BizCardReader DuplexScan 1210

BizCardReader DuplexScan 1210 (Model SLB1) User Manual

Medical Insurance Card and ID Card Scanner

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your BizCardReader DuplexScan 1210 scanner. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize its lifespan. This scanner is designed for efficient scanning of medical insurance cards, ID cards, and other similar documents.

2. PRODUCT OVERVIEW

The BizCardReader DuplexScan 1210 is a compact, USB-powered duplex card scanner. It is fully TWAIN compliant, allowing integration with various scanning applications, including electronic healthcare and medical practice management systems. The scanner features a robust card transport mechanism with four independently powered rollers, designed to handle various card thicknesses, including embossed plastic cards and laminated IDs.

Image 1: BizCardReader DuplexScan 1210 scanner and Scan-ID LITE software interface.

Key Features:

- **Duplex Scanning:** Scans both sides of a card in a single pass.
- **USB Powered:** No external power adapter required.
- **TWAIN Compliant:** Compatible with a wide range of imaging applications.
- **Quad-Powered Rollers:** Ensures smooth feeding for various card types, including thick and laminated cards.
- **Scan-ID LITE Software:** Included for card image management and database creation (manual data entry required).
- **ScanToFile Application:** Included for direct saving of scanned images to PDF, JPEG, or TIFF formats.
- **Operating System Compatibility:** Windows 11, 10, 8, 7, XP.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- BizCardReader DuplexScan 1210 Scanner
- USB Connection Cable
- Installation CD (or download instructions for software)
- Quick Start Guide

4. SYSTEM REQUIREMENTS

- **Operating System:** Windows 11, Windows 10, Windows 8, Windows 7, Windows XP.
- **Connectivity:** Available USB port.
- **Minimum Resolution:** 300 DPI (Optical).
- **Note:** This scanner is not compatible with Mac operating systems.

5. SETUP

5.1. Driver and Software Installation

1. **Do not connect the scanner to your computer yet.**
2. Insert the provided installation CD into your computer's optical drive, or navigate to the official BizCardReader support website to download the latest drivers and software (Scan-ID LITE and ScanToFile).
3. Follow the on-screen instructions to install the scanner drivers and the included software applications. It is recommended to install both Scan-ID LITE and ScanToFile.
4. Restart your computer if prompted.

5.2. Connecting the Scanner

1. After the software installation is complete and your computer has restarted, connect one end of the USB cable to the USB port on the scanner.
2. Connect the other end of the USB cable to an available USB port on your computer.
3. The operating system should automatically detect the scanner and complete the driver installation.

6. OPERATION

6.1. Scanning with Scan-ID LITE

Scan-ID LITE is designed for managing scanned card images in a searchable database.

1. Open the Scan-ID LITE application from your desktop or Start Menu.
2. Place the card you wish to scan into the scanner's input slot. Ensure the card is inserted correctly, typically face up with the leading edge first.
3. Within the Scan-ID LITE interface, locate the 'Scan' or 'Scan Options' button. You may have options for 'Single Side' or 'Double Side' scanning. Select 'Double Side' for duplex scanning.
4. The scanner will pull the card through and display the scanned images (front and back) within the application.
5. **Important:** Card information (e.g., name, ID number, address) must be**manually keyed in** to create a searchable record. Scan-ID LITE does not automatically read data from driver licenses or other cards.
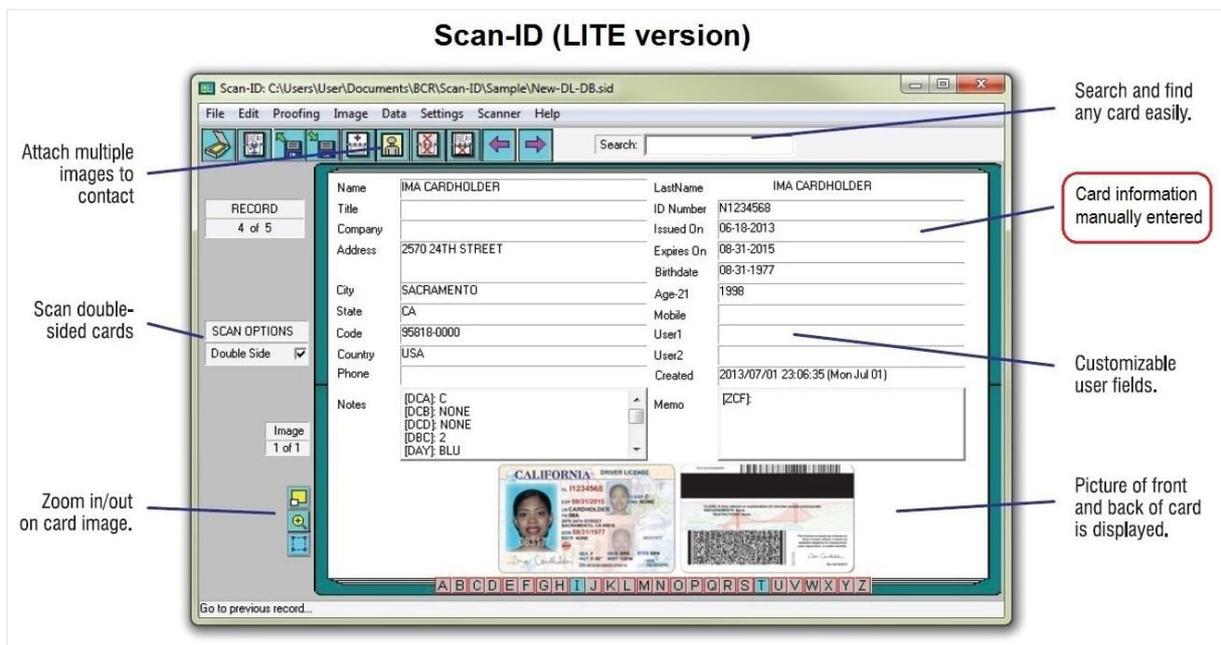6. Save the record to the database.

Image 2: Scan-ID LITE interface, showing manual data entry fields and scanned card images.

6.2. Scanning with ScanToFile

ScanToFile allows you to quickly save scanned images directly to common file formats.

1. Open the ScanToFile application.
2. Place the card into the scanner's input slot.
3. Select your desired output format (PDF, JPEG, or TIFF) and the destination folder for the scanned images.
4. Initiate the scan. The scanner will process the card, and the images will be saved automatically to the specified location.

6.3. TWAIN Compatibility

The DuplexScan 1210 is TWAIN compliant, meaning it can be used with any third-party software that supports TWAIN drivers. When using other applications, select the BizCardReader DuplexScan 1210 as your scanner source within that application's scanning interface.

Image 3: Proper insertion of a card into the scanner.

7. MAINTENANCE

7.1. Cleaning the Scanner

Regular cleaning helps maintain scan quality and extends the life of your scanner.

- **Power Off:** Disconnect the scanner from the USB port before cleaning.
- **Exterior:** Wipe the exterior with a soft, dry, lint-free cloth. Do not use abrasive cleaners or solvents.
- **Interior (Rollers and Glass):** Refer to the detailed cleaning instructions in the full software manual or on the manufacturer's website. Typically, a soft cloth lightly dampened with isopropyl alcohol can be used for rollers and optical components. Ensure all components are dry before reconnecting power.

7.2. Roller Replacement

Over time, the scanner rollers may wear out, affecting card feeding. Replacement kits are available from the manufacturer. Consult the full manual for instructions on how to replace the rollers.

8. TROUBLESHOOTING

Common Issues and Solutions:

- **Scanner Not Detected:**
  - Ensure the USB cable is securely connected to both the scanner and the computer.
  - Try a different USB port on your computer.
  - Verify that the drivers are correctly installed. Reinstall if necessary.
  - Restart your computer.

- **Poor Scan Quality (Streaks, Blurs):**
  - Clean the scanner's optical components and rollers as described in the Maintenance section.
  - Ensure the card is clean and free of debris.
  - Check software settings for resolution and image enhancement options.

- **Card Jamming or Not Feeding:**
  - Ensure the card is inserted straight and not at an angle.
  - Clean the scanner rollers. Worn rollers may need replacement.
  - Avoid scanning cards that are excessively bent, damaged, or thicker than recommended specifications.

- **Scan-ID LITE Not Reading Data Automatically:**
  - This is expected behavior. Scan-ID LITE requires manual data entry for card information. It does not feature OCR for driver licenses or other documents.

9. SPECIFICATIONS

Feature	Specification
Model Name	DuplexScan 1210
Item Model Number	SLB1
Scanner Type	Document, ID Card, Insurance Card, Photo
Connectivity Technology	USB

Optical Sensor Technology	CIS
Resolution	300 DPI
Sheet Size	Credit Card
Product Dimensions	7.7 x 2.4 x 3 inches
Item Weight	1.3 pounds
Minimum System Requirements	Windows 7
UPC	719990001323

Image 4: Front view of the DuplexScan 1210 scanner.

10. WARRANTY AND SUPPORT

10.1. Warranty Information

The BizCardReader DuplexScan 1210 scanner includes a **1-year parts and labor warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use. It does not cover damage caused by misuse, accident, unauthorized modification, or external causes.

10.2. Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact BizCardReader customer support through their official website or the contact information provided with your product documentation. Please have your product model number (DuplexScan 1210 or SLB1) and proof of purchase available when contacting support.