

ACTion Imaging Solutions ScanSmith Scan Customer Information Notice [Plotcor Printing Information]

Document Number:
Revision A

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Revision History

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Plotcor Printing Information Document Number:

Old Revision	New Revision	Change ECO	Notes	Update
-	A			2 June 2000

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Plotcor Printing Information

Discussion Background:

During the faultfinding process ACTion Imaging Solutions support may ask you to obtain a 'plotcor' image and fax it for review.

This plotcor image is a snapshot of the health of the scanners optics and imaging sub system. It holds many clues to common problems that the scanner may experience, and will speed up faultfinding process.

So... Plotcor what !

This customer information sheet, will guild you through obtaining a plotcor image, printing the image ready for faxing to ACTion Imaging Solutions. If you already know how to do this just skip over the sections.

Warning, there are many different PC combinations and software operating systems, so this information should be used as a guide and not as a absolute information source. You many have different menus and options, but the general idea is the same.

For this example it is assumed that you have a ANA Tech Evolution Pro scanner running under Microsoft Windows 2000 operating system.

1] Before you can obtain a plotcor image you have to first enter the Eagle Diagnostics, which is part of the ScanSmith Productivity Suite. Figure 1 illustrates the menu system.

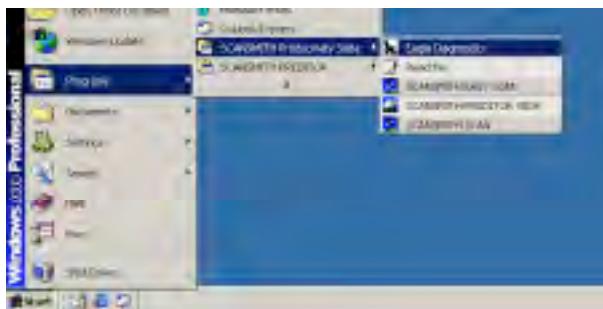


Fig 1. Starting Eagle Diagnostics

2] Pressing the Eagle Diagnostics will display the following information box. Sometimes this appears to be on screen for ninety seconds or so, don't worry this is micro-code being loaded into the scanner and is perfectly normal.

3] Figure 2 displays the Eagle Diagnostics application. The Eagle Diagnostics application is mainly for ACTion Imaging Solutions customer service engineers, but as a point of information was the original application that ScanSmith Scan grew out of.

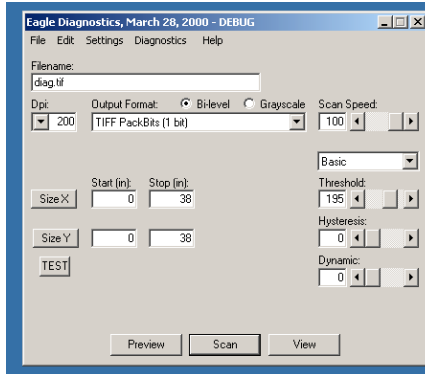


Fig 2. Eagle Diagnostics

4] Now under the Diagnostics menu you will find the Plot Correction (plotcor) function, near the bottom of the list. Figure 3 illustrates the menu.

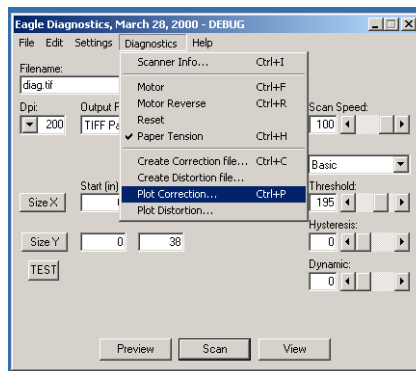


Fig 3. Plotcor function selected

5] This will bring up a save dialog box, most customer just press the OK button to and move to the next step. If you have email you could enter a file name like c:\pltcor and save the image digitally and attach it to an email and skip all of the following steps.

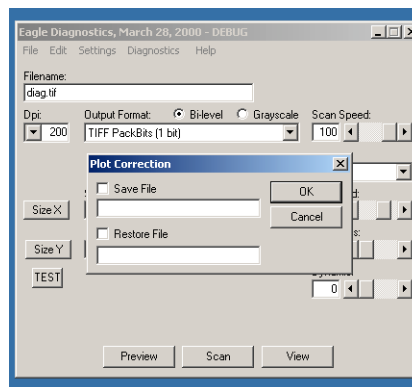


Fig 4. Plot Correction Save Box

6] Pressing the OK button without entering a file name will cause the Eagle Diagnostic application to print the plotcor image to the screen, just like Figure 5.

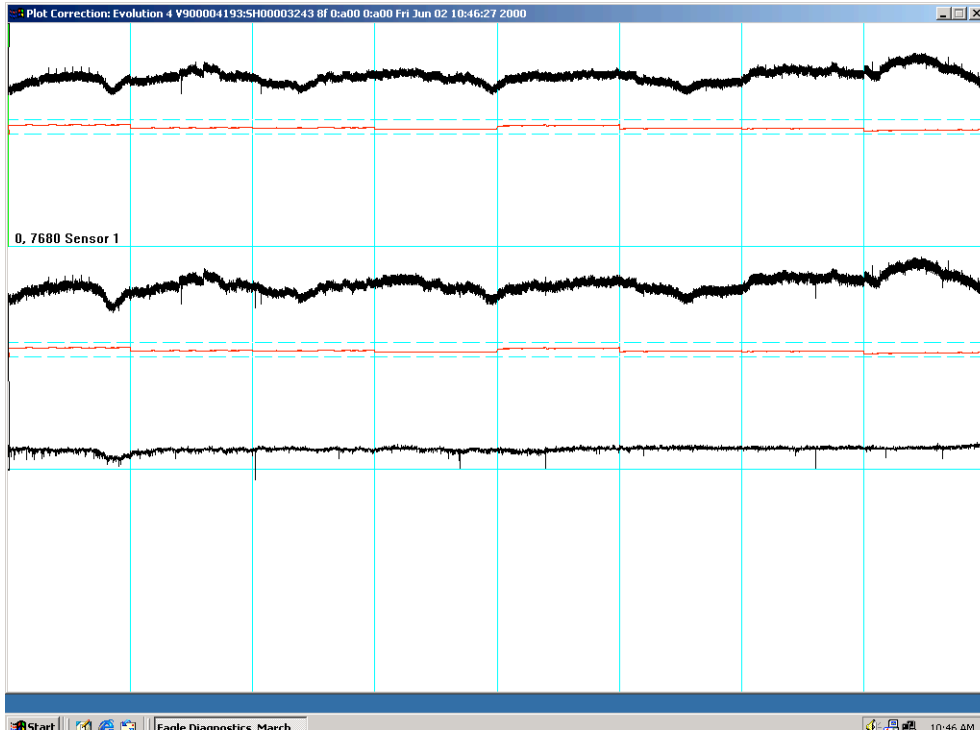


Fig 5. Plotcor file printed to the screen

7] Now you have to press the 'Print Screen' button on the computer keyboard, which is to the right of the F12 key on the top row. This action will print the whole screen to the clip board, just like pressing CTL+C cuts to the clip board in other applications like Microsoft Word.

8] The final steps, will be to paste the screen image into a graphics program like the Wang Imaging application. The Wang Imaging application comes as standard with Microsoft Windows, and can be found under the applications menu system.

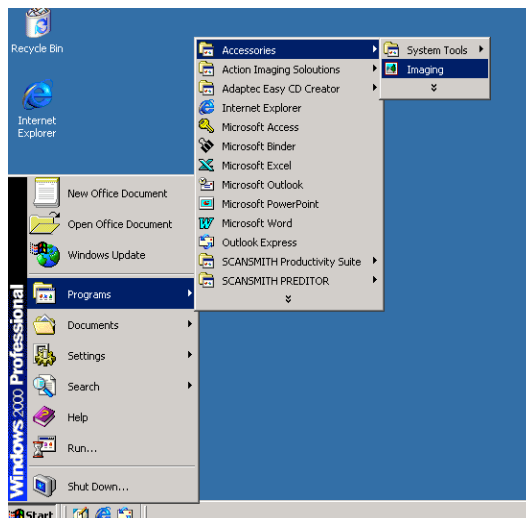


Fig 6. Starting the Wang Imaging application

9] Once the Wang Imaging application opens up, you will need to create a new file. This is achieved through the File, New pull downs.

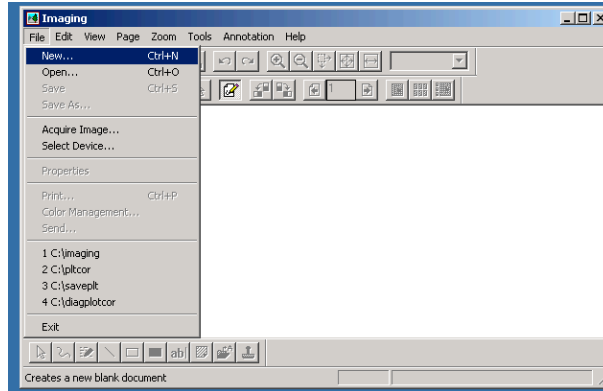


Fig 7. Imaging File Menu system

10] The action of opening a new file will bring up the following dialog. At this point it is best to select the TIFF option and under the Color tab select 24 bit and if you would like to get really into it under the size tab make the image 200 dpi x 200 dpi and 11 inches x 8 inches, but this is not overly important.

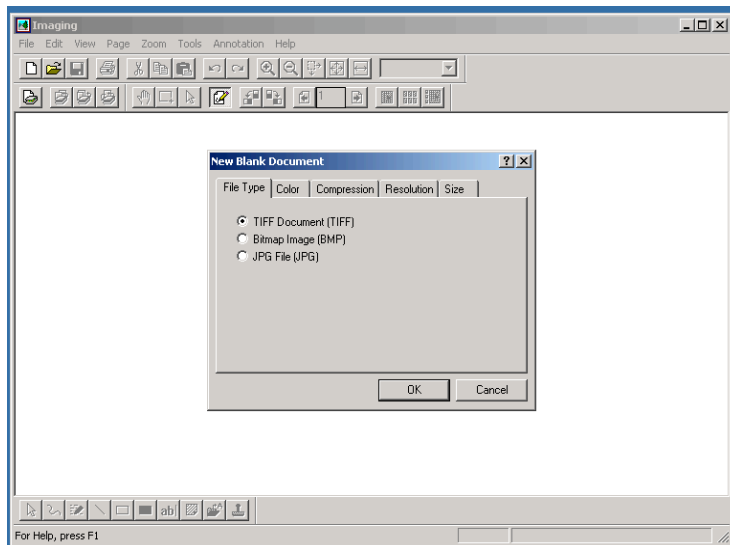


Fig 8. The New File Dialog Screen

11] Clicking OK will now remove the dialog box and leave you with a white blank image. At this point you should select the Edit, Paste or CTL+V like Figure 9.

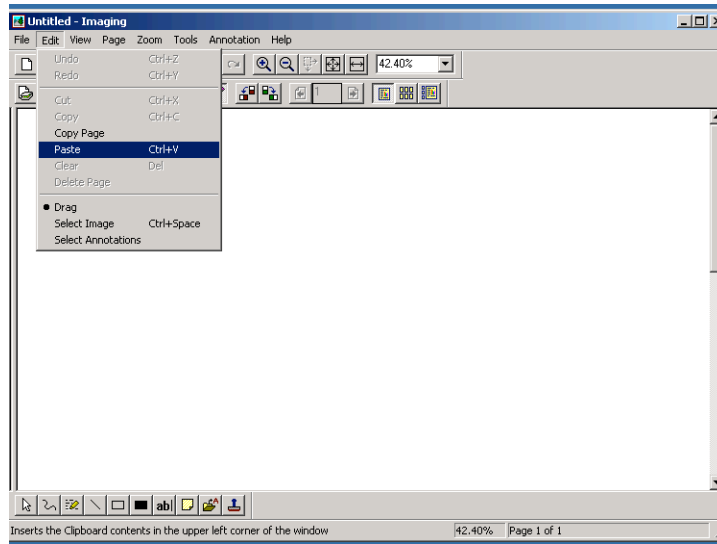


Fig 9. Paste Plotcor into Wang Imaging

12] This will paste the plotcor image from the Eagle Diagnostics into the Wang Imaging display just like Figure 10.

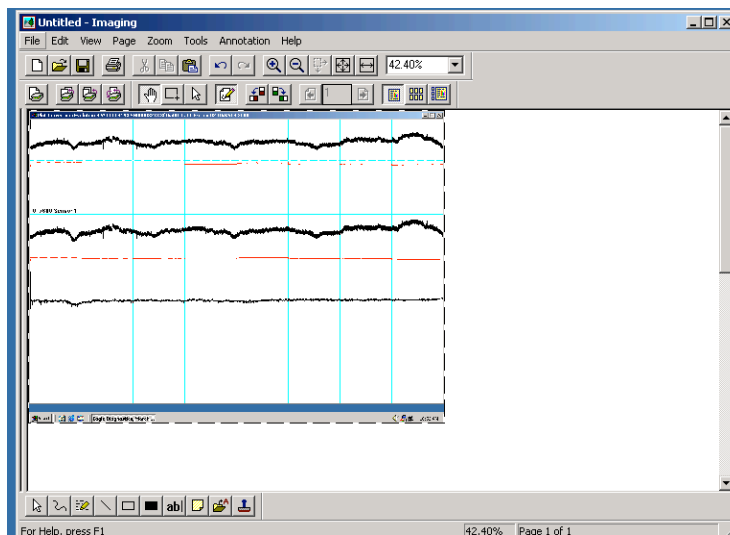


Fig 10. The Plotcor image in Wang Imaging

13] Now under the File menu find the Print function, which will look something like Figure 11.

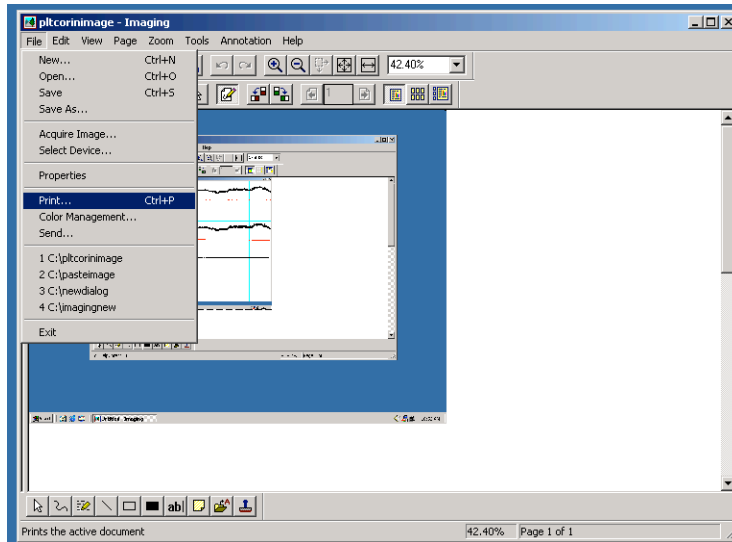


Fig 11. Selecting the Print function

14] This will bring up a Print dialog, which will display your connected printers. Just select a printer, and press the Print push button. The printer show now print out the plotcor image ready for you to fax to customer support.

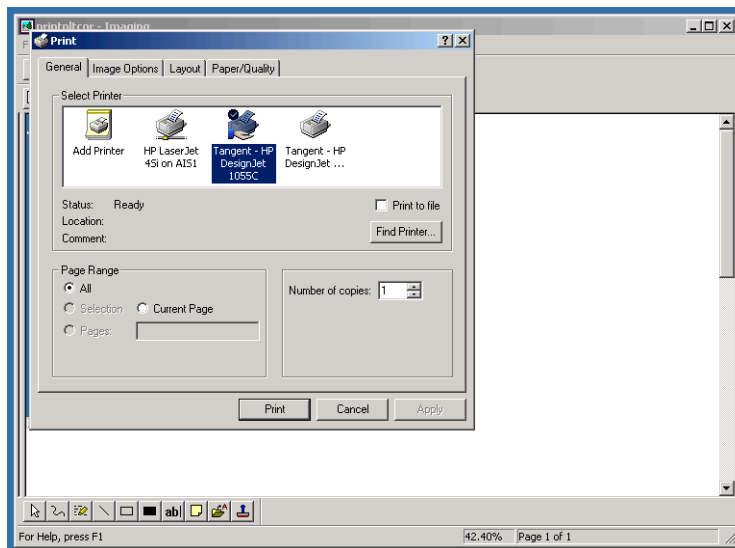


Fig 12. Printer selection Dialog

What next ?

The next step is to fax the plotcor to ACTION Imaging Solutions at (303) 973-7092 attaching your contact details and call number if available, this will make sure the fax is passed to the correct support engineer.