PenPower BeeScan
User Manual

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Penpower Technology Ltd.
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Technical information about your computer or mobile device (such as type of device, web browser or operating system)

Your preferences and settings (time zone, language, etc.)

Your computer's or mobile device's unique ID number

Your mobile device's geographic location (specific geographic location if you've enabled collection of that information, or general geographic location automatically)

How long you visited our sites or used our apps and which services and features you used

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In the event that any provision of this Agreement is found to be invalid at law, such invalidity will not affect the validity of any other provisions, or the legal enforceability of such other provisions.

Safety Precautions

Before using this device, please read through and follow the Safety Precautions as listed below.

- Keep this User's Manual for future reference.
- This device is NOT waterproof. Avoid all contact with water.
- Avoid placing a container filled with water (or any type of liquids) near the device.
- Avoid spilling water on the device.
- Avoid using the device near water.
- Dry your hands before using the device.
- Do not store the device in a place with high humidity.
- Do not install the device near appliances that emit heat such as heater, light bulb, etc.
- Do not install the device in a dusty area.
- Do not apply excessive shock to the device.
- Do not place heavy objects on the top of the device.
- Avoid looking directly into the laser beam when scanning the document.
- Do not use the device if its USB cable is damaged.
- Unplug the device from your computer or any power source if the device is fully charged (RED LED turns off).
- Keep the device out of the reach of children without an adult's attention.

Caution

Laser Class 1 product

- Exempt group LED
- Avoid staring into the optical housing while the LEDs are blinking. Brightness of light may cause eye injury.

Notes on Battery Charging

To ensure the device is charging properly, observe the following:

- Before charging the battery, make sure the device is properly turned off.
- Using the bundled USB cable, connect your device to a notebook, computer or USB power adapter.
- Do not plug the USB cable during scanning. Doing so may interrupt the scan process and cause your device to enter the charging mode.

Notes on Battery

- The battery inside the device is not replaceable. Do not attempt to take apart, open, service, or modify the hardware device.
- Warranty void if housing opened by any unauthorized person.
- Do not disassemble.
- Never throw it in the fire or the water.
- Discard used batteries according to manufacturer's instruction or local laws.
- Read the user's manual before use.

Basic Care For Your Device

To optimize scan performance, we recommend you clean the pocket scanner at least once a week.

- Wipe the device gently with a dry clean cloth.
- Do not apply pressure to the scan window when cleaning the bottom of the device.
- When cleaning the scan window, be careful not to scratch the window surface.

低功率電波輻射性電機管理辦法

第十二條　經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條　低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement:

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

However,there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

FCC Caution:

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

CE Warning

Hereby, PenPower, declares that this BeeScan is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

□ □

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There may be newer versions of the software that was released during or after this product's manufacturing date. If the ontent in the User Manual differs from the on-screen interface, please follow the instructions on the on-screen interface instead of the User Manual.

Chapter 1. Software and Hardware

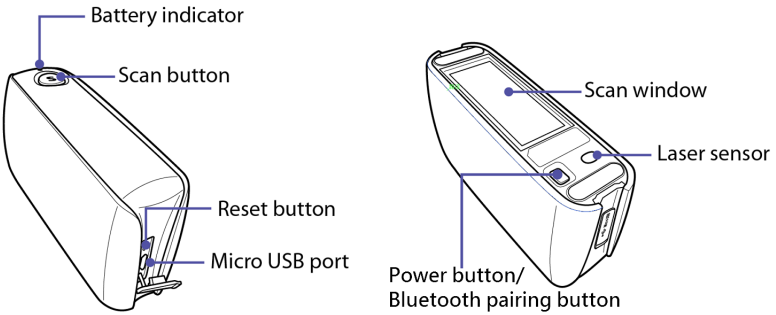
1.1 System Requirements

Before installing the software, be sure that your PC/mobile devices meet the following specifications:

- Interface: Bluetooth v2.1+ EDR or above
- Supported Devices (mobile devices)

	iOS	Android	Windows	Mac
Operating Systems	iOS version 8 or above	Android V4.4 or V5.0	◦ Windows Vista 32 bit and 64 bit ◦ Windows 7 - 32 Bit and 64 Bit ◦ Windows 8 and 8.1 - 32 Bit and 64 Bit ◦ Windows 10 - 32 Bit and 64 Bit	Mac OS X 10.9 and 10.10
Device	◦ iPhone 5 and above ◦ iPad 4 and above ◦ iPad Air and above ◦ iPad Min 2 and above	◦ Google Nexus 4 / 5 / 6 / 7 / 9 ◦ HTC One / One M8 / One M9 ◦ LG G3 ◦ LG Optimus G Pro ◦ M1 Note ◦ OnePlus One ◦ Samsung Galaxy Alpha ◦ Samsung Galaxy Note 10.1(2014 edition) ◦ Samsung Galaxy Note 3 / 4 ◦ Samsung Galaxy Note Pro 12.2 ◦ Samsung Galaxy S4 / S5 ◦ Samsung Galaxy Tab S8.4 /S10.5 ◦ Sony Xperia Z3 / Z3 Compact / Z2 / Z1 / Z	◦ Intel Core 2 Duo 1.4 GHz or Intel Core Duo 1.8 GHz or better ◦ 2GB of RAM ◦ 128MB graphics memory (dedicated or shared) ◦ 1 GB free disk space ◦ Bluetooth 2.1 or higher	◦ Intel Core 2 Duo 1.4 GHz (MacBook Air 3.1) or Intel Core Duo 1.8 GHz (MacBook Pro 1.1) or better ◦ 2GB of RAM ◦ 128MB graphics memory (dedicated or shared) ◦ 1 GB free disk space ◦ Bluetooth 2.1 or higher
Note	PC/Mac Recommended System ◦ Intel® Core™ i5 or better ◦ 4 GB System RAM or more ◦ 512 MB Graphics memory or more			

1.2 Hardware Introduction



1. **Power button/Bluetooth pairing button**: Press and hold the Power button for 1.5 seconds until the blue light turns on and then release it to power on; To power off the scanner, please press and hold the Power button for 1.5 seconds until the blue light turns off. Presse and hold the button for 5 seconds, the scanner will turn into Pairing mode.

Note: BeeScan turns off automatically if it is not used for over 5 minutes.

2. **Rest button**: Restore the BeeScan to factory settings.
3. **Scan button**: Click the Scan button to start scanning after connecting; Click again to stop scanning and save the image.
4. **Micro USB port**: Connect the USB cable to charge.
5. **Battery indicator**: Indicate the hardware and baterry status.
6. **Scan windows**: This area is the sensed range of scanning.
7. **Laser sensor**: When scanning, the Laser sensor should be put in the books or paper to locate, and the Laser sensor should not be floating or used on clear glass desk.

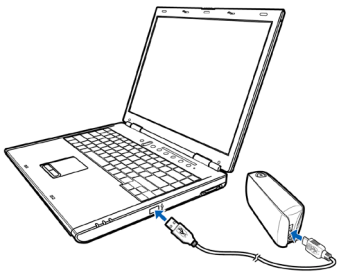
1.3 Indicator Descriptions

Scanner status	Indicatior
Power on	Blue
Pairing	Blue & Red (Blink slowly)
Power off	No
Low power	Red (Blink slowly)
Almost no power	Red (Blink quickly)

Chapter 2. Getting Started

2.1 Charging the Device

Before using this device for the first time, you need to charge the device using the supplied USB charging cable.



2.2 Software Installation

◎ On iOS device

Please search [PocketScan] on APP store of your iOS devices (iPhone or iPad), and click [Install] once found.

◎ On Android device

Please search [PocketScan] on Google Play of your Android devices, and click [Install] once found.

◎ On Windows or Mac computer

1. Insert the PenPower BeeScan installation CD into your CD-Rom drive, the system will run installation program automatically to start.
2. On Windows, please select an installation language and click [Next], and then Follow the installation process to install PenPower BeeScan. Please restart your computer when the software installation process is finished.
3. On Mac, please click [Continue] after step 1, and then Follow the installation process to install PenPower BeeScan.

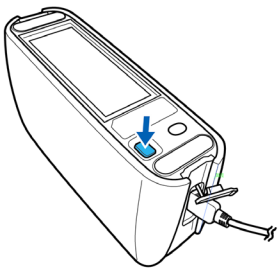
Download the software via the links below if you don't have CD-ROM drive.

(Windows): http://dl.penpower.net/BScanWin
(Mac): http://dl.penpower.net/BScanMac

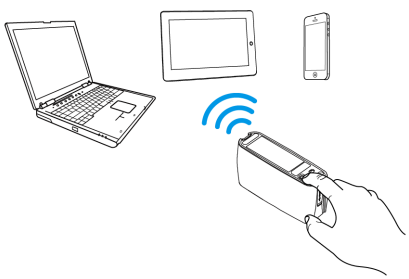
2.3 Connecting Your PenPower BeeScan

The first time you use the device, you need to pair your PocketScan with the computer or portable devices.

1. Press and hold the Power button for 5 seconds to boot up. The blue and red lights will blink, indicating the device is in pairing mode.



2. On the PC/mobile device you wish to pair with, find the Bluetooth menu and search for or add a new device.



3. Select PocketScan from the list of available devices and wait until the scanner is successfully paired with the PC/mobile device.

Note: If the system prompts for a password during the pairing process, please enter "1234".

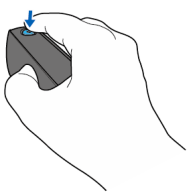
4. Initiate the PocketScan application and wait until it shows that the devices are properly connected. You are now ready to scan.
5. To power off the scanner, please press and hold the Power button for 1.5 seconds until the blue light turns off. (The scanner turns off automatically if it is not used for over 5 minutes).

Tips:

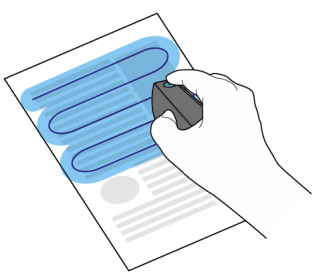
- *For the next time, just press and hold the Power button for 1.5 seconds and the paired device will be automatically connected.*
- *If the Power button is accidentally pressed and held for over 5 seconds during turn-on process, the scanner will turn into Pairing mode with blue and red lights blink. You may turn off the scanner (see Step 5) and power it on again.*

2.4 Scanning the Document

1. Launch the software, and place your scanner on the document that you want to scan.
2. Click the Scan button to start scanning.(No need to hold press the Scan button while scanning.) The scanning screen appears.



3. Move your scanner steadily over the document to scan the desired area.



Tips:

- *Make sure to always cover some of the already scanned content to ensure the highest scan quality. In case an area is not perfectly scanned, simply move the scanner over this area again and the scan quality will improve.*
- *The scanning process is automatically paused when you lift the scanner. To resume, place the scanner at an area where you have scanned earlier.*

- ***When scanning multi-language document or document in a language other than English, you can specify the OCR language in Settings menu.***
- ***When scanning a book, make sure the laser sensor does not move out of the page, or the scan job may be paused.***
- ***The software can correct scanning mistakes: While scanning, you can move back to places which you would like to improve.***
- ***Always try to keep the scanning glass attached flat on the document while operating the scanner for achieving the best result.***

5. Click the Scan button again to end scanning.

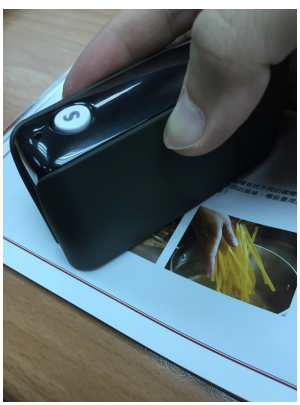
2.5 Scanning Tips

1. Scan document.

Flat the document to scan.

(NG) The document is bent.

2. Scan edges of the document.



Put the Laser sensor in the book to scan edges.

(NG) The laser sensor is out of the book.

Scan the QR code below for more using tips of PenPower BeeScan.

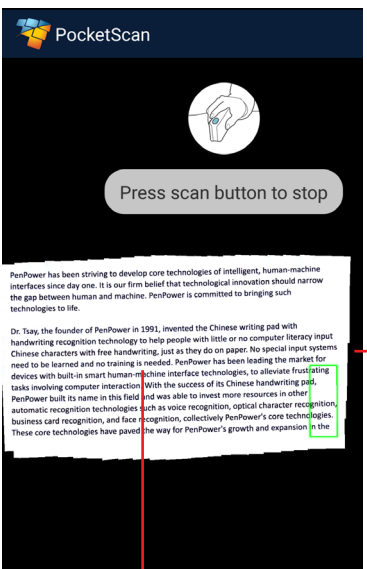
If you have any problem about this product, please access the the online service page via the URL below, and describe your problems in details, we will answer your questions as soon as we can.

Taiwan area: http://dl.penpower.net/BeeScancht
Hong Kong area: http://dl.penpower.net/BeeScanhk
U.S.A area: http://dl.penpower.net/BeeScanus

Chapter 3. Scanning Document with Android Device

Before you begin scanning, make sure that your scanner and device are properly connected.

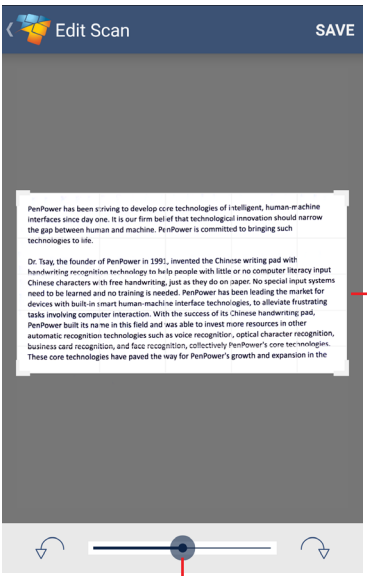
3.1 Scan Screen



Note: When the scan frame turns yellow or red, this indicates the scanner is moving too fast. If this happens, move the scanner slower.

3.2 Edit Scanned Image

The editing screen automatically appears after the scanning stops. The system automatically rotates the image and displays it in full screen. Refer to the guidelines below to edit the scanned image.



Drag or resize the frame to crop the scanned area.

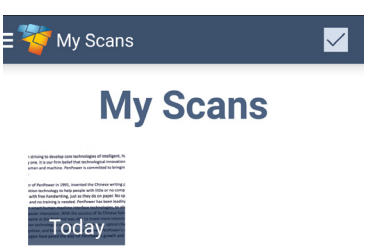
Drag the slider to adjust the image orientation.

After all necessary adjustments have been made, tap **SAVE** to save the file.

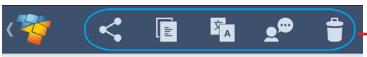
Note: Tap ❮ to exit the editing screen.

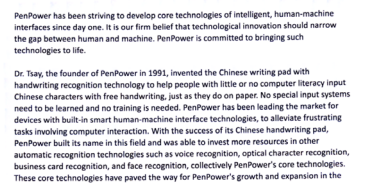
3.3 Manage Scanned Image

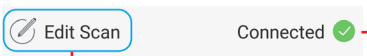
On the main screen, tap the file you want to view.



Then you can perform one of the following:





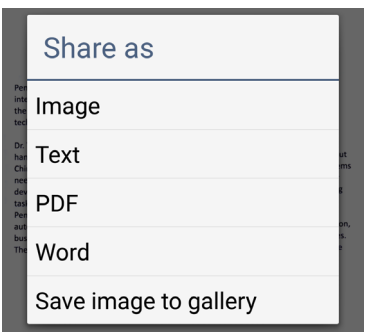


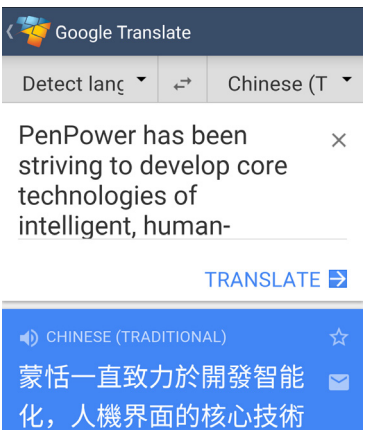
Tap to edit the image.

Tap to share the scanned image. Choose the desired file type and then select the sharing application you want to ssociate with it. You can also select Save image to gallery to directly save the image to Gallery.

Tap to copy the text to the clipboard.

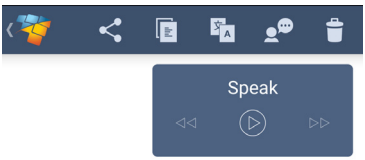
Tap to translate the text shown on the scanned image via Google Translate.



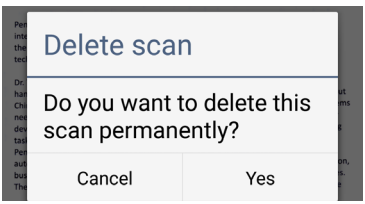


Note: You can specify the target language and the translated text appears on the screen.

Tap to hear text read aloud. Tap to start reading the text.

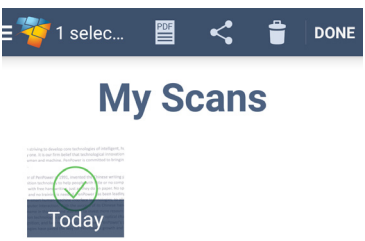


Tap to delete the scanned image. A confirmation message appears on the screen and tap **Yes** to confirm the deletion.



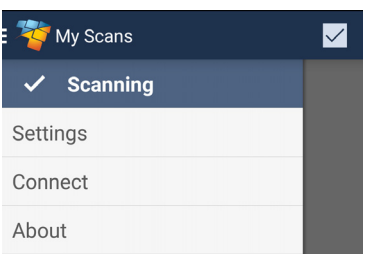
Tap to return to the main screen.

Note: On the main screen, you can view the image directly in PDF file format, share the file, or delete the file. To select the file, tap and then tap and hold the desired file. Select one of the available options appears on the top panel. When finished, tap DONE to return to the main screen.

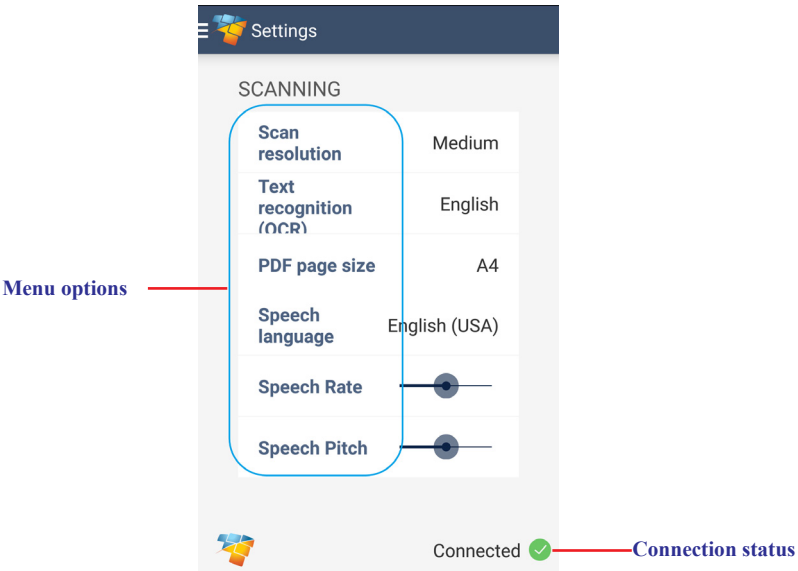


3.4 Configure Software Settings

On the main screen, tap > **Settings** to access the Settings page.



Then you can customize the software settings.



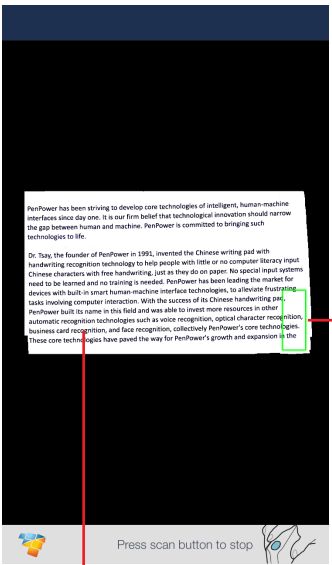
To customize the software settings, select the desired menu option listed below.

Menu Option	Description
Scan resolution	Select the image resolution. Available options: Low / Medium / High / Full.
Text recognition (OCR) languages	Select the text recognition (OCR) language.
PDF page size	Set the PDF page size. Available options: A5 / A4 / Letter.
Speech language	Set the speech language when reading the text.
Speech Rate	Set the speech rate when reading the text. Drag the slider to adjust the setting.
Speech Pitch	Set the speech pitch when reading the text. Drag the slider to adjust the setting.

Chapter 4. Scanning Document with iOS Device

Before you begin scanning, make sure that your scanner and device are properly connected.

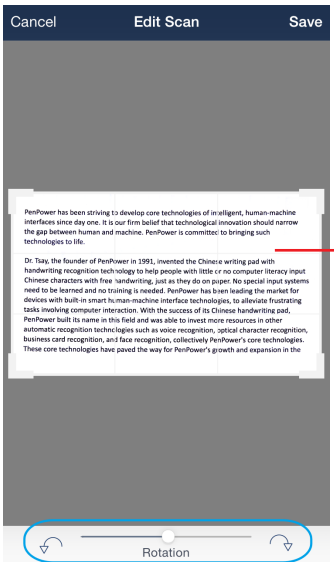
4.1 Scan Screen



Note: When the scan frame turns yellow or red, this indicates the scanner is moving too fast. If this happens, move the scanner slower.

4.2 Edit Scanned Image

The editing screen automatically appears after the scanning stops. The system automatically rotates the image and displays it in full screen. Refer to the guidelines below to edit the scanned image.



Drag or resize the frame to crop the scanned area.

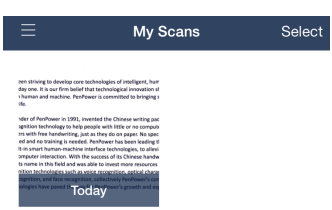
Drag the slider to adjust the image orientation.

After all necessary adjustments have been made, tap **SAVE** to save the file.

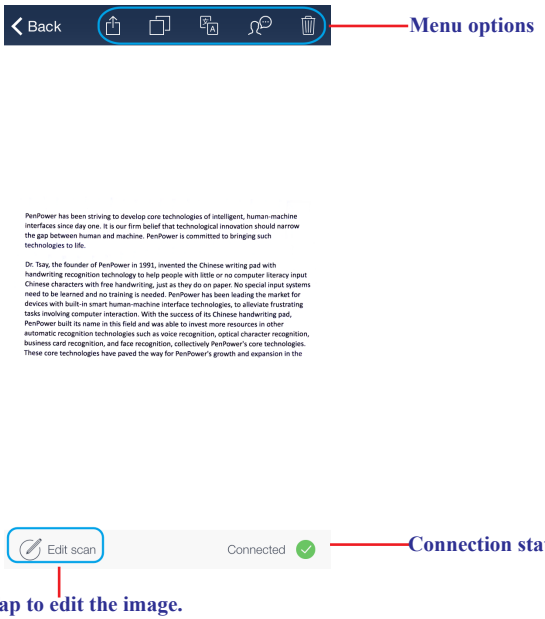
Note: Tap Cancel to exit the editing screen.

4.3 Manage Scanned Image

On the main screen, tap the file you want to view.



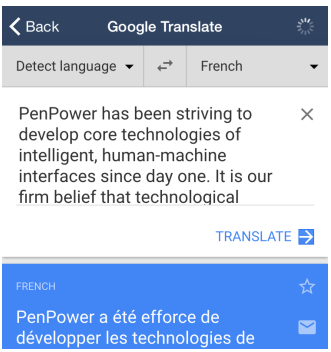
Then you can perform one of the following:



Tap to share the scanned image. Choose the desired file type and then select the sharing application you want to ssociate with it. You can also select Save image to gallery to directly save the image to Gallery.

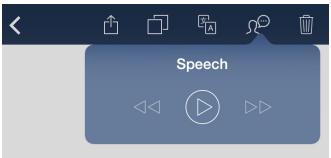
Tap to copy the text to the clipboard.

Tap to translate the text shown on the scanned image via Google Translate.

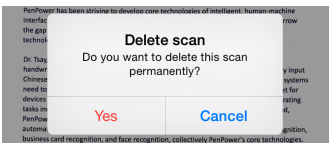


Note: You can specify the target language and the translated text appears on the screen.

Tap to hear text read aloud. Tap to start reading the text.

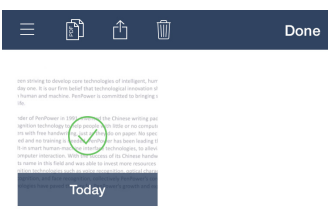


Tap to delete the scanned image. A confirmation message appears on the screen and tap **Yes** to confirm the deletion.



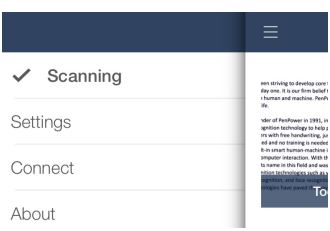
Tap **Back** to return to the main screen.

Note: On the main screen, you can view the image directly in PDF file format, share the file, or delete the file. To select the file, tap Select and then tap and hold the desired file. Select one of the available options appears on the top panel. When finished, tap DONE to return to the main screen.



3.4 Configure Software Settings

On the main screen, tap > **Settings** to access the Settings page.



Then you can customize the software settings.

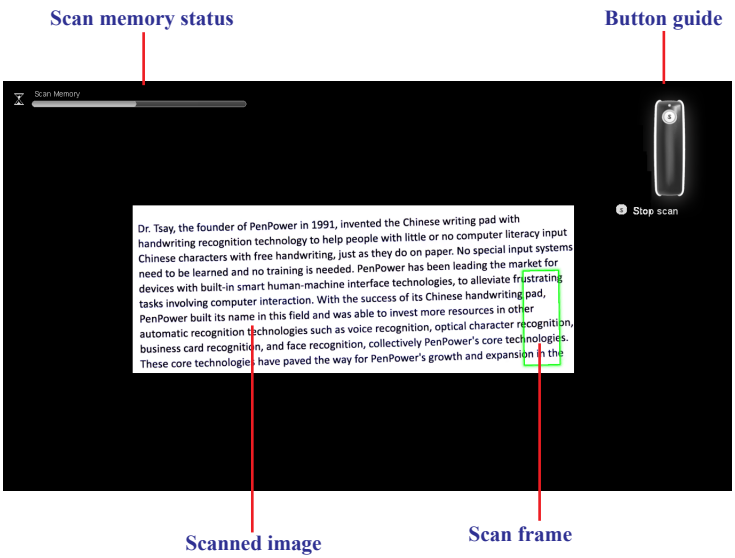
To customize the software settings, select the desired menu option listed below.

Menu Option	Description
Scan resolution	Select the image resolution. Available options: Low / Medium / High / Full.
Text recognition (OCR) languages	Select the text recognition (OCR) language.
PDF page size	Set the PDF page size. Available options: A5 / A4 / Letter.
Speech language	Set the speech language when reading the text.
Speech Rate	Set the speech rate when reading the text. Drag the slider to adjust the setting.
Speech Pitch	Set the speech pitch when reading the text. Drag the slider to adjust the setting.

Chapter 5. Scanning Document in Windows PC

Before you begin scanning, make sure that your computer Bluetooth function is activated and both scanner and device are properly connected.

5.1 Scan Screen

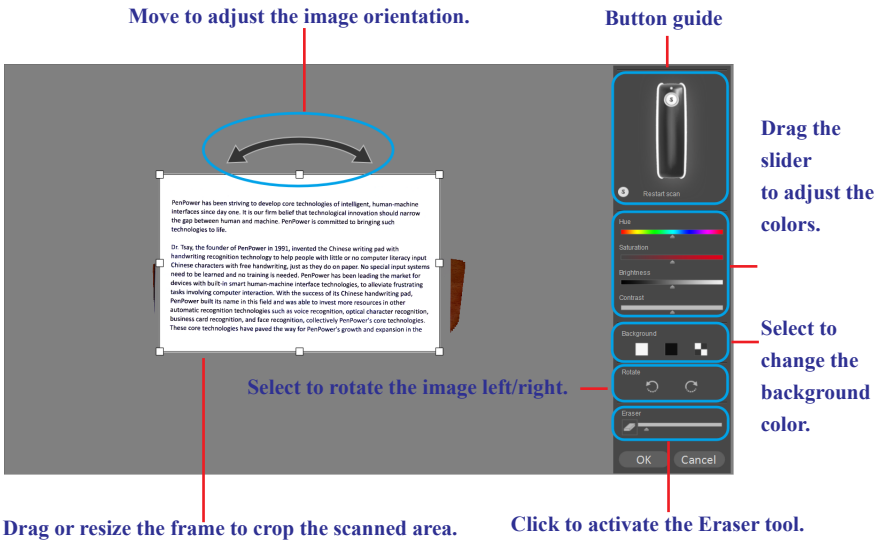


Note:

- ***When the scan frame turns yellow or red, this indicates the scanner is moving too fast. If this happens, move the scanner slower.***
- ***The scanning will end automatically when the system consumes all available memory.***

5.2 Editing Scanned Image

The editing screen automatically appears after the scanning stops. The system automatically rotates the image and displays it in full screen. Refer to the guidelines below to edit the scanned image.



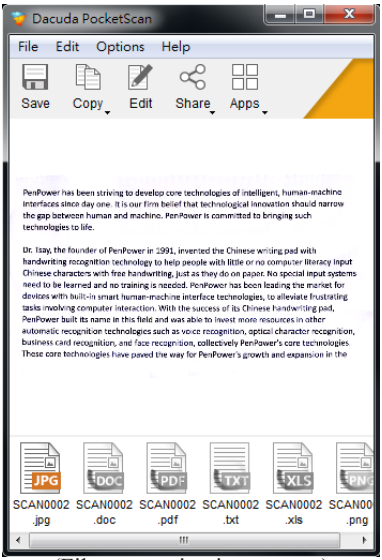
After all necessary adjustments have been made, click **OK** to save the file.

Note: Press the Scan button to rescan the document.

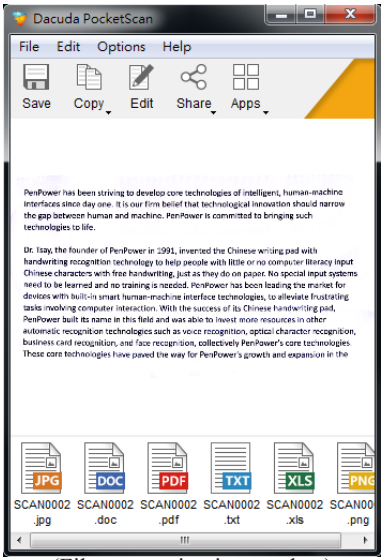
5.3 Saving Scanned Image

The system can save the scanned image in the following file formats:

- ✔ PNG (*.png)
- ✔ JPEG (*.jpg)
- ✔ BMP (*.bmp)
- ✔ PDF (*.pdf)
- ✔ Excel (*.xls)
- ✔ Word (*.doc)
- ✔ TXT (*.txt)



(File conversion in progress)



(File conversion is complete)

Double-click the output file to view the content of the scanned image in its default program.

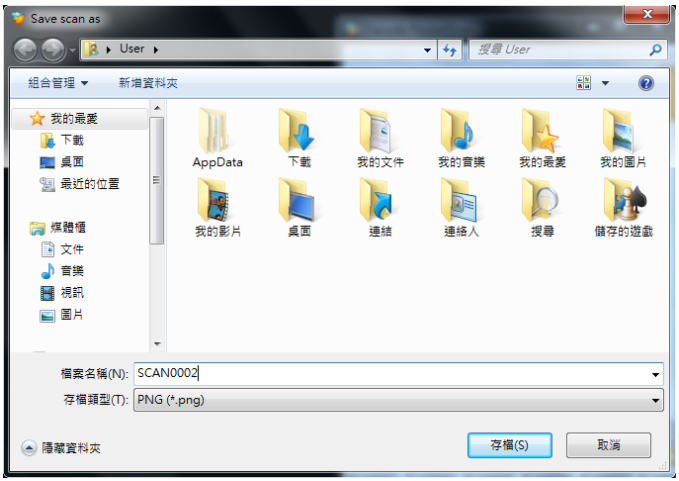
For example, if you double-click the "*.txt" file, the system will automatically launch Notepad and display the

Note:

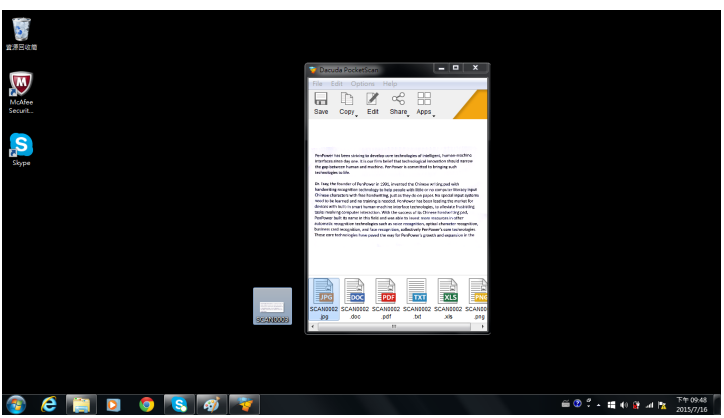
- ***You can also copy the content (image/text) of the scanned image by selecting Copy > Copy Image or Copy Text. Open the desired program and then paste the content.***
- ***More options are available on the menu bar. For example, click File to access Save As, Share, Apps, Print, or Quit option.***

You can also save the image to the desired file type using other methods:

1. On the top panel, click Save. Then browse to select the file path/location and specify the desired file type. Click Save to save the file.



2. Drag and drop the file you wish to save onto your computer desktop.

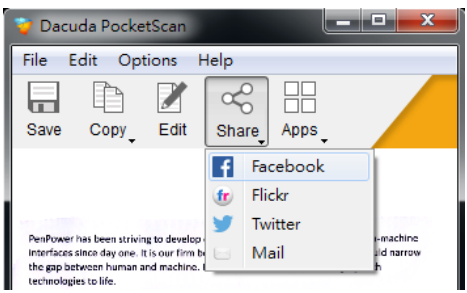


5.4 Sharing Files

Prior sharing file via popular social networking site, you need to have a Facebook, Flickr, or Twitter account. For sharing file via e-mail, you have to configure the e-mail settings first on your computer.

Note:

- ***If you do not have any social network site account, go to the desired social networking page and follow the on-screen instructions to create an account.***
- ***You can also configure the user login settings by selecting Options > Manage Apps.***



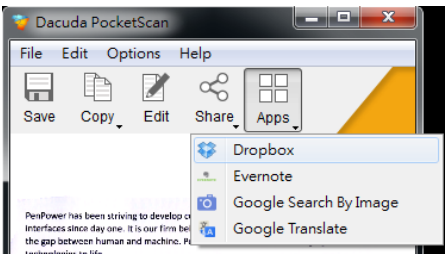
- ***To share your file via social networking site, click Share and select Facebook, Flickr, or Twitter. When sharing a file for the first time, you need to sign in first with your account. After you login, you can post the scanned image directly on Facebook/Flickr/Twitter.***
- ***To share your file via e-mail, click Share and select Mail. The e-mail program automatically***

5.5 Uploading Files to Dropbox/Evernote

Prior uploading file to Dropbox/Evernote, you need to install the related application and register an account first on your computer.

Note:

- ***You can also configure the application settings by selecting Options > Manage Apps.***



- ***To upload your file to Dropbox, click Apps and select Dropbox. It will automatically sync the file to your Dropbox.***
- ***To add your file to Evernote, click Apps and select Evernote. It will automatically upload the file to your Evernote.***

5.6 Searching Image via Google Search

With this function, it allows you to find the similar images online via Google Image Search.

- To search the similar images as the scanned file, click Apps and select Google Search By Image. The browser program opens and then it automatically redirects you to the Google Image Search page. The thumbnail images appear on the Search Results screen. Click the desired thumbnail image to view it in full screen.

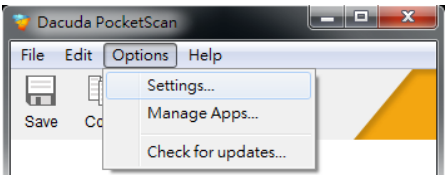
5.7 Translating Text via Google Translate

When you need to translate the text shown on the scanned image, this function can redirect you to Google Translate to do the translation. You do not need to copy and paste the text to translate it to other language. However, the Google Translate function in this scanner application only supports up to 300 characters for translation. It is possible to drag and drop or copy and paste longer text from the scan application to the Google Translate web page.

- To translate the text, click Apps and select Google Translate. The browser program opens and then it automatically redirects you to the Google Translate page. Specify the target language and the translated text appears on the screen.

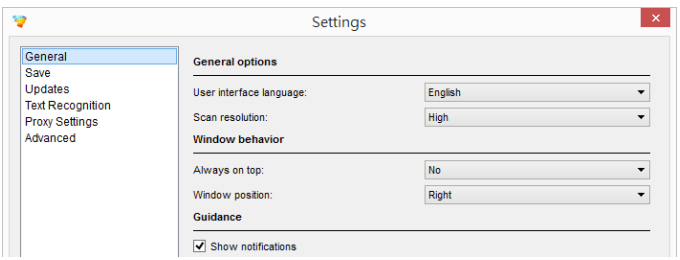
5.8 Configuring Software Settings

To customize the software settings, click Options on the menu bar and select Settings.



Display Language and Scan Resolution

On Settings screen, click General on the left panel menu.



Configure the following settings:

- **User interface language:** Change the display language.
- **Scan resolution:** Select the image resolution. Available options: Low / Medium / High / Full.

Note:

- ***Scans at lower resolution, it consumes less memory and allows you to scan larger documents, up to A3 size.***
- ***Scans at higher resolution, it produces better OCR results.***

Software Window Positions

On Settings screen, click General on the left panel menu.
Configure the following settings:

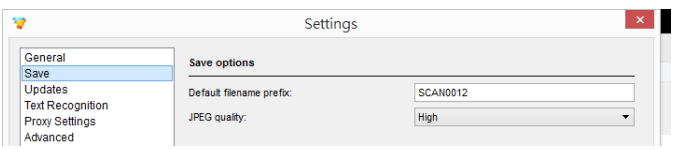
- **Always on top:** Select **Yes** to let the software window always stays on top of all other windows.
- **Window position:** Specify the window position. Available options: Right / Left / Remember last position.

Guidance

On Settings screen, click General on the left panel menu. Check the **Show notifications** checkbox to display a guidance message when using the device.

Filename Prefix and Document(JPEG) Quality

On Settings screen, click **Save** on the left panel menu.



Configure the following settings:

- **Default filename prefix:** Specify the default text to be added to the beginning of the filename for every file that is saved.
- **JPEG quality:** Select the level of JPEG compression. Available options: Low / Medium / High.

Text Recognition

On Settings screen, click Text Recognition on the left panel menu.

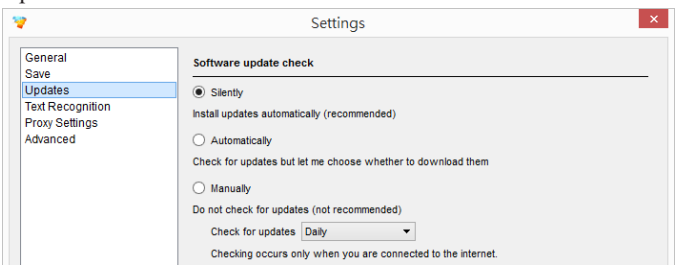
Configure the following settings:

- **Filter:** Filter the language selection. Available options: Show available languages / Show enabled languages.
- **Search:** Enter several letters in your search text box to narrow down the options. Click the check box to select the desired language(s).

Note: The maximum numbers of OCR language is 3. However, to increase the accuracy of text recognition, it is highly recommended to select less OCR language.

Software Updates

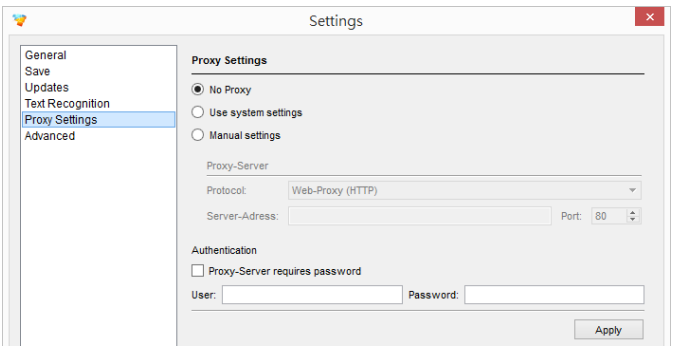
On Settings screen, click Updates on the left panel menu. Select one of the available methods to update the software.



Note: You can also manually check for the latest software by selecting Options > Check for updates.

Proxy Settings

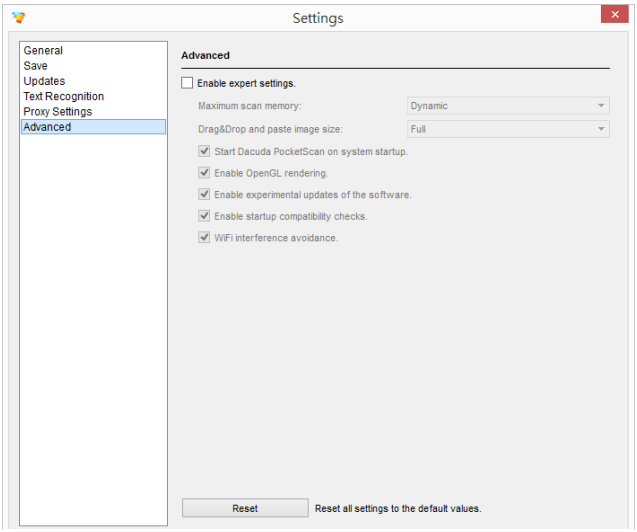
You only need to configure this option if you access the Internet via a proxy server. On Settings screen, click Proxy Settings on the left panel menu. Select one of the applicable methods to configure the network settings.



Note: If you encounter any problem to set up the settings, please contact your network service provider.

Reset To Default

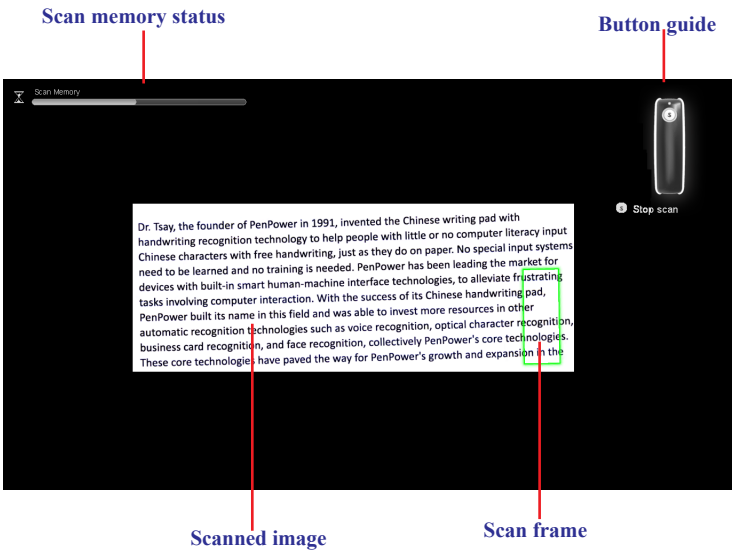
On Settings screen, click Advanced on the left panel menu. Click Reset to reset all parameters to the factory default settings.



Chapter 6. Scanning Document on a Mac Computer

Before you begin scanning, make sure that your computer Bluetooth function is activated and both scanner and device are properly connected.

6.1 Scan Screen

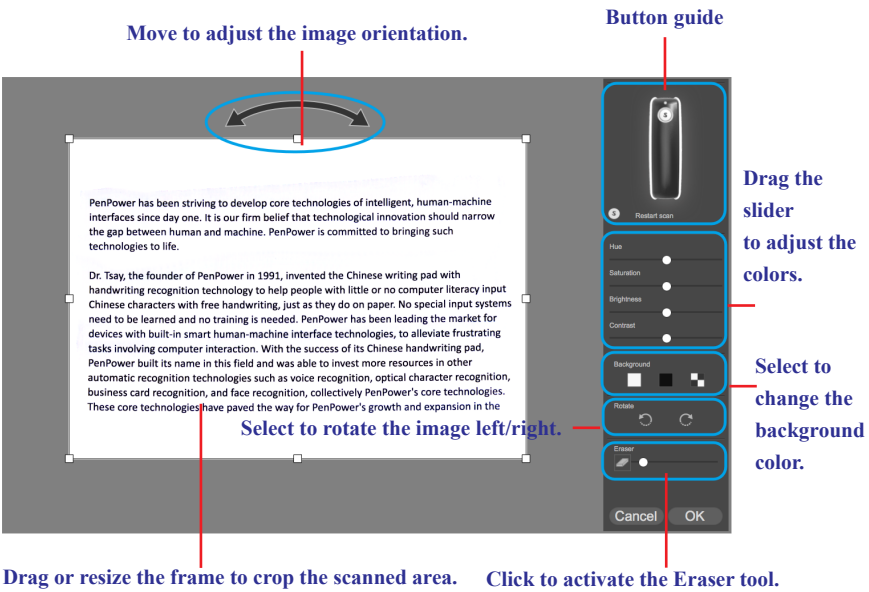


Note:

- ***When the scan frame turns yellow or red, this indicates the scanner is moving too fast. If this happens, move the scanner slower.***
- ***The scanning will end automatically when the system consumes all available memory.***

6.2 Editing Scanned Image

The editing screen automatically appears after the scanning stops. The system automatically rotates the image and displays it in full screen. Refer to the guidelines below to edit the scanned image.



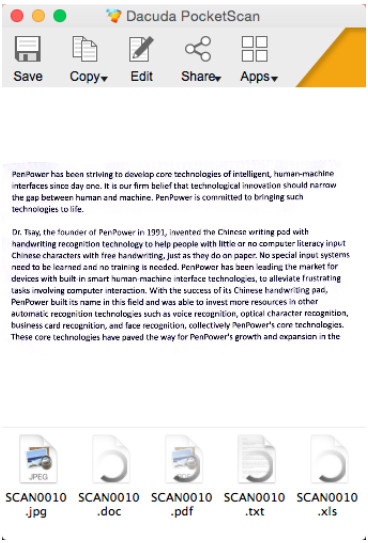
After all necessary adjustments have been made, click **OK** to save the file.

Note: Press the Scan button to rescan the document.

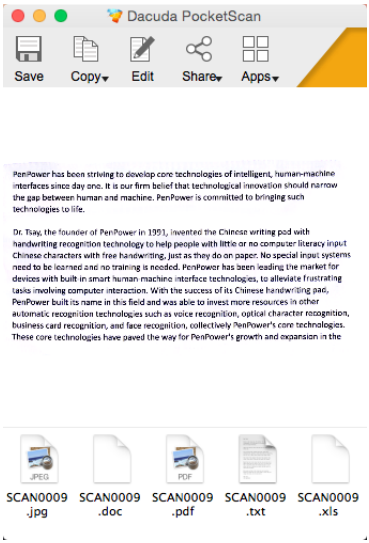
6.3 Saving Scanned Image

The system can save the scanned image in the following file formats:

- ✔ PNG (*.png)
- ✔ JPEG (*.jpg)
- ✔ BMP (*.bmp)
- ✔ PDF (*.pdf)
- ✔ Excel (*.xls)
- ✔ Word (*.doc)
- ✔ TXT (*.txt)



(File conversion in progress)



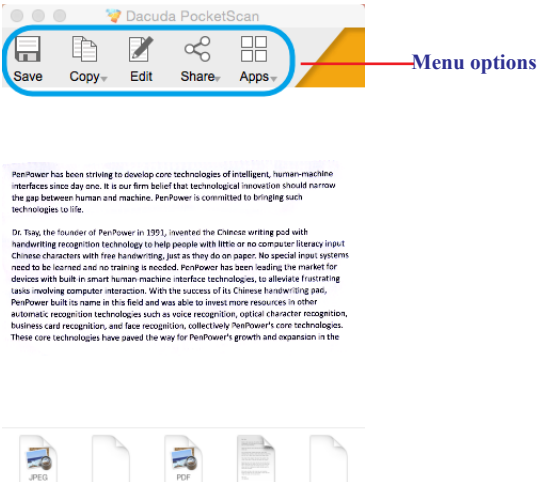
(File conversion is complete)

Double-click the output file to view the content of the scanned image in its default program.

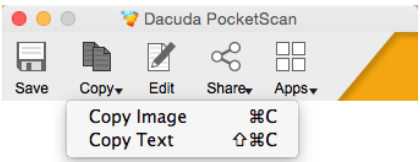
For example, if you double-click the “*.txt” file, the system will automatically launch TextEdit and display the extracted plain text. Then you can save the file directly to your computer.

6.4 Manage Scanned Image

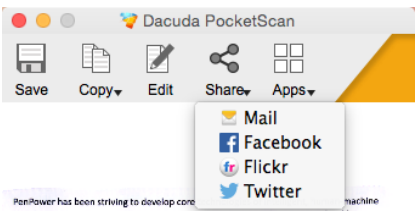
On the main screen, there are several menu options available on the top panel.



- Click Save to save the scanned image. Then browse to select the file path/ location and specify the desired file type. Click Save to save the file.
- Click **Copy** to copy the content (image/text) of the scanned image. Then select **Copy Image** or Copy Text. Open the desired program and paste the content.



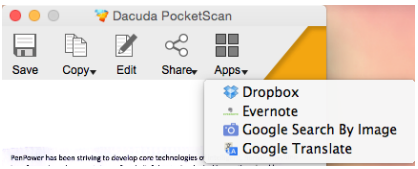
- Click **Edit** to edit the scanned image. Then make the necessary adjustments. When finished, click **OK** to save the file.
- Click **Share** to share your file via e-mail or social networking site.



- To share your file via e-mail, select Mail. The e-mail program automatically opens, and then the file is directly attached to an open e-mail message.
- To share your file via social networking site, select Facebook, Flickr, or Twitter. When sharing a file for the first time, you need to sign in first with your account. After you login, you can post the scanned image directly on Facebook/Flickr/Twitter.

Note:

- ***For sharing file via e-mail, you have to configure the e-mail settings first on your computer.***
- ***Prior sharing file via popular social networking site, you need to have a Facebook, Flickr, or Twitter account. If you do not have any social network site account, go to the desired social networking page and follow the on-screen instructions to create an account.***
- ***Click Apps and select Dropbox or Evernote to upload your file to the cloud storage. It will automatically sync the file to your Dropbox or Evernote.***



- ***Prior uploading file to Dropbox/Evernote, you need to install the related application and register an account first on your computer.***
- ***Click Apps and select Google Search By Image to find the similar images online via Google Image Search.***
- ***Click Apps and select Google Translate to translate the text shown on the scanned image via Google Translate.***

APPENDIX

1. Hardware Specifications

Category	Specifications
Wireless	Seamless connectivity (via Bluetooth v2.1+EDR)
Battery Life	Rechargeable and 3.5hrs Continues Scan
High Print Quality	Images in high resolution of 400 dpi
Scan Window	40mm width and 15mm length
Small 'Mobile' Size (mm)	101(L) x 54(W) x 29(H)
Scan Direction	360 degree
Scan in any light condition	Illumination inside. Great images and bright colors in any light condition.
Fast Movement Tracking	20cm p/sec
Light weight	No more than 110 grams (actual: approx. 100g)

2. Software Specifications

Software Functions (iOS/Android)	
Category	**Specifications**
Main	Scan/Edit/Save/Share/Image&Text Paste
Edit	Auto de-skew/Crop Rotation
Save Format	TXT/PDF/DOC/JPEG
Share	Flickr/Twitter/E-mail/Dropbox*/Evernote* (*need to install their apps in OS)
Text Recognition	OCR Function Supported / Recognizes about 30 languages

Software Functions (PC - Win/MAC)	
Category	**Specifications**
Main	Scan/Edit/Save/Share/Image&Text Paste
Edit	Auto de-skew/Crop Rotation/Zoom/Hue/Saturation/ Brightness/Contrast/Background/Eraser
Save Format	PNG/JPEG/EXCEL/BMP/TXT/PDF/DOC
Share	Facebook/Flickr/Twitter/E-mail/Dropbox/Evernote
Text Recognition	OCR Function Supported / Recognizes text in over 190 languages

Frequently Asked Questions (FAQ)

If you encounter any problem when using this scanner, try the following solutionsbefore contacting our customer service.

Problem	Cause	System	Possible Solution(s)
Cannot pair the scanner successfully	The scanner is not in pairing mode.	Win/Mac/ Android/ iOS	Please set the scanner to pairing mode (refer to "Connecting Your PocketScan" on page 2-2) and retry again.
	The Bluetooth driver of your computer is not installed correctly.	Win/Mac	Make sure the Bluetooth driver of your computer is installed correctly and turned on (refer to the user's manual of your computer).
	The Bluetooth function is not enabled in your PC or mobile device.	Win/Mac/ Android/ iOS	Make sure the Bluetooth function is enabled.
Bluetooth pairing is successful, but still cannot connect to the PC/mobile devices	The installed Bluetooth driver in the PC was not provided by the original Bluetooth module manufacturer.	Win	Please remove the Bluetooth driver from your PC and reinstall the driver released by the original manufacturer.
	The software is conflicting with another software.	Win/Mac	Make sure no other Dacuda or scanner mouse software is running in the background, and then restart again.
Bluetooth device driver installation fail	Windows does not recognize the protocol designed for iOS.	Win	It is expected and can be ignored.
Scanner is taking too much time to link	Bluetooth program is busy.	Win/Mac/ Android/ iOS	Please restart Bluetooth and the scanner software.
Bluetooth pairing pin code is required	Some Bluetooth driver does not support pairing without pin code.	Win	Please enter the pin code as "1234" for pairing.

Problem	Cause	System	Possible Solution(s)
Error messages pop-out during installation process	The PC is lack of a Microsoft software package.	Win	Download the "Microsoft Visual C++ 2008 Redistributable package" from http://www.microsoft.com/en-us/download/details.aspx?id=29. Then double-click on the downloaded executable file, and follow the on-screen instructions to complete the package installation process. You may then restart the scanner mouse installation process again.
Scanning process does not work properly, or an error message appears on the screen	Your computer OS does not meet the minimum system requirements.	Win/Mac/ Android/ iOS	Check the list of System Requirements on page 1-1.
	Connection error	Win/Mac/ Android/ iOS	Resume the Bluetooth connection and rescan again (refer to "Connecting Your PocketScan" on page 2-2).
	Low Memory	Win/Mac/ Android/ iOS	Close other running applications and restart the software. When using the software, observe the remaining scan memory. Try to avoid scanning the same areas.
	Software is not activated.	Win/Mac/ Android/ iOS	Activate the scanner software from your host devices.
	Your computer is in Power Save mode.	Win/Mac	Set the Power Plan setting of your computer to Full Power (refer to your PC user's manual).
Scan frame turns yellow or red	You move the scanner too fast.	Win/Mac/ Android/ iOS	Reduce the scanner movement speed.
Scanning does not resume after the scanner is being lifted	The scanner does not recognize the document.	Win/Mac/ Android/ iOS	To resume scanning, place the scanner at an area that has been scanned.

Problem	Cause	System	Possible Solution(s)
The OCR text conversion does not work correctly	The software does not recognize the language.	Win/Mac	The maximum numbers of OCR language is 3. However, to increase the accuracy of text recognition, it is highly recommended to select less OCR language.
		Android/ iOS	Only one language can be selected (OCR & Speech).
Cannot upload file to social networking site	Incorrect user name or password.	Win/Mac/ Android/ iOS	Make sure you have entered the correct user name and password.
	Network is unstable or disconnected.	Win/Mac/ Android/ iOS	Check the network connection status.
Poor scanned output	The scan window does not attach flat against the document during scan.	Win/Mac/ Android/ iOS	Rescan the document with the scan window attached flat against the document.
	The scan window is dirty.	Win/Mac/ Android/ iOS	Wipe it with a dry clean cloth.
	The protective film is still attached on the scan window.	Win/Mac/ Android/ iOS	Remove the protective film.
Cannot turn on the scanner	The battery power is low.	Win/Mac/ Android/ iOS	Charge the scanner and restart again.
	Firmware error	Win/Mac/ Android/ iOS	Reset the scanner by using a pin to poke the Reset button in the small hole behind the rubber cover.
	The USB cable is plugged on the scanner with your PC.	Win/Mac	Unplug the USB cable from the scanner.
Scanned image is not displayed until the scan job is completed	The USB cable is plugged on the scanner with your PC.	Win/Mac	1. Unplug the USB cable from the scanner. 2. Launch the scanner software and select Options > Settings > Advanced. Then uncheck Enable OpenGL rendering checkbox.

Problem	Cause	System	Possible Solution(s)
Scan speed is very slow	Mobile device does not meet system requirement.	Android/ iOS	Check the support devices in page 1-1.
	Most memory is occupied by too many applications.	Android/ iOS	Completely close other applications and restart the scanner APP again.
	Bluetooth and Wifi signals are interfering to each other.	Android/ iOS	Turn off Wi-Fi and try again.
Battery charging failure (no red light when USB cable is plugged)	Power connection error	Win/Mac/ Android/ iOS	Make sure all connectors are properly connected.

Penpower BeeScan User Manual

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