



Scanner - SP5001



Printer – SP6001

# Installation and User Manual V3.2

# Contents

Contents .....	2
1. Preface.....	3
1.1 Who should read this guide.....	3
2. Printer and Scanner Software Requirements.....	4
2.1 Capable but non-Supported platforms.....	4
2.2 Supported platforms .....	4
2.3 Minimum Specification and Processor requirements .....	4
3. Installation .....	5
3.1 Installing Driver Software and the EngBench Utility .....	5
3.2 Installing The ScanEasi Application Server and Maintenance Utility .....	6
4. Testing / Calibration Tools .....	7
4.1 ScanEasi .....	7
4.2 Engbench3 .....	8
4.3 Calibrating the Scanner .....	8
4.4 Checking the Scanner .....	9
4.5 Setting the Image Format and Resolution for Test Scans .....	10
4.6 Verifying the Scanner .....	10
4.7 Cleaning the Scanner .....	11
Appendices .....	13
A.1 Using Engbench in High DPI scaling Modes.....	13

# 1. Preface



**The configuration methods discussed in this document have been tested and approved by ScanPrint. Configurations other than those detailed as supported in this document may result in system malfunction. ScanPrint cannot accept responsibility for component malfunctions resulting from configurations different to those detailed in this document if the changes were not first discussed with ScanPrint.**

## 1.1 Who should read this guide

This guide is for installation engineers responsibly for the installation and maintenance of ScanPrint printers and scanners.

## 2. Printer and Scanner Software Requirements

### 2.1 Capable but non-Supported platforms

The ScanPrint drivers and software will currently run on these platforms but they are not fully supported by ScanPrint as Microsoft has stopped support them. Note that this means Microsoft are no longer releasing updates for these platforms!

- Windows 7 (32-bit / 64-bit)
- Windows 8 / 8.1 (32-bit / 64-bit)

### 2.2 Supported platforms

These platforms are currently (September 2024) supported

- Windows 10 (64-bit)
- Windows 11 (64-bit)

### 2.3 Minimum specification and Processor requirements

ScanPrint currently recommends a minimum Specification of Windows 10 with 4Gbyte of DDR3 memory. However, with the caveats listed above, Windows 7 or 8 may be used

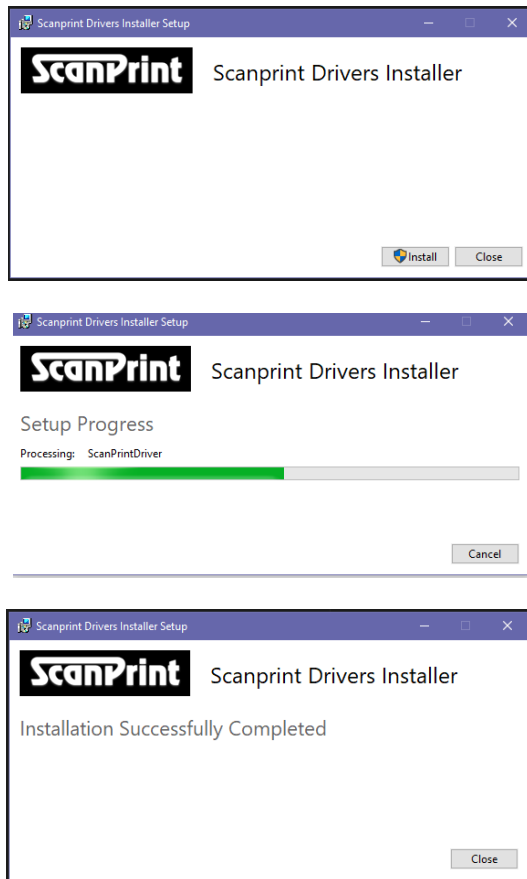
ScanPrint Scanner and printer software is highly optimised and requires very low CPU overhead. The choice of a suitable target system depends upon the level of image processing required and whether you intend to create complex high-level image processing applications. For a basic and automatic bet entry slip (90 mm x 210mm) with traditional mark sense boxes, a low-spec processor is adequate.

# 3. Installation

**Note 1:** If USB based drivers for 3<sup>rd</sup> party hardware has previously been installed and issues occur with the ScanPrint scanners / printers then it is recommended that all 3<sup>rd</sup> party USB based drivers be completely uninstalled. Note also that, depending on the 3<sup>rd</sup> party driver software, it may be necessary in rare cases to re-install the OS to avoid driver compatibility issues.

## 3.1 Installing Driver Software and the EngBench Utility

Uninstall any existing 'Scanprint Drivers' from Windows 'Add or Remove Programs' and then run the provided file: **ScanPrint-Setup.exe** via right-clicking and selecting "run as administrator". This is necessary even if you are running in an account with 'admin privileges' because in some cases those privileges are not full and may prevent drivers from being installed correctly.

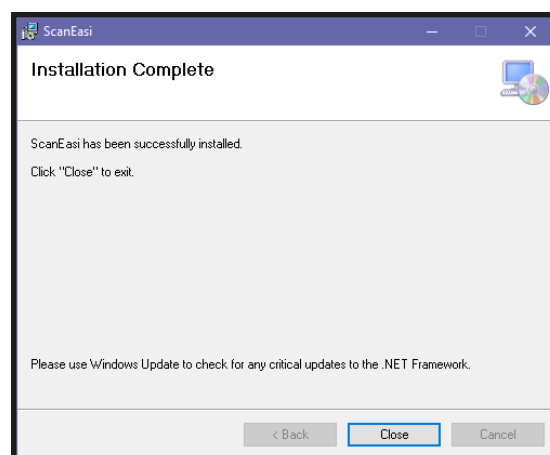
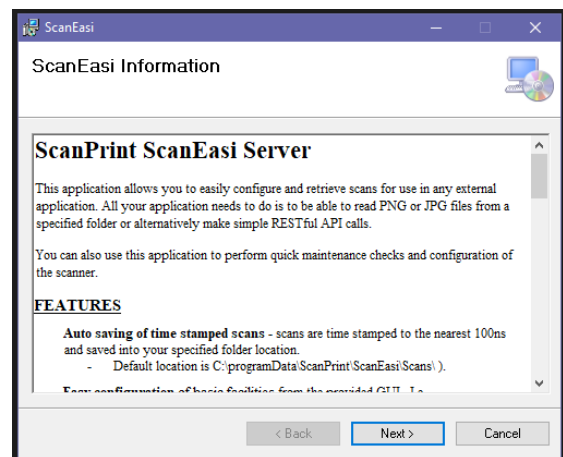
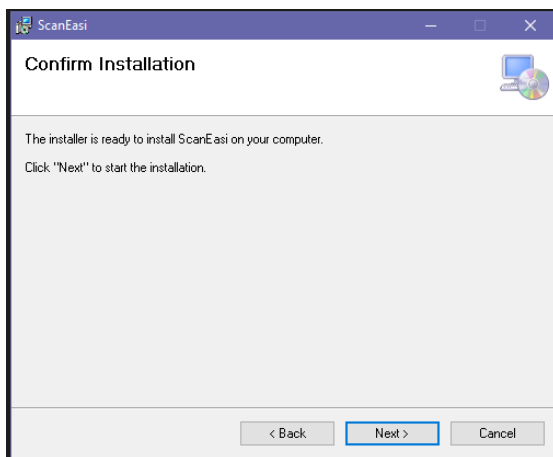
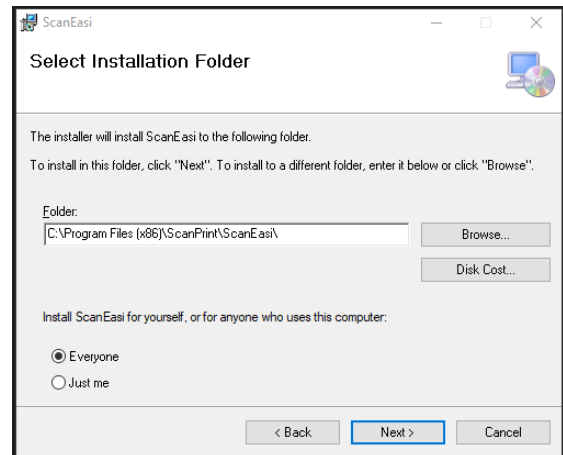
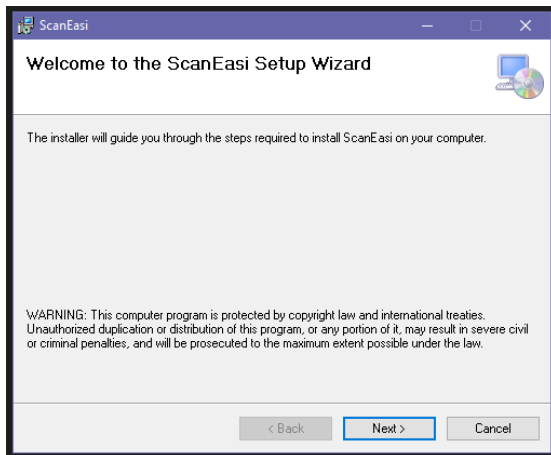


This will install the 32-bit or 64-bit version of the ScanPrint drivers as appropriate for your operating system and also install the **Engbench3.exe** Maintenance and test utility.

**Note 2:** Any user/3<sup>rd</sup> party applications (E.g. FinSoft EPOS) **must be updated** to use the latest version of **CyberSc.dll**. This usually means you copying the new **CyberSc.dll** into the app folder of the bespoke application. The 32 bit version of **CyberSc.dll** is located in "C:\Program Files (x86)\ScanPrint\ScanPrint Scanner" and is fully backwards compatible with the previous versions 7.0.0 and 6.4.5. Alternatively, the latest 32 or 64 bit version **CyberSc.dll** can be copied from "C:\Program Files\ScanPrint\ScanEasi-XXbit" after installing ScanEasi (see below).

## 3.2 Installing The ScanEasi Application Server and Maintenance Utility

1. Install the ScanPrint drivers as detailed in section 3.1 above.
2. Uninstall any existing version of ScanEasi from Windows *'Add or Remove Programs'*.
3. Unzip the provided file: [ScanEasi\\_installer.zip](#)
4. Run the [ScanEasiSetup.exe](#) file.



# 4. Testing / Calibration Tools

For maintenance and configuration, the following tools are available:

- Engbench – This legacy 32-bit app enables maintenance, detailed testing and performance analysis of the current SP500x series scanners and also of the legacy SP3001 thermal printer. However, it cannot be used on the current SP6001 printer.
- The dual use ScanEasi app can also be used for maintenance and essential testing of the current SP500x series scanners. it is easier to use than Engbench and is the recommended Scanner configuration tool for most users (see the table below)
- For the SP 6001 printer see the tools provided in the “Printer SP6001.zip” file

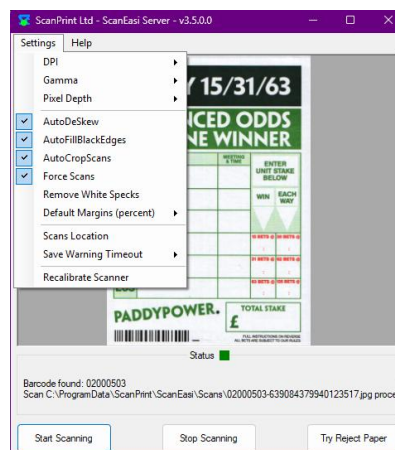
## The ScanPrint Testing / Calibration tools:

	ScanEasi	Engbench (32bit only)
<b>Purpose/s</b>	Basic scanner config and testing with <a href="#">easy to use GUI</a>	Detailed config, testing and maintenance of Scanners
Scans delivered via ;	Any Folder Location or RESTful API	Fixed Folder location
Scans time stamped with unique prefix ID	Yes	No
UI provided	Yes – can be hidden also	Yes – full screen
Clear Pop-up Error messages	Yes	No
Taskbar Status notification	<b>Yes</b>	No
Set DPI, Colour Depth and Gamma	Yes	Yes
Basic Scanner set-up, calibration and test	<b>Yes</b>	Yes
Scanner Detailed hardware analysis	No	<b>Yes</b>
Full hardware control of the Scanner	No	<b>Yes</b>

## 4.1 ScanEasi

The folder created by unzipping ScanEasi\_Installer.zip in step 3 Of section 3.2 above contains a [readme.pdf documentation](#) file which describes the various features of the ScanEasi utility and outlines how to use them.

ScanEasi can be used as an Application Server (with an optional RESTful API) **and/or** a simple config / testing utility. Many users won’t need to use the more complicated Engbench utility for basic maintenance purposes.



## 4.2 Engbench3

Extensive testing of ScanPrint scanners (or the Legacy Sp3001 printers) functionality can be performed using the **EngBench3** utility which, after installation is located in the following folder by default

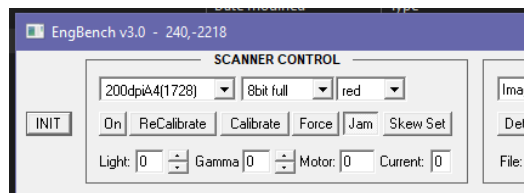
- [C:\Program Files \(x86\)\ScanPrint\ScanPrint Scanner\EngBench3.exe](C:\Program Files (x86)\ScanPrint\ScanPrint Scanner\EngBench3.exe)

**Engbench3** activates all the low-level functions available through **CyberSc.dll** module, including hardware diagnostic functions. **Note.** Engbench can't be run at the same time as any other applications accessing the ScanPrint scanner – those must be shut down and can be restarted afterwards.

## 4.3 Calibrating the Scanner

Scanners require calibration prior to use. Calibration involves inserting a blank piece of paper into the scanner. The piece of paper should be A4 or letter format size and white; using other white paper may result in scanning errors. Calibration only needs to be done once and only needs repeating normally if the scanner hardware or major PC components (E.g. the CPU) are changed.

### 4.3.1 Select **ReCalibrate** from the EngBench3 menu bar.

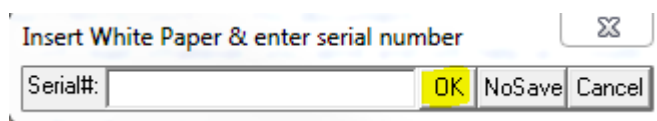


### 4.3.2 The *Insert White Paper* dialog box is displayed.

### 4.3.3 Introduce the 223mm edge of the calibration paper into the scanner as shown below; making sure that the paper is properly centered.

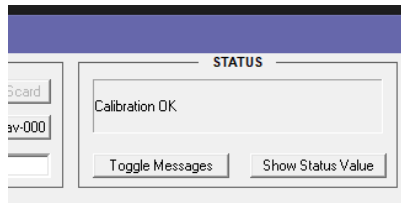


### 4.3.4 While holding the calibration paper in the scanner input guide, click **OK** on the *Insert White Paper* dialog box.



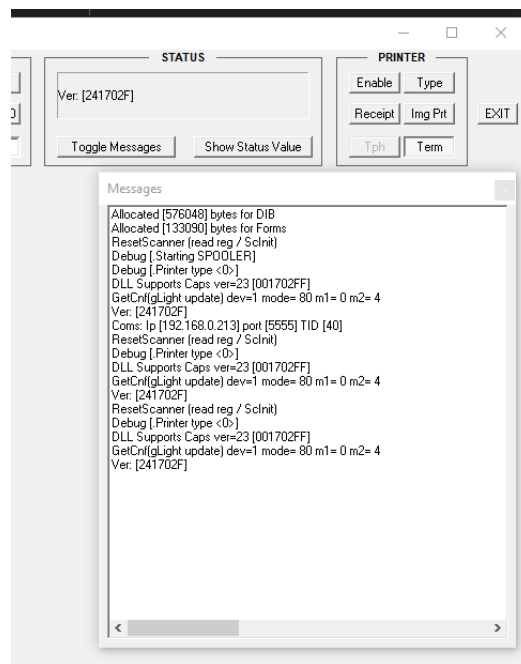
## 4.4 Checking the Scanner

If the calibration step above has been completed successfully then **'Calibration OK'** will be displayed in the STATUS window of the user interface.

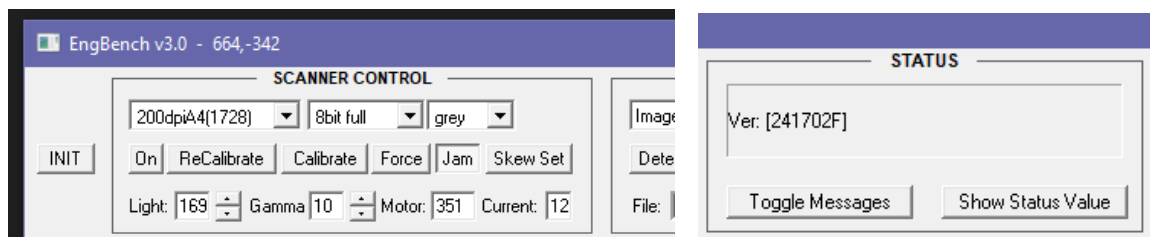


The status message, **Init KO**, indicates that the scanner is not properly connected. Verify all connections and ensure the power supply is on

If you select the **'Toggle Messages'** button a message box will appear with additional information on what's happening within the Engenbench3 application.

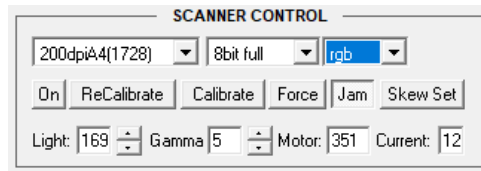


If there is a problem you can restart the scanner Initialisation sequence via the **Init** button. If things are OK a version number in hexi-decimal format should be displayed in the STATUS window.



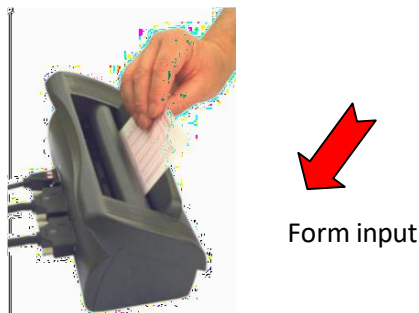
## 4.5 Setting the Image Format and Resolution for Test Scans

For testing purposes, the scan image resolution, format and sensitivity can be set via the SCANNER CONTROL section. Note that changing these settings does not affect the quality or format of scans after Engbench is closed and the scanner used in another application. Except for *Calibrate* and *ReCalibrate* these settings are just for test purposes inside EngBench.



## 4.6 Verifying the Scanner

4.6.1 Insert a form or slip into the scanner **face down** and with the top of the form / slip towards you. The form / slip will be automatically pulled in and scanned. The scanner features an anti-jam mechanism and rejects documents placed too close to one side.



4.6.2 Once scanned, examine the image displayed and ensure it matches the original.

4.6.3 If the expected image is not displayed, try each of the following and retry the scan.

4.6.4 Ensure that the slip has been inserted in the proper direction.

4.6.5 Clean the scanner, and repeat the calibration procedure.

4.6.6 If after several trials the expected image is still not obtained, the scanner is faulty and must be replaced.



## 4.7 Cleaning the Scanner

Perform the following cleaning procedure once a week whenever black lines appear on the scanned image or when scanning errors occur.

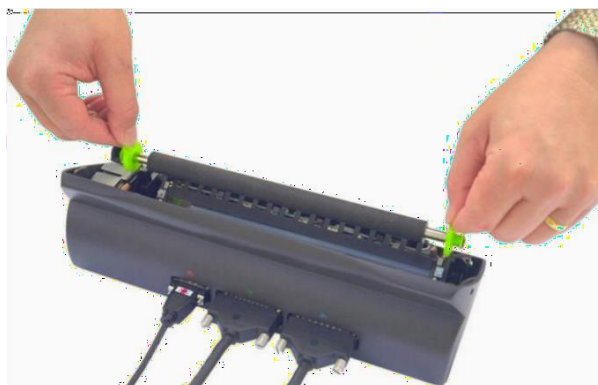
Remove the scanner cover by holding the cover at both ends and pulling upwards.



Place both thumbs on the green toothed lock levers and push backwards until both lever-tails are oriented upwards.



Remove the feed roller by holding both green lock tails and lifting straight up. The image sensor glass is now exposed.



Gently wipe the glass from side to side using a new cleaning wipe provided ensuring the glass surface is completely free from deposits.



Replace the feed roller ensuring the toothed gear wheels are seated securely. Replace the scanner cover.

# Appendices

## A.1 Using Engbench in High DPI scaling Modes

As a legacy application, the EngBench User-interface may not be correctly displayed on some modern laptops when, due to their ultra-high screen resolutions, scaling of the user interface is done automatically by the operating system. In these cases, it may be necessary to override the 'High DPI' scaling behaviour.

### **Steps to ensure correct display with High DPI Displays:**

1. Right Click on the EngBench2.exe or Engbench3.exe file and select '*Properties*'
2. Click on the '*Compatibility*' Tab.
3. Click on '*Change high DPI settings*'
4. Click on '*Override high DPI behavior. Scaling performed by:*' and set it to '*System (Enhanced)*'
5. Click on '*OK*' and then '*OK*' again.

