



VIISAN OfficeCam

USER MANUAL

Windows Edition v1.9

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Trademarks

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Disclaimer

- The screenshots in this user manual were made with Windows 10. If you are using a different Windows system, your screen will look somewhat different but still function the same.
- Specifications of this software and contents of this user manual are subject to change without notice. Any modification, error correction, or feature updates made in the actual software may not have been updated in time in this user manual. Users may refer to the actual software itself for more accurate details. Any misprints, translation errors, or inconsistencies with existing software, will be updated as soon as possible.

Disposal of Waste Equipment by Users in Private Households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment.



Introduction

VIISAN OfficeCam is a robust scanning solution engineered specifically for VIISAN document camera scanners. It offers rapid and efficient scanning of various document types, ranging from business cards to books, converting them into high-quality image formats. The software supports multiple functionalities, including photo and document scanning, book digitization, barcode recognition, and video recording. With the integrated OCR (Optical Character Recognition) feature, scanned images can be effortlessly converted into searchable PDF files or editable Word, Excel, ePub, and Text formats.

For book scanning, VIISAN OfficeCam delivers exceptional results through advanced image processing features. It can automatically flatten curved book pages, digitally remove finger artifacts from scans, repair damaged or frayed document edges, align pages according to text orientation, and split dual-page book scans into separate images with precision.

Note: This software is distributed exclusively with VIISAN document camera scanners of specific model numbers. Full functionality, including advanced book scanning capabilities, is only guaranteed when paired with compatible VIISAN hardware. When used with non-approved book scanners, certain features may be limited or unavailable.

System Requirements

To ensure the performance of this scanner, the following hardware system requirements are necessary:

CPU	Intel® Core™ i5 or higher
RAM	8GB RAM minimum, 16GB RAM recommended.
GPU	Iris Plus Graphics or higher Graphics cards
Hard Disk	The installation and operation of the program requires 1G disk space. You can scan more images if more disk space is available. The recommended storage is 20G.
Operating System	Windows 7 / Windows 8.1 / Windows 10 / Windows 11
USB	USB port

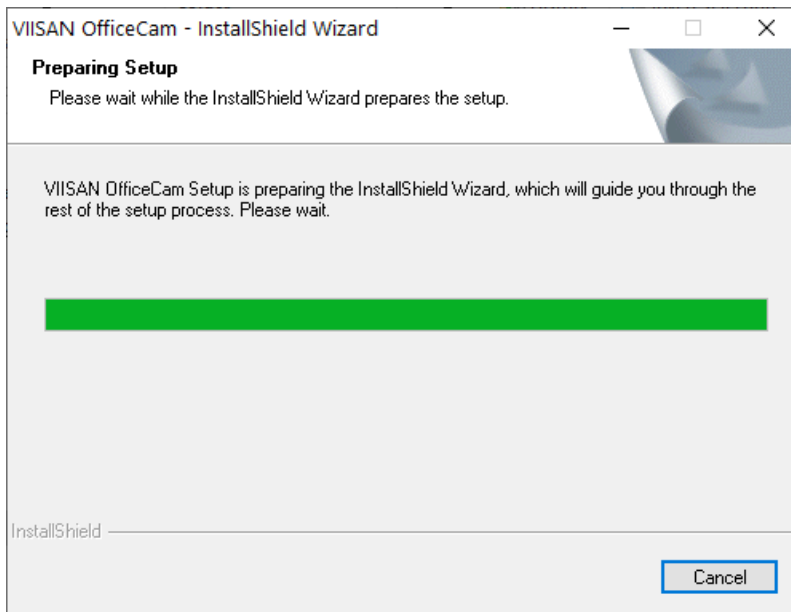
NOTE: The system requirements and compatibility can change over time, depending on the operating system and updates from Windows.

Installing the Software

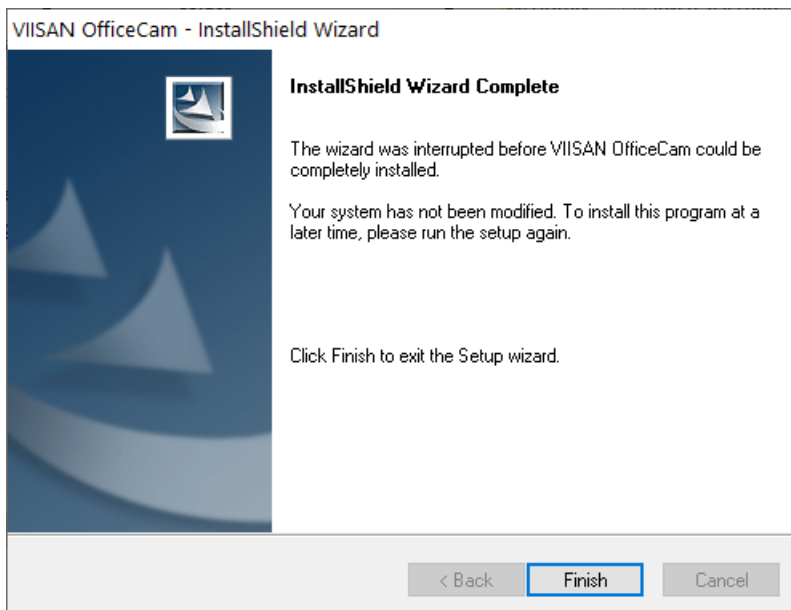
NOTE: Before installing this application software, it is recommended to close any antivirus programs or security software running on your system.

If you are installing this software from a downloaded file, please double-click the setup.exe file to start the installation process.

1. Once the installation process has started, please follow the on-screen instructions.



2. Click [**Finish**] to finish the installation program.

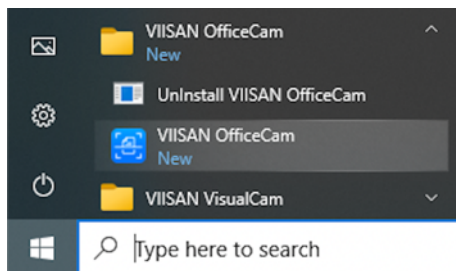


Getting Started

- To start the program, please double click on the VIISAN OfficeCam icon on the desktop or start VIISAN OfficeCam from the Windows Programs list.

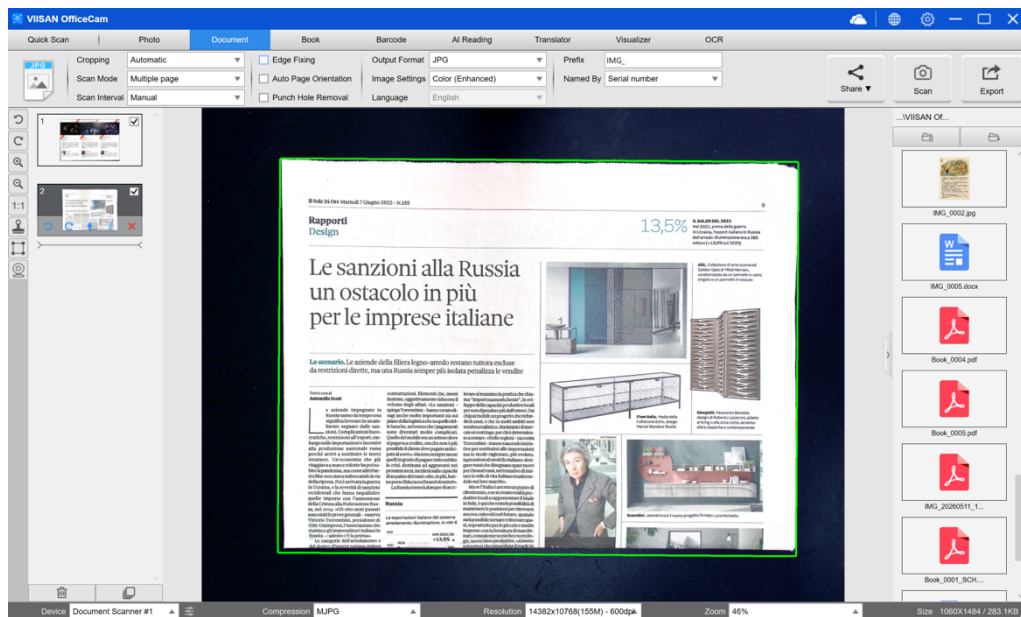


- Click the Windows Start Menu > All Programs > VIISAN OfficeCam folder > VIISAN OfficeCam.



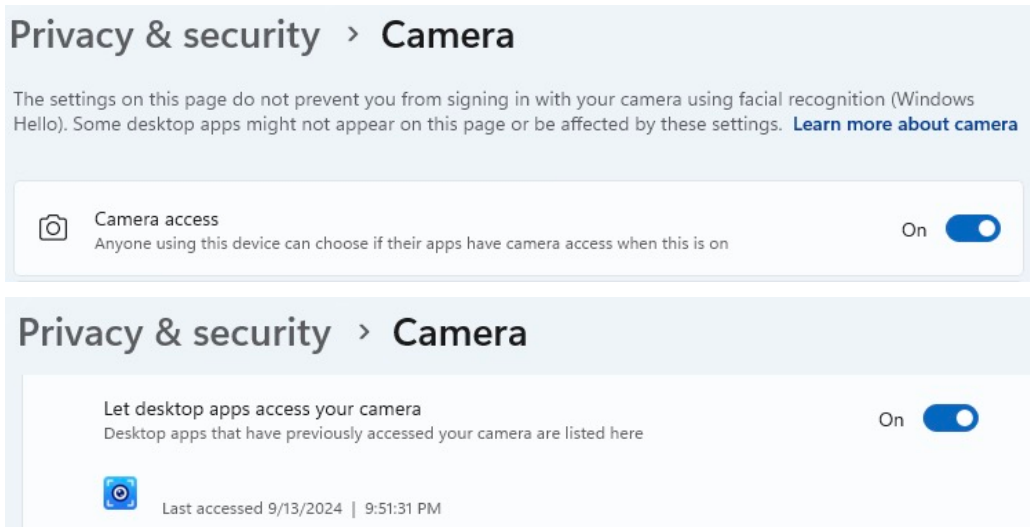
Main Window

When the software is launched, you should see the main window appears as shown below. In the middle of the main window, you should be able to see the real-time preview video from the camera device.

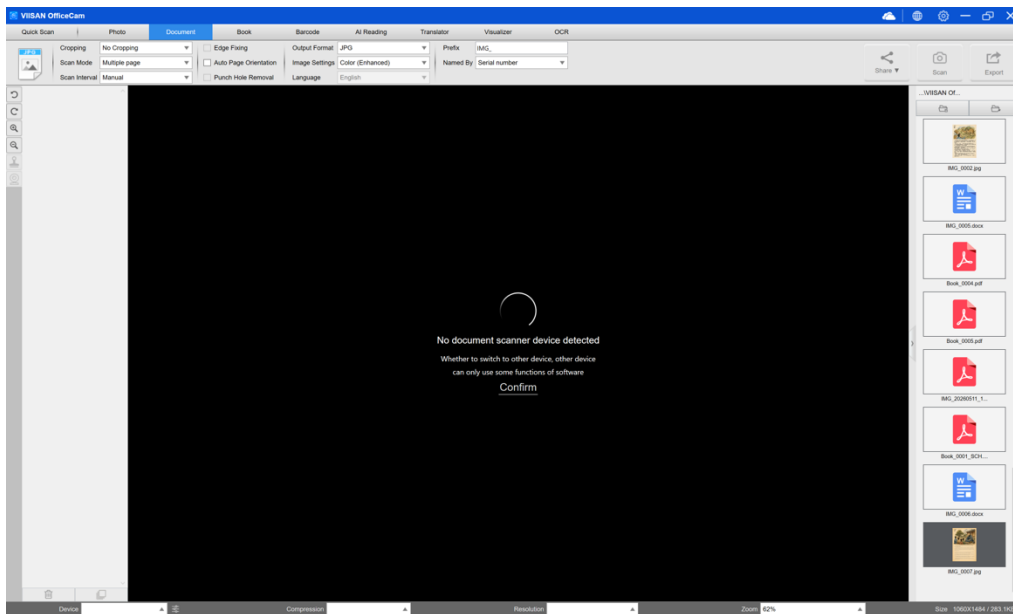


Note: If you do not see the real-time video preview from the camera device and the message "[Detecting devices...]" is displayed in the main window as shown below, please verify the following steps:

1. Ensure that you have enabled the OfficeCam app's permission to access the camera in your Windows privacy & security settings.

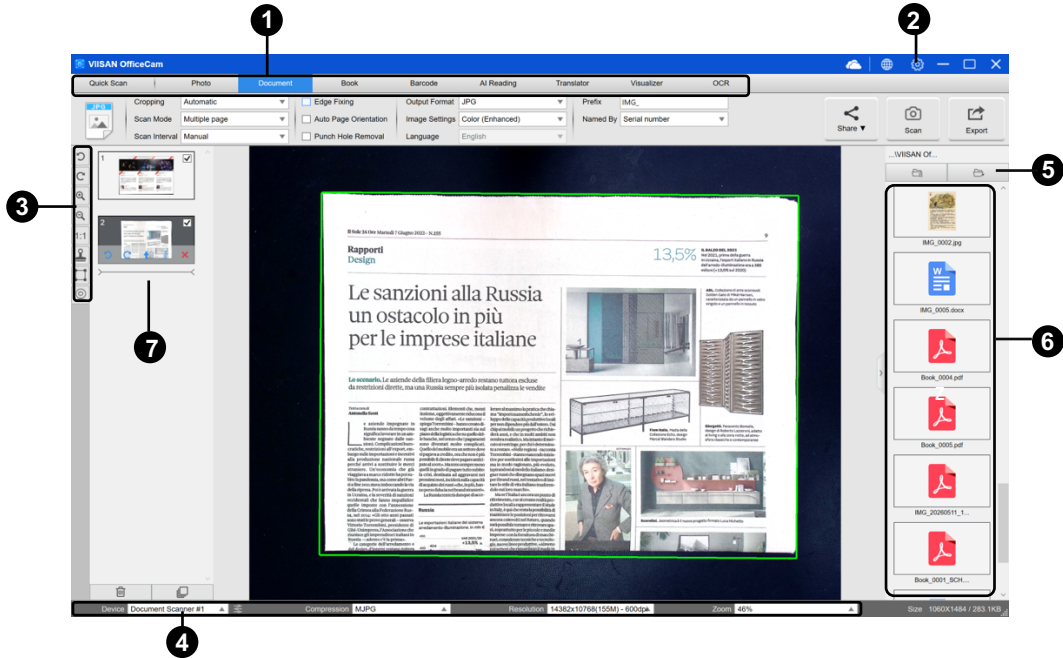


2. Confirm that your hardware device is properly connected to your PC via a USB cable.
3. Ensure that the camera arm has unfolded. If the camera arm is closed, the video feed may appear completely black, even if the camera is functioning correctly.
4. Try connecting the USB cable to a different USB port or restart your PC.

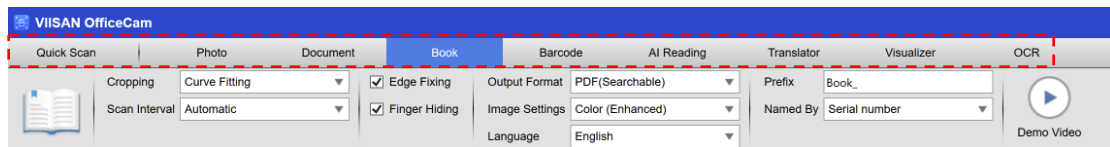


Control Panel

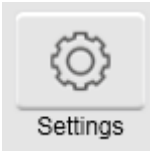
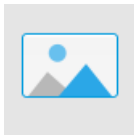

Here is the software control panel of VIISAN OfficeCam. You can easily modify the settings using the options provided below.

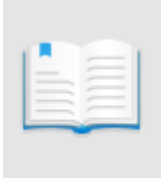

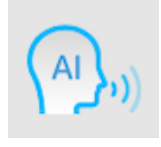
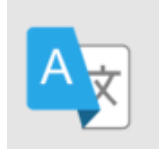




(1) Function Tabs



The VIISAN OfficeCam software offers various scanning modules that you can choose from. To select a function mode, simply click on the menu tab.

Mode	icons	Description
Quick Scan		The quick scan function allows setting a quick scan button with a specific function.
Photo		Photo mode allows you to take a snapshot using the camera scanner device and save it in a BMP, JPG, PNG, or TIFF file format.
Document		The Document Mode is designed for scanning documents, business cards, ID cards, or any paper sheets. This function tab includes powerful image processing algorithms, such as repairing damaged document edges and rotating pages based on text orientation. It allows you to scan directly into image formats like



		JPG, PNG, BMP, and TIFF, also supports OCR for converting scanned files into editable PDF, Word, Text, or Excel formats.
Book		The book mode is used to scan books or magazines. This function embedded a powerful image processing, such as automatic scanning, such as automatically scanning, flattening curved pages, erasing finger images, purify background, and split page. (Note: The book scan mode is only enabled when the external shutter button is detected.)
Barcode		Barcode mode is for scanning and recognizing barcodes or QR codes and saving the results in JPEG/Text/Excel /PDF.
AI Reading		The AI Reading mode can read aloud the recognized text from scanned documents or captured images. It helps users listen to document content directly, making it useful for reading assistance, language learning, and accessibility applications.
Translator		The Translator mode allows users to translate recognized text from scanned documents or captured images into different languages. It supports quick translation for full-page content or selected text areas, helping users understand foreign-language materials more easily.
Visualizer		The Visualizer function allows you to record video tutorials or project your laptop screen when connected to a projector, and lets you use the embedded whiteboard tools during meetings.
OCR		The OCR function allows you to convert batch-scanned images into a searchable PDF or editable Word, Excel, and Text formats, it supports more than 130+ different languages.

NOTE:

- 1) Each of these Function Modes has different feature options and settings.
 - 2) Each of these Function Modes has its own file-saving directory.
- For example: Document mode can scan images into different file directories.

(2) Settings

At the top of the main window, there are two control buttons available:

Buttons	Explanations	Note
	Cloud Storage	Set up OneDrive and Dropbox cloud drive accounts.
	Language	Language settings for software UI


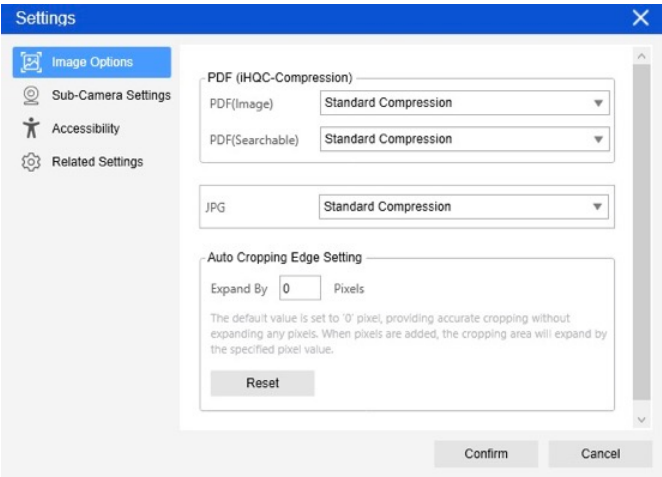
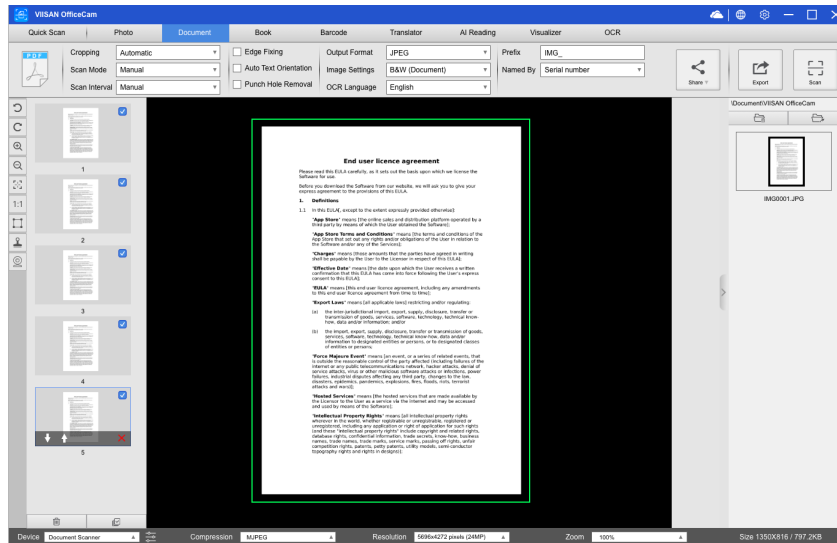
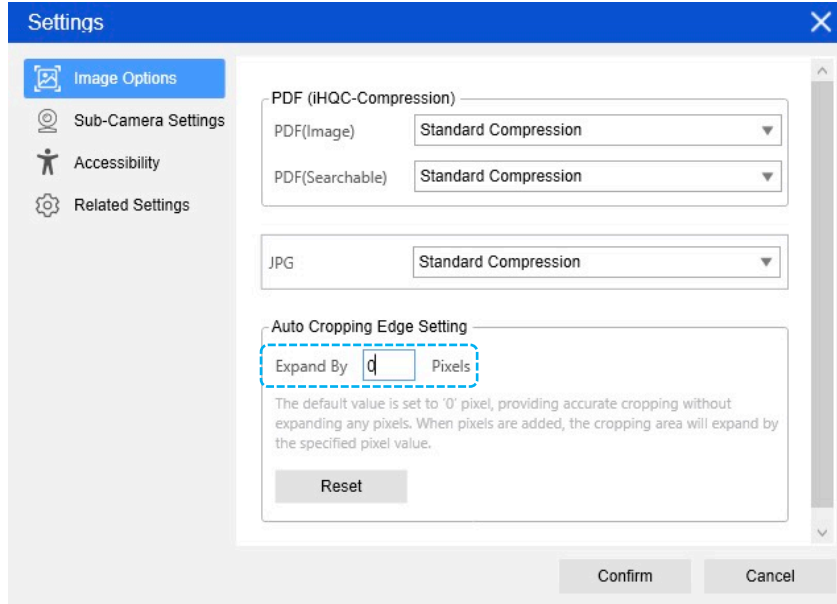
	<p>Settings</p>	 <p>Settings Menu: The settings menu features four tabs that allow you to:</p> <ul style="list-style-type: none"> Image Options: Adjust PDF or JPG compression settings and modify auto-cropping settings to manage the edges of your scanned images. Sub-Camera Settings: Choose a location to merge the sub-camera image. Accessibility: Enable tooltips or activate accessibility features for screen reading. Related Settings: Set the camera sleep time and configure the email client. Help: Connect to the online support center. About: Display software information. Export Log: Export the log file.
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Image Options:

In the Image Options tab, you can adjust the PDF and JPG compression settings. Additionally, you can configure the auto-cropping feature by entering a pixel value between 0 and 500. The default value is set to "0" pixels, ensuring precise cropping without enlarging any pixels. When you increase the pixel value, the cropping area will expand by the specified amount. To reset the value to 0, simply press the 'Reset' button.



Auto Cropping Edge Setting Example	
Expand By 0 Pixels (Default)	Expand By 20 Pixels

Sub-Camera Settings:

In the Image Sub-Camera setting tab, you can select a location to merge the sub-camera image from a second camera or webcam (**Note:** The sub-camera merge is only supported during single-sheet scanning.)

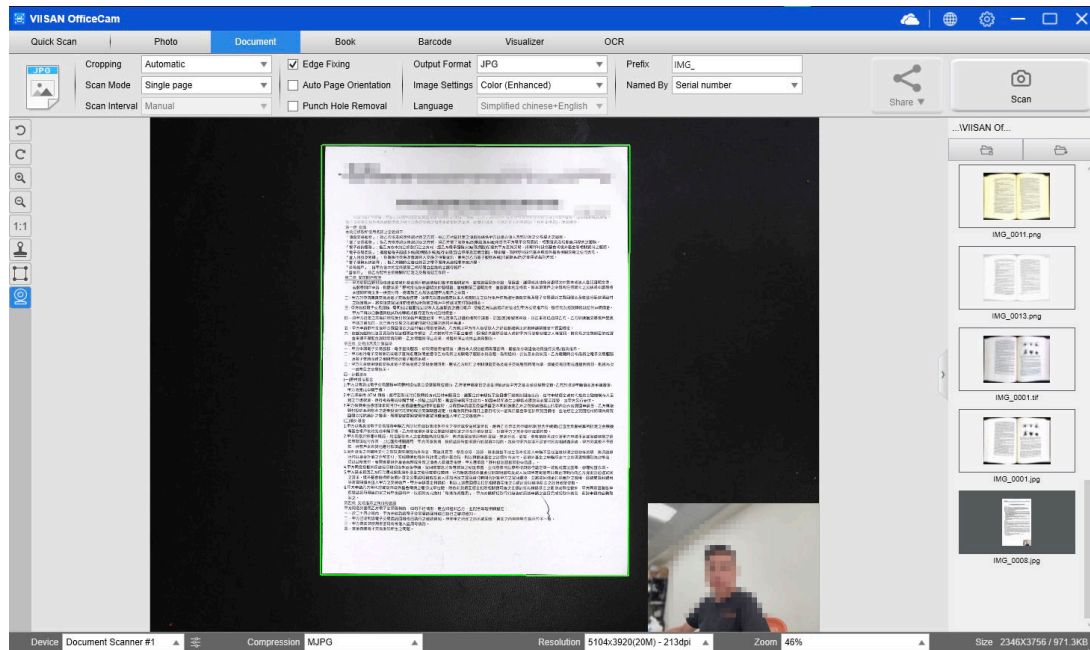
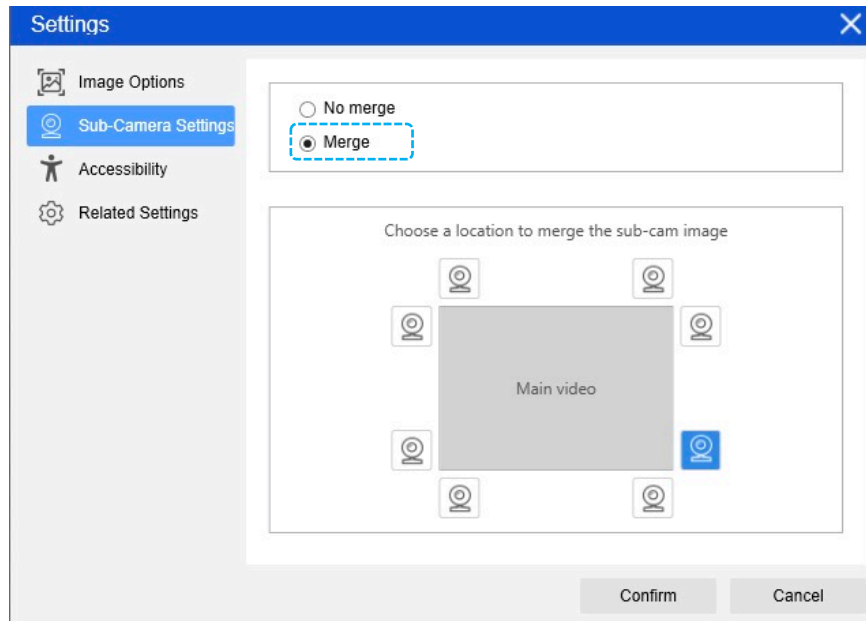


Image Sub-Camera Setting Example

Without Merge

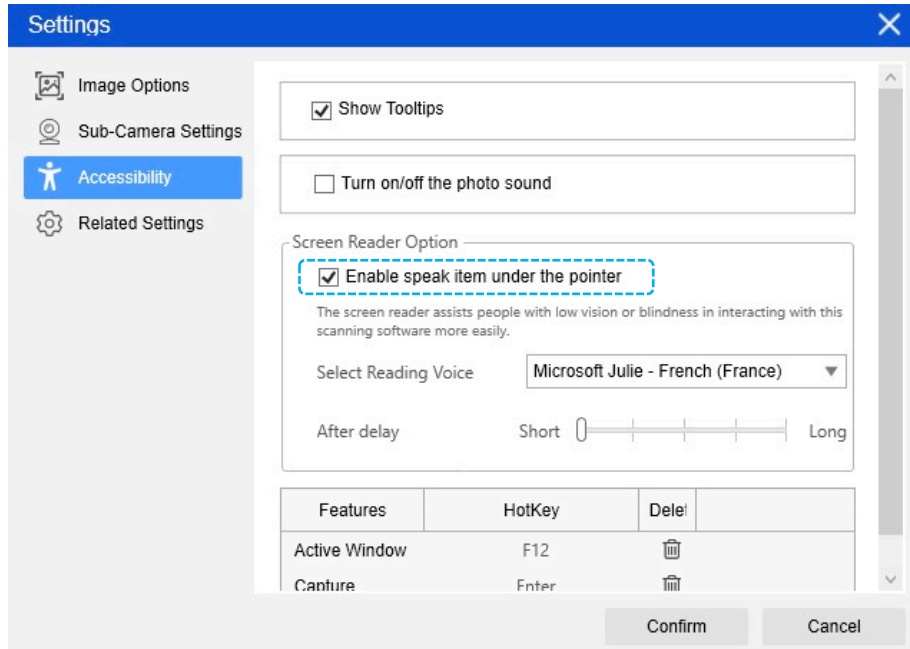


Merge Sub-camera image



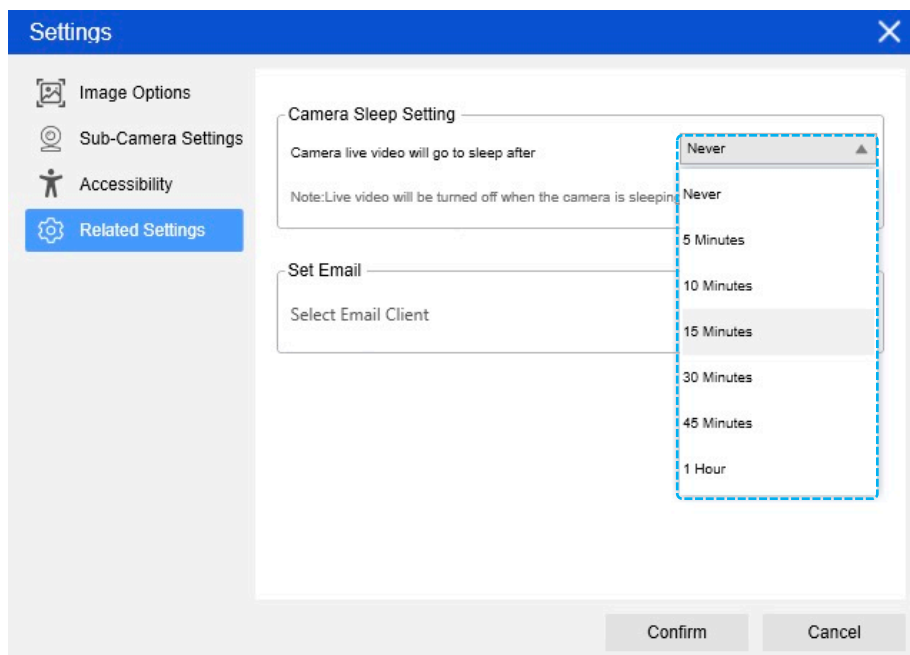
Accessibility:

In the Accessibility tab, you can enable tooltips, toggle capture sound on or off, and set hotkeys. Additionally, you can activate screen reader features, which assists individuals with low vision or blindness in interacting with the scanning software more easily.















Related Settings:

In the Related Settings tab, you can configure the camera's sleep time to 5, 10, 15, 30, 45 minutes, or 1 hour for energy saving, and set up the email client to share email attachments.



(2) Toolbar

On the left side toolbar, there are many useful control tools available:


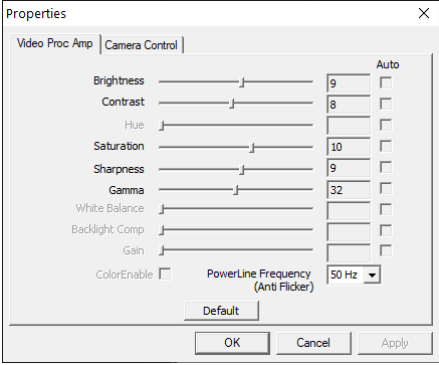
Buttons	Explanations	Note
	Rotate Left 90 Degrees	
	Rotate Right 90 Degrees	
	Zoom Out	
	Zoom In	
	Fit Screen / 1:1 Display	
	Watermark	Add a watermark to images, (Note: Only available for some of the Function Tabs)
	Manual Cropping	Manual cropping for a scanning area
	Video Filters	Switch Preview Window with Video Filter Effects (Note: This function is available in Photo mode and other specific modes.)
	Focus	Auto-focus the image by triggering the auto-focus action (Note: This function is only available for Document Cameras that support the AF lens feature.)
	Web Camera	Only available when a web camera is detected
	Laser Switch	Turn on / off the laser assist (Note: This feature is only enabled on devices that supports the laser assist feature)
	A3/A4 Switch	Switch the A3 and A4 lens (Note: This feature is only enabled on devices that supports the dual- lens function)

NOTE:

The “Focus” button may appear if and only if you have a book scanner that can support the Auto-Focus features. By clicking on this button, users can manually trigger the camera to adjust the lens focus again automatically.

(3) Device Settings

At the bottom of the main window, there are some control settings for the camera device:

Functions	Explanations
Device	Select the camera device.
<p>Video Settings</p> 	<p>The video settings allow you to adjust the brightness, contrast, saturation, sharpness, and Gamma of your device.</p> 
Compression	Select the video compression of the camera device.
Resolution	Select the resolution of the camera device.
Zoom In/Out	Zoom in and out of the Window.

NOTE:

- In the [Format] options, there are typically two choices: MJPEG or YUY2 compressed video formats. MJPEG is a compressed video format and selecting it will allow for a higher video frame rate compared to the YUY2 format.
- In the [Resolution] options, selecting higher resolutions will cause a lower video frame rate. If you are capturing a still image or scanning a document, please select the highest resolution available. If you are using this device as a visual presenter, then selecting a lower resolution may bring a smoother video experience.

(4) File Save Path Settings

On the right-hand side of the main window, there are options for setting the directory for saving files:

Button	Explanations
Select	Select file save destination
Open	Open the current file location

NOTE:

- Each Function Mode has its own file save destination. For example, the user can set and change the save destination to different destination.
- Even though each Function Mode has its own separate file save destination, all these Function Modes have the same default file-saving directory destination after this software is installed.

(5) File Compare & Convert Settings

By right click on the image files shown in the file fetching column on the right-hand side of the main window, you will see the following options:

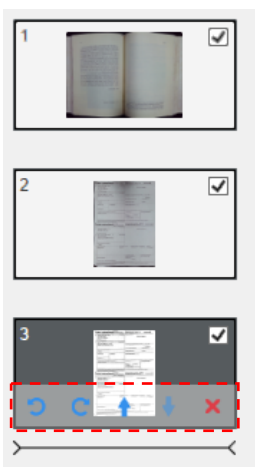
Right Click Options	Explanations
Open	Open an image file
Copy	Copy a file
Rename	Rename a file
Delete	Delete a file
Compare	Compare multiple images in one window
Convert into PDF	Convert or merge multiple image files into one PDF file
Convert into TIF	Convert or merge multiple image files into one TIF file
Convert into Text	Convert or merge multiple image files into one Text file
Convert into Word	Convert or merge multiple image files into one Word file
Convert into Excel	Convert or merge multiple image files into one Excel file
Convert into EPUB	Convert or merge multiple image files into one EPUB file
Email	Send an image file as an email attachment
Print	Send an image file to a printer
Upload to Dropbox	Upload the scanned files to Dropbox storage
Upload to OneDrive	Upload the scanned files to OneDrive storage
Property	Show the property window

NOTE:

- The “Compare” and “Convert” functions can work on one or more image files at the same time. User can use the “shift key” or “Ctrl key” on the keyboard to help select multiple image files.
- When using the “Email” function, please make sure your computer has an email software installed, such as Microsoft Outlook.

(6) Preview Window

In the left-hand side preview window, you can use the following tools available on each thumbnail image to rotate the scanned image, change the image order, or delete it. You can also double-click on a thumbnail image to enter Document Page Editor mode.



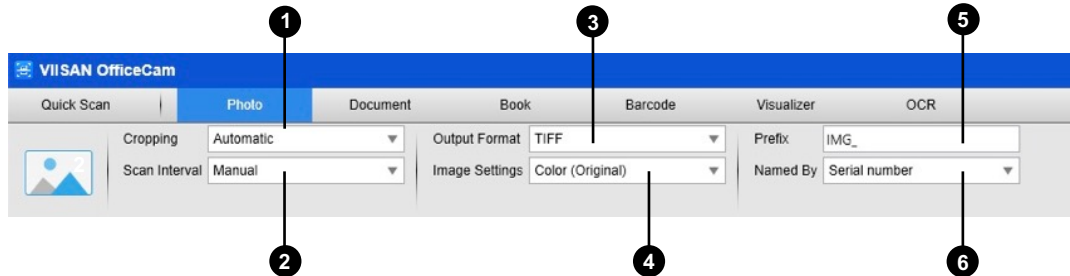
Button	Explanations
	Rotate Left 90 Degrees
	Rotate Right 90 Degrees
	Move image up
	Move image down
	Delete image

NOTE: The left side preview window is only available when the Scan Mode setting is set to “Multiple Image”.

Photo Mode Settings

VIISAN OfficeCam software offers various powerful scanning functions, with each mode providing different customizable settings.

For example, in **[Photo]** mode, you can adjust the following settings to optimize your scans:

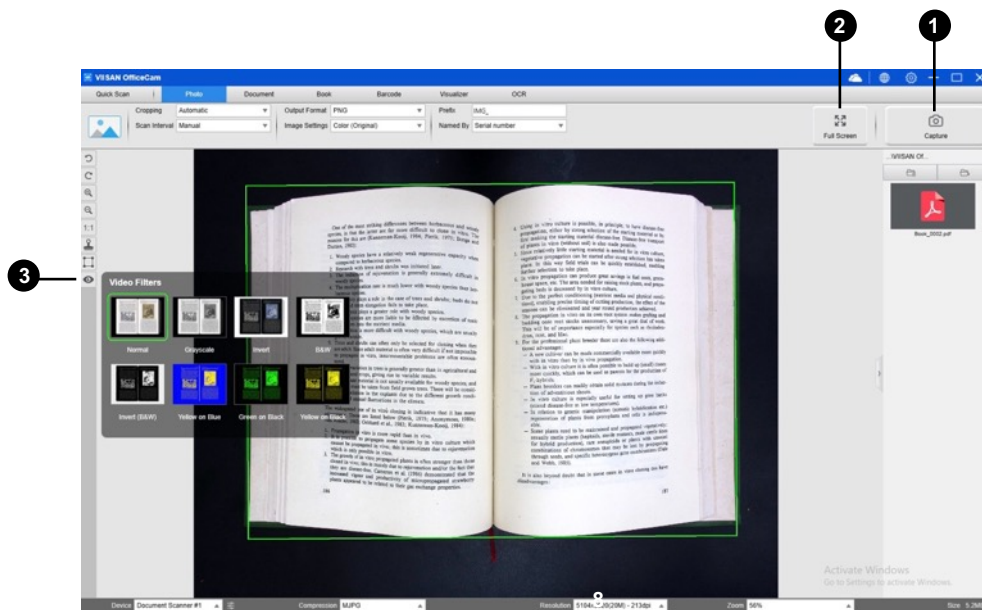


Item	Feature Settings	Setting Options	Explanations
1	Cropping	Automatic	Automatic crop for a single image
		Automatic (Multiple)	Automatic crop for multiple images
		Crop w/o scan pad	Crop a single image automatically without using a scan mat.
		Crop w/o scan pad (Multiple)	Crop multiple images automatically without using a scan mat.
		Self-Defined	Manual crop for a single object
		No Cropping	Scan without cropping
2	Scan Interval	Manual	Manual scan by clicking the [Capture] button
		Automatic	Automatically scan when the camera detects that a page has been turned
		Repeat (5sec)	Automatic scanning by a 5-second countdown
		Repeat (7sec)	Automatic scanning by a 7-second countdown
3	Output Format	BMP	Save as BMP file
		JPG	Save as JPEG file
		PNG	Save as PNG file
		TIFF	Save as TIFF file
4	Image Settings	Color (Original)	Output image in original color
		Color (Enhanced)	Output image with color enhanced
		Cold Blue	Produces the output image with a cool, blue-toned effect
		Grayscale	Output image in grayscale
		Mosaic	Applies a mosaic effect to a selected area of the image, pixelating the specified section.
		Negative	Output image adds a vintage tone to the image, evoking a sense of warmth and

			nostalgia.
		Nostalgic	Applies a vintage tone to the output image, giving it a classic, nostalgic feel.
		Painterly	Create image with a brushstroke effect, mimicking the style of a traditional painting.
		Sketch	Create image with pencil-drawn sketch, highlighting edges and outlines style.
10	Prefix	Add prefix for the file name	
11	Name By	Serial	Name by serial number
		Date & Time	Name by date and time

Scanning Using Photo Mode

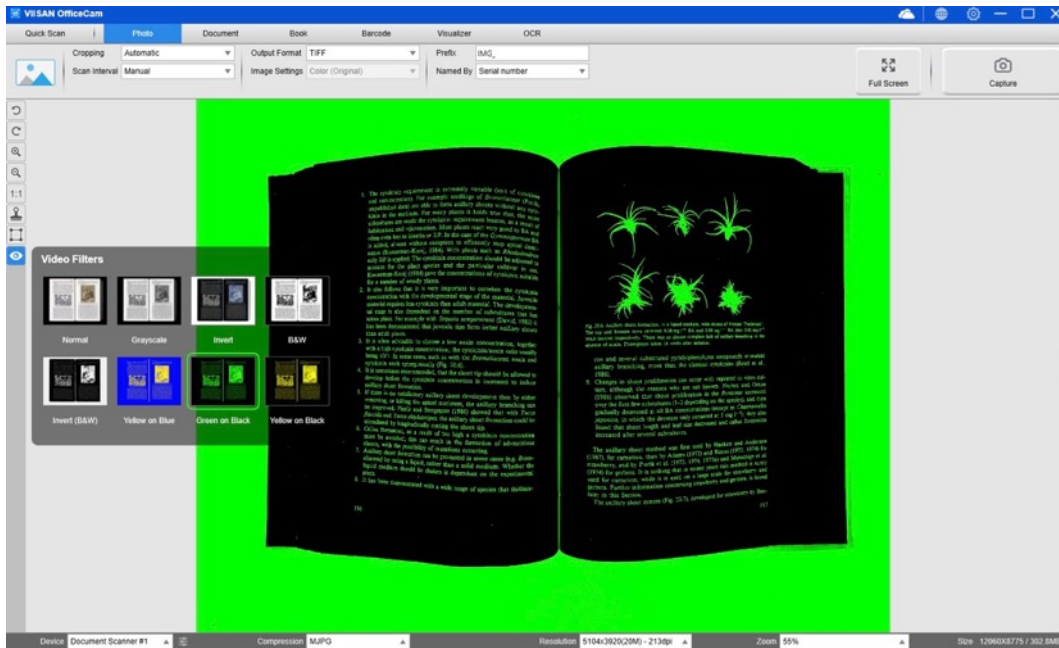
In Photo mode, you can capture snapshots of your photos, cards, or any paper materials in JPG, PNG, BMP, and TIF formats. Additionally, you can switch the preview window with apply various useful video filter effects.



Item	Feature	Descriptions
1	Capture	Capture and export the image with the current cropping.
2	Full Screen	Entry the User Interface into Full Screen mode.
3	Video Filters	Switch the Preview Window while applying video filter effects.

Apply Video Filters


The video filters feature helps low-vision users enhance visibility. The filter settings provide options for Invert, B&W, Invert (B&W), Yellow on Blue, Green on Black, and Yellow on Black.




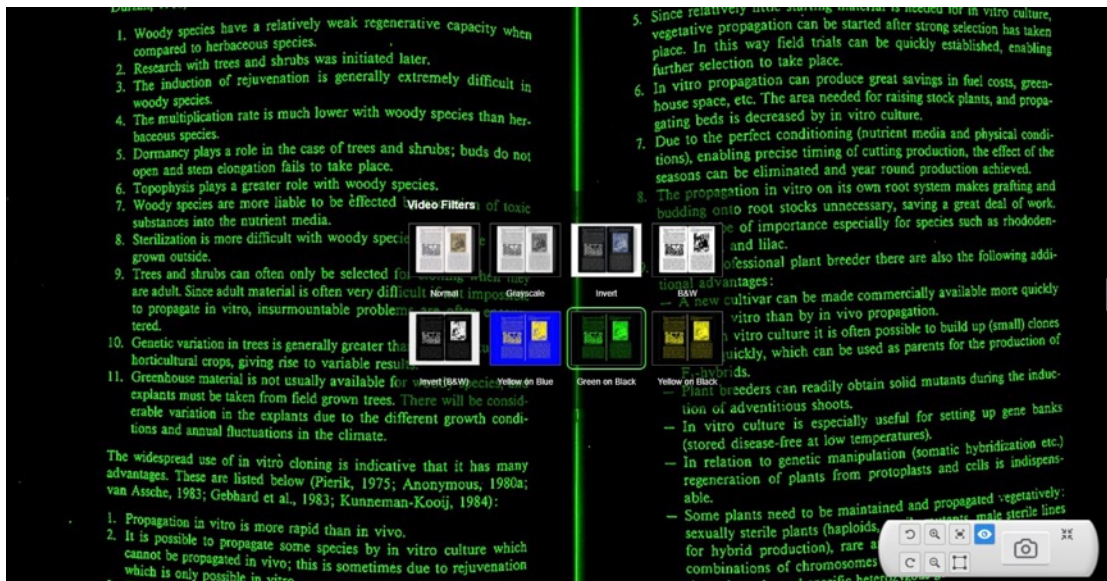
Note:

1. When a filter is applied, the preview window will immediately change to reflect the currently selected filter effect, and the captured output image will also follow this filter effect.
2. While applying video filters, the “Image Settings” option will be disabled, and all captured output images will adhere to this filter effect.

Enter Full-Screen Mode

In Photo mode, you can enter full-screen mode for a larger viewing area by clicking the  “Full-

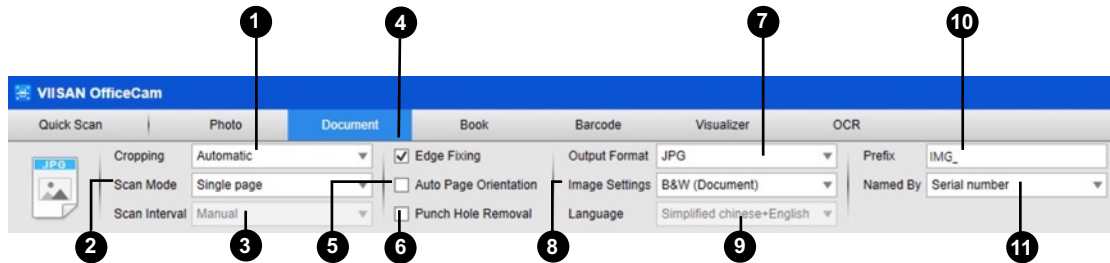
Screen” button. To exit full-screen mode, simply click the  button again.



Document Mode Settings

VIISAN OfficeCam software offers various powerful scanning functions, with each mode providing different customizable settings.

For example, in **[Document]** mode, you can adjust the following settings to optimize your scans:

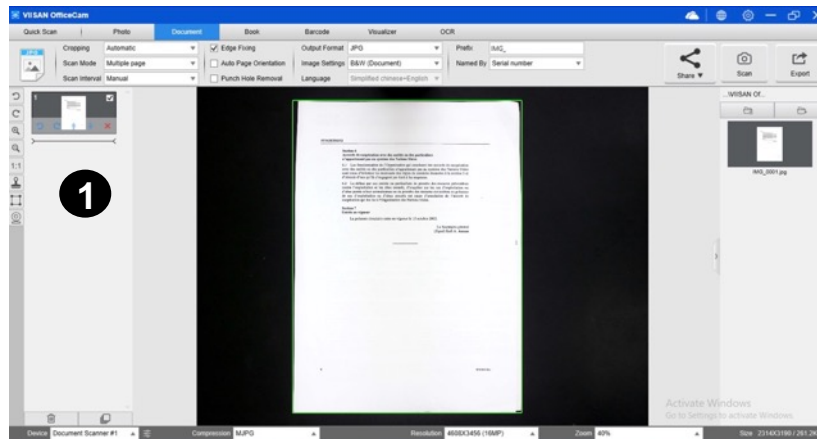


Item	Feature Settings	Setting Options	Explanations
1	Cropping	Automatic	Automatic crop for a single image
		Automatic (Multiple)	Automatic crop for multiple images
		Crop w/o scan pad	Crop a single image automatically without using a scan mat.
		Crop w/o scan pad (Multiple)	Crop multiple images automatically without using a scan mat.
		Scan odd-even pages	Scan and crop for odd and even pages.
		Self-Defined	Manual crop for a single object
		No Cropping	Scan without cropping
2	Scan Mode	Single Page	Scan a single page for a document
		Multiple Page	Scan multiple pages of a document using continuous scanning
		Merge Horizontally	Scan both sides of a document with left and right sides merged
		Merge Vertically	Scan both sides of a document with tops and bottoms merged
		Scan ID Cards	Scan both sides of an ID card with tops and bottoms merged
3	Scan Interval	Manual	Manual scan by clicking the [Scan] button
		Automatic	Automatically scan when the camera detects that a page has been turned
		Repeat (5sec)	Automatic scanning by a 5-second countdown
		Repeat (7sec)	Automatic scanning by a 7-second countdown
4	Edge Fixing		Automatically crop a document and repair the damaged edges
5	Auto Page Rotation		Automatically rotate pages based on text orientation

6	Punch Hole Removal	<p>This function can remove the round-shaped punch holes around the edges of the originals. The punch holes around the edges are replaced with the color closest to the originals.</p> <p>NOTE: Punch holes may not be removed if the originals are scanned skewed, or the punch holes are not along the edges of the document.</p> <p>NOTE: The shape of punch holes that is not round cannot be removed.</p> <p>NOTE: Punch holes may not be removed if the holes overlap the text, lines or graphics.</p>	
7	Output Format	BMP	Save as BMP file
		JPG	Save as JPEG file
		PNG	Save as PNG file
		TIFF	Save as TIFF file
		TIFF (Multiple)	Save as multiple-page TIFF file
		PDF(Image)	Save as image-based PDF file
		PDF(Searchable)	Convert image into searchable PDF file
		PDF(Text)	Convert image into editable Text PDF file
		Text	Convert image into editable Text file
		Word	Convert image into editable Word file
		Excel	Convert image into editable Excel file
		MP3 (Text-to-Speech)	Convert document text into MP3 audio file. NOTE: This function is only enabled on specific models.
		WAV (Text-to-Speech)	Convert document text into WAV audio file. NOTE: This function is only enabled on specific models.
8	Image Settings	Color (Original)	Output image in original color
		Color (Enhanced)	Output image with color enhanced
		Grayscale	Output image in grayscale
		B&W (Document)	Output image in Black & White and whiten background
		B&W (Red Stamp)	Output image in Black & White and keep any red stamp
9	Language	<p>Select OCR language</p> <p>Note: Make sure to select the correct language of the original text from the drop-down menu to perform text recognition.</p>	
10	Prefix	Add prefix for the file name	
11	Name By	Serial	Name by serial number
		Date & Time	Name by date and time

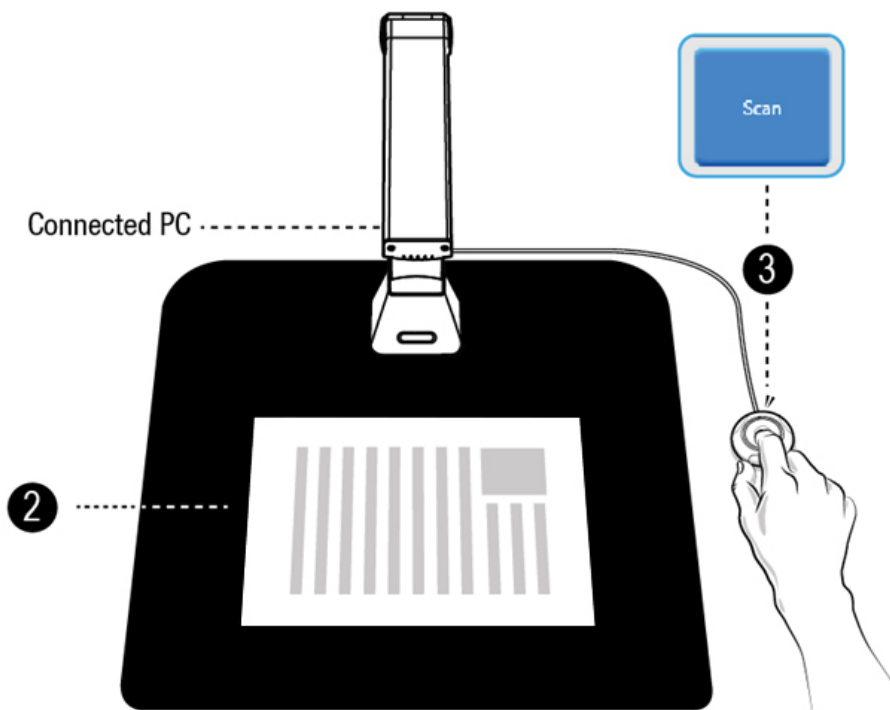
Scanning Using Document Mode

- 1) To scan document materials, please click the top function tab to enter [Document] mode and make settings for your original in this option menu as necessary.

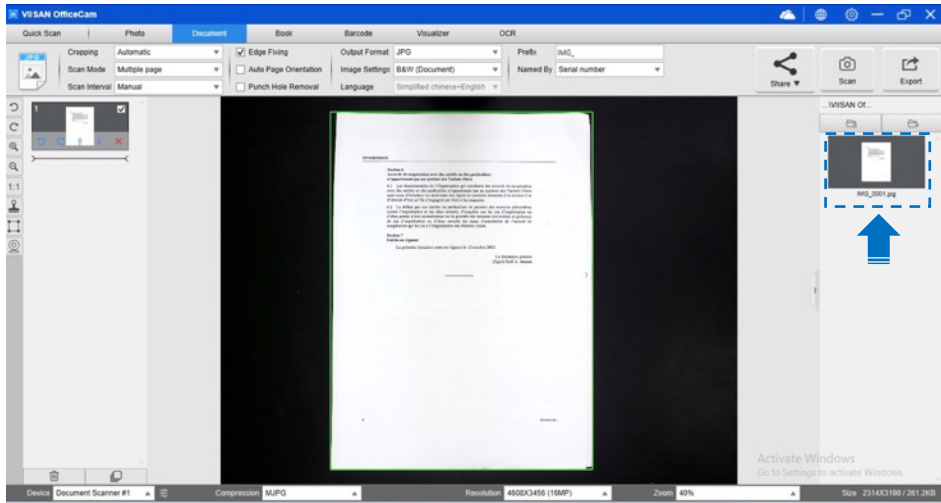


- 2) Place a document face up on the center of the scan mat.
- 3) Set the cropping to [Automatic] and click [Scan] button in the upper right corner of the scanning software to scan an image, additionally you may also press the external shutter button to initiate scanning.

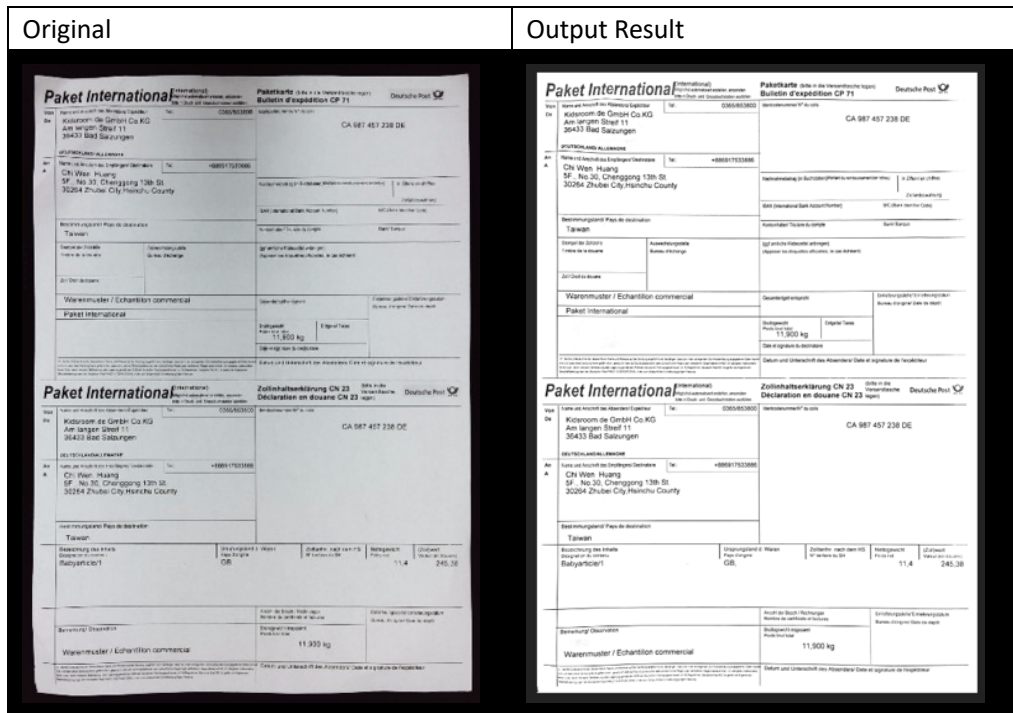
NOTE: To continue scanning additional pages, click the [Scan] button and repeat this step to scan additional images.



When scanning and exporting are complete, the scanned thumbnail will appear in the output list. You can double-click the thumbnail image to view the scanned result.



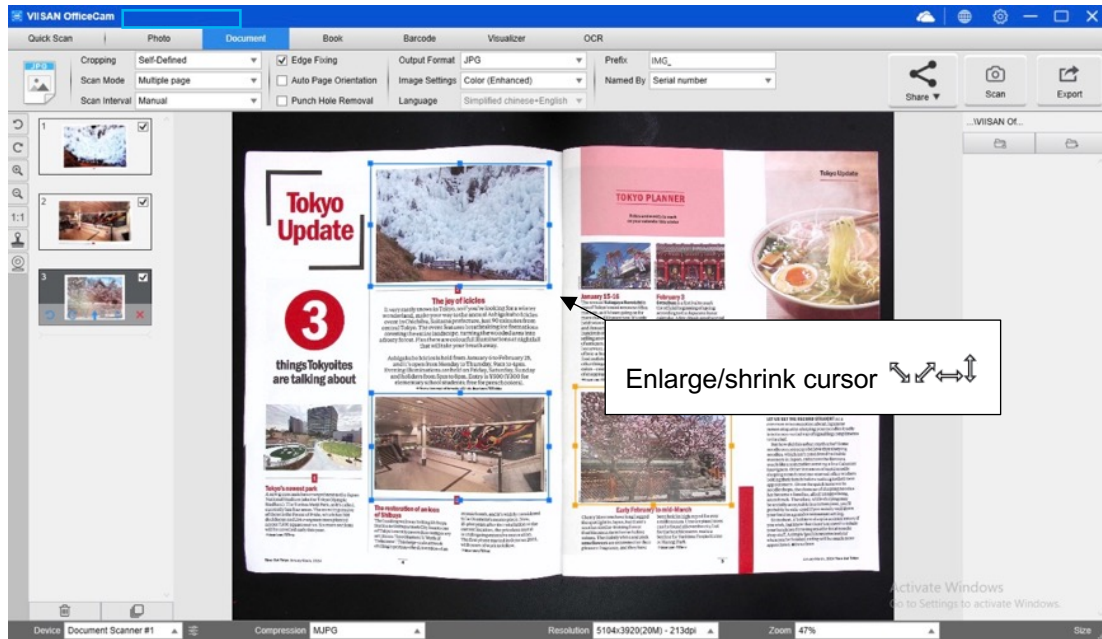
The following is an example for a scan in the B&W (Document) mode.



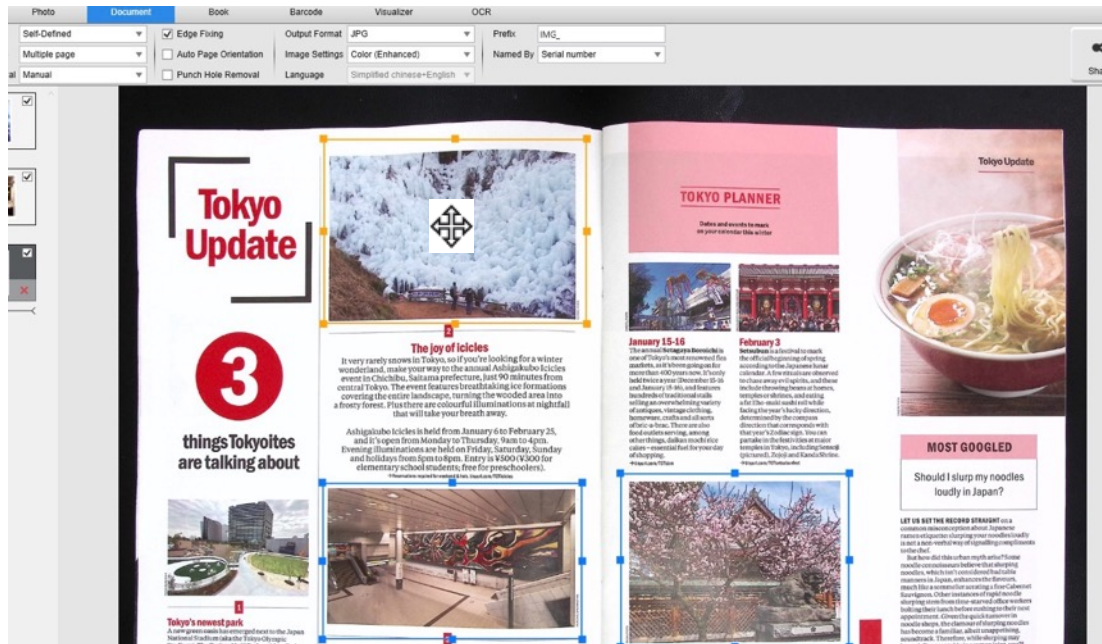
Manual Cropping

This software allows users to manually crop multiple areas before scanning the final image. To adjust the cropping frame, follow the steps below:

- 1) Set the cropping mode to “Self-Defined.”
- 2) Click and hold the left mouse button to manually select the area you want to scan. Click and drag the edge of the cropping frame to adjust its size.

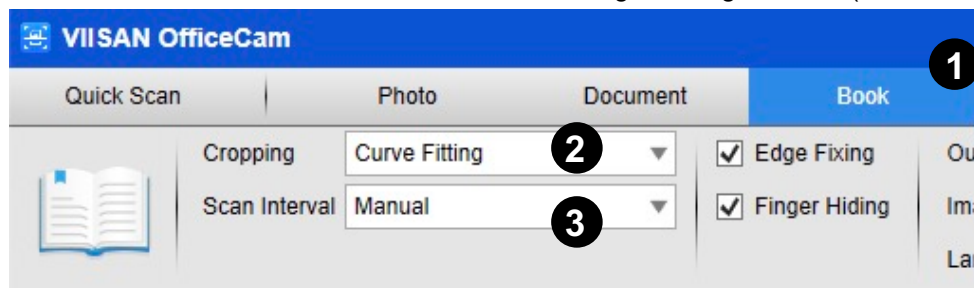


- 3) Move the cursor within the cropping frame (the cursor will change accordingly). Click and drag the cursor to reposition the entire cropping frame to the desired area.

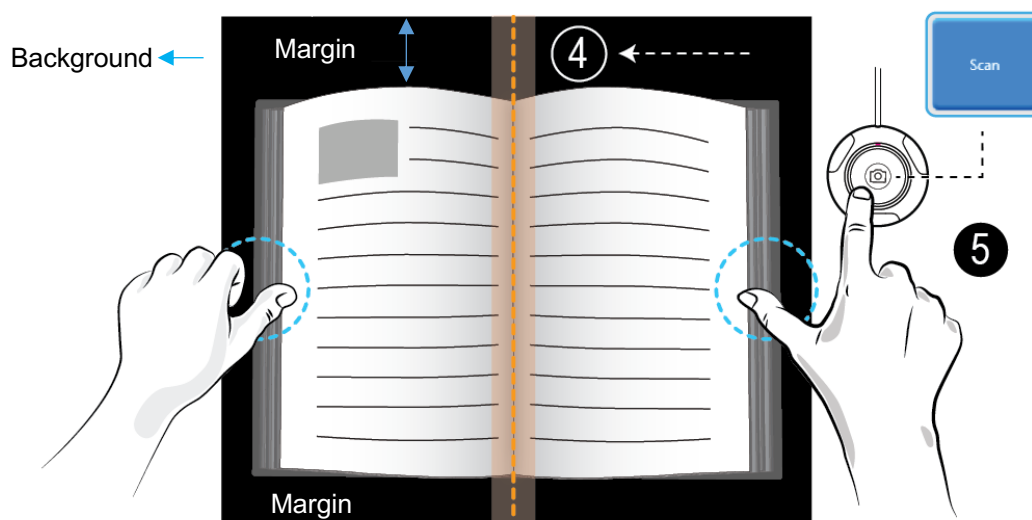


Scanning by Using Book mode

1. To scan a book or booklet, set the top function tab to [Book] mode.
2. According to the thickness of the book, select scanning with “Curve Fitting” or “Straight Fitting” from the drop-down menu of Cropping
3. Set the Scan Interval to “Manual”. Check the “Finger Hiding” feature. (If necessary)



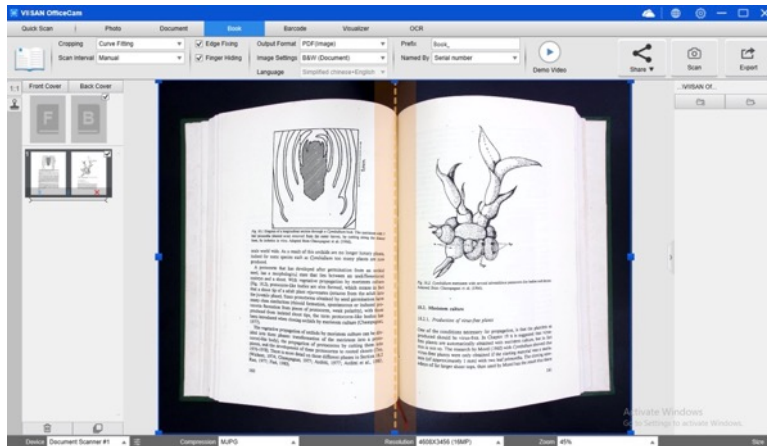
4. Place an opened book face up on the black scan mat and then align the center of the opened book with the vertical orange line on the screen.
5. Press your fingers against on the both-side of the opened book and then press the [Scan] button to perform a scan as show below.



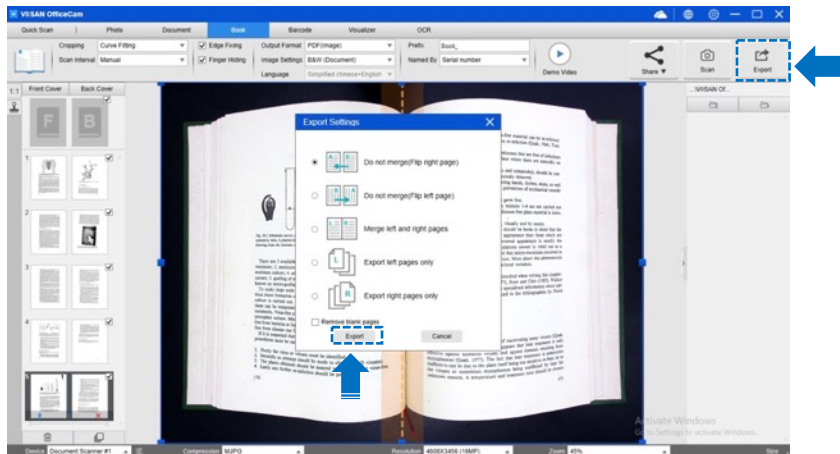
NOTE:

1. The book must be placed within the scanning area with enough margin space on the top and bottom of the background, because very narrow background margin will affect the page flattening algorithm performance.
2. The book scan mode is only enabled when the external shutter button is detected.

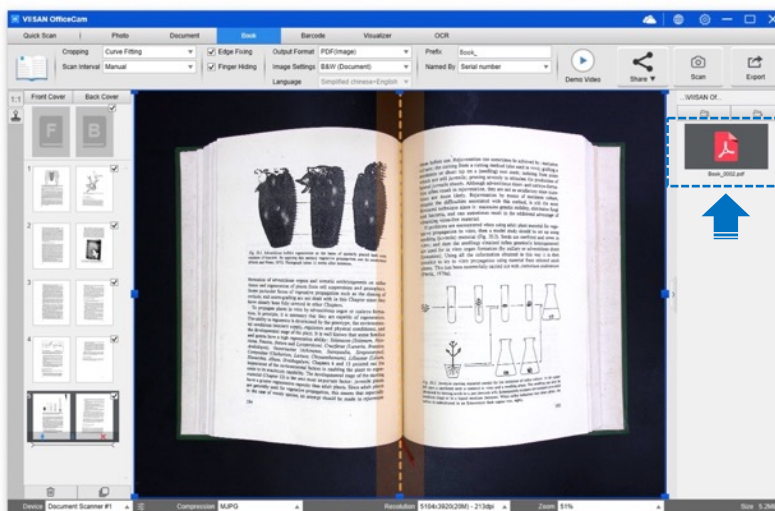
1. After scanning, the software will automatically flatten curved page and split them into two separate images, then display in the left-hand side preview window.



2. To export the scanned images, press the [Export] button in the upper right corner to open the Export Settings menu.
3. Select a format and then click [Export] button to output your scanned images.








4. After exporting, the file will be shown in the right-hand side output window, there you can double-click on the file icon to open the scanned result.

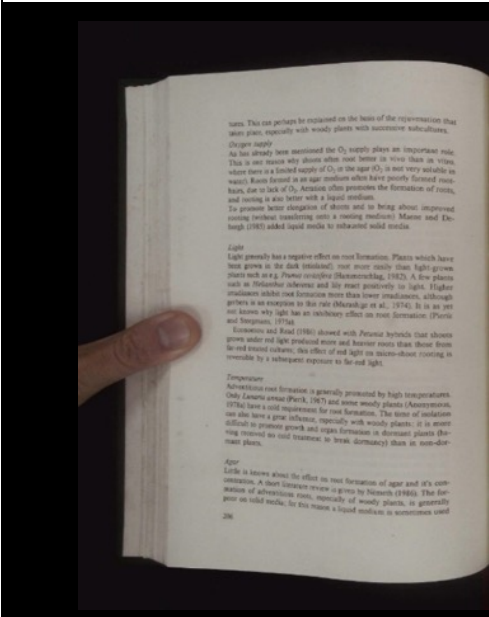
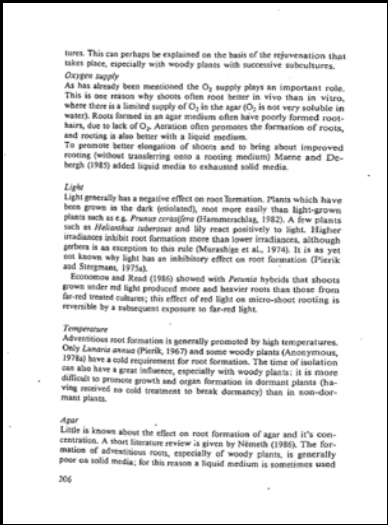


Export Settings:

Here are some options for exporting the scanned page.

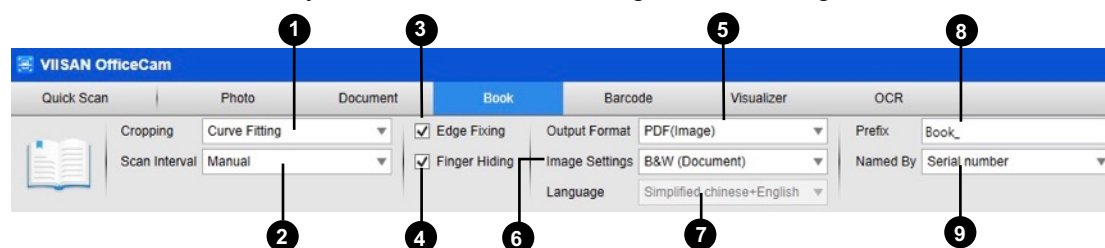
Page Export Settings	Descriptions
	Export without merging. This is for flip-right style books
	Export without merging. This is for flip-left style books
	Export with merged left and right pages.
	Export left pages only.
	Export right pages only.
<input type="checkbox"/> Remove blank pages	Blank page removal.

NOTE: Export Settings are only available for the Book scan mode; the following is an example of automatic curved page flattening and finger erasing in [Book] scan mode.

Original	Output Result
	

The Scan Settings of Book Mode

In Book function mode, you can utilize the following feature settings:



Item	Feature Settings	Setting Options	Explanations
1	Cropping	Curve Fitting	Automatic curved page flattening NOTE: This is used for scanning thicker books with curved surfaces
		Straight Fitting	Automatic straight page flattening NOTE: This is used for scanning thinner booklets with straight surfaces
2	Scan Interval	Manual	Manual scan by clicking [Scan] button
		Auto	Automatically scans when the camera detects that a page has been turned
		Repeat (5sec)	Automatic scanning by a 5-second countdown
		Repeat (7sec)	Automatic scanning by a 7-second countdown
3	Edge Fixing		Automatically crops a document and repairs the damaged edges
4	Finger Hiding		Automatically erases fingers
5	Output Format	BMP	Save scanned image to BMP file
		JPG	Save scanned image to JPG file
		PNG	Save scanned image to PNG file
		TIFF	Save scanned image to TIFF file
		TIFF (Multi)	Save scanned image to a multi-page TIFF file
		PDF(Image)	Save as an image-based PDF file
		PDF(Searchable)	Convert image into searchable PDF file
		PDF(Text)	Convert image into editable text PDF file
		JPEG	Save as JPEG file
		EPUB	Convert image into an Electronic Publication E-Book file
		Text	Convert image into editable Text file
		Word	Convert image into editable Word file
		MP3 (Text to	Convert scanned text into Text-to-Speech in

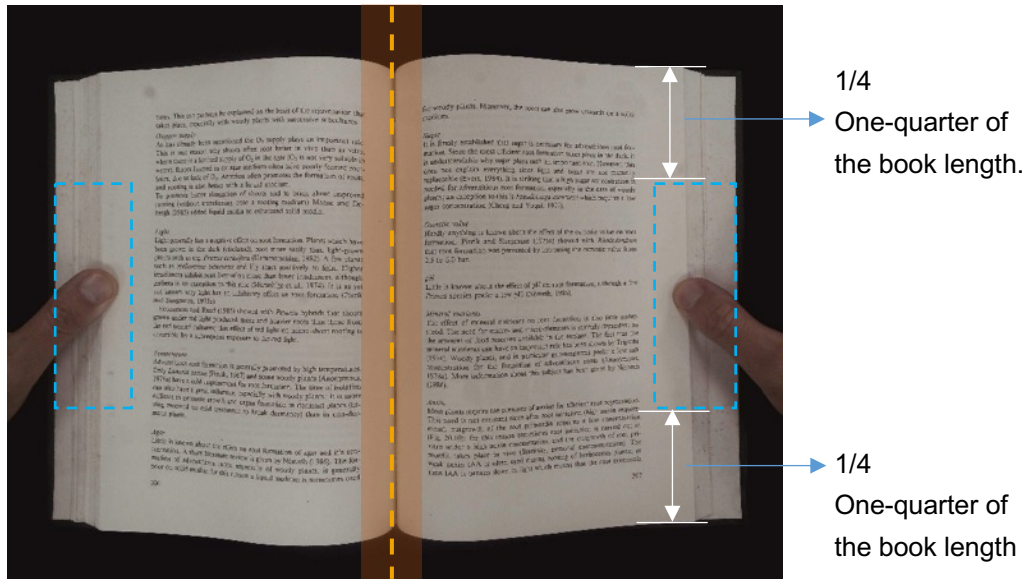
		speech)	MP3 format
		WAV (Text-to-Speech)	Convert scanned text into Text-to-Speech in WAV format
6	Image Settings	B&W (Document)	Output image in Black & White and whiten background
		B&W (Binarized)	Output image in Black & White
		B&W (Red Stamp)	Output image in Black & White while keeping red stamps
		Color (Original)	Output image in original color
		Color (Enhanced)	Output image with color enhanced
		Gray	Output image in grayscale
7	Language	Select OCR language. Note: Make sure to select the correct language of the original text from the drop-down menu to perform text recognition.	
8	Prefix	Add prefix for the file name	
9	Name By	Serial	Name by serial number
		Date & Time	Name by date and time

The Special Feature of Book Scan Mode

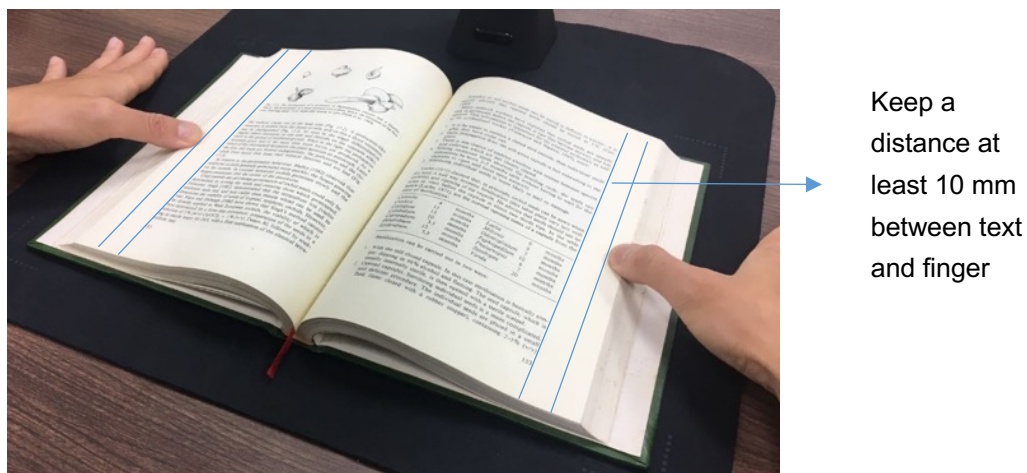
Finger Removal Function

The VIISAN OfficeCam offers a very useful function which detects fingers at the margin of books and erases them from the scanned image. The following requirements must be fulfilled before using the “Finger removal” function properly.

1. Ensure that you have selected the [Finger Hiding] function in the software.
2. Place an opened book face up on the black scan mat.
3. The center of the book must be aligned with the vertical orange line on the screen.
4. The fingers should be placed in the middle of the edges of the opened book.



5. The fingers should be positioned with a similar distance to the text elements in the book as the following picture shows.



NOTE: If the distance is too small, the finger removal function may not correctly remove the fingers from the scanned image.

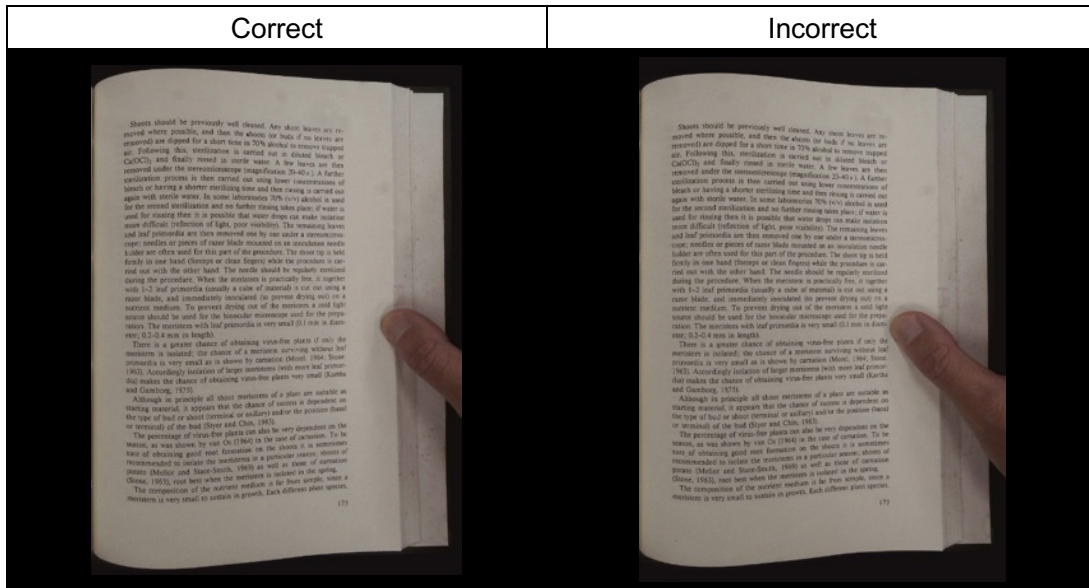
Correct Finger Position

There are some finger positions that can cause a malfunction of the "Finger Removal" function.

The following are a few examples of correct and incorrect finger positions.

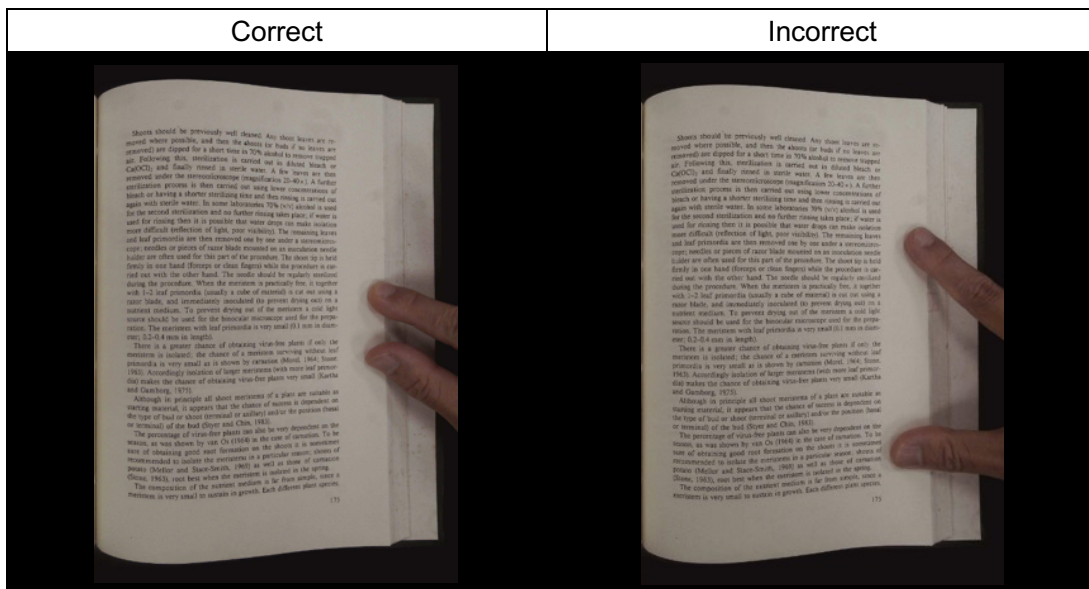
Distance too small

The fingers should be positioned at a distance to the text elements in the book as shown in the picture example. Do not place fingers too close to the text of the book.



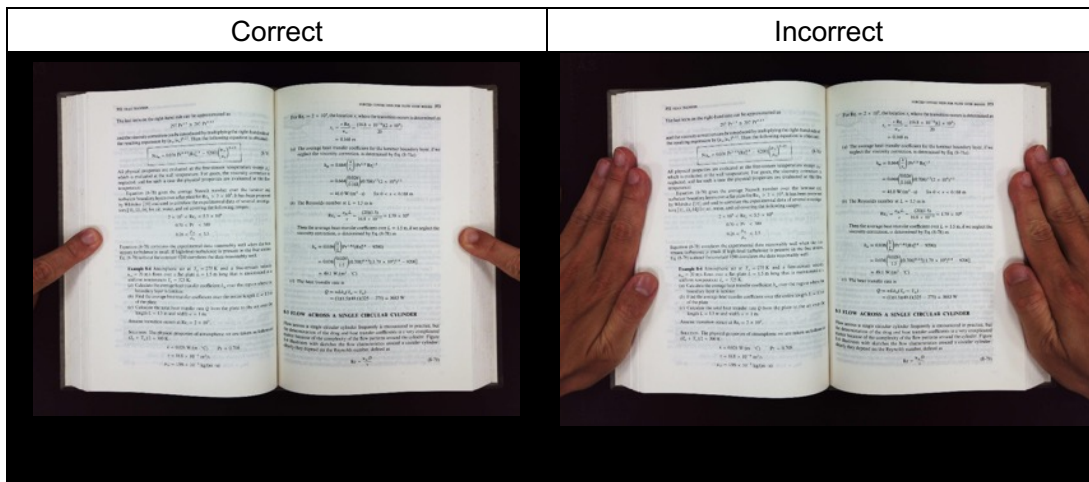
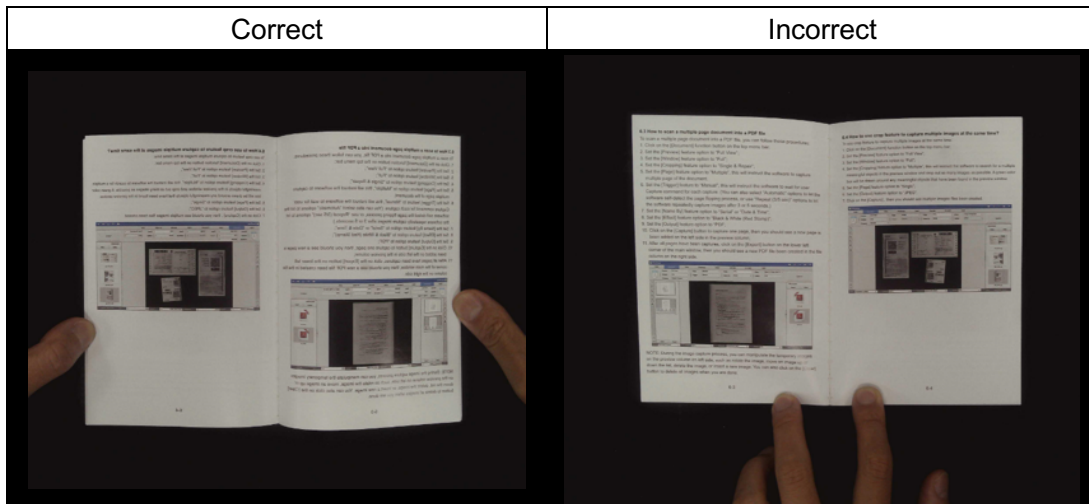
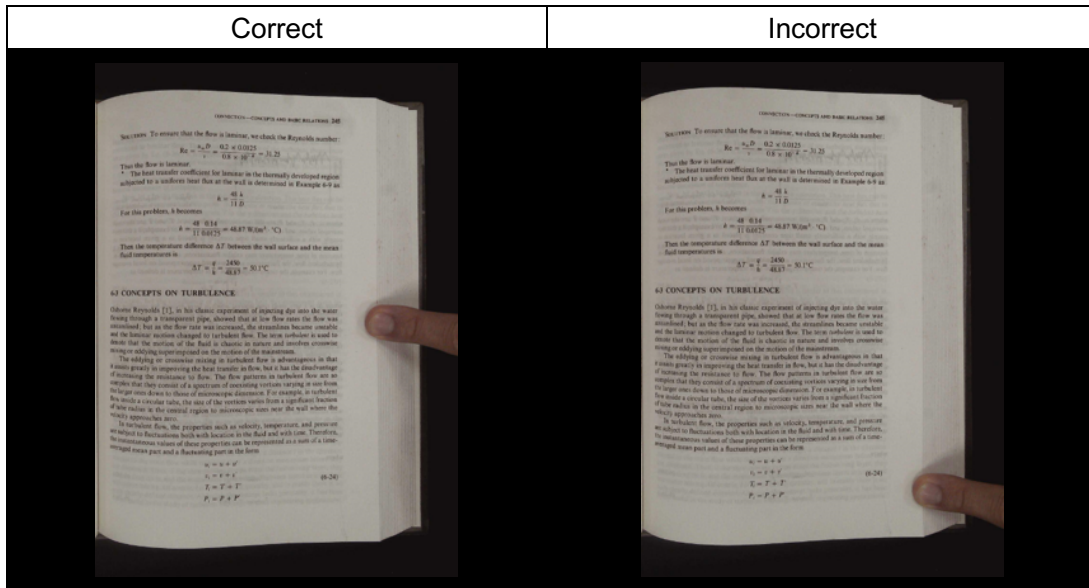
Multiple fingers hold the book

When using multiple fingers to hold down the book, place your fingers together in the middle of the edge of the book. Do not spread your fingers too far apart.



Single Finger Position

Always keep your finger straight and placed on the middle section of the opened book. Do not place your finger on the top or bottom of the opened book.



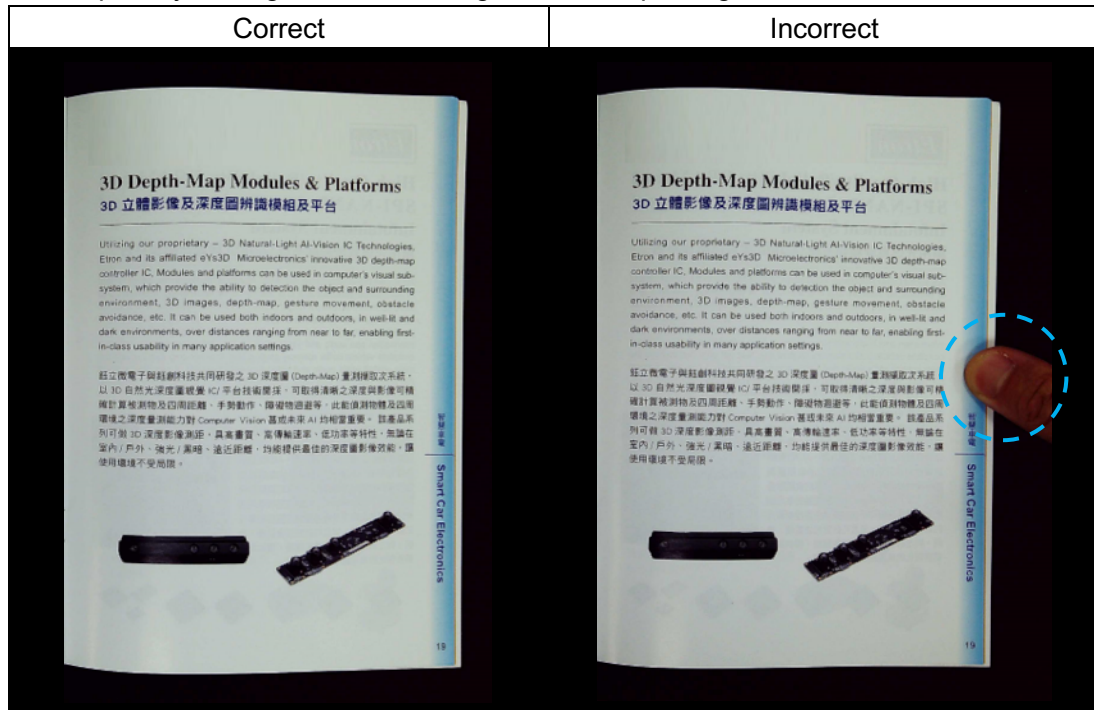
Mixed Patterns and Colors

To scan a flat, color magazine or catalog, we recommend turning-off the “Finger Hiding” function in the scan settings, as the finger removal function may cause malfunction, the reason being that the analyzing algorithm will detect an area of mixed patterns and colors at the border of the image.

Do not place your finger on the book’s edge if mixed patterns are present.

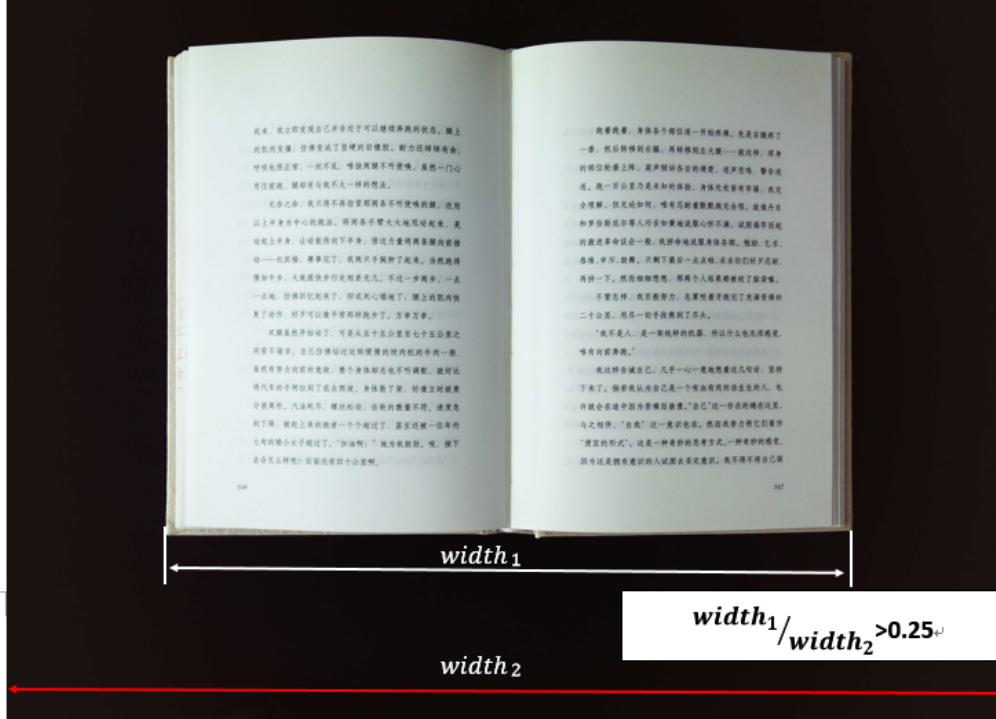


Do not place your finger on a book edge with color printing.

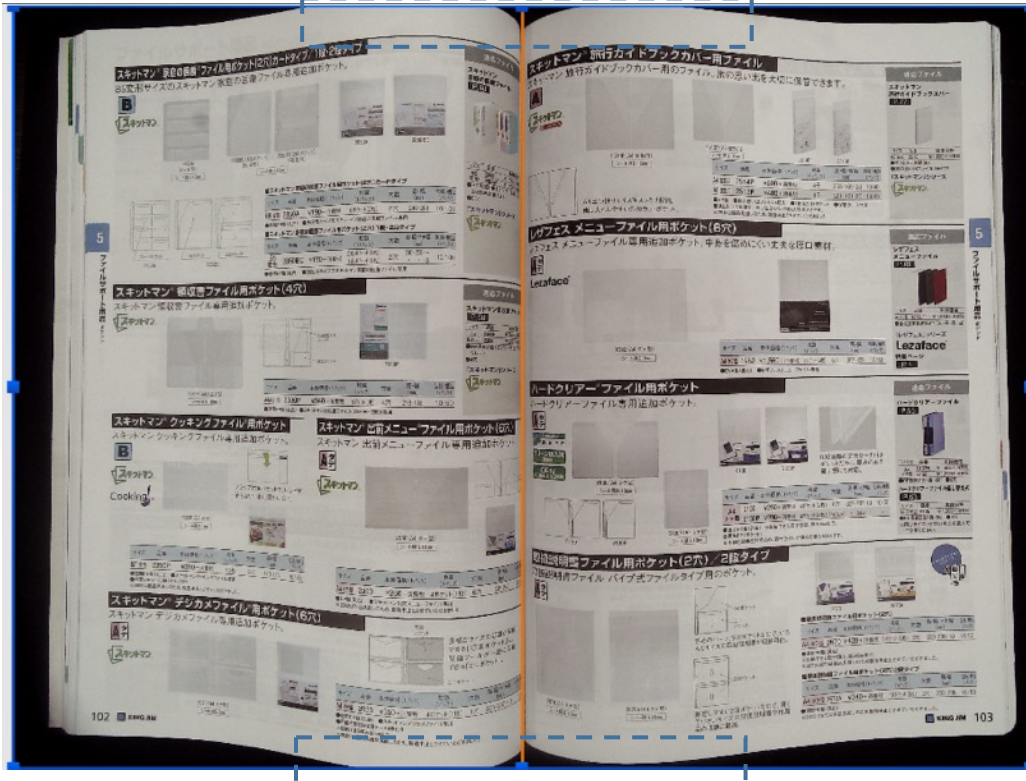


Scan Size Limitations

An opened book can't occupy less than one-half the width of the scanning area. If scanning with a book that is too small, the finger removal function may not correctly remove the fingers from the scanned image.

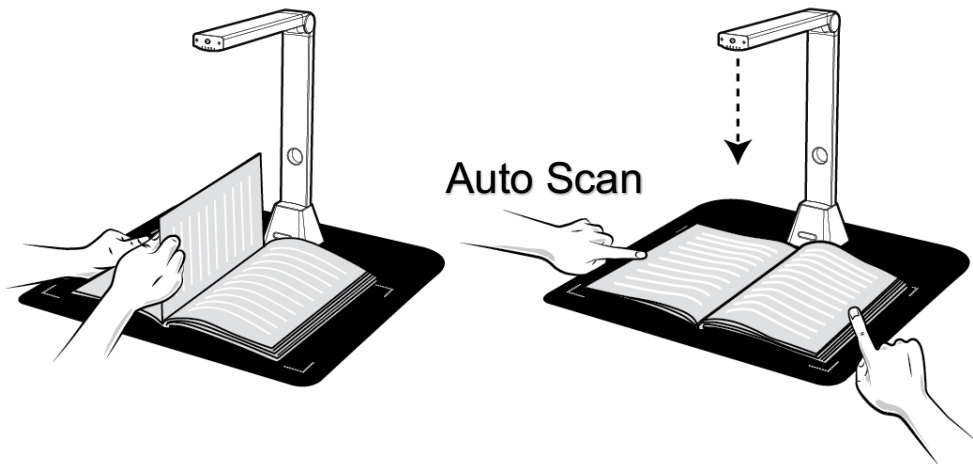


Do not place the book outside the scanning area.



Auto Scan Function

This VIISAN OfficeCam scanner software offers a very useful automatic scan function. When the scanner device detects that a page has been turned, the software will automatically start continuous scanning. To use the Auto Scan function, please set the Scan Interval to **“Automatic”** from the top setting panel and then press **“Start”** button to start auto scanning, to stop scanning, press the **“Stop”** button.

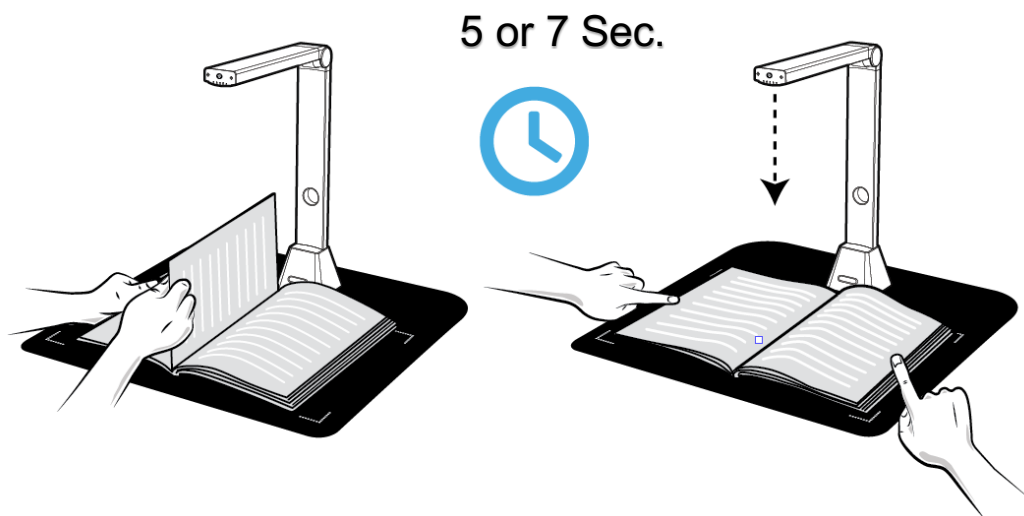


Detect page turning

Auto scans and removes fingers from the scanned image.

Scan Interval

You can also set the specified time interval to continue scanning for an extra page.



The book scanner automatically activates after the specified time-period passes.

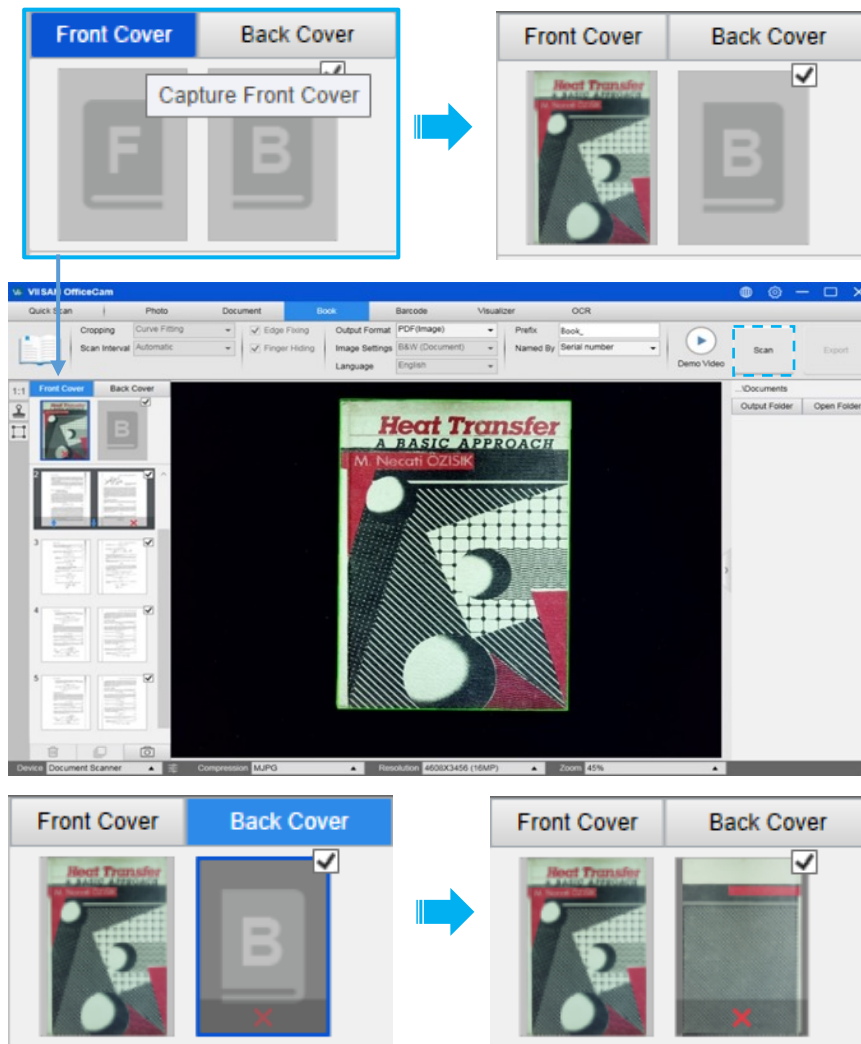
Setting Front and Back Cover Images

To scan the front and back cover images of your book, you can follow the below steps. Click on the "Front Cover" button on the left-hand side.

- 1) Place the book front-cover (face up) at the center of the scan mat.
- 2) Set the [Image Settings] feature option to "Color (Original)." Highly recommended!
- 3) Press the [Scan] button to scan the front cover image.

NOTE: When entering the cover scan mode, the software will automatically activate the auto-cropping function.

- 4) After scanning, the book cover thumbnail will be automatically displayed in the left side preview window as in the example below.
- 5) To scan the back-cover image, click the "Back Cover" button and turn the book to the back-side (face up) at the center of the scan mat, then press the [Scan] button to scan the back-cover image.



NOTE: You can click "X" icon on the thumbnail to remove the cover image and rescan a new image if necessary.

How to Save and Restore Scan Batches in Book Mode?

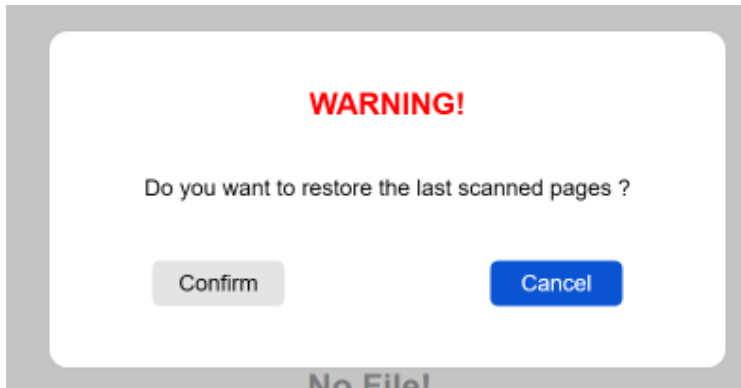
In **Book Mode**, OfficeCam allows you to save your current scanned book pages as a batch file. This is useful when you need to stop scanning and continue the same book project later.

There are two ways to restore or continue your previously scanned pages in OfficeCam.

1. Automatic Restore

If you scanned some pages and then closed OfficeCam, the next time you launch the software, you may see a prompt asking:

“Do you want to restore the last scanned pages?”



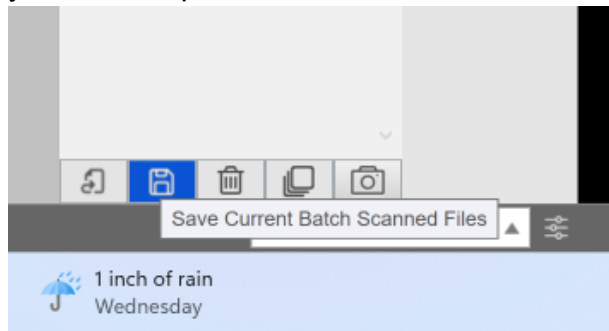
Click **Confirm**, and OfficeCam will automatically restore the previously scanned pages.

Note: If you click **Cancel**, OfficeCam will remove the last scanned memory, and the previous pages will not be restored.

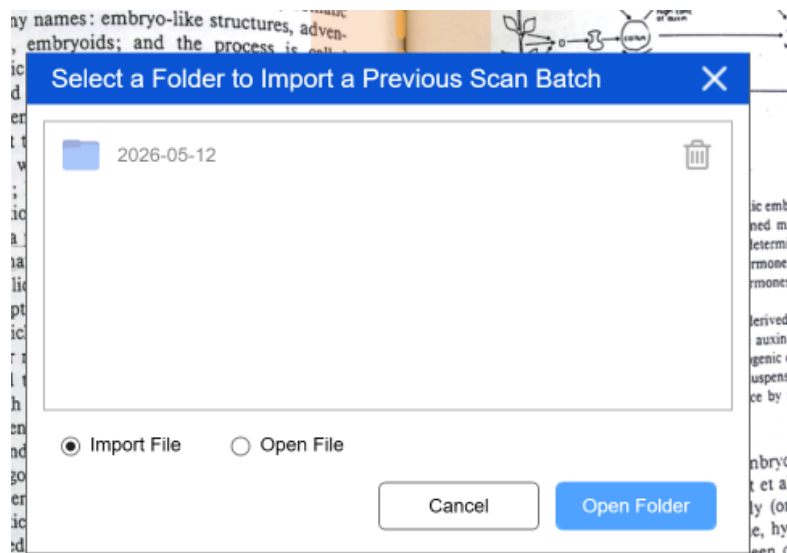
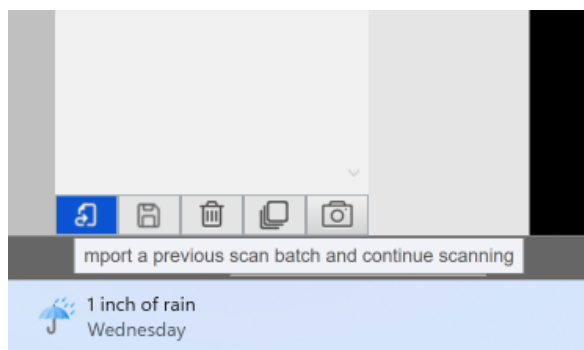
2. Manually Save the Current Batch

After scanning a batch of book pages, click the **Save** icon located in the bottom-left corner of the Book Mode interface.

This function allows you to save the current scanned pages as a batch file, so you can keep the scanned content and continue working later.



The next time you use OfficeCam, click the **Import** icon to load the previously saved scan batch. After importing the batch file, you can continue scanning from where you left off.



Recommended Usage

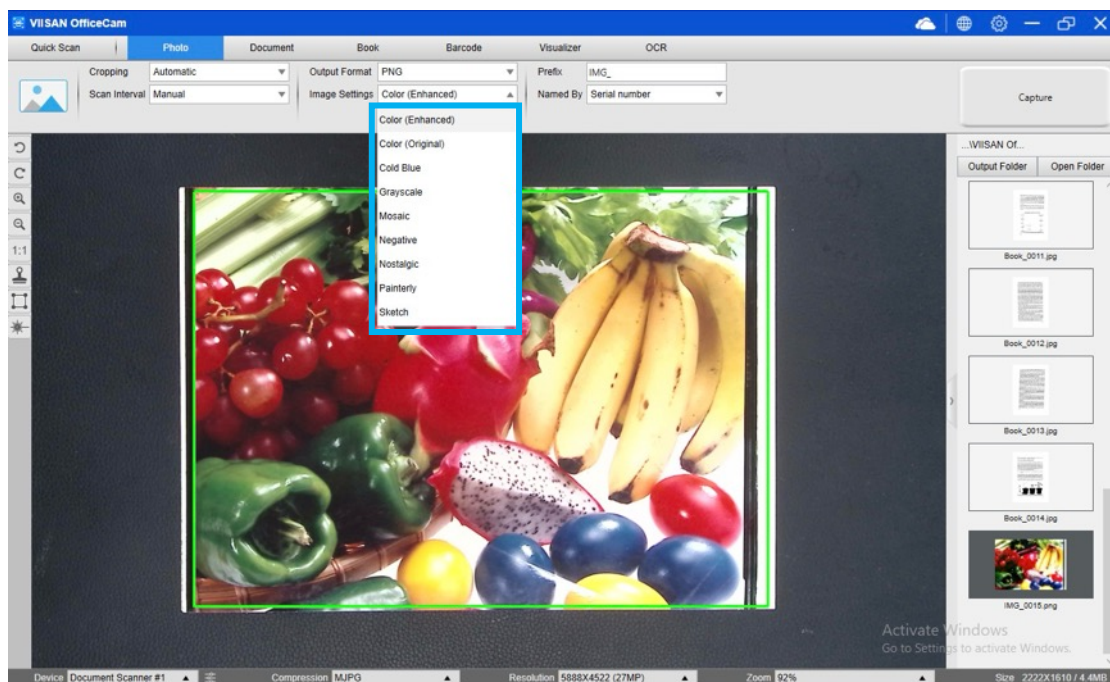
For long book scanning tasks, we recommend manually saving the current batch regularly. This helps prevent data loss and makes it easier to continue the same book scanning project later.

Usage Example

How to Take a Nice Snapshot?

To scan a nice snapshot well, you can follow the below steps.

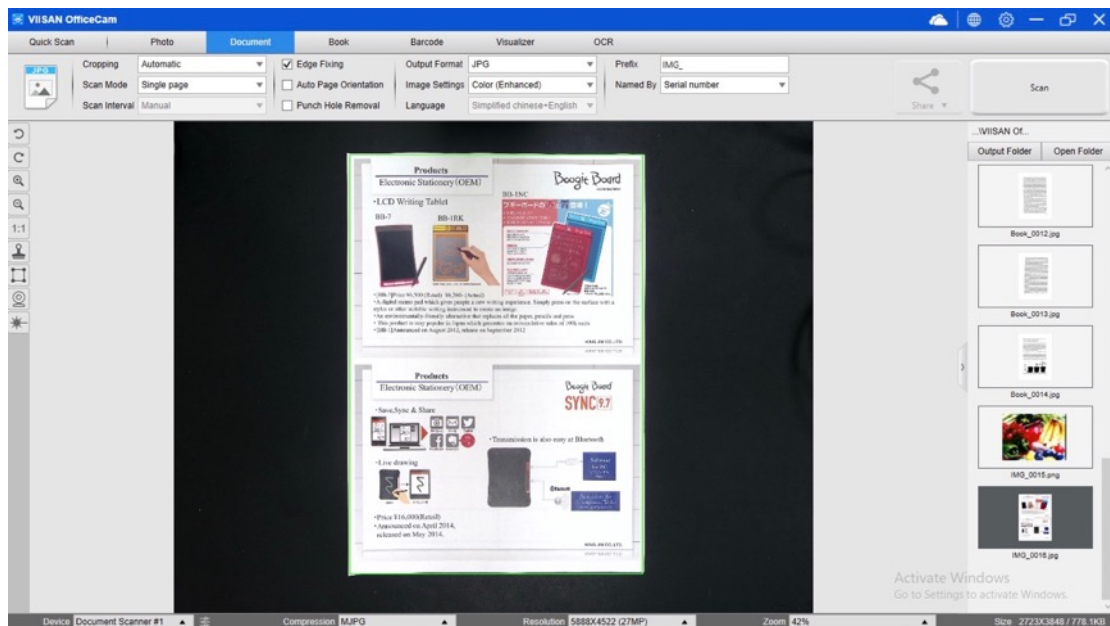
- 1) Click on the [Photo] function tab in the top menu bar.
- 2) Set the [Cropping] feature option to “Automatic”.
- 3) Set the [Scan Mode] feature option to “Single Page”, this will instruct the software to only capture one side of the object.
- 4) Set the [Name By] feature option to “Serial” or “Date & Time”.
- 5) Set the [Image Settings] feature option to “Color (Enhanced)”, this will instruct the software to improve the color quality of the output image. It can also choose other color filter features like Mosaic, Negative, Nostalgic, Painterly, and the Sketch to capture your photo. Set the [Output Format] feature option to “JPEG”, this will instruct the software to output the image file in the JPEG format.
- 6) Click on the [Capture] button in the upper right corner, then you should see in the file column on the right side that a JPEG file has been created.



How to Scan a Color Document Well?

To scan a color document well, you can follow the below steps.

- 7) Click on the [Document] function in the top menu bar.
- 8) Set the [Cropping] feature option to “Automatic”.
- 9) Set the [Scan Mode] feature option to “Single Page”, this will instruct the software to only capture one side of the object. (You can also select “Merge Horizontally” to scan both sides of an object and merge them into one image. This is useful when you want to scan both sides of an object, for example business cards, and merge them into one image file.)
- 10) Set the [Name By] feature option to “Serial” or “Date & Time”.
- 11) Set the [Image Settings] feature option to “Color (Enhanced)”, this will instruct the software to improve the color quality of the output image.
- 12) Set the [Output Format] feature option to “JPEG”, this will instruct the software to output the image file in the JPEG format.
- 13) Click on the [Scan] button in the upper right corner, then you should see in the file column on the right side that a JPEG file has been created.

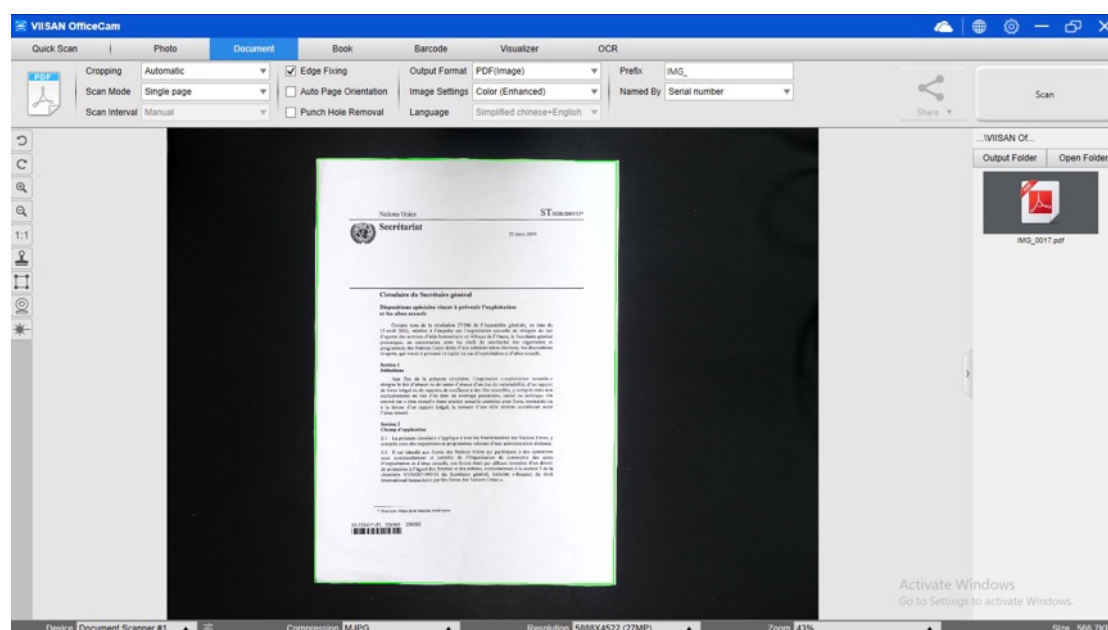


NOTE: Avoid scanning documents in places near a window or other environments with strong lighting. Excessively bright ambient lighting will affect image saturation and thus affect scanning results.

Scanning a document and saving it as a PDF file

To scan a single page document and save it as a PDF file, you can follow the below steps.

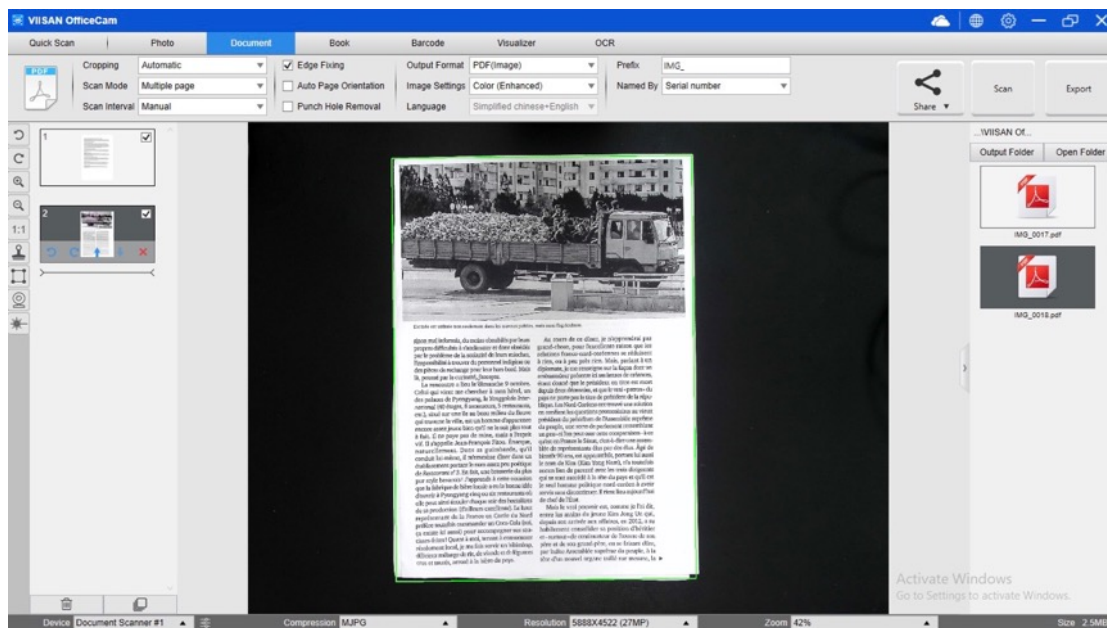
- 1) Click on the [Document] function in the top menu bar.
- 2) Set the [Cropping] feature option to “Automatic”, this will instruct the software to search for a single suitable document in the preview window and crop out a good image. Once this object is detected, you will see a green color box drawn around the object in the preview window.
- 3) Set the [Scan Mode] feature option to “Single page”, this will instruct the software to only capture one page of the document.
- 4) Set the [Scan Interval] feature option to “Manual”.
- 5) Check “Edge Fixing” and “Text Orientation” on the menu bar if necessary.
- 6) Set the [Output] feature option to “PDF (Image)”. This will instruct the software to output the image file in the PDF format.
- 7) Set the [Scan Settings] feature option to “B&W (Document),” this will instruct the software to output the image file in the B&W style and remove undesired shadows.
- 8) Click on the [Scan] button in the upper right corner, then you should see a PDF file has been created in the file column on the right side.



Scanning a Multi-Page Document into a PDF file

To scan a multi-page document into a PDF file, you can follow the below steps.

- 1) Click on the [Document] function in the top menu bar.
- 2) Set the [Cropping] feature option to “Automatic”
- 3) Set the [Scan Mode] feature option to “Multiple page”, this will instruct the software to capture multiple pages of the document.
- 4) Set the [Scan Interval] feature to “Manual”, this will instruct the software to wait for a user capture command for each capture. (You can also select the “Automatic” option to let the software self-detect the page flipping process, or use “Repeat (5/7 sec)” options to let the software repeatedly scan images after 5 or 7 seconds.)
- 5) Set the [Name By] feature option to “Serial” or “Date & Time”.
- 6) Set the [Image Settings] feature option to “B&W (Document)”.
- 7) Set the [Output Format] feature option to “PDF (Image)”.
- 8) Click on the [Scan] button to scan one page, then you should see a new page has been added on the left-hand side in the preview column.
- 9) After all desired pages have been scanned, click [Export] next to the [Scan] button in the upper right corner of the main window, then you should see a new PDF file has been created in the file column on the right-hand side.



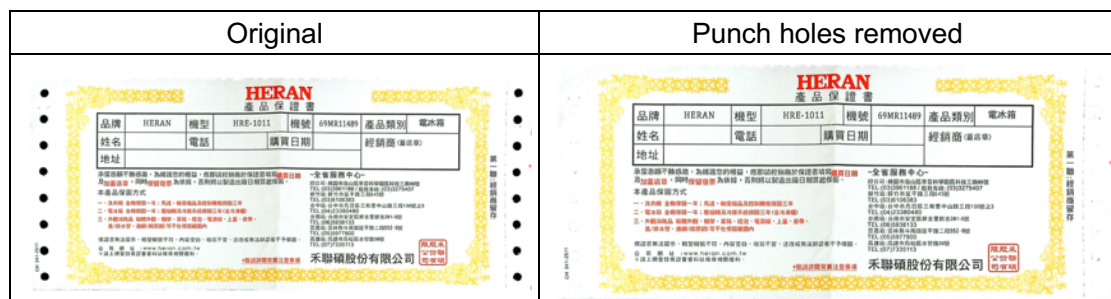
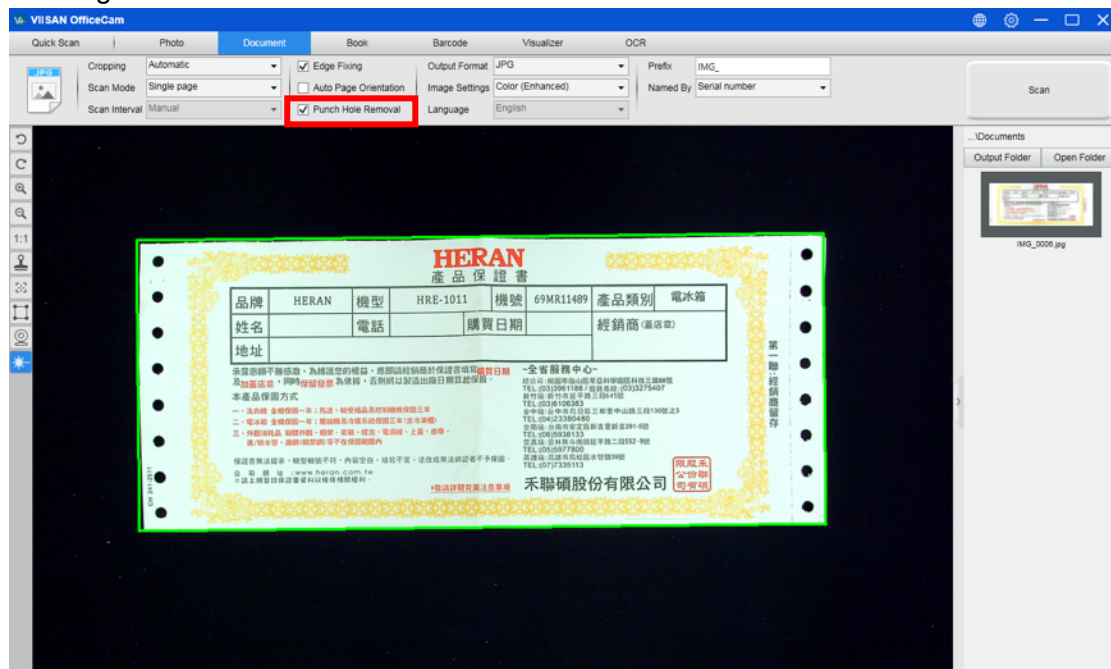
NOTE: During the image scan process, you can manipulate the temporary images in the preview column on left-hand side, such as rotating the image, moving an image up or down the list, deleting the image, or inserting a new image.

You can also click on the  [Clear] button to delete all images when you are done.

How to remove the punch holes from a scanned document?

To remove the punch holes from a scanned document, you can follow the below steps.

- 1) Click on the [Document] function in the top menu bar.
- 2) Set the [Cropping] feature option to "Automatic".
- 3) Check the "Punch Hole Removal" feature.
- 4) Select the output format.
- 5) Click on the [Scan] button in the upper right corner to scan the punch hole document.
- 6) After scanning, the OfficeCam software will automatically remove the punch holes around the edges of the document and fill the holes with the color closest to the originals.



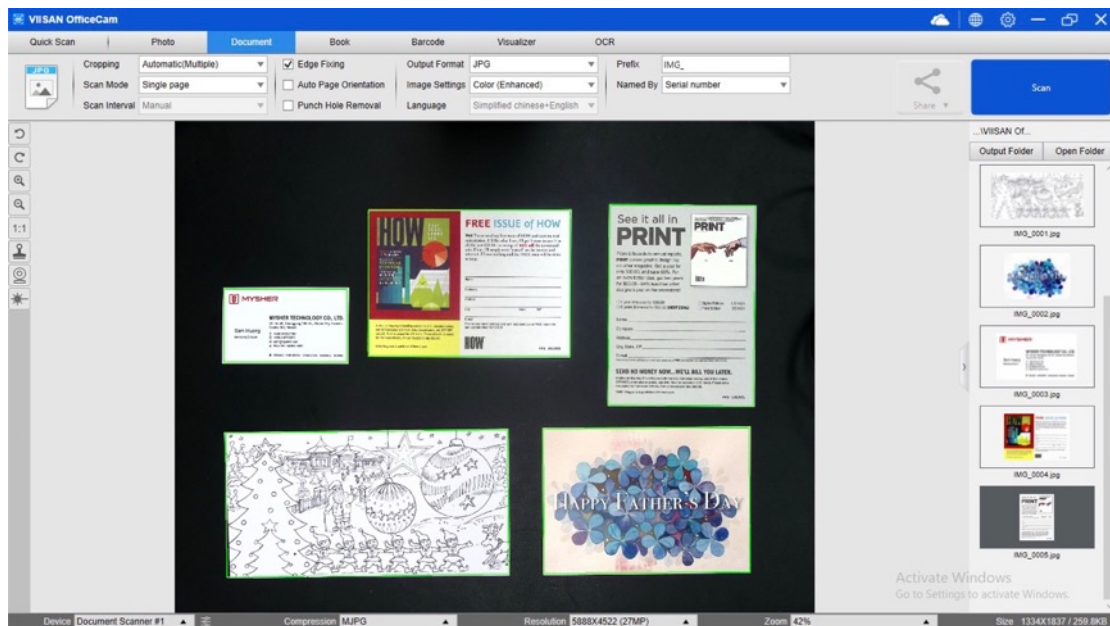
NOTE:

- Punch holes may not be removed if the originals are scanned skewed, or the punch holes are not along the edges of the document.
- The shape of punch holes that is not round cannot be removed.
- Punch holes may not be removed if the holes overlap the text, lines or graphics.

Using the Crop Feature to Scan Multiple Images at the Same Time

To use the crop feature to scan multiple images at the same time, you can follow the below steps.

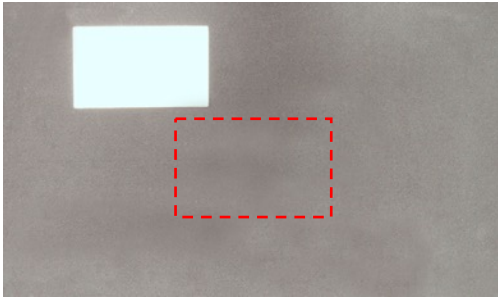

- 1) Click on the [Document] function in the top menu bar.
- 2) Set the [Cropping] feature option to “Automatic (Multiple)”, this will instruct the software to search for multiple objects in the preview window and crop out as many images as possible. A green color box will be drawn around any meaningful objects that have been found in the preview window.
- 3) Set the [Scan Mode] feature option to “Single Page”.
- 4) Set the [Scan Interval] feature to “Manual”.
- 5) Set the [Output] feature option to “JPEG”.
- 6) Click [Scan], then you should see multiple image files have been created.

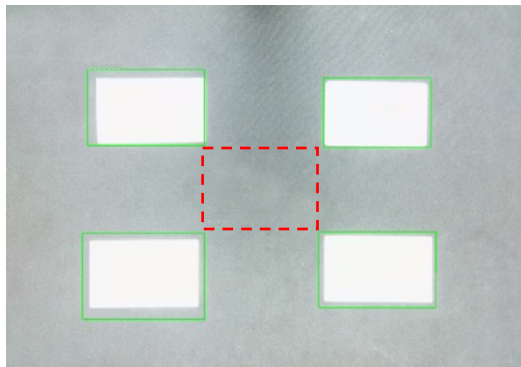



Scanning a High-Quality Image of a Business Card

Card

- 1) Click on the [Document] function in the top menu bar.
- 2) Set the [Cropping] feature option to “Automatic” for scanning a single card or “Automatic (Multiple)” to scan with multiple cards.
- 3) In order to get a better image quality, please place the business card in the middle of the scanning area. This will ensure the AE (Auto-Exposure) algorithm will not over-expose the photo during the capturing process and thus cause the image to be too bright.

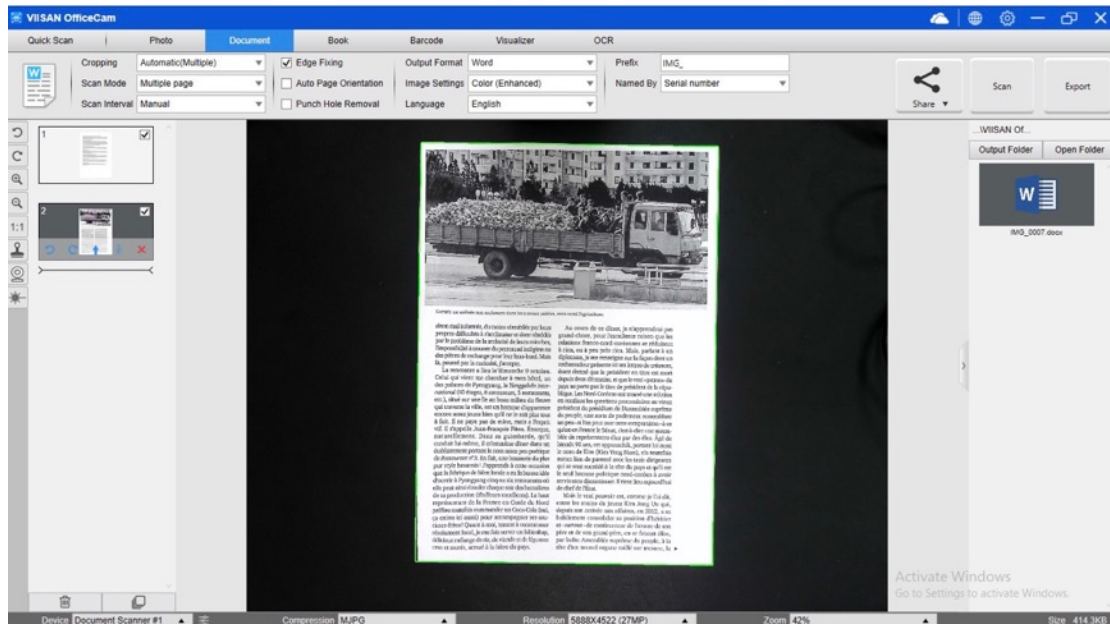
Scanning Single Business Card	
Incorrect Position	Correct Position
	
<p>Do not place the business card without aligning to the center of the scanning area.</p>	<p>To scan individual business cards, please place the business card close to the position mark in the center of scanning area.</p>

Scanning Multiple Business Cards	
Incorrect Position	Correct Position
	
<p>Do not leave a space in the center of scanning area when scanning with multiple business cards like the above example.</p>	<p>To scan multiple business cards, please place at least one business card in the center of the scanning area. Otherwise the image will be over-exposed.</p>

Scanning a Multi-Page Document into a Word File

To scan a multi-page document and create OCR to then put into a Word file, you can follow the below steps.

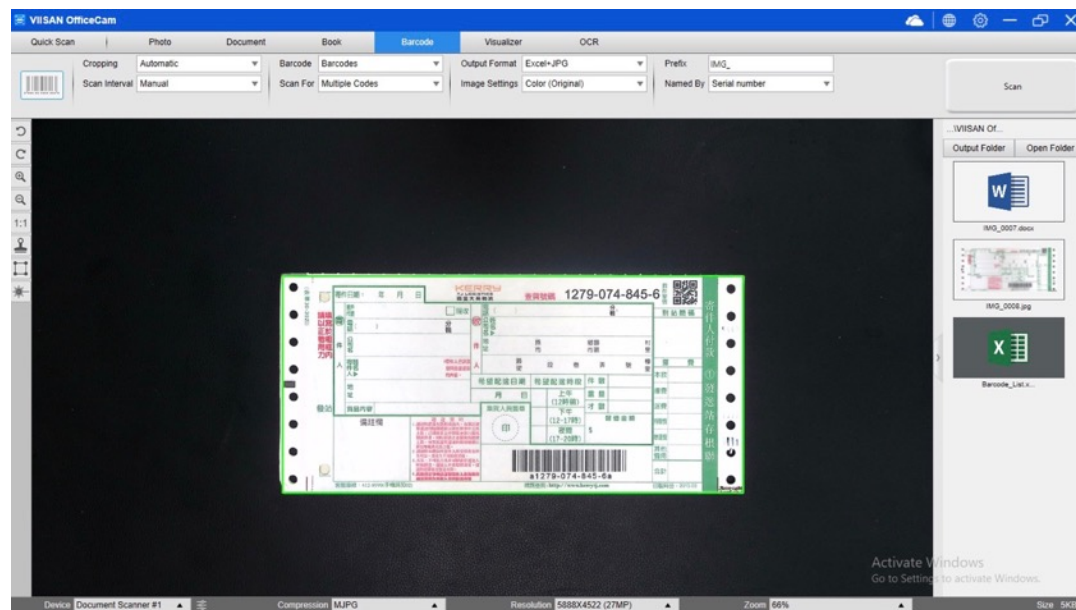
- 7) Click on the [Document] function in the top menu bar.
- 8) Set the [Cropping] feature option to “Automatic”.
- 9) Set the [Scan Mode] feature option to “Multiple page”.
- 10) Set the [Scan Interval] feature option to “Manual”.
- 11) Set the [Output Format] feature option to “Word”, this will instruct the software to output the scanned result in a Word file.
- 12) Based on the content of the document, select Recognize Language from the [Language] feature option.
- 13) Set the [Name By] feature option to “Serial” or “Date & Time”;
- 14) Click on the [Scan] button in the upper right corner to scan multiple pages.
- 15) After all pages have been scanned, click [Export] next to the [Scan] button in the upper right corner of the main window, then you should see a new Word file has been created in the file column on the right-hand side.



How to scan barcodes and save the result in an Excel file?

To scan barcodes and save the result in an Excel file, you can follow the below steps.

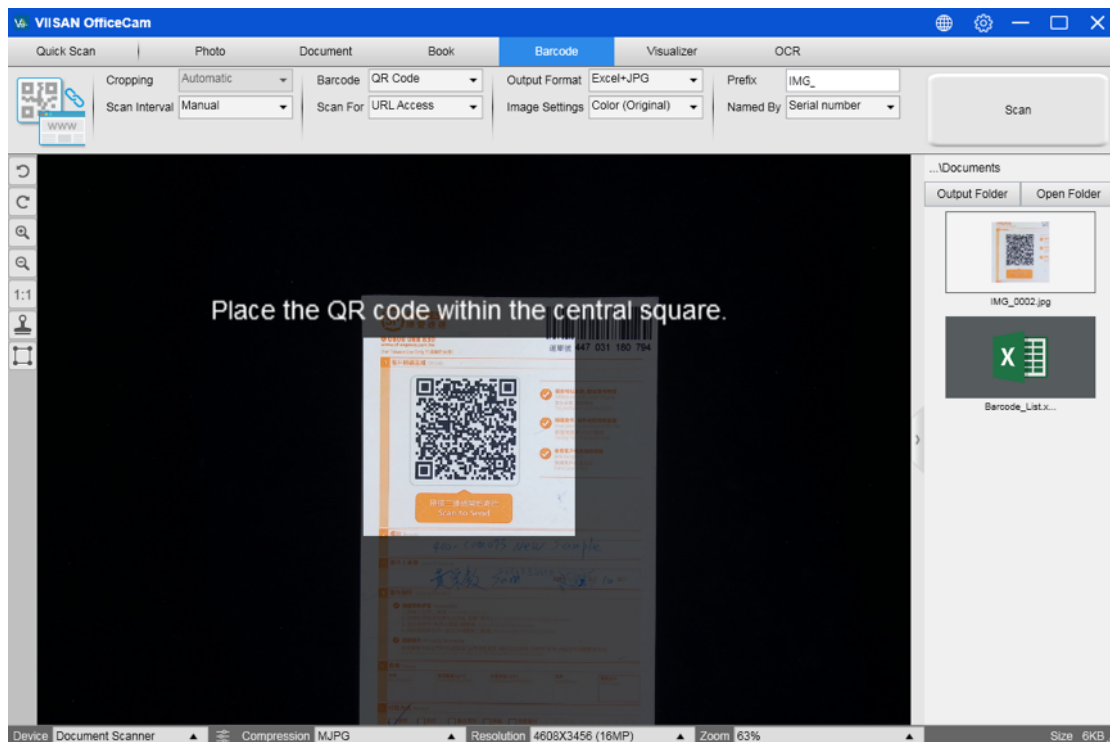
- 1) Click on the [Barcode] function on the top menu bar.
- 2) Set the [Cropping] feature option to “Automatic”.
- 3) Set the [Scan Interval] feature option to “Manual”.
- 4) Based on the barcode type to select Barcodes or QR Code from the Barcode feature option.
- 5) Set the [Scan Settings] feature option to “Color (Original)”.
- 6) Set the [Output format] feature option to “Excel + JPEG”, this will instruct the software to output scanned barcode in an Excel file and keep an image file, (you can also select “Text + JPEG” options to output the scan result into a text file while keeping an image).
- 7) Set the [Name By] feature option to “Barcode”, this will instruct the software to save the image file and name it with the barcode number scanned from this image.
- 8) Click on the [Scan] button on the upper right corner, then you should see an Excel file appear with the scanned barcode value saved in it.



How to scan QR barcode and open URL?

To scan QR code and automatically open the URL after scanning, you can follow the below steps.

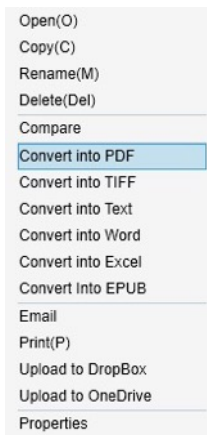
- 1) Click on the [Barcode] function on the top menu bar
- 2) Set the [Cropping] feature option to “Automatic”.
- 3) Set the [Scan Interval] feature option to “Manual”.
- 4) Select the [Barcode] feature option to “QR Code”.
- 5) Set the [Scan for] feature option to “URL Access”.
- 6) Set the [Output format] feature option to “Excel + JPEG”, this will instruct the software to output scanned barcode in an Excel file and keep an image file, (you can also select “Text + JPEG” options to output the scan result into a text file while keeping an image).
- 7) Set the [Image Settings] to “Color (Original)”.
- 8) Place the QR code within the central square.
- 9) Click on the [Scan] button on the upper right corner, then the software will automatically open the URL after scanning.



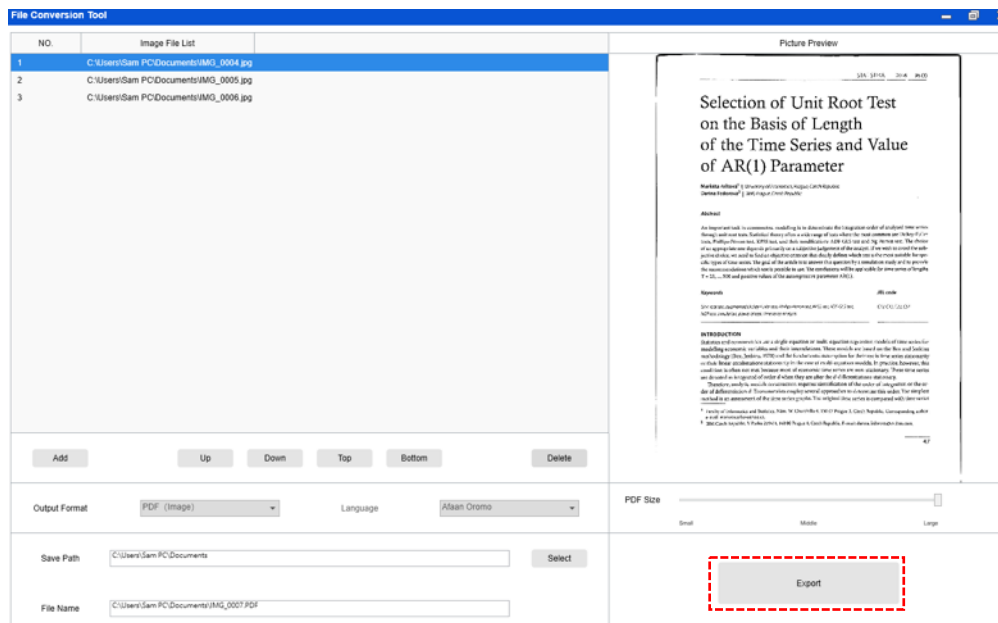
Combining Multiple Image Files into One PDF File

If you have captured multiple images in your file directory, you can easily combine them into one PDF file.

- 1) In the file directory column shown on the right-hand side of the main control window, you can press and hold the “Shift” key or the “Ctrl” key while you use your mouse to click and select multiple JPEG image files.
- 2) Right click on these selected image files, and then you should see a pop-up window with multiple options.



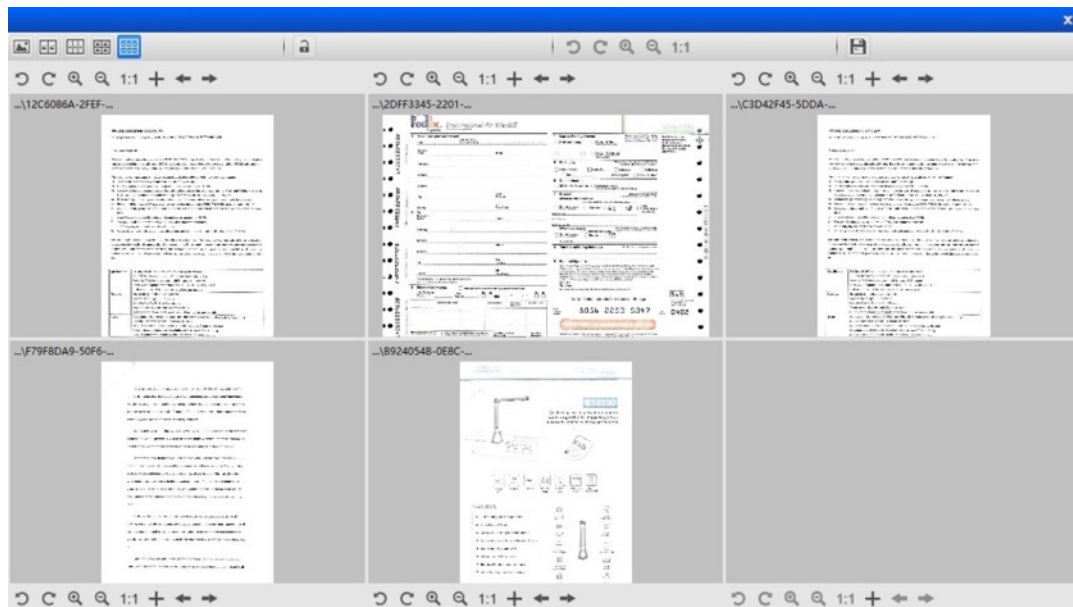
- 3) Please select the [**Convert into PDF**] option, then the PDF Creating Tool window will appear.
- 4) In the PDF Creating Tool window, you can Add, Delete, Move Up, or Move Down an image, or you can adjust PDF file size and name the file name for the target output PDF file.
- 5) When you are ready, please click on the [**Export**] button to create the PDF file.



Comparing Multiple Image Files in One Window

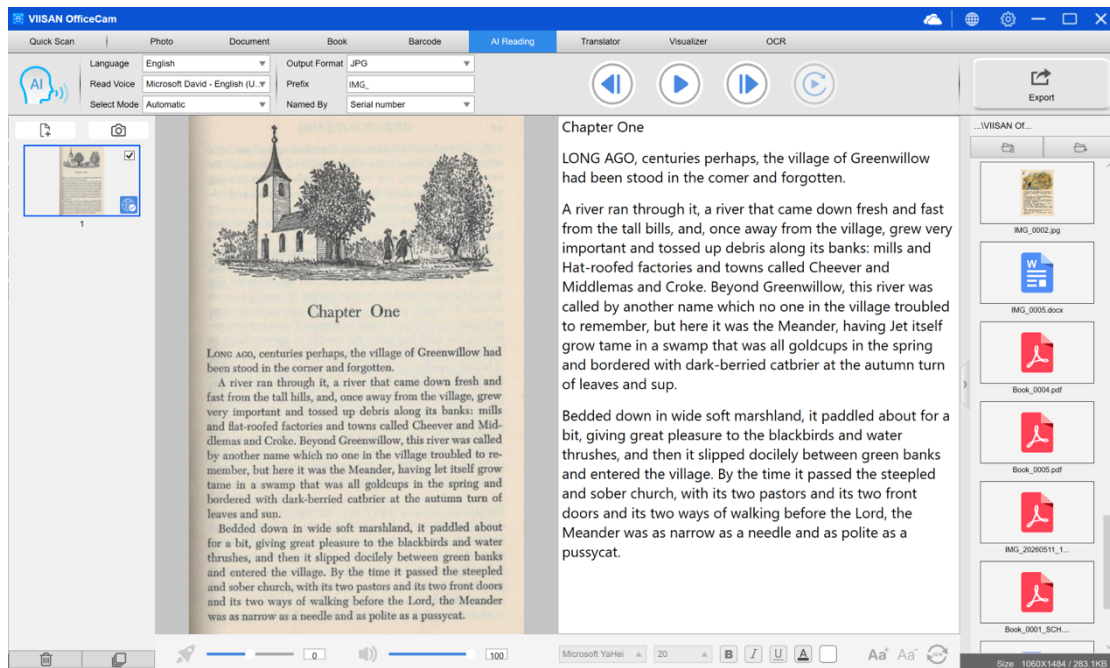
If you have captured multiple images in your file directory, you can easily compare them side-by-side by using the Image Comparison feature:

- 1) In the file directory column shown on the right-hand side of the main control window, you can press and hold the “Shift” key or the “Ctrl” key while you use your mouse to click and select multiple JPEG image files.
- 2) Right click on these selected image files, and then you should see a pop-up window with multiple options.
- 3) Please select the “Compare” option, then the Image Comparison window will appear;
- 4) You can select up to 6 images and compare them in the same window.
- 5) Using the “Lock/Unlock” option, you can rotate or zoom in on each individual image or apply these functions to all images.



How to use AI Reading Mode?

The **AI Reading** mode allows users to recognize text from scanned documents or imported images and read the content aloud using Text-to-Speech technology. This function is useful for reading assistance, language learning, accessibility support, and listening to document content without manually reading the text.



1. Click the **AI Reading** tab on the top menu.
2. Select the **Language** of the document content.
3. Choose the **Read Voice** from the voice list.
4. Choose one of the following methods:





Import Image

Click the **Import** button to import an existing image file from your computer. The software will recognize the text in the image and display the recognized content on the right side.

Scan and Read

Click the **Scan** button to capture a document directly from the scanner. After scanning, the software will automatically recognize the text and display it for reading.

5. Use the playback controls to listen to the recognized text:

	<p>Previous Return to the previous reading section.</p>
	<p>Play Start reading the recognized text aloud.</p>
	<p>Next Move to the next reading section.</p>
	<p>Repeat Replay the current reading content.</p>

6. You can adjust the reading speed and volume using the controls at the bottom of the screen.
7. If needed, you can edit the recognized text directly before playback.
8. Click **Export** to save the recognized content or output file in the selected format.

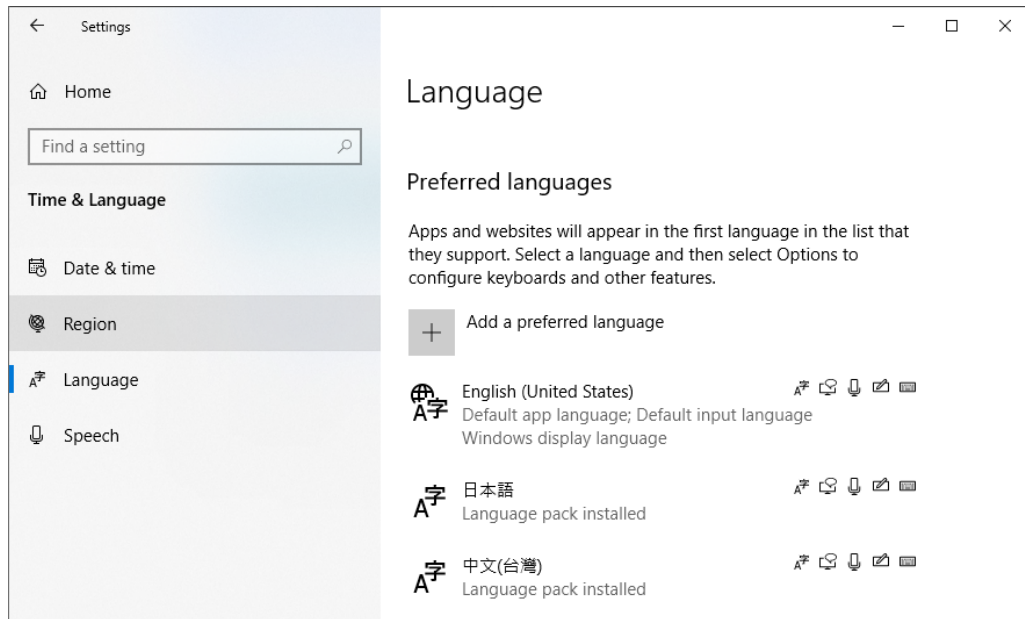
NOTE:

- The Text-to-Speech function is only available for specific models.
- The OfficeCam is using Windows TTS (Text To Speech) embedded engine to generate audio MP3 or WAV files from the recognized text in OfficeCam software. Windows is by default configured to have “Voice” that corresponds to the GUI user interface language of Windows. For example, if your using Win10 English, the OfficeCam will be able to generate English output MP3 or WAV files. In addition, if you want to generate other languages into an audio MP3 or WAV files such as French from a paper document on your English Windows, this is by default not possible because no French voice is installed.

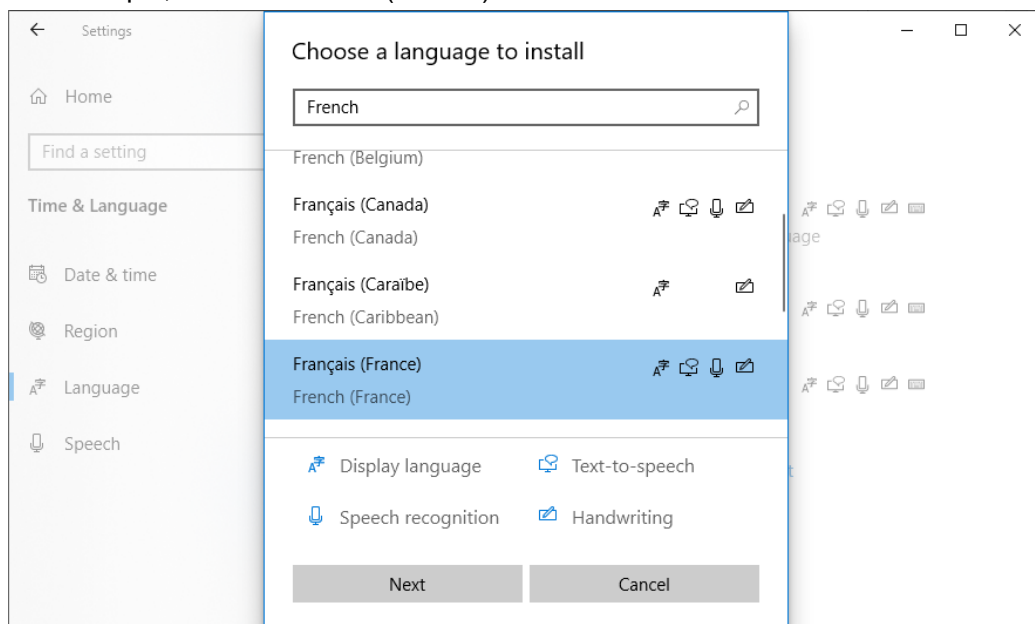
How to add the localized voices in Windows?

To add the localized voices and use them in OfficeCam TTS (Text To Speech) output, you can follow the below steps.

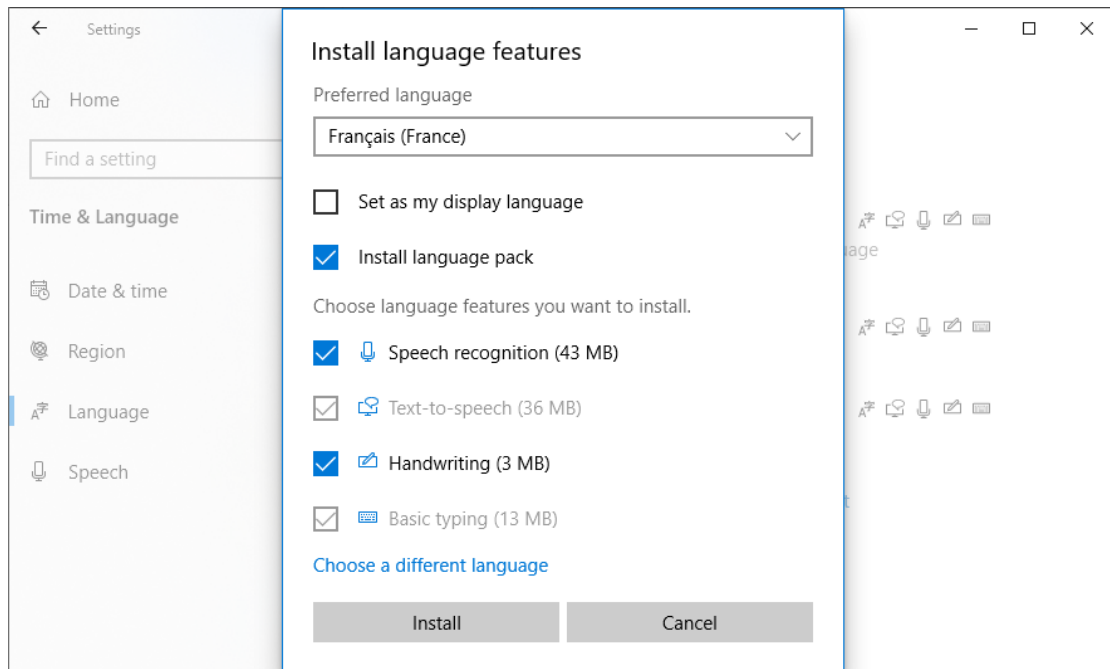
- 1) In Windows 10 Settings -> Time & Language -> Language -> select “Add a language”



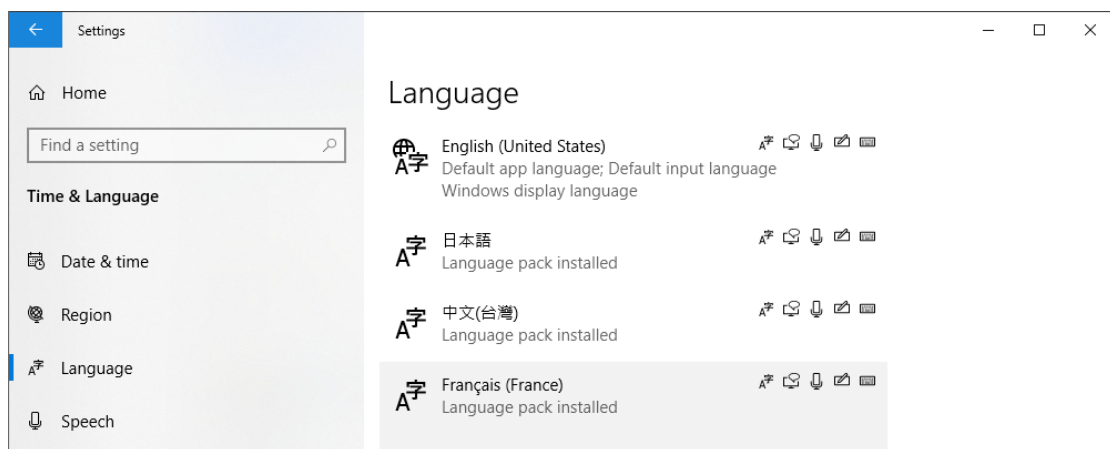
- 2) For example, select “Français (France)” then click “Next” button.



- 3) Check the “Speech Recognition” option and then click the “Install” button to download the Speech pack.



- 4) Once the Francais (France) speech recognition pack is installed, you will see the “Francais (France)” option appear on the Language setting menu.



- 5) Restart the OfficeCam software and select output format to “MP3 (Text-to-Speech)” to scan a French document then double-click on the left side thumbnail to enter edit mode, you are now able to select a matching French voice (“Hortense” here)



How to use Translator Mode?

The **Translator** mode allows users to translate text from scanned documents or imported images into different languages. Users can translate a full page or select a specific area for translation.

Note: An internet connection is required to use the Translator function.

1. Click the **Translator** tab on the top menu.
2. Select the **Original Language** and the language you want to translate to

3. **Import Image**



Click the **Import** button to import an existing image file from your computer. The software will recognize the text in the image and translate the full page.

4. **Scan and Translate**

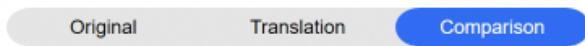


Click the **Scan** button to capture a document directly from the scanner. After scanning, the software will automatically recognize the text and perform the translation.

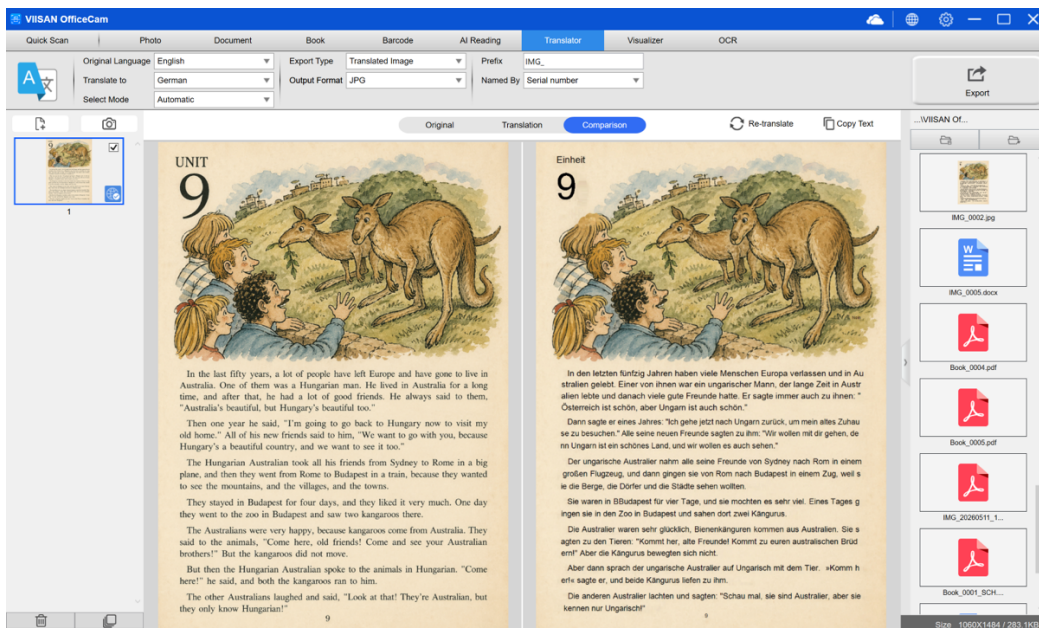
5. **Translate Selected Area**

Select a specific area on the image if you only want to translate part of the document. The software will translate only the selected text area.

6. After translation, you can switch between **Original**, **Translation**, and **Comparison** views to check the result.



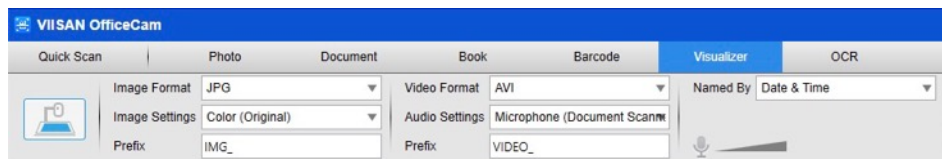
7. Click **Export** to save the translated result as an image or supported file format.



How to use the Visualizer feature in the classroom?

You can use this software along with a document camera as a powerful Visualizer. First, you will need to connect your Notebook PC to a projector, and project your computer screen onto the projector. Then launch this document camera software, and follow the following procedures:

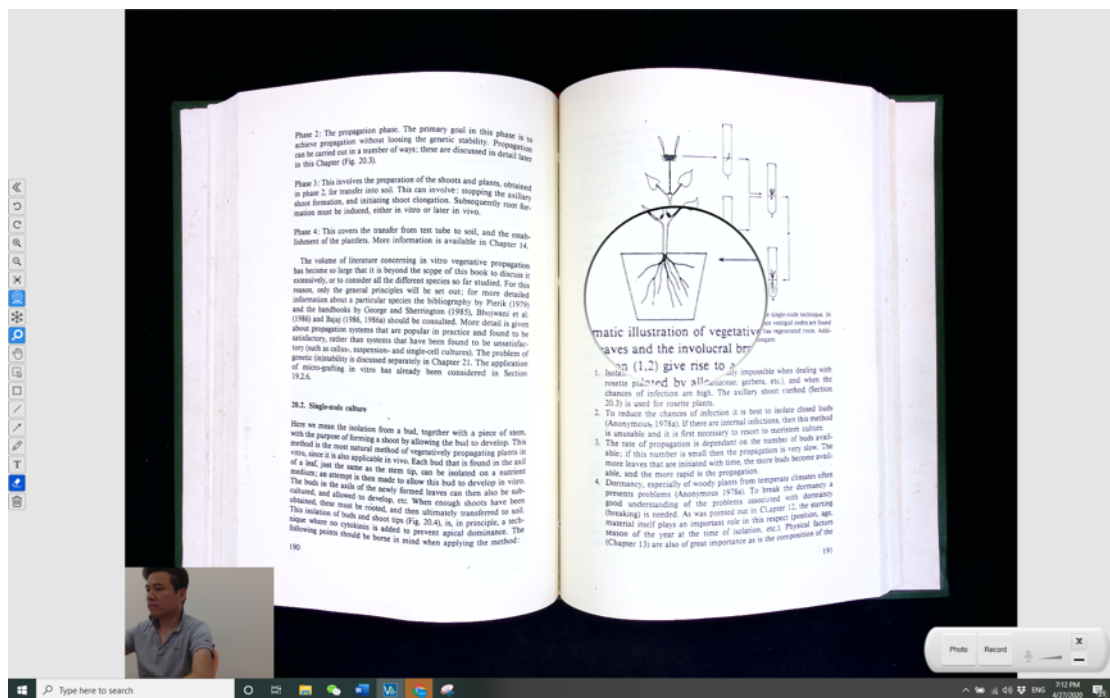
- 1) Click on the [Visualizer] function on the top menu bar.



- 2) Set the output format from the [Output Format] feature option.
- 3) Set the audio input from the [Audio] feature option.
- 4) Set the [Name By] feature option to "Serial" or "Date & Time".
- 5) Click on the [Resolution] button on the bottom of the main window and select a desired resolution value. (Note: higher resolution will cause lower frame rate).
- 6) Click on the [Full Screen] button to enter the Full Screen mode.



- 7) You can also use the Rotation and Zoom buttons to control the preview video.




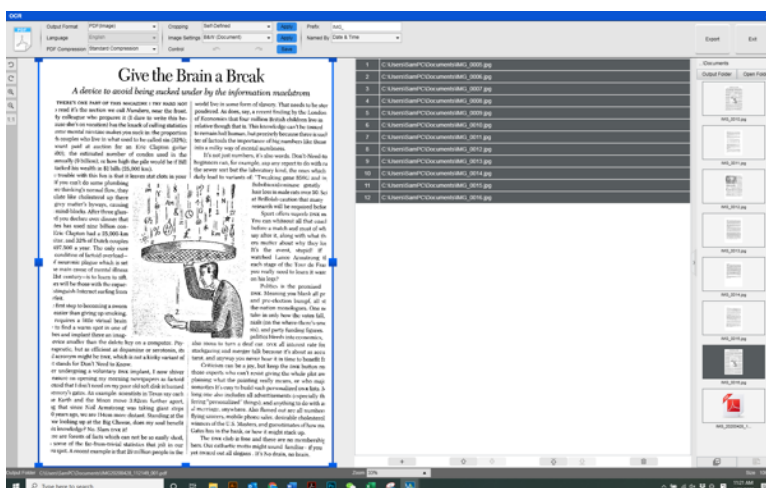
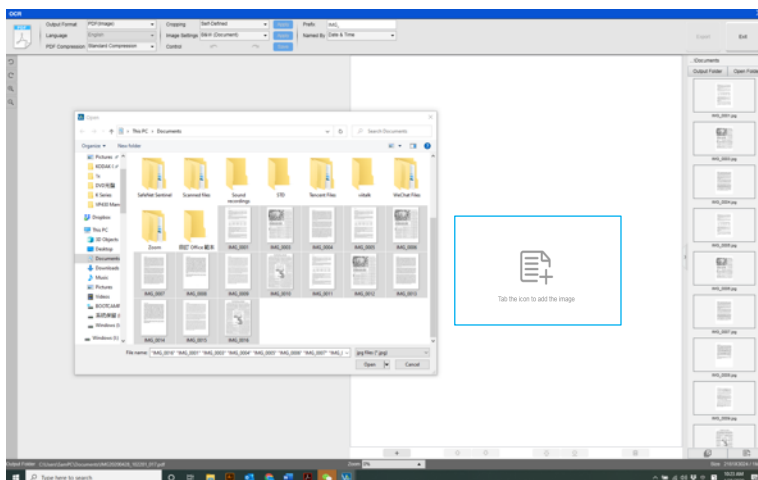
NOTE:

- 1) This [Full Screen] display button only available under the [Visualizer] function mode.
- 2) You can also use this [Visualizer] function to create a video tutorial.

How to convert batch documents with the embedded OCR function?


You can use embedded Optical Character Recognition (OCR) function to convert a batch scanned images into searchable PDF and editable Word, Excel, and Text formats, it supports more than 100 different languages.

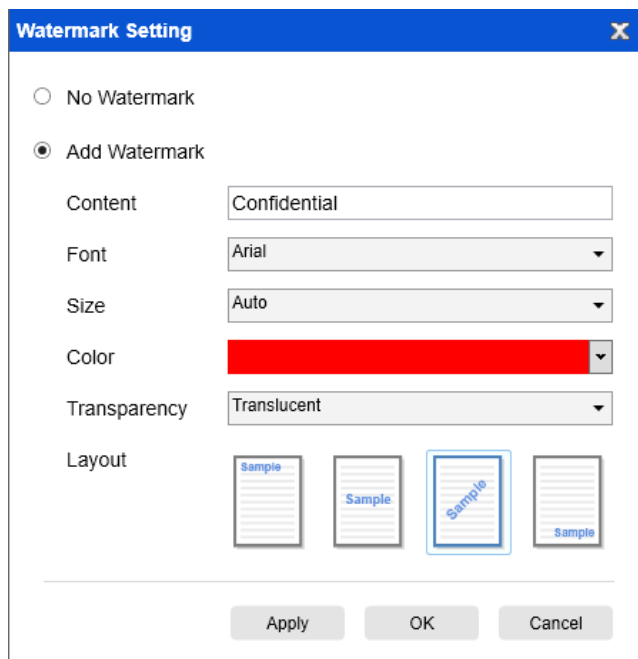
- 1) Click on the [OCR] function tab on the top menu bar.
- 2) Click the icon  to load the images to convert OCR.
- 3) Set the [Output Format] feature option to output the scanned images into an editable Word, Excel, Text files or searchable PDF.
- 4) Based on the content of the document, select the recognition language from the [Language] feature option.
- 5) Set the [Name By] feature option to “Serial” or “Date & Time”.
- 6) After all the images have been added, click [Export] button in the upper right corner of the main window to convert the files, then you should see a new export file that has been created in the file column on the right-hand side.



Adding a Watermark in Scanned Document File

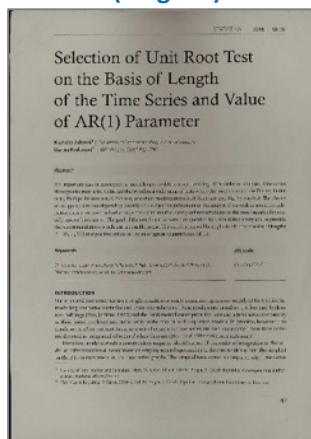
To add a common watermark such as DRAFT or CONFIDENTIAL to your scanned document, you can follow the following procedures:

- 1) Click on the [Document] function in the top menu bar.
- 2) Click on the Watermark  icon in the left-hand side toolbar to bring up the Watermark setting dialog.
- 3) In the Watermark setting dialog, select [Add Watermark].

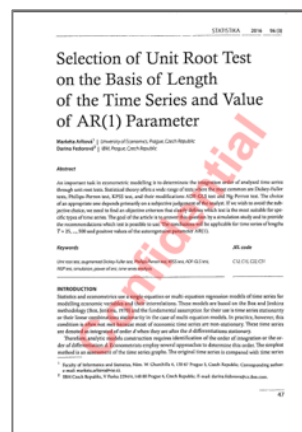


- 4) Type your watermark text in the **Content** box. You can try different fonts, size, colors, transparency, and choose a layout while you're at it.
- 5) Click [OK] to apply the Watermark settings to your document. Now you can try to scan a document with the added Watermark.

(Original)




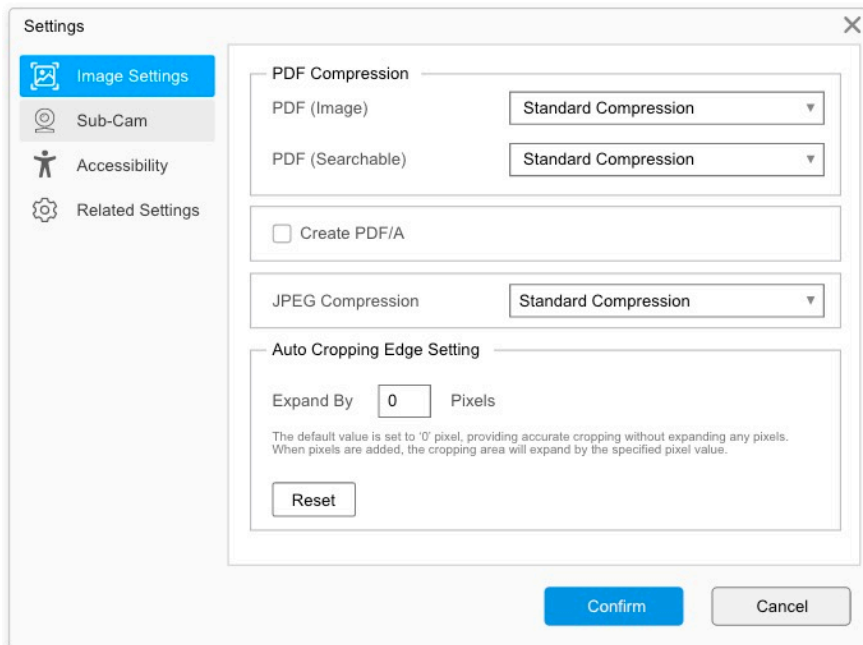
(Added Watermark)



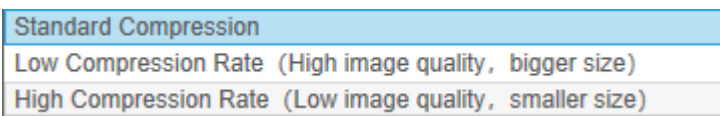
Configuring the PDF Settings

The documents you process with this software can be saved as PDF with differing settings. The following steps can guide you in settings the detail options of a PDF file.

- 1) Click on the settings  icon in the upper right-hand side of the main window and select “Setting” from the drop-down list.
- 2) Choose the “PDF Settings” tab.



- 3) In the PDF Settings dialog, you can set the file compression as low, standard, or high in the drop-down list of each type of PDF format.



- 4)
- 5) Click [**Confirm**] to apply these PDF settings to your document.

PDF (Image)

When you select this file type, this software cannot perform text recognition in your document. Your PDF file will not be text-searchable, as it only contains the image of your original document.

PDF (Searchable)

This file type is most commonly used. It contains two layers: the recognized text, and the original image on top of the text. This way, you have both access to the recognized text -
*-and you still see the original image.

Supported OCR Languages

The VIISAN OfficeCam software is embedded with a powerful OCR engine, which allows users to scan documents and convert them into a searchable PDF, editable Word, Text, or Excel file. The OCR function supports the following languages.

English	German	French
Spanish	Italian	Polish
Swedish	Danish	Norwegian
Dutch	Portuguese	Brazilian
Galician	Icelandic	Greek
Czech	Hungarian	Romanian
Slovak	Croatian	Serbian
Slovenian	Luxembourgish	Finnish
Russian	Belarusian	Ukrainian
Macedonian	Bulgarian	Estonian
Lithuanian	Afrikaans	Albanian
Catalan	Irish Gaelic	Scottish Gaelic
Basque	Breton	Corsican
Frisian	Norwegian Nynorsk	Indonesian
Malay	Swahili	Tagalog
Japanese	Korean	Simplified Chinese
Traditional Chinese	Quechua	Aymara
Faroese	Friulian	Greenlandic
Haitian Creole	Rhaeto Romance	Sardinian
Kurdish	Cebuano	Bemba
Chamorro	Fijian	Ganda
Hani	Ido	Interlingua
Kikongo	Kinyarwanda	Malagasy
Ori	Mayan	Minangkabau
Nahuatl	Nyanja	Rundi
Samoan	Sotho	Sundanese
Tahitian	Tongan	Tswana
Wolof	Xhosa	Zapotec
Javanese	Nigerian Pidgin	Occitan
Manx	Tok Pisin	Bislama
Hiligaynon	Kapampangan	Balinese
Bikol	Ilocano	Madurese
Waray	Serbian Latin	Latin
Latvian	Hebrew	Numeric
Esperanto	Maltese	Zulu
Afaan Oromo	Asturian	Azeri (Latin)

Luba	Papiamento	Tatar (Latin)
Turkmen (Latin)	Welsh	Arabic
Farsi	Mexican Spanish	Bosnian (Latin)
Bosnian (Cyrillic)	Moldovan	German (Switzerland)
Tetum	Kazakh (Cyrillic)	Mongolian (Cyrillic)
Uzbek (Latin)	Simplified Chinese+English	Traditional Chinese+English
Japanese+English	Turkish	

NOTE:

- 1) In order to correctly utilize the built-in OCR feature, when using the OCR function, please set [Image Settings] option to “B&W (Document)” or “B&W (Red Stamp)”, this will help to speed up the OCR recognition process.
- 2) If the document is placed in landscape, please check the “Auto Page Orientation” function in the top menu bar, this function will help rotate the pages based on the text orientation.

OfficeCam for Windows FAQ

Q1: Why am I seeing the video from the webcam instead of the book scanner?

A1: Please select the correct camera device by clicking the **[Device]** setting in the lower-left corner of the main window, then choose the correct book scanner device.

Q2: Why are there some noises or black dots on my scanned document?

A2: When scanning a black-and-white document, please choose the **“B&W (Red Stamp)”** option from **[Image Settings]** for better image quality.

Q3: Why are there shadows on my scanned document?

A3: Please choose the **“B&W (Red Stamp)”** option from **[Image Settings]** and try scanning again.

Q4: How can I merge multiple documents into one PDF?

A4: Please choose the **“Multiple”** option from **[Page]** settings, then select **“PDF”** from **[Output]** settings.

Q5: Why can't the document be detected?

A5: Please make sure the document is placed on the black soft mat. If the document still cannot be detected, please restart the software and try again.

Q6: Why does the image appear overexposed and the text cannot be seen clearly?

A6: Please place the document in the center of the scanning window and avoid strong direct light on the document surface.

Q7: After capture, where are the scanned images stored?

A7: Please click the **“Open”** button on the right side of the software's main window. The default save location is the **VIISAN OfficeCam** folder under **My Documents**, but you can change the destination by clicking the **[Select]** button.

Q8: Why does the software not detect the scanner?

A8: Please make sure the scanner is properly connected to your computer. Avoid using a USB hub, and connect the scanner directly to the computer's USB port. You can also check whether the scanner appears as **“Document Scanner”** in Windows Device Manager.

Q9: How can I check whether the scanner hardware is working properly?

A9: Please open the Windows **Camera** app and check whether the scanner video can be displayed. If the scanner works in the Windows Camera app, the hardware is normally working, and the issue may be related to software settings or permissions.

Q10: Why is the scanner image blurry or not sharp enough?

A10: Please make sure the document is placed flat on the black soft mat and that the scanner is not moved during capture. You can also set the resolution to the maximum available option and choose “**Color (Enhanced)**” from the output settings for better image quality.

Q11: Why is the scanned color not accurate or looks abnormal?

A11: Please check the image settings first. For normal documents or photos, you may try “**Color**” or “**Color (Enhanced)**” mode. If the image color looks unusual, you can restore the camera settings to default and scan again.

Q12: Why does the scanned image look pink, yellow, or have an incorrect color tone?

A12: This may be caused by incorrect auto white balance. Please click **Settings** in the lower-left corner of the software, then click **Default** to restore the camera settings. After that, scan the document again to check whether the color improves.

Q13: Why is Book Mode not available?

A13: Book Mode may only be enabled when the required external shutter button is connected. Please make sure the external shutter button is properly connected before using Book Mode.

Q14: Why is the curve-flattening result not ideal in Book Mode?

A14: Please make sure the book is placed correctly on the black soft mat and that both pages are clearly visible in the scanning area. For better results, keep the book as flat as possible and avoid covering text or page edges with your fingers.

Q15: Why are my fingers shown in the scanned book image?

A15: In Book Mode, OfficeCam can help remove finger images automatically. Please make sure your fingers are placed near the page edges and do not cover the text area. If the result is not ideal, adjust the finger position and scan again.

Q16: Why does the software fail to crop the document correctly?

A16: Please make sure the document edges are clearly visible and placed on the black soft mat. Avoid using a background with a similar color to the document, as this may affect automatic edge detection.

Q17: Why does OCR recognition not work well?

A17: Please make sure the scanned image is clear, properly aligned, and not overexposed. OCR accuracy may be affected by blurry images, low resolution, curved pages, handwritten text, or complex backgrounds.

Q18: Why can't I save or export files properly?

A18: Please check whether the selected save folder has permission to write files. You can also change the save location by clicking the **[Select]** button and choosing another folder, such as **Desktop** or **Documents**.

Q19: How can I restore previously scanned pages if the software was closed unexpectedly?

A19: If OfficeCam detects unfinished scanned pages, it may show a restore prompt when you open the software again. You can choose to restore the previous scanned pages or cancel and start a new task.

Q20: How can I continue scanning a book later?

A20: You can use the batch save/import function if available. Save the current scanning project first, then import it again later to continue working on the same book or document batch.

Q21: What should I do if the scanner still cannot be detected?

A21: If the scanner cannot be detected for a long time, please try the following steps:

1. **Change the USB port**

Disconnect the scanner and reconnect it to another USB port. Then restart the scanner and try again. We recommend connecting the scanner directly to the computer instead of using a USB hub.

2. **Check camera permission in Windows**

For Windows 10 or Windows 11, go to **Settings > Privacy & Security > Camera** and make sure camera access is allowed for desktop apps.

3. **Disable or check anti-virus software**

If you have installed anti-virus software, please make sure OfficeCam is not being blocked. You may need to manually add the VIISAN OfficeCam software to the whitelist of your anti-virus software.

4. **Watch the video tutorial**

If the issue still cannot be solved, please refer to our video tutorials:
<https://www.viisan.com/en/video/type1.html>

5. **Contact customer service**

If you still need assistance, please contact our customer service team at: info@viisan.com

We will reply to your email within 24 hours on business days.