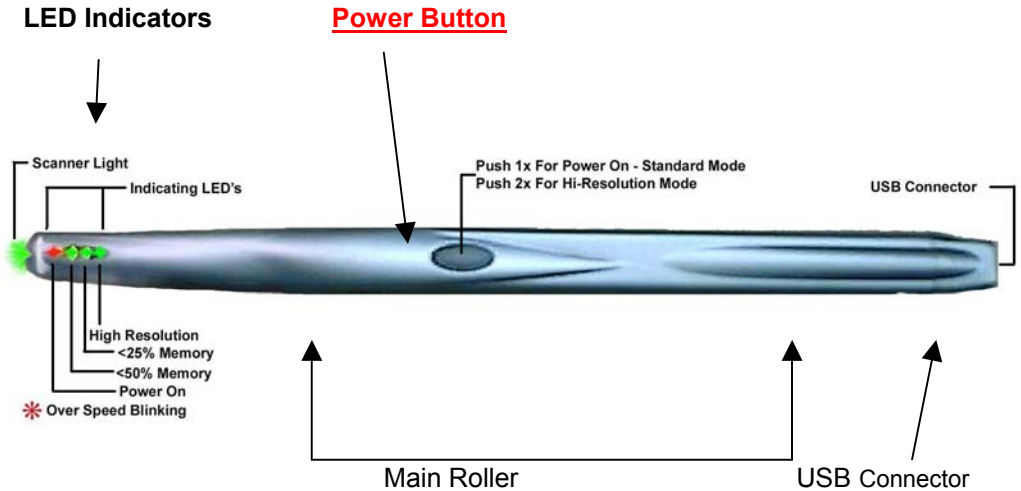
## Check the Contents

The following components are included in your DocuPen™ product package:

- The DocuPen™ unit
- USB cable for communication & recharging.
- CD DocuPen™ TWAIN driver & PaperPort® OCR Software
- Quick Start Card
- Warranty & Registration Card (At back of Manual)
- This Operation Manual
- Leather Case

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# DocuPen™ Overview






## Pen Scanner Power Button

- Press one time to turn the DocuPen™ on in Standard scan mode (200x100 dpi).
- Press two times to turn the DocuPen™ on and put the pen in Hi Resolution scan mode (200x200 dpi).
- Press to respond to prompts when downloading or erasing the pen's memory bank.

# LED Indicators

The 4 LED indicators at the top of the DocuPen™ from left to right indicate the following:

LED LIGHTS	Condition
<p><b>LED #1</b></p>  <p><b>ALL 3 LED'S ON READY TO SCAN STANDARD MODE</b></p>	<p><b>Processor On/Off and Scan Speed Too Fast</b></p> <p>When you press the DocuPen™ power button, this red light turns on, &amp; also the #2, &amp; #3 LED indicating that the DocuPen™ is ready for use.</p> <p><b>This light also flashes if your scan speed is too fast.</b></p>
<p><b>LED's #2 &amp; #3</b></p>  <p><b>ALL 3 LED'S ON READY TO SCAN STANDARD MODE</b></p>	<p><b>Available Memory Capacity</b></p> <p>The state of the second and third lights indicate the Memory capacity available for scanning during power up:</p> <ul style="list-style-type: none"><li>• <b>Both lights on</b> = more than 50% total memory capacity available.</li><li>• <b>1 light on</b> = 25% to 50% total capacity available.</li><li>• <b>No lights on</b> = less than 25% total capacity available.</li><li>• <b>Lights flash after scanning</b> = no capacity available. You must download images.</li></ul>
<p><b>LED #4</b></p>  <p><b>ALL 4 LED'S ON READY TO SCAN HI-RES MODE</b></p>	<p><b>Scan Resolution</b></p> <p>By default, the DocuPen™ 's scan resolution is 100 dpi.</p> <p>When you press the power button two times, this light turns on, indicating that the resolution is set at 200 dpi (Hi resolution mode).</p>

**SEE ALSO:** Blinking LEDs also indicate error conditions.

The error conditions and their meanings are discussed on page 38.

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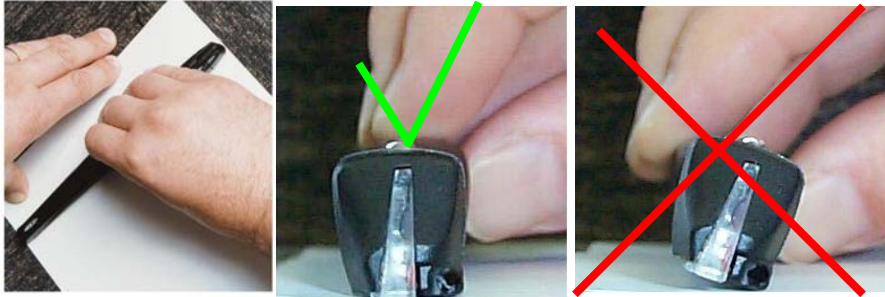
# Points to Remember Before You Scan

**To obtain the best scan results, note the following:**

The document you scan must be well supported on a smooth flat, clean, & stable surface.

It is recommended that you hold the top of the document with one hand while you scan with the other.

**Hold document    Hold the Scanner flat,    Do Not tilt**



## Typically scanning from top of document down

1. Place your document on a smooth, flat, clean surface.
2. Place the DocuPen™ just above the area you want to scan, with the LED indicator lights on the left side of the document to be scanned.



3. Press the DocuPen™ 's Power button once for standard resolution this places the unit in "ready" mode" for scanning in default Standard mode (100 dpi).



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# Scanning

4. Slowly roll the DocuPen™ down across the area you want to scan. The LEDs activate, and the unit begins scanning as soon as you start moving the pen. When you stop moving the pen, the scan light shuts off and scanning stops.

Apply even pressure, in the center of the scanner to allow the rollers to rotate smoothly down the document.



When you stop scanning the image is saved to the pen's internal flash memory and the DocuPen™ power turns off. You must wait momentarily till the data is compressed, and stored in the onboard memory.

For OCR applications we suggest to scan in hi-resolution (200dpi) mode.



Pressing the Power button two times. The right-most LED indicator light turns on indicating Fine resolution (200 dpi) scan mode best for OCR applications.

Pressing the Power button two times. The right-most LED indicator light turns on indicating Fine resolution (200 dpi) scan mode best for OCR applications.

Scanning in hi resolution mode.

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# Additional Scanning Tips

**What you scan is what you get.** The DocuPen™ is sensitive to changes in direction and scan speed and records every movement you make. The more uniform your scan swipe, the better your scanned image results. This may take a little practice at first.

Your entire scan swipe motion must be sooth and uniform. Scanning too quickly or abruptly changing acceleration causes the **RED LED** to flash, reminding you to reduce your scanning speed.

## Scanning Too Fast



It should take approximately 4 seconds to scan an 8.5"x11" document in standard mode.

It should take approximately 8 seconds to scan an 8.5"x11" document in fine. (high resolution) mode.

All scanned images are in black and white and are stored in the pen's memory bank for easy download at any time later.

## Scanning Lengths

Typical scans include documents in standard or legal format that may be up to 8.5" wide.

Also in standard resolution mode (100 dpi), documents up to 36 inches long can be scanned.

In fine resolution mode (200 dpi), documents up to 18 inches long can be scanned.

If you stop during a scan just momentarily the unit will stop scanning. It is therefore important to scan in a continuous smooth motion.

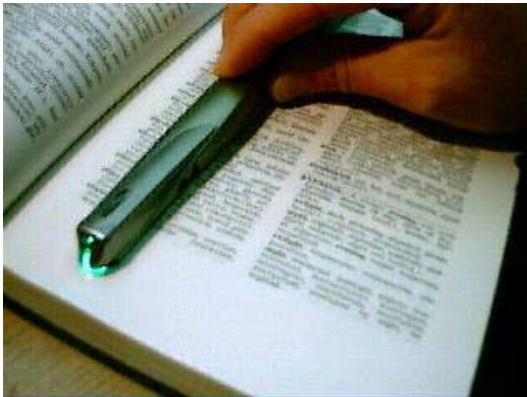
---

# Additional Scanning Tips Continued

For better control over the DocuPen™'s movement, it is recommended that you **detach the cable before you scan**.



**During Scanning better control without cable...**



When scanning books or bound pages, it may be easier to scan in landscape mode across the page. This will follow the natural curve better.

Images can be turned with the Imaging Software, within Windows, or Paperport.



Beware of and avoid staples, and paper clips.

These can interfere with a scan, and could also cause damage to the scanner.

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# Installing the DocuPen™ Software

The DocuPen™ includes a proprietary TWAIN scan driver on the included CD. TWAIN is an industry standard for software that controls optical input devices such as scanners and video capture interface cards. TWAIN support allows the DocuPen™ to be controlled from your PC scanner or imaging software. After installation, the DocuPen™ driver is made available to your Windows TWAIN-compatible applications. Such as Windows Imaging, or PaperPort®. This gives you the ability to download the scanned images to your computer, as well as to view and manage the scanned image files.

## DocuPen™ Driver Platform Requirements

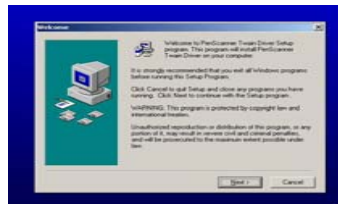
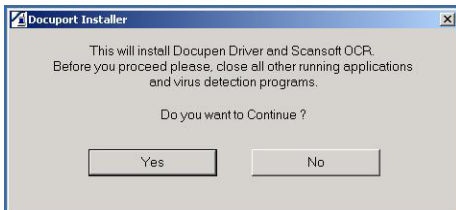
Before you install the DocuPen™ driver, make sure that your computer meets the following minimum system requirements:

- Microsoft Windows 9x/2000/NT/ME/XP operating system (XP Requires Twain Compliant software such as in PaperPort® 8.0 OCR Software included.)
- CD-ROM for driver installation

## Windows 2000 & XP log on as Administrator

1. Close all Windows programs during the loading of software.
2. Disable any virus protection software temporarily.
3. **Unplug the USB cable before installing software.**
4. Insert the Docupen CD-ROM into your CD drive.
5. The CD is auto play, and should self start.
6. Note that the instructions in this document refer to both Kodak Imaging for Windows and also PaperPort® SE 8.0 as two imaging/scanning applications.

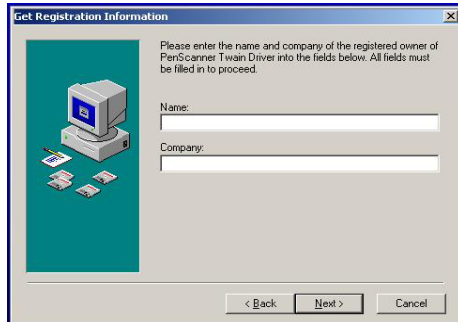
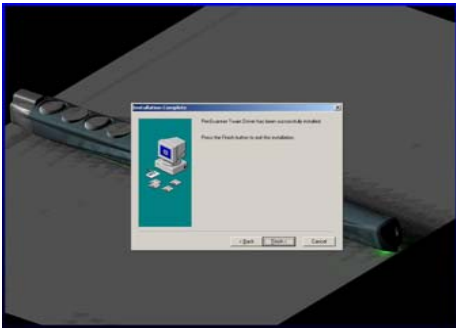
**PaperPort® SE 8.0** will install automatically with different pop-up windows. This **is required for Windows XP platform.**



7. In the first opening Welcome window, click the **Yes** button to continue, then the **Next** button

8. After reading and agreeing to the terms of the DocuPen™ Software License Agreement, click the **YES** button to continue.

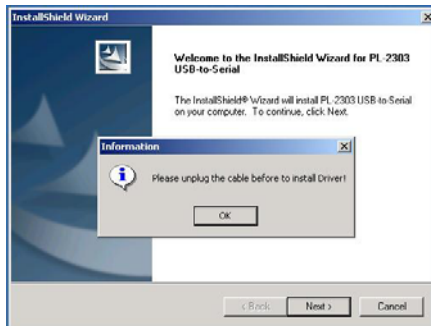
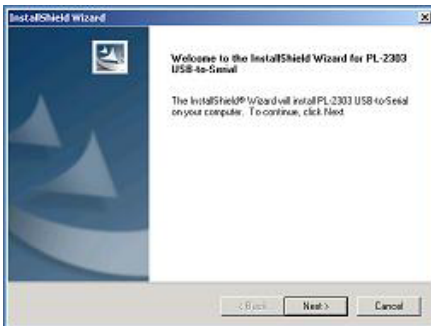
9.



You will be prompted to enter registration information.

10. Then click the **FINISH** button to complete the Pen Twain installation.

11. The USB Driver will load next.



12. Simply follow on screen instructions.

**13. Remember to remove USB Cable if plugged in.**



14. Once the installation is complete, click **Finish**

**If you are running under Windows XP you must continue & install the ScanSoft® PaperPort® SE 8.0 OCR Software.**

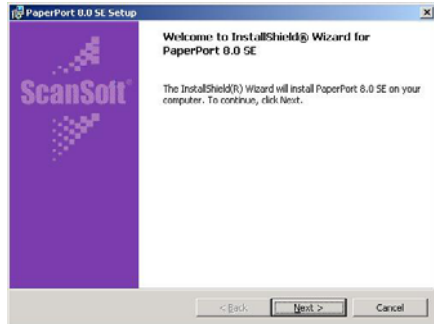
**If you are asked to Restart after this Software loads, click **NO** since you will be required to restart after the next step.**

# Installing the Paperport® SE 8.0 Software

1. The final software to load is the Paperport® SE 8.0, simply follow on screen instructions to proceed. **This is required under Windows XP**



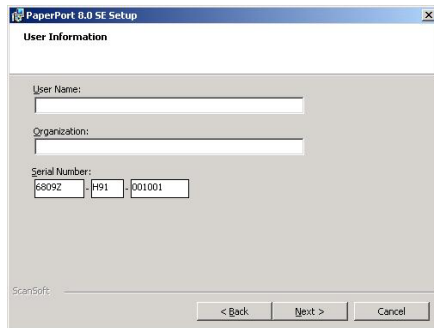
2. Opening pop-up window.



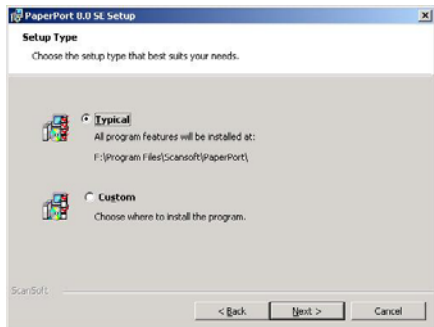
3. Welcome ready to install window.



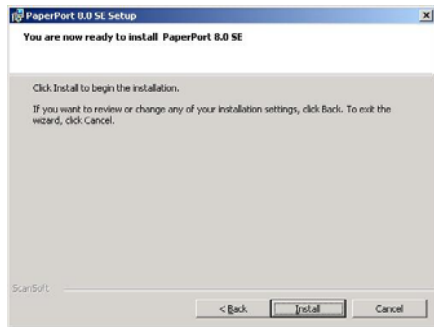
4. License Agreement.



5. User information required.



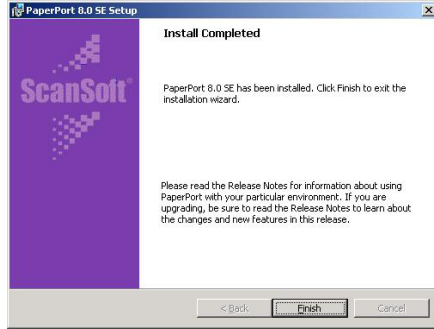
6. Installation Set-up.



7. Set-up Ready to Install.



8. Registration window.



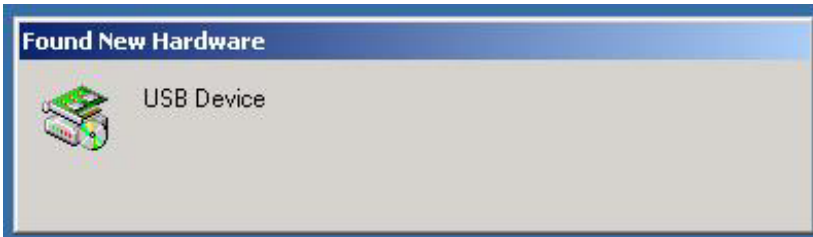
9. Installation complete.



10. Restart required.

Once your computer is restarted, you can safely plug in the USB cable.

You should have a brief pop-up message from the Hardware Wizard.



**WINDOWS SHOULD SELF INSTALL THE DRIVERS, IF NOT REFER TO THE TROUBLESHOOTING SECTION PAGE 37**

You can now start the Imaging program by Kodak®, or the PaperPort® SE 8.0 by ScanSoft®

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# Downloading

All images of the documents you scan are maintained in the DocuPen™ 's flash memory bank. After downloading the memory bank to your computer, you can view and manage the individual images using any TWAIN-compatible imaging application. When you download the DocuPen™ 's memory bank to your computer, you overwrite the existing image file created from the previous download. Before you download your most recent scanned images, make sure you have viewed and saved all image files from the previous download.

## To download the scanned images to your computer:

1. Connect the provided USB cable to the USB port on your computer.
2. The USB can be plugged into any available USB port.



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**USB Plug**

3. Fully insert the mini USB cable plug end into the DocuPen™ the black plastic plug edge should touch the silver casing on the pen scanner.



**Mini USB Plug**



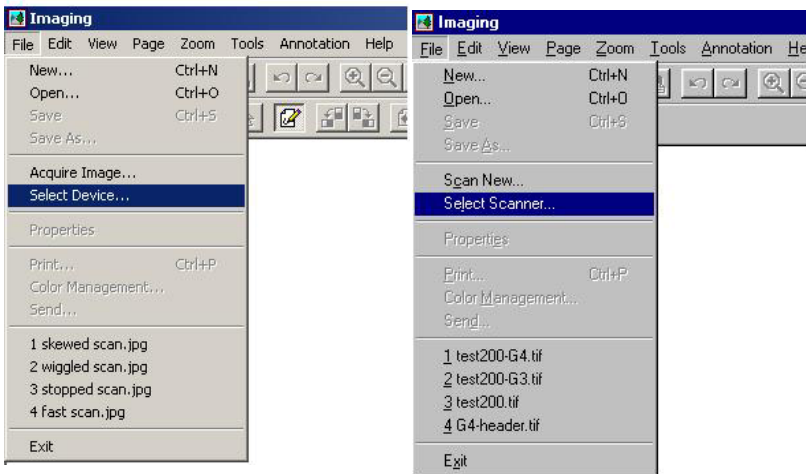
---

# To download using Windows 98/2000/ME/ with Kodak Imaging:

1. Open the Imaging for Windows application, which is included with all versions of Windows 95 and later.
2. **For Windows XP**, please use the **PaperPort® SE 8.0** OCR software.

Generally, the **Imaging** command can be found under the Windows. Desktop **Start, Programs Accessories** menu. Choose the Imaging command to open the Imaging application Window that applies to your operating system.

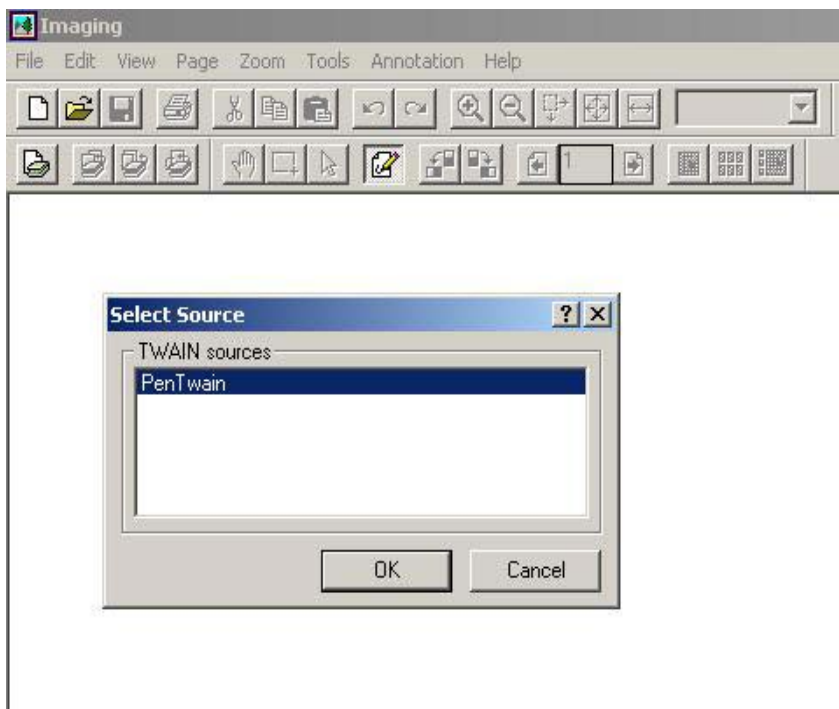
**Windows 2000 SELECT DEVICE**    **Windows 98 SELECT SCANNER**



For **downloading** with the **PaperPort® SE 8.0** (see page 14) for installation, & general set-up.

You can also read the help & Tutorial sections of the respective Software.

3. From the list of TWAIN-compliant scanners, select **PenTwain**, and click the **OK** button.



Depending on how many other Twain compliant devices you may have only one, or more.

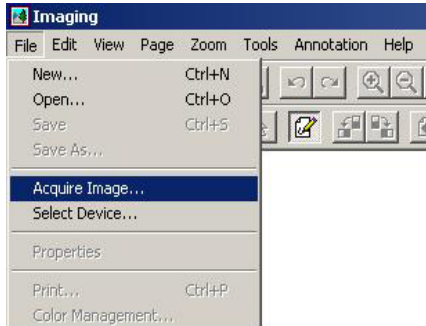
You must select PenTwain source when you are using the DocuPen™ scanner.

If you have used another device prior, then that device will remain default till you reselect PenTwain device. This is only the case if you have multiple scanners.

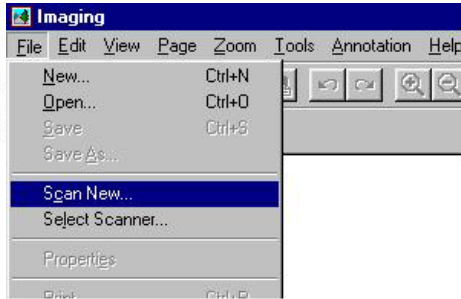
If you only have DocuPen™ as a scanner then it will remain default, until another device is added.

- From the Imaging **File** menu, choose the **Acquire Image (Win 2000) Scan New (Win 98)** command.

**Windows 2000** says **Acquire Image**

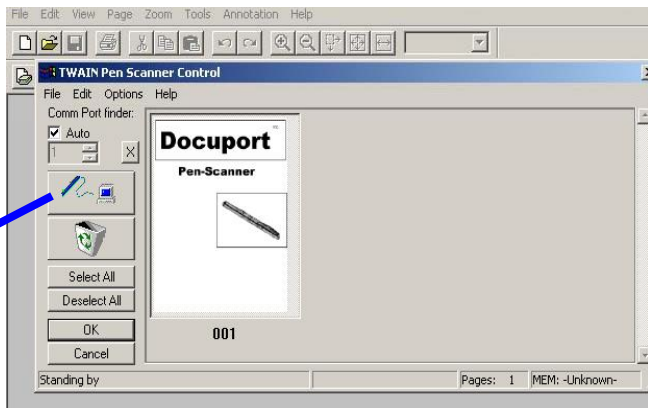


**Windows 98** says **Scan New**



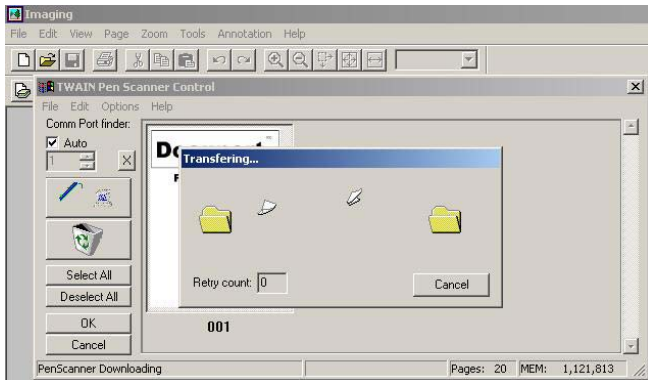
- Clicking either will open the Pen Scanner Control window, giving you the opportunity to view and manage your scanned images.

**Download Images**

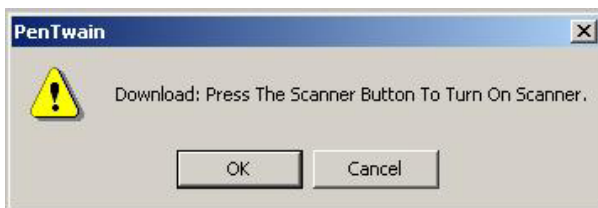


- To download the scanner's memory bank, choose the **File Download Bank** command or click the download icon.





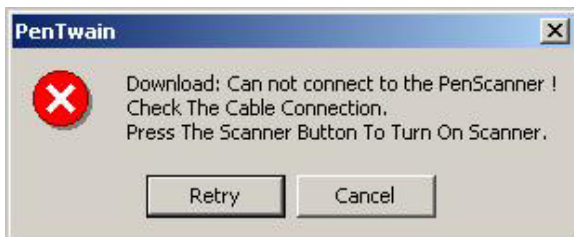
A message displays prompting you to press the DocuPen™ scanner power button.



7. In response to the prompt, press the **DocuPen™ power button**, **FIRST** and **Immediately AFTER** click the **OK** button in the prompt window.

### **If you miss the timing you only have 3-4 seconds**

you may encounter an error message such as;



No problem, simply press the **DocuPen™ power button** and **Immediately AFTER** click the

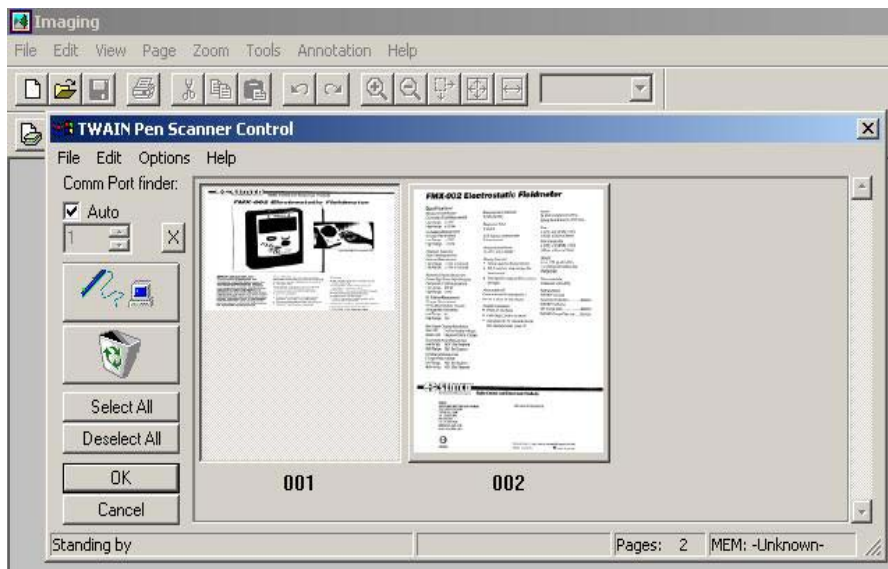
**Retry** button in the prompt window.

Otherwise the DocuPen™ memory bank transfers, & downloads to your computer.

**If you still cannot download see Trouble shooting section page 37.**

Normal file transfer in progress.

After the download is complete, thumbnail images of all scanned pages display in the Pen Scanner Control window.



Note that the number of scanned image pages displays in the status bar of the Pen Scanner Control window.

## Viewing Images

To view an image, simply click on the image thumbnail in the Pen Scanner Control window and click the OK button. The image(s) displays in the Imaging application desktop.

**Note:** that if you select more than one image thumbnail in the Pen Scanner Control window, then all selected images display in the Imaging application desktop. The selected images display as individual pages of the scanned image file.

**Tip:** To quickly select all images in the memory bank, click the Pen Scanner Control window's **Select All** button, and then click **OK**.

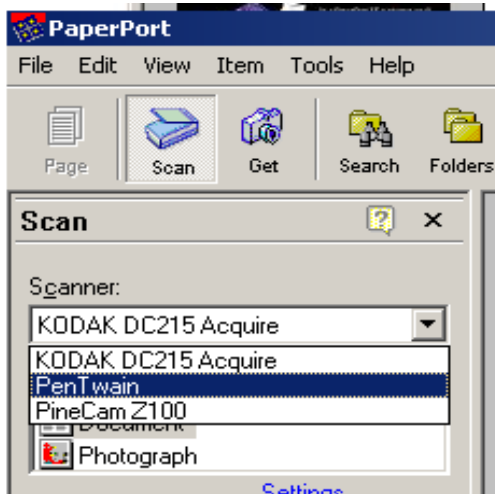
---

# To download the Scanned Images Using Win XP & PaperPort® SE 8.0

1. You must have already loaded the software during installation.
2. Open **PaperPort® SE 8.0** & Select source by clicking on **Scan**.




3. The Pen Twain is the source for this application. You may have more than one source, so **Pen Twain must be selected** when using the DocuPen™.



4. To open the Twain Penscanner Control window click on **scan**.



5. Click on the download  icon.

6. Follow the onscreen instructions same as those on page 20.

7. Once the image(s) download, Click **OK** or **select all** (multiple images.)

1. The image(s) are loaded to your desktop PaperPort area.

Select the image(s) and each can be run under all the applications that the software has detected such as Word, or Excel, etc.

2. At this point you can run the OCR, as you require for a single or multiple page document. We recommend scanning in Hi-Resolution mode for best results.

3. Other applications are automatically listed at the bottom status bar. This depends what applications you have on your system.

4. Simply select the image and Click on the application you wish to use or drag your file over to the application. It starts automatically.



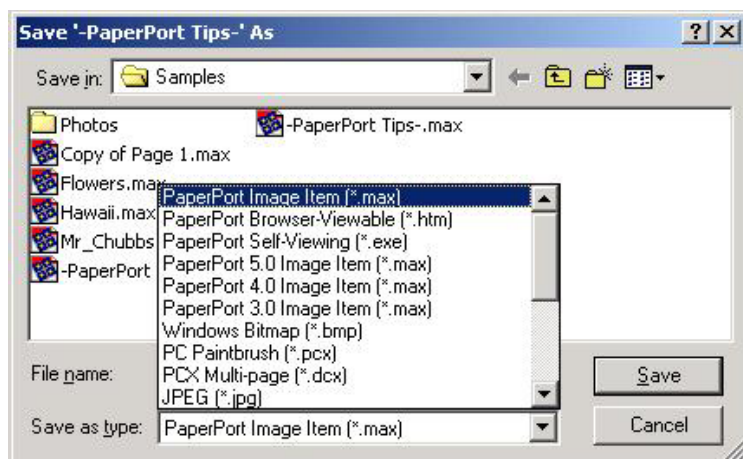
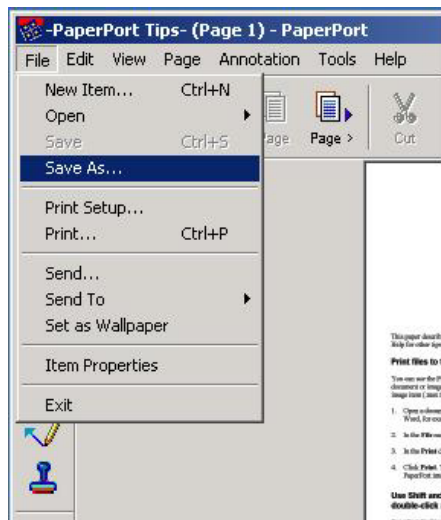
5. The default file format is **.max**, which allows you to stack & unstack multiple pages. This format also allows the most editing options.

6. You can select other default file formats such as, tiff, jpg, bmp. but these cannot be un-stacked, all images will open in the selected application. They can then be manipulated separately, or altogether.

# Saving Images in PaperPort® SE 8.0

You can save scanned images to a separate file on your PC in either of the following ways:

**From the PaperPort Desktop Window:** Click on one or more thumbnail images in the Desktop window, and choose the window's **File, Save As**, command. In the standard Windows Save As dialog box, define the image file name and destination folder. Then click the Save button.



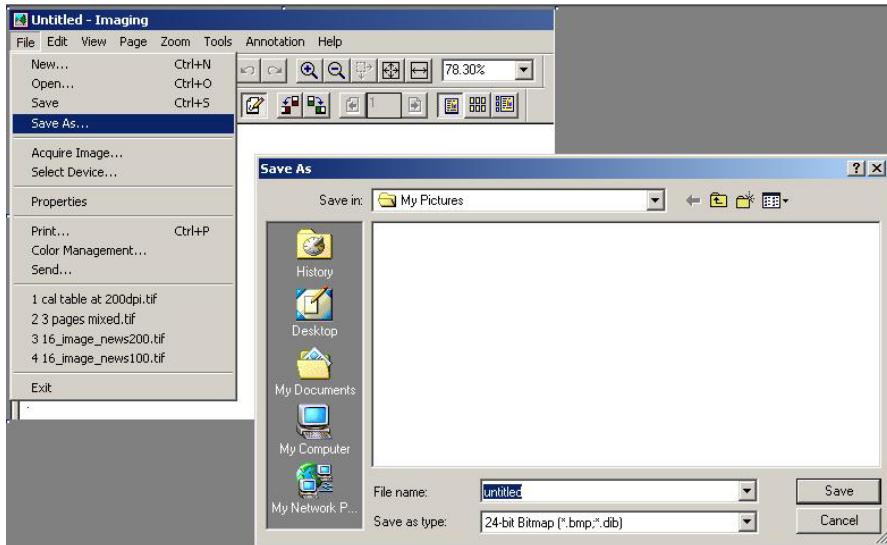


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# Saving Images in Windows's Imaging

You can save scanned images to a separate file on your PC in either of the following ways:

**From the Imaging Control Window:** Click on one or more thumbnail images in the Pen Scanner Control window, and choose the window's **File, Save As**, command. In the standard Windows Save As dialog box, define the image file name and destination folder. Then click the Save button.



**From the Kodak imaging application:** View one or more thumbnail images, and then save the image file using the imaging application's **File, Save** command. Define the file name, destination, and image file type.

**Creating Multi-Page Image Files:** To create an image file having more than one page, first select the desired pages in the Pen Scanner Control window, and then export all selected images to a file.

**From the *File, save as* menu** you may save the files in .tif, .bmp, .jpg formats.

If you require saving to other formats, we suggest you open and save the images using PaperPort® SE 8.0 (see page 24)

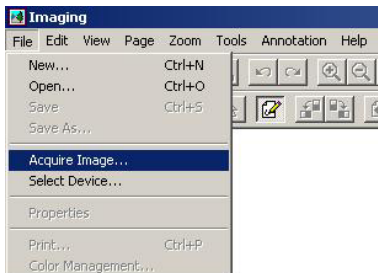
# Erasing the DocuPen™ Memory Bank

After you have save the desired scanned image files on your hard disk, it is recommended that you empty the DocuPen™ 's memory bank. By doing so, you ensure maximum storage capacity and optimum download speed.

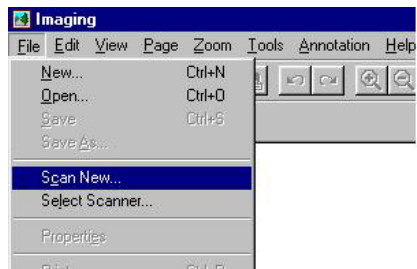
**To erase the DocuPen™ memory bank:**

1. Choose the **Acquire Image** (Win 2000 ) **Scan New** (Win 98) command. If you are running under Windows XP or using PaperPort® SE 8.0. then simply click **scan**.

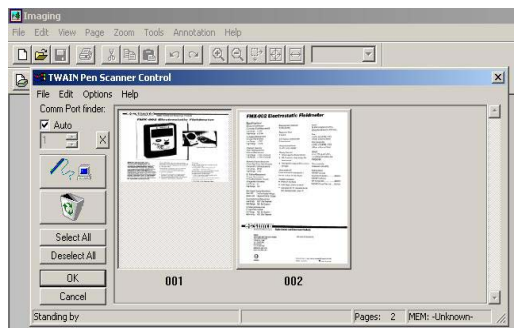
Windows 2000 *Acquire Image*



Windows 98 *Scan New*



2. PaperPort® SE 8.0. simply click **scan**.

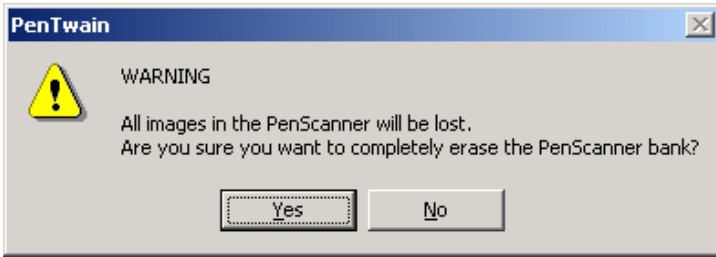


3. The Twain Penscanner Control Window will open.

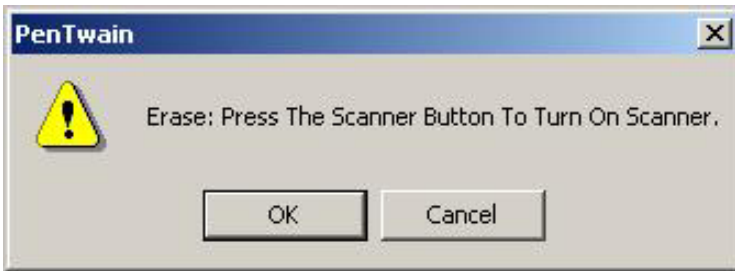
4. Erase the DocuPen™ memory by selecting the recycle icon.



- 
5. A prompt warns you that erasing the memory bank will clear all scanned images from the DocuPen™ 's memory.



6. Click on **Yes** a second pop-up prompts you to erase.



7. **Press the DocuPen™ power button FIRST**, and then click the **OK** button in the **window within 3-4 seconds**.

8. The DocuPen™ memory bank will be erased.

**NOTE:** The Erase Bank command erases only the DocuPen™ memory bank. The temporary image file from the previous download still exists on your computer's hard drive.

It will reappear in the Twain Penscanner Control Window until the next new downloaded data is transferred.

This can be very useful for saving forgotten images that have already been deleted from the scanner's memory.

Simply unplug the cable from the back of pen, and your DocuPen™ is now ready to continue scanning.

---

# Frequently Asked Questions

## How Are the Scanned Images Handled?

Every time you scan a document, the scanned image is added to the DocuPen™'s internal flash memory bank. The number of scanned images that can be maintained in the memory bank depends on the complexity of the scanned documents.

(Refer to the section **Capacity of Pen's Memory Bank page 29**)

The image file is downloaded as one whole file. The images, or pages can after downloading be separated or edited individually. This can be done in either Windows Imaging, or PaperPort

**To view the scanned images**, you must download the DocuPen™'s memory bank to your computer. The memory bank is downloaded to your computer as a single file containing all the scanned images.

After you download the memory bank, you view and manage the images from within your imaging application.

You can also manage & view images & especially text with the included ScanSoft® OCR software.

See the section Downloading Images to Your computer for more details. Page 16 to 23.

## How does the battery get recharged?

The Lithium-Ion Battery is recharged during any USB port connection, to a computer. It is recharged the moment you connect, it continues to charge as you either download, or erase scans. Typically during these operations the battery is recharged sufficiently to continue scanning till memory is full. Therefore you should never run out of power. Your scanner can remain plugged in to the USB port and recharge indefinitely.

**The USB Cable will work on Windows 98/2000/ME/XP  
LOAD THE SOFTWARE CD FIRST, THEN RESTART, AND  
PLUG IN CABLE TO P.C.**

---

# Frequently Asked Questions

## What is the Capacity of the Pen's Memory Bank?

The number of pages that can be stored in the memory bank depends greatly on the image text, graphics, and scanning resolution. Note that documents with heavy graphics and text consume more memory than documents with no graphics and light text.

The table below estimates the number of pages that can be maintained in the memory bank before you must download the images.

Scan DPI	# Pages (w/ light Text/graphics)	# Pages (w/ heavy Text/graphics)
@100 dpi	100 pgs	25 pgs
@200 dpi	50 pgs	12 pgs

## Scan light does not turn on?

Ensure that both rollers are in contact with surface of document, and rolling. Very smooth surfaces such as plastic coated sheets can sometimes effect traction, & allow rollers to slip.

More even pressure in the center of the scanner at the button should help eliminate most roller slippage issues.

## Images are not readable?

If you are having problems scanning, see the troubleshooting tips and suggestions on pg. 13 & 14:

## All LED lights flashing simultaneously?

Depending on how many flashes there are it typically means that the DocuPen™'s memory is full. Download the images to your PC. See also pg. 38 Blinking LED Lights Error Conditions.

## Do I need my computer to scan?

No you do not, you can take the scanner anywhere to scan, you will need a computer to download your images when you want to see, print, or e-mail them, and also to recharge the battery.

# Frequently Asked Questions

## What is a Good Scanned Image?

### Good scan sample

## **FMX-002 Electrostatic Fieldmeter**



Optional plate for verification tests

**SIMCO's Model FMX-002 Electrostatic Fieldmeter is a compact, portable instrument for measuring electrostatic charge. The FMX-002 measures positive and negative polarity electrostatic charges to 20kV (20,000V) at a distance of one inch (25mm). Two LED guide ring lights on the measuring side of the unit converge at the proper distance from a test object. The conductive case and ground lead facilitate reference grounding for accurate measurement.**

The FMX-002 can also be used for periodic verification of ionizer balance performance to  $\pm 200V$  by attaching a charge plate.

The handy, compact design of this unit allows electrostatic survey measurements in all work areas. It can be used for:

- Determining static charge levels and the need for neutralization
- Deciding the placement of ionizers
- Periodic verification readings

### **Features**

- Bar graph indicates field polarity and intensity
- Easy plate attachment for ion balance measurement
- Portable, compact and lightweight
- Auto-ranging digital display
- Automatic off function
- HOLD function holds even after power is turned off
- Battery condition display (4 stages)
- Multi-function audible alarm
- Includes vinyl storage case

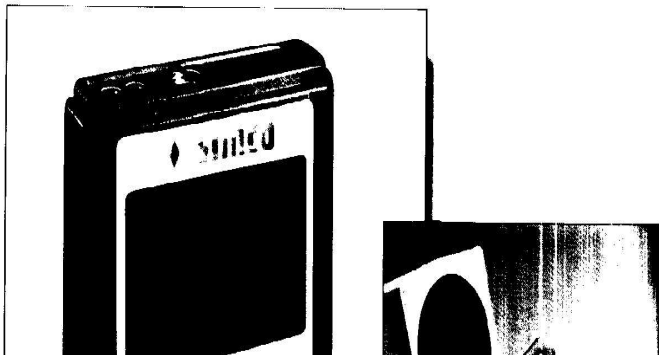
---

## Frequently Asked Questions

Why is part of image missing?

**You have stopped moving scanning or the roller was not in contact with the document.**

### ***FMX-002 Electrostatic Fieldmeter***



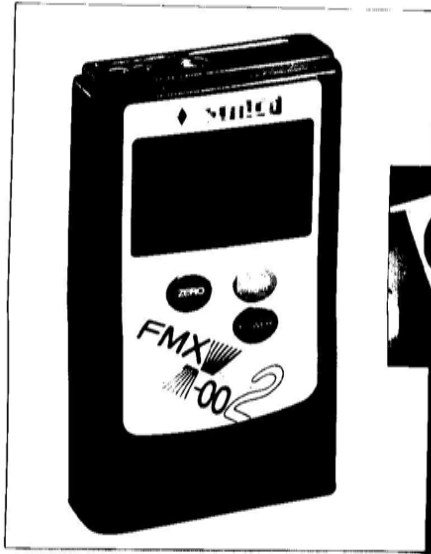
**If you stop even momentarily, the scanner stops scanning, and image is incomplete. You will have to re-scan.**

# Frequently Asked Questions

Why is image compressed?

Your scan was too fast.

## **FMX-002 Electrostatic Fieldmeter**



Optional plate for verification tests

*SIMCO's Model FMX-002 Electrostatic Fieldmeter is a compact, portable instrument for measuring electrostatic charge.*

*The FMX-002 measures positive and negative polarity electrostatic charges to 20kV (20,000V) at a distance of one inch (25mm). Two LED guide ring lights on the measuring side of the unit converge at the proper distance from a test object. The conductive case and ground lead facilitate reference grounding for accurate measurement.*

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- Automatic off function
- HOLD function holds even after power is turned off
- Battery condition display (4 stages)
- Multi-function audible alarm
- Includes vinyl storage case, ground lead, and battery

Text & image are compressed.

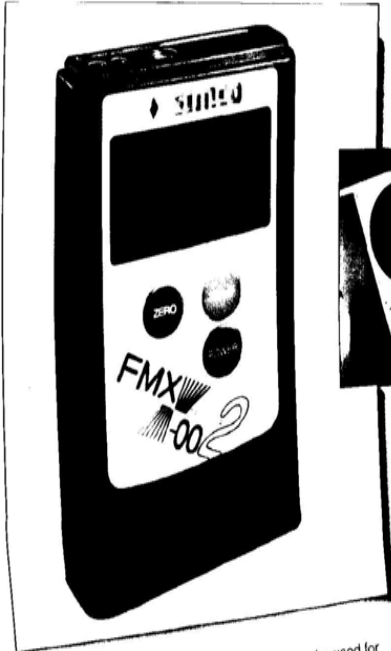


# Frequently Asked Questions

Why is image skewed?

The scan was twisted to one side, try practice scanning more straightly.

## FMX-002 Electrostatic Fieldmeter



Optional plate for verification tests

**SIMCO's Model FMX-002 Electrostatic Fieldmeter is a compact, portable instrument for measuring electrostatic charge. The FMX-002 measures positive and negative polarity electrostatic charges to 20kV (20,000V) at a distance of one inch (25mm). Two LED guide ring lights on the measuring side of the unit converge at the proper distance from a test object. The conductive case and ground lead facilitate reference grounding for accurate measurement.**

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- Determining static charge levels and the need for neutralization
- Deciding the placement of ionizers
- Periodic verification readings

### Features

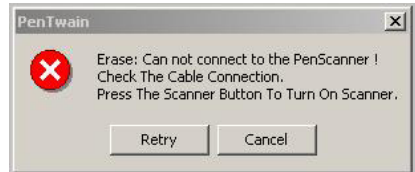
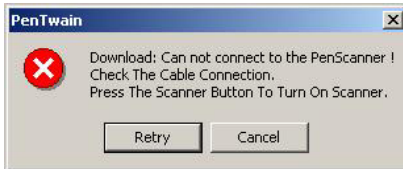
- Bar graph indicates field polarity and intensity
- Easy plate attachment for ion balance measurement
- Portable, compact and lightweight
- Auto-ranging digital display
- Automatic off function
- HOLD function holds even after power is turned off
- Battery condition display (4 stages)
- Multi-function audible alarm
- Includes vinyl storage case, ground lead, and battery

Image & text skewed to one side

# Troubleshooting

## Cannot Connect to the Penscanner

PenTwain message when trying to Download, or Erase:



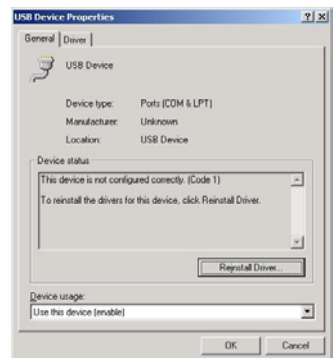
### 1. Ensure cables fully inserted.

The black plastic plug should touch the silver casing.

It is also possible that you missed the timing sequence, ie; first 3 LED's are on for 4 seconds during power on.

### 2. Ensure that drivers are working. (CP2101 USB)

Both the Ports & the USB ports should be checked in the Windows Device Manager. You can also try switching ports from auto to manual. If you have multiple USB connections try switching ports.



### 3. Restart computer if both drivers fail to appear.

**Important You must install the USB Driver before attaching USB cable during first installation use.**

You should remove the drivers in the Windows Control Panel Add/Remove Programs, & install fresh from the CD. Follow instructions on Page 15 & 16.

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# Troubleshooting

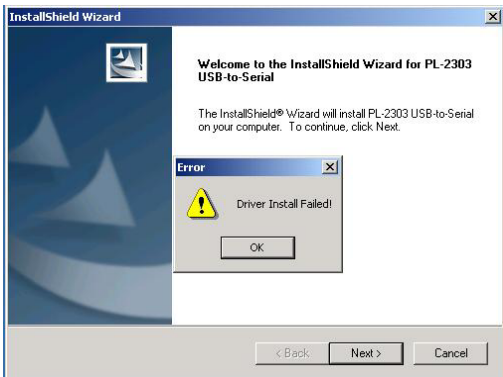
## Blinking LED Lights Indicate Error Conditions



Error	Meaning
<b>3 blinks during scan</b>	<b>Data buffer full</b> This condition indicates that the DocuPen™ 's data scan buffer is full, and you will not be able to scan further. If there is enough available space left in the buffer, the device will attempt to save the scanned data in the DocuPen™ 's memory bank.
<b>4 blinks after scan</b>	<b>Not enough space available in memory bank</b> This condition indicates that the DocuPen™ 's memory bank is full, and the scanned image cannot be saved. You must download the DocuPen™ 's memory bank, erase the scan memory, and re-scan the image.
<b>5 blinks at scan start</b>	<b>Not enough space available in memory bank</b> This condition indicates that the DocuPen™ 's memory bank is full, and the scanned image cannot be saved. You must download the DocuPen™ 's memory bank, and erase the scan memory.

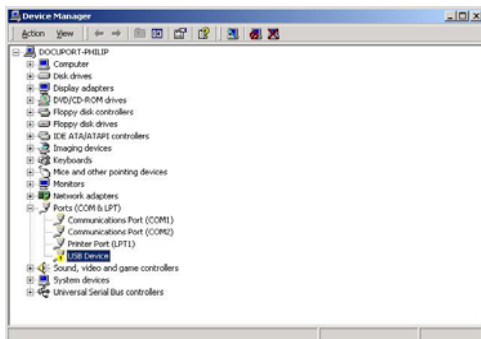
# Troubleshooting

## Software Installation Error Messages



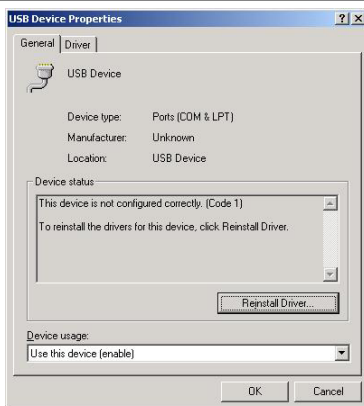
The **USB driver failed** to install properly.  
**OK, Cancel**

USB either not present, or configured properly.



Verify in Device Manager the USB configuration, if present.

If you see a yellow exclamation mark, review properties, & update driver.



Try reinstalling the USB CPL2101 Driver with the included CD.

**For more detailed help contact  
TOLL FREE 1-877-DOCUPEN  
HELPLINE  
or email via [support@planon.com](mailto:support@planon.com)**

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# Troubleshooting

## Software Installation Error Messages Win 2000/XP

Error messages may appear during an installation with Windows 2000 or Windows XP if you are not logged on as Administrator but as a Guest or other name.

This is common when working in a office network environment, and it is recommended that the network I.T Manager perform this, or contact us.

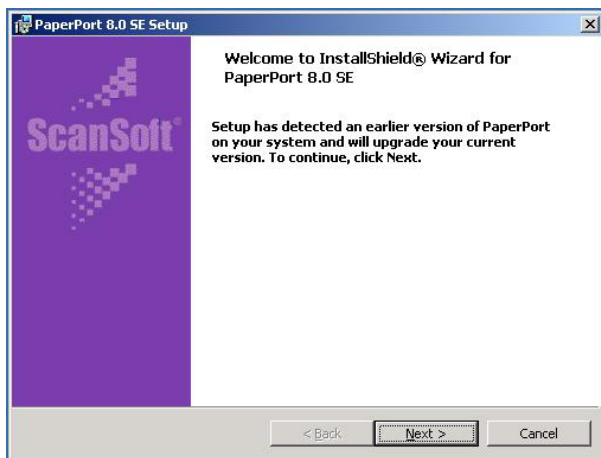
- 1. You must be log on as Administrator.**
- 2. Cancel installation & Verify that no programs have been installed. Remove CD**
- 3. If programs have been installed they must be un-installed with the Windows Control Panel, Add/Remove Program.**
- 4. Restart computer, & Log on as Administrator.**
- 5. Load CD Auto play should start.**

For more detailed help contact  
TOLL FREE 1-877-DOCUPEN  
HELPLINE  
or email via [support@planon.com](mailto:support@planon.com)

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# Troubleshooting

## Software Installation Messages ScanSoft®



This may appear if a previous installation has been detected.

1. **You can choose to continue, but it is best if you remove older versions.**
2. **To remove programs, open *Control Panel, Add/Remove Programs*, & remove.**
3. **You may be required to restart your computer.**
4. **Once restarted, open & close CD tray to start-up.**

You may instead have a newer version of PaperPort this should work with the DocuPen™, in this case it is not required to load version 8.0 unless you have difficulties. In this case we recommend that you un-install & install version 8.0, then upgrade the installation.

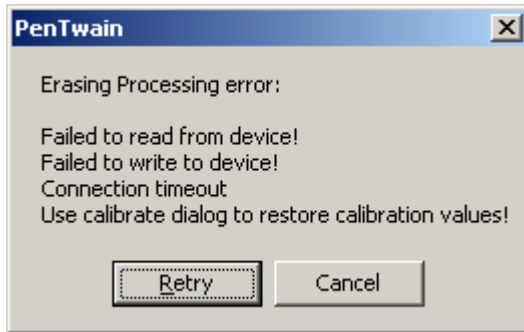
**For more detailed help contact  
TOLL FREE 1-877-DOCUPEN  
HELPLINE**

---

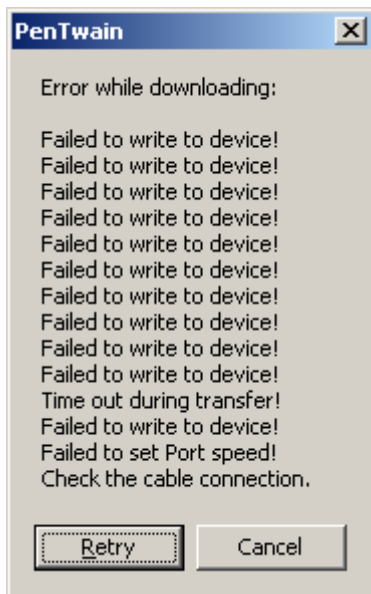
# Troubleshooting

## Processing Error Messages

This message may appear during an erase operation when the operation is interrupted. This can happen due to cable connection errors, or accidental disconnect.



1. Click **Cancel**
2. **Close** all open windows.
3. **Save** any work in other running applications.
4. You will need to **Restart** your computer to reset the values.



This message may appear during a download operation when the operation is interrupted. This can happen due to cable connection errors, or accidental disconnect.

1. Confirm cable connections.
2. Power -up **Push** power button on scanner.
3. Click **Retry**

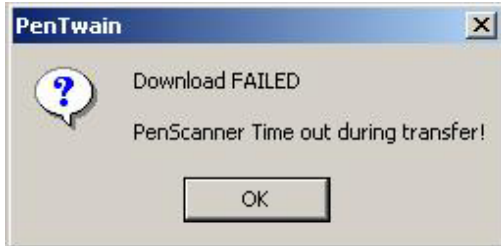
**For more detailed help contact  
TOLL FREE 1-877-DOCUPEN  
HELPLINE**

---

# Troubleshooting

## Download Failed Messages

You may also see the following messages during a failed download.



This can occur when the cable connection is lost, or too many other applications are running.

Check cable connections.

Avoid multiple applications running.

1. **Check cable connections**
2. **Reduce number of applications**
3. **Download as normal.**



This is normal, it means there is nothing to download, Memory Bank, has no scans stored, they have already been erased, and no scans have been done since.

1. **Click *OK***
2. **Unplug Pen scanner.**
3. **Ready to use.**



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# Appendix

## A. DocuPen™ Specifications

### SCANNING

**Resolution** - Standard mode 200x100 dpi; or Fine mode 200x200 dpi

**Scan speed** - 4-8 seconds per 8.5"x11" page (varies depending on text, graphics, and scanning resolution)

**Scan width** - 8.07"

**Scan length** – 36", @ Standard scanning resolution, 18" @ Hi-Resolution

**Software interface** - TWAIN driver & OCR Software

**Scanning method** - Contact image sensor

**Scanning mode** - Black and white

### SOFTWARE SUPPORT

Windows 98/2000/ME/XP TWAIN driver interface

Windows® Imaging or other scan software such as PaperPort® OCR  
CD-ROM installation disk

### COMPUTER INTERFACE

USB cable

### SIZE AND WEIGHT

**Size** - 8.5" long x .66" wide x .70" high

**Weight** - 2 oz

### POWER SOURCE AND MEMORY

**Memory** - 2MB flash; up to 100 pages at 100 dpi or 12k file size (the number of pages varies depending on text, graphics, and scanning resolution)

**Power source** - Lithium Ion Rechargeable Battery through USB

---

## B. Proper Handling and Safe Use

Avoid bending or dropping the DocuPen™ unit.

Do not scan over sharp objects such as staples, or paper clips

Do not store the unit in high, or very low temperatures, or humid or dusty places.

Do not place or drag the scanner lens down on a hard abrasive surface.

If you drop the unit in water or get water inside it, contact your Planon Systems Solutions Inc. representative.

To help keep the scanning area clean, store the unit in the leather pouch when not in use.

After storing for extended periods of time it is recommended to plug the unit in to a USB source to recharge the battery for optimum performance.

If the unit becomes dirty, it can be wiped with a soft damp cloth or alcohol swab.

If unit is left in extreme cold or hot conditions, allow to adjust to normal room temperatures before proceeding to scan.

Avoid any abrasive or harsh chemicals.

Do not leave this device within the reach of children.

## C. Technical Support

**Planon Systems Solutions Inc.**  
1-877-DOCUPEN (1-877-362-8736)  
support@planon.com

---

# Warranty

**Planon System Solutions Inc. Inc.** warrants that this product is free from defects in materials and function at the time of original purchase and for a period of 90 days from that date.

If, during the warranty period, any defect in the product arises due to a deficiency in materials or function, Planon Systems Solutions Inc. Inc. pledges to, at Planon Systems Solutions Inc.'s option, either to repair or replace the defective product with the same or an equivalent model.

**To obtain warranty service**, proof of purchase in the form of retailer's bill of sale or invoice must be presented as evidence that the unit is within warranty period, **and** by filling out the **Warranty Card** and transmitting the information to **Planon System Solutions Inc.** via **E-mail** or **Fax** or **Mail** to;

Suite 1130

555 Rene Levesque

Montreal Quebec H2Z 1B1

Fax: 514-871-3864

1-877-DOCUPEN (362-8736)

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

Planon System Solutions Inc. Inc., however, takes no responsibility for:

1. Damage caused during shipping, by accidents, malicious damage, modification, incorrect usage, force majeure, or any cause beyond the control of Planon Systems Solutions Inc. Inc., including but not limited to lightning, water, fire, public disturbances, riots, strike, war, or other similar conflicts.
2. Damage (including but not limited to direct or indirect personal injury, lost profits, fall in production, losses of or alterations to processed information or any other incidental or consequential damages) caused by the product or because the product cannot be used.
3. Deficient maintenance or a repair performed by unauthorized persons.
4. Incompatibility due to technological developments.
5. Defects caused by external equipment or abnormal wear.
6. Defects caused by normal wear and tear.
7. Damage to the external unit such as scratches and abuse of optical surface and related internal components.
8. Damage arising in connection with or as a consequence of upgrading with the additions to or alterations of the product, using software or hardware not produced by or approved in writing by Planon System Solutions Inc. Inc.

---

# Warranty Card

**Planon System Solutions Inc.**

Suite 1130

555 Rene Levesque

Montreal Quebec H2Z 1B1

1-877-DOCUPEN (362-8736)

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

Attention Warranty Control Center

**Customer's Name:**

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**Address:**

---

**Phone Number:**

---

**Purchase Date:**

---

**Location Purchased:**

---

**Serial Number:**

(Can be found on the Bottom of Scanner)

---

**E-Mail Address:**

---

**Do you wish to receive  
News on future products?**

**Yes:**

**No:**

(Circle one option Please)

Please retain this information for your own records, simply fill out, scan, and e-mail, or fill out the online registration so that we may provide you with satisfaction, & service, and inform you of future exciting products.