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You can read the recommendations in the user guide, the technical guide or the installation guide for BROTHER DS-720D. You'll find the answers to all your questions on the BROTHER DS-720D in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BROTHER DS-720D
User guide BROTHER DS-720D
Operating instructions BROTHER DS-720D
Instructions for use BROTHER DS-720D
Instruction manual BROTHER DS-720D

brother.

User's Guide

DS-620
DS-720D



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Manual abstract:

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55 iv 1 Front General Information 1 Scanner overview 1 1 2 5 4 3 1 Top cover 2 Start button • (For Windows®) Press to start scanning while using Button Manager V2. For more information, see Using Button Manager V2 (for Windows®) on page 31. • (For Macintosh) Press to start scanning while using DSmobileCapture. For more information, see Using DSmobileCapture (for Macintosh) on page 24. 3 Document guide 4 Feeder slot 5 Left edge 1 General Information Rear DS-620 DS-720D 1 2 1 1 Micro USB port 2 Paper ejection slot 2 1 LED indications LED indication No light Machine Status The machine is not connected to your computer.

Green light The machine is ready to scan. Blinking green The machine is scanning a document. Rapidly blinking red An error occurred. The top cover is open, or a document is jammed. 2 2 Installing the Scanner Driver and Scanning Software 2 For Windows® users NOTE • Make sure that your computer is ON and you are logged on with Administrator rights. • DO NOT connect the Micro USB Cable yet. • If your computer does not have a DVD-ROM drive, the supplied DVD-ROM does not contain drivers for your operating system, or you want to download manuals and utilities, visit your model page at <http://solutions.brother.com/>. 2 a b Insert the DVD-ROM.

When the Setup screen appears, click Install Scanner Driver and follow the on-screen instructions. NOTE • If the Brother screen does not appear automatically, go to My Computer (Computer), double-click the CD-ROM icon, and then double-click AutoRun.exe. • When you install the scanner driver, DSmobileCapture (a scanning application) will be installed at the same time. For more information on using DSmobileCapture, see Using DSmobileCapture (for Windows®) on page 13. 3 Installing the Scanner Driver and Scanning Software c Click Additional Applications to install any of these applications during setup. • Button Manager V2: document scanning and storing (to specified destinations) • PaperPort™ 12SE: document scanning, editing and management • Presto! BizCard 6: business card scanning, editing and management • BR-Receipts: receipt scanning, editing and management 2 NOTE • To register your product and download BR-Receipts (for DS-620 only: paid application), click Download BR-Receipts to access the Brother Online site at <http://www.brother.com/product/brotheronline/>. • For more information on which scanning application will work best for you, see Choosing your scanning software on page 12.

4 Installing the Scanner Driver and Scanning Software For Macintosh users NOTE • Make sure that your computer is ON and you are logged on with Administrator rights. • DO NOT connect the Micro USB Cable yet. • If your computer does not have a DVD-ROM drive, the supplied DVD-ROM does not contain drivers for your operating system, or you want to download manuals and utilities, visit your model page at <http://solutions.brother.com/>. 2 a b c Insert the DVD-ROM. Double-click on the DVD icon, and then double-click DS-620 (DS-720D). Double-click on Brother DS-620 (DS-720D) and follow the on-screen instructions to install the scanner to malfunction. • DO NOT pull on the document while it is feeding. • DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted, or taped. • DO NOT try to scan cardboard or fabric. 4 NOTE • Make sure there is enough space behind the paper ejection slot. The scanned document will be ejected from the rear of the scanner. • Make sure documents that have ink or correction fluid on them are completely dry. • Certain types of plastic cards may be scratched when scanned. To prevent damage to the card, we recommended using the Carrier Sheet. For more information, see Loading the Carrier Sheet on page 10. a Set your document a face up in the feeder slot b and align the left edge of the page with the left edge of the feeder slot c. To scan a plastic card a, set the card top edge first into the feeder slot b and align the left edge of the card with the left edge of the feeder slot c. For DS-720D: When you perform duplex scanning, insert the first page face up into the feeder slot.

Slide the document guide d until it touches the right side of the document.



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Gently insert the document until you feel its top edge touch the inside of the scanner. b c 3 4 2 3 1 4 2 1 9 Scan Preparation Loading the Carrier Sheet NOTE Make sure documents that have ink or correction fluid on them are completely dry. a Place the document you want to scan in the left corner of the Carrier Sheet and align the top of the document with the top left corner of the Carrier Sheet. 4 b c d Set the Carrier Sheet a, document face up, with the black edge first in the feeder slot b and align the left edge of the Carrier Sheet with the left edge of the feeder slot c. For DS-720D: When you perform duplex scanning, insert the first page face up into the feeder slot. Slide the document guide d against the right side of the Carrier Sheet. Gently insert the Carrier Sheet until you feel its top edge touch the inside of the scanner. 3 4 2 1 10 Scan Preparation Important Carrier Sheet tips To avoid document jams, do not load the Carrier Sheet upside down. For more information, see Loading the Carrier Sheet on page 10.

To avoid document jams, do not put several small documents into the Carrier Sheet at the same time. Insert only one document into the Carrier Sheet at a time. Do not write on the Carrier Sheet, as the writing may be seen in scanned documents. If the Carrier Sheet becomes dirty, wipe it with a dry cloth. Do not leave documents in the Carrier Sheet for extended periods of time, as the printing on the documents may bleed through onto the Carrier Sheet.

4 11 5 Scanning Applications and Settings 5 Choosing your scanning software After downloading the scanner drivers, select a scanning software application for saving scanned images to your computer. Brother has supplied several options for you on the DVD-ROM; use this table to help determine which of the included scanning applications will work best for you: Software DSmobileCapture Function Document scanning, browsing and filing For more information For Windows®: See Using DSmobileCapture (for Windows®) on page 13. For Macintosh: See Using DSmobileCapture (for Macintosh) on page 24. Button Manager V2 (Windows® only) Document scanning and storing (in specified destinations) See the software's user instructions or Using Button Manager V2 (for Windows®) on page 31. See the software's user instructions.

See the software's user instructions. 5 Nuance PaperPort™ 12SE Document scanning, OCR scanning, edit(Windows® only) ing and management Presto! PageManager 9 (Macintosh only) Presto! BizCard 6 Document scanning, OCR scanning, editing and management Business card scanning, editing and management See the Presto! BizCard User's Manual agement which will be downloaded onto your computer when you download the software. See the software's user instructions. BR-Receipts Receipt scanning and management (for DS-620 only: paid application) NOTE • Clicking Presto! PageManager or Presto! BizCard will bring you to NewSoft Technology Corporation's website. Download the application from this website. • To register your product and download BR-Receipts (for DS-620 only: paid application), double-click BRReceipts to access the Brother Online site at <http://www.brother.com/product/brotheronline/>. 12 Scanning Applications and Settings Using DSmobileCapture (for Windows®) a b c Connect the supplied Micro USB Cable to the Micro USB port on your scanner. Connect the cable to your computer.

Double-click the DSmobileCapture shortcut on your desktop. The Select Scanner Model dialog box appears. Select TWAIN under Driver Type, select Brother DS620 (DS-720D) under Scanner Model, and then click OK. 5 d DSmobileCapture launches. 13 Scanning Applications and Settings e f g Change the scanning settings, if needed. For more information on changing settings, see Changing DSmobileCapture scan settings (for Windows®) on page 16. Insert a document into your scanner. Click Scan . Your scanner starts scanning. 5 A thumbnail of the scanned image appears in the DSmobileCapture screen and the scanned image will be saved in the directory you specified in step 5.

Check the scan result just in case. 14 Scanning Applications and Settings h For continuous scanning, insert the next document into the scanner while Waiting for next job... screen is displayed.

When the document is ready, scanning will start automatically. To stop the continuous scanning, click Cancel on Waiting for next job... screen.

NOTE • To change the time delay when waiting for the next job, see Paper settings on page 18. • To save multiple documents as one file, choose Multi-page PDF or Multi-page TIFF from the File Format drop-down list. 5 15 Scanning Applications and Settings Changing DSmobileCapture scan settings (for Windows®) File settings (1) (2) (3) (4) (5) 5 (1) (2) (3) (4) (5) Setup File Format Path Fit Page Actual Size (100%) Change scanner properties. Change the file format. Select the format you want from the drop-down list. Specify the directory where you want to save scanned images. You can view and size the scanned image. You cannot use Fit Page when PDF or Multi-page PDF is chosen in File Format. You can view the scanned image in Actual Size (100%). You cannot use Actual Size (100%) when PDF or Multi-page PDF is chosen in File Format.

16 Scanning Applications and Settings Image settings Click Setup , and then click the Image tab to choose the image type and to set basic scan settings. NOTE This image is from the DS-720D. (3) (4) (5) (1) (6) 5 (2) (7) (8) (1) (2) (3) (4) (5) (6) (7) (8) Image Selection Box Duplex Brightness Contrast Resolution Invert Profiles Defaults Choose the type of document you want to scan. (DS-720D only) Select the Duplex check box to perform Duplex (2 side) scanning. Adjusts the lightness or darkness of an image. The range is from -100 to +100. The factory default is 0. Adjusts the range between the darkest and the lightest shades in the image. The range is from -100 to +100. The factory default is 0.

Determine the quality of the scanned image. The factory default is 200 dpi. Reverse the brightness and the colours in the image. Save or change the scan setting in the Scanner Properties dialog box. Reset values in this and all other Properties tabs to the original factory settings.

17 Scanning Applications and Settings Paper settings Click Setup , and then click the Paper tab to define values related to image output. (1) (2) (4) 5 (3) (5) (6) (7) (1) Cropping Cropping allows you to capture a portion of the scanned document. Automatic Choose Automatic to allow the software to adjust the cropping window according to the document size. Use this option for batches of mixed-sized documents. Fix for Transfer Choose Fix for Transfer if you want the ability to define the area or zone to be imaged.

Use for batches of same-sized documents. 18 Scanning Applications and Settings (2) Scan Area Choose your paper size from the drop-down list or create a custom paper size by clicking Add in the drop-down list.



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If you selected Fix for Transfer in Cropping (1), define the X-Offset and Y-Offset or specify Width and Length to redefine the scan area. The Display Area (4) in this screen displays image placement as you change the values. • X-Offset - the distance from the left edge of the document to the left edge of the scanned area. • Y-Offset - the distance from the top edge of the document to the top edge of the scanned area. • Width - the width of the scanned area. • Length - the length of the scanned area. • Use these arrows (or your mouse) to move the scan area; you can view the results in the Display Area of this screen. 5 (3) Adjustment Adjustment allows you to add a specific margin at the left, right, top and bottom of your image.

This may help to reduce possible corner clipping on any skewed images. Select a value from 0 to +5 mm. The Adjustment result will not be shown in the Display Area. Displays image placement as you change the values in Scan Area (2). Unit allows you to define your preferred measurement system. Select Inches, Millimeters, or Pixels from the drop-down list. Transfer Timeout allows you to set the amount of time (in seconds) the scanner will wait before starting automatic scanning after the first scan job is completed. When you have many separate documents that need to be scanned with the same scan settings, this feature is especially useful. The default time is 30 seconds. The value ranges from 0 to 60 seconds.

Reset values in this and all other Properties tabs to the original factory settings. (4) (5) (6) Display Area Unit Transfer Timeout (7) Defaults 19 Scanning Applications and Settings Preview settings Click Setup , and then click the Preview tab to preview your image before scanning, to make sure the scan area is set correctly. 5 (1) (2) (3) (1) (2) (3) Preview Window Defaults Preview When you click Preview (3), the scanned image will appear in this area. This preview image lets you define your scan area. Reset values in this and all other Properties tabs to the original factory settings.

Click to start the preview scan. The scanned image will appear in the Preview Window (1). Note that the scanned image is only for the preview and will not be saved. NOTE If you chose Automatic cropping, in the Paper tab screen, you cannot preview your scan on this screen. 20 Scanning Applications and Settings Options settings Click Setup , and then click the Options tab to choose additional image processing settings or calibrate your scanner.

NOTE This image is from the DS-720D. 5 (1) (2) (3) (4) (1) Flip Side Rotation (DS-720D only) Book Select Book to maintain the same image orientation on the reverse side of the output page. Fanfold Select Fanfold to rotate the image orientation 180 degrees on the reverse side of the output page. (2) (3) (4) Rotation Calibration Defaults Choose the rotation angle from the drop-down list if you want to rotate your scanned image. Calibrate the scanner. For more information, see Calibration using software (for Windows®) on page 37. Reset values in this and all other Properties tabs to the original factory settings. 21 Scanning Applications and Settings Imprinter settings Click Setup , and then click the Imprinter tab to print alphanumeric characters, date, time, document count and custom text on your scanned images. (1) (2) (3) (4) (6) (7) (8) (9) (5) 5 (10) (11) (1) (2) (3) (4) (5) (6) (7) (8) (9) Digital Imprinter Print All Custom Counter Date / Time Custom Font Font Attributes String Orientation Print Position Select Digital Imprinter to print the message on the front of your scanned image. Select the Print All check box to print your chosen text content, on all pages of your document.

Clear the Print All check box to print the text on the first page only. Type the text you want to print. Displays the page count for the scan session. Select a format from the drop-down list if you want to include the date and time in your text. Click the drop-down list to select a font for your text. Select a font attribute from the drop-down list. Options include Normal, Underline, Double, or Bold. Select a text orientation from the drop-down list. Options include Normal, Rotated, Vertical, Vertical Inversion, 90 Degrees CW1 or 90 Degrees CCW2. Select the position of your text from the drop-down list. Options include Top, Middle, Bottom, or Custom. If you choose Custom, enter the X Offset and Y Offset values to specify the text position. Click More... to set Size, Density and Transparency for your text. Reset values in this and all other Properties tabs to the original factory settings. 1: Clockwise 2: Counter-clockwise (10) (11) More Defaults 22 Scanning Applications and Settings Information Click Setup , and then click the Information tab to view system and scanner information. 5 23 Scanning Applications and Settings Using DSmobileCapture (for Macintosh) a b c Connect the supplied Micro USB Cable to the Micro USB port on your scanner. Connect the cable to your computer.

Double-click the DSmobileCapture shortcut DSmobileCapture launches. on your desktop. 5 d e f Change the scanning settings, if needed. For more information on changing settings, see Changing DSmobileCapture scan settings (for Macintosh) on page 25. Insert a document into your scanner. Click Scan in the DSmobileCapture screen or press the scanner's Start button. Your scanner starts scanning. The scanned image will be saved in the directory you specified in step 4. Check the scan result just in case. 24 Scanning Applications and Settings Changing DSmobileCapture scan settings (for Macintosh) Image settings Click the Image tab to choose image type and to set several basic scan settings.

NOTE This image is from the DS-720D. 5 (3) (4) (1) (5) (6) (2) (7) (8) (9) (10) (1) (2) (3) (4) (5) (6) (7) (8) (9) Image Selection Box Duplex Brightness Contrast Resolution Invert Page Size Profiles Default Choose the type of document you want to scan. (DS-720D only) Select the Duplex check box to perform Duplex (2 sided) scanning. Adjusts the lightness or darkness of an image. The range is from -100 to +100. The factory default is 0. Adjusts the range between the darkest and the lightest shades in the image. The range is from -100 to +100. The factory default is 0. Determine the quality of the scanned image. The factory default is 200 dpi. Reverse the brightness and the colours in the image. Page Size allows you to capture a portion of the scanned document.

Choose your paper size from the Page Size pop-up list. Save or change the scanning setting in the dialog box of Scanner Properties. Reset values in this and all other Properties tabs to the original factory settings. 25 Scanning Applications and Settings (10) Preview Window Click to preview your image before scanning. This preview image helps you define your scan area. @@Note that the scanned image is only for the preview and will not be saved. 5 26 Scanning Applications and Settings File settings Click the File tab to configure the settings related to the file name and the directory where you want to save the scanned image.



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(1) (2) (3) 5 (4) (5) (6) (7) (8) (9) (1) (2) (3) (4) (5) (6) Directory File Name Digits Sample When file names are the same File Format Specify the directory where you want to save scanned images. Set the rule for the file name of the scanned image. Determine the starting number of the sequence number that is included in the file name. Preview the file name that you set. Change the file name if the same name already exists in the directory you chose in Directory. Choose the file format for the scanned image. When you choose TIFF or PDF, the Multi Page Output option is available. You can continue to scan the next document after the first scan job is completed. (7) (8) (9) Scan to Default Preview Window Choose the destination to send the scanned image. Reset values in this and all other Properties tabs to the original factory settings.

Click to preview your image before scanning. This preview image helps you define your scan area. @@Note that the scanned image is only for the preview and will not be saved. 27 Scanning Applications and Settings Paper settings Click the Paper tab to define values related to image output. (2) (1) 5 (3) (4) (1) Page Size Page Size allows you to capture a portion of the scanned document. Choose your paper size from the Page Size pop-up list, define the X Offset and Y Offset values or specify Width and Length to define your scanned area. Click Preview Window (4) to preview the image placement as you change the values.

- X Offset - the distance from the left edge of the document to the left edge of the scanned area.
- Y Offset - the distance from the top edge of the document to the top edge of the scanned area.
- Width - the width of the scanned area.
- Length - the length of the scanned area. (2) (3) (4) Unit Default Preview Window Unit allows you to define your preferred measurement system. Select Inches, Millimeters, or Pixels from the pop-up list. Reset values in this and all other Properties tabs to the original factory settings. Click to preview your image before scanning.

This preview image helps you define your scan area. @@Note that the scanned image is only for the preview and will not be saved. 28 Scanning Applications and Settings Options settings Click the Options tab to set some additional image processing settings or calibrate your scanner. (1) (2) (3) 5 (4) (5) (1) (2) (3) (4) (5) Rotation Degrees Mirror Calibration Default Preview Window Choose the rotation angle from the pop-up list if you want to rotate your scanned image. Select the Mirror check box to reverse your image.

Calibrate the scanner. For more information, see Calibration using software (for Macintosh) on page 40. Reset values in this and all other Properties tabs to the original factory settings. Click to preview your image before scanning. This preview image helps you define your scan area. @@@@Use either one of these two methods to launch Button Manager V2. @@Connect the Micro USB Cable to a USB port on your computer. Click the Button Manager V2 icon screen. Button Manager V2 launches. @@@@Launch Button Manager V2.

@@For more information, see the Button Manager V2 User's Guide. @@Launch Button Manager V2. @@For more information, see the Button Manager V2 User's Guide. Select the check box to the left of the scan button you want to use. @@@@To change scan settings, right-click the Scan User's Guide). @@Launch Button Manager V2. @@@@Launch Button Manager V2. @@@@Launch Button Manager V2. @@@@To change scan settings or email software, right-click the E-mail button. a b c Insert a document into your scanner.

Launch Button Manager V2. Click E-mail to start scanning. When scanning is complete, your email software launches and the scanned image will be attached to a blank email. Check the scan result just in case. 35 Scanning Applications and Settings Scan to a printer Use this option to print the scanned image from your default printer.

To change scan settings or destination printer, right-click the Printer button. a b c Insert a document into your scanner. Launch Button Manager V2. Click Printer to start scanning. 5 When scanning is complete, the scanned image will be printed from your default printer.

Check the scan result just in case. Scan to shared folder Use this option to save the scanned image in a shared folder on your network. To change scan settings, right-click the Shared Folder button. a b c Insert a document into your scanner. Launch Button Manager V2. Click Shared Folder to start scanning. When scanning is complete, the scanned image will be sent directly to the shared folder. Check the scan result just in case. Scan to a FTP server Use this option to save the scanned image in a folder on your FTP server. To change scan settings, right-click the FTP button.

a b c Insert a document into your scanner. Launch Button Manager V2. Click FTP to start scanning. When scanning is complete, the scanned image will be sent directly to the folder on your FTP server. Check the scan result just in case. 36 6 Scanner Calibration 6 Calibrate your scanner only if the scanned images start to look fuzzy, the colour looks abnormal (darker than normal), after 8,000 scans, or if the scanner has been stored without being used for a long time. You will need the Calibration Sheet that came with your scanner, to successfully perform calibration. Calibration using software (for Windows®) a b c d Double-click the DSmobileCapture shortcut on your desktop. The Select Scanner Model dialog box appears. Select TWAIN under Driver Type, select Brother DS620 (DS-720D) under Scanner Model, and then click OK.

DSmobileCapture launches. Click Setup . 6 37 Scanner Calibration e f Click the Options tab. Click Calibration to start calibrating the scanner. 6 g A message appears, prompting you to insert the Calibration Sheet.

38 Scanner Calibration h Hold the edges of the Calibration Sheet and insert it into the feeder slot as shown below. Click Yes. 6 NOTE Hold only the edges of the Calibration Sheet and be careful not to touch the white or black area. Leaving marks or fingerprints on this sheet can cause errors in calibration. i j Scanning starts automatically.

After the Calibration Sheet is scanned, a Calibration was successful message appears on your screen, indicating that calibration is finished. Click OK to end calibration, and then click OK to close the Options screen. NOTE If a Calibration failed message appears on your screen, remove the Micro USB Cable from your computer. Reconnect the Micro USB Cable to the computer and perform the calibration again. 39 Scanner Calibration Calibration using software (for Macintosh) a b c d Double-click the DSmobileCapture shortcut DSmobileCapture launches. Click the Options tab. Click Calibration to start calibrating the scanner. on your desktop. 6 e A message appears, prompting you to insert the Calibration Sheet. 40 Scanner Calibration f Hold the edges of the Calibration Sheet and insert it into the feeder slot as shown below.



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Click OK. 6 NOTE Hold only the edges of the Calibration Sheet and be careful not to touch the white or black area. Leaving marks or fingerprints on this sheet can cause errors in calibration. g h Scanning starts automatically. After the Calibration Sheet is scanned, a Calibration was successful message appears on your screen, indicating that calibration finished successfully. Click OK to end calibration. NOTE If a Calibration failed message appears on your screen, remove the Micro USB Cable from your computer. Reconnect the Micro USB Cable to the computer and perform the calibration again. 41 7 Scanner Maintenance 7 IMPORTANT Do not use any solvents or corrosive liquid, such as alcohol, kerosene, etc., to clean any part of the scanner, or the plastic may be permanently damaged.

Cleaning the outside of your scanner To prevent dust accumulation, we recommend cleaning the exterior of your scanner periodically. a b c Remove the Micro USB Cable from both your scanner and your computer. Wipe the outside of the scanner with a dry, soft, lint-free cloth. If necessary, wipe the exterior with a cloth lightly dampened with water or diluted detergent, and finish with a dry cloth. Reconnect the Micro USB Cable to your scanner and your computer.

7 Cleaning the inside of your scanner To maintain the scanned image quality, clean the interior of your scanner periodically. If vertical lines or stripes appear on scanned images, this indicates that it is time to clean your scanner. a b Remove the Micro USB Cable from both your scanner and your computer.

Open the scanner's top cover. 42 Scanner Maintenance c Gently wipe the scanning glass strip and feed rollers with the supplied cleaning cloth. d e Close the top cover. Reconnect the Micro USB Cable to your scanner and your computer. 7 43 8 Troubleshooting 8 IMPORTANT For technical help, you must contact the Customer Service center in the country where you bought the scanner. For more information, see For customer service on page 54. Calls must be made from within that country. If you think there is a problem with your scanner, check the chart below and follow the suggestions. Most problems can be easily resolved by yourself. If you need additional help, go to the Brother Solutions Center at <http://solutions.brother.com/> for more FAQs and troubleshooting tips.

Using non-Brother supplies may affect scan quality, hardware performance and product reliability. Error and maintenance messages Error message Driver busy Cause The scanning application in use crashed, or the scanner driver is locked with administrator rights. A document is jammed. Action Remove the Micro USB Cable from your computer. Reconnect the Micro USB Cable to the computer, and launch the application again. Open the top cover and remove the document by pulling it forward, then close the top cover. Close the top cover and start scanning again. 8 A document is jammed. Please open the top cover and remove the jammed paper by pulling it forward, then try again. The cover of the manual document feeder is open.

No paper in the manual document feeder Cannot find the scanner. Your scanner's top cover is open when scanning starts. No document is set in the feeder slot. Place your document in the feeder slot and start scanning again. Your scanner is not connected to your computer.

Your Operating System cannot recognize your scanner. Confirm that the Micro USB Cable connecting the scanner to the computer is properly connected. Confirm that the Micro USB Cable connecting the scanner to the computer is properly connected. Restart the computer. Operation system return error 44 Troubleshooting Error message Calibration failed.

Please reboot the machine. Cause An error caused the calibration to fail. For example, the Calibration Sheet is not inserted in the correct direction. Action Remove the Micro USB Cable from your computer. Reconnect the Micro USB Cable to the computer, and perform the calibration again. Insert the Calibration Sheet in the correct direction. • For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 37. • For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 40. Troubleshooting 8 Scanning difficulties Difficulty My scanner does not turn on. My computer does not recognize the scanner when it is connected via the Micro USB Cable.

My scanned images have black lines running through them, blank spaces, or are of overall bad quality. Cause The supplied Micro USB Cable is not connected securely. Causes may vary. Suggestions Make sure the Micro USB Cable is securely connected to your scanner and computer. Make sure the Micro USB Cable is securely connected to your scanner and computer. Remove the Micro USB Cable and reconnect the Micro USB Cable to your scanner and computer. 1. Check the document feeder slot and make sure that the slot is clear. If foreign objects are found, remove them from your scanner. 2. Calibrate your scanner (see Scanner Calibration on page 37). If scan quality is not improved after you calibrate your scanner: 1. Clean the scanner (see Scanner Maintenance on page 42). 2. Calibrate your scanner again.

This problem occurs if the scanner is not calibrated correctly or if a foreign object, such as a paper clip or ripped paper, is stuck in the scanner. 45 Troubleshooting Difficulty My document did not scan correctly. Cause The Document Guides are not adjusted to fit the width of the document. The settings are not suitable for your document. For example, a A4 document was fed when A5 was selected as document size.

Suggestions Adjust the Document Guide to fit the width of the document. Make sure the document size settings are suitable for your document. For Windows®: see Paper settings on page 18. For Macintosh: see Paper settings on page 28. Decrease the scanner resolution. For Windows®: see Image settings on page 17. For Macintosh: see Image settings on page 25. Insert your document until you feel the top edge of the document touch the inside of your scanner. Check that your document is acceptable (see Document Specifications on page 6). If your document is not the problem: 1.

Confirm that the Micro USB Cable connecting your scanner to your computer is securely connected. 2. Re-install the scanner driver from the DVD-ROM. The scan speed is too slow. The resolution is not suitable for your document. My scanner is connected but it will not feed my document or do anything else. Your document is not set correctly. Your document is too thin or too thick. 8 The scanner's top cover is open. The document is jammed.

Causes may vary. Close the top cover and start scanning again. Open the scanner's top cover and gently pull out the document. Make sure that no piece of paper remains inside the scanner. Make sure your document is acceptable for the machine (see Document Specifications on page 6).

Use the supplied Carrier Sheet (see Loading the Carrier Sheet on page 10).



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Your document is not acceptable for the machine (for example, if the paper is too long). My scanner gets warm. It is normal for your scanner to emit a small amount of heat after prolonged use. If there is a strange smell coming from the scanner or the scanner feels a little bit hot to the touch, immediately remove the Micro USB Cable from your scanner and computer.

46 Troubleshooting Difficulty The scan quality is poor. Cause Paper dust has accumulated inside your scanner. Calibration needs to be performed. Suggestions Clean your scanner (see Scanner Maintenance on page 42). Perform the calibration. • For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 37. • For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 40. The scanner resolution is too low. Increase the scanner resolution. For Windows®: see Image settings on page 17.

For Macintosh: see Image settings on page 25. Colours in the scanned image are dark. The settings are not appropriate for the type of document being scanned. Adjust the scanning settings. For Windows®: see Image settings on page 17. For Macintosh: see Image settings on page 25. Perform the calibration. • For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 37. • For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 40. Calibration needs to be performed.

8 OCR feature does not work. The scanner resolution is too low. Increase the scanner resolution. For Windows®: use PaperPort™ 12SE to increase the resolution. For Macintosh: use Presto! PageManager 9 to increase the resolution. (Windows® users) Nuance PaperPort™ 12SE has not been installed on your computer. (Macintosh users) Presto! PageManager has not been installed on your computer. The scanned image is skewed (slanted). The scanner's Document Guide are not adjusted to fit the width of the document. Make sure you have installed Nuance PaperPort™ 12SE from the supplied DVD-ROM.

Make sure you have installed Presto! PageManager from the supplied DVD-ROM. Adjust the Document Guide to fit the width of the document. 47 Troubleshooting Difficulty Cause Suggestions • Move the scanner indoors, or out of direct sunlight. • Move the scanner away from the light source. White vertical lines or The scanner is in direct sunlight. white stripes appear on the scanned image. A light source is near the scanner. ABCDEFGHIJKLMNOPQRSTUVWXYZ. 0123456789. abcdefghijklmnopqrstuvwxyz.

KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r ABCDEFGHIJKLMNOPQRSTUVWXYZ. 0123456789. abcdefghijklmnopqrstuvwxyz. KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r ABCDEFGHIJKLMNOPQRSTUVWXYZ. 0123456789. abcdefghijklmnopqrstuvwxyz. Bleed-through is seen Your document is too thin. in the scanned image. The contrast setting is improper. Check that your document is acceptable (see Document Specifications on page 6). Increase the contrast level. For Windows®: see Image settings on page 17.

For Macintosh: see Image settings on page 25. (DS-720D only) Duplex scanning cannot be performed. The duplex scanning settings are not configured in DSmobileCapture. Select the Duplex check box of the Image tab in DSmobileCapture. 8 Software difficulties Difficulty Cause Suggestions 1. Make sure your scanner is connected properly. 2. Confirm that the Micro USB Cable is working and that it is not frayed or damaged in any way. If the error still appears after verifying that the Micro USB Cable is connected properly, reinstall the scanner driver from the DVD-ROM. When I press Scan in This error message appears if your my scanning software, scanner isn't recognized by your coman error message ap- puter. pears: Please install scanner or The scan was aborted because the scanner is not powered on or not connected properly. I cannot install the scanner drivers. (Windows®) I cannot install the scanner drivers. (Macintosh) You may not have been given adminis- Log into Windows® with administrator rights. trator privileges.

@@System > Users & Groups. @@@@These factors cannot be changed. Suggestions To produce the smallest scan file for a given document, use the lowest resolution and Black and White mode, and scan the smallest area possible. Using the opposite settings (scanned in the highest resolution, in the Colour mode, and scanning the largest area possible) will produce the largest-sized file. For Windows®: see Changing DSmobileCapture scan settings (for Windows®) on page 16). For Macintosh: see Changing DSmobileCapture scan settings (for Macintosh) on page 25). Other difficulties Difficulty I do not have or lost the Calibration Sheet. Cause Causes may vary. Suggestions The special glossy calibration sheet that came with your scanner will give you the best calibration results. To order a new Calibration Sheet, go to the Brother Solutions Center at <http://solutions.brother.com/> or contact information for your local Brother office at <http://www.brother.com/>. A USB hub may not be able to supply enough power to the scanner.

8 I want to use a USB hub. Causes may vary. 49 A NOTE Appendix A A Specifications This chapter provides a summary of the scanner's specifications. For additional specifications, go to your scanner's product page at <http://www.brother.com/> and click the Specifications tab. General DS-620 Power Source Power consumption Dimensions Scanning Ready Width Height Depth Weight Temperature Humidity Document Size Single Sheet Operating Operating Storage Width Length 36.7 mm 52.5 mm Approx. 400 g 15 to 85 % 10 to 90 % 55 mm to 215.9 mm 1 side scan 90 mm to 812.8 mm 2 side scan (DS-720D only) 90 mm to 406.4 mm 5 °C to 35 °C DS-720D USB bus-power 5V DC 2.5 W 500 mA or less 1.0 W 200 mA or less 290.

5 mm 40.7 mm 66.9 mm Approx. 500 g A 50 Appendix A Scanner DS-620 Colour / Black Duplex Scan TWAIN Compliant Colour Depth Resolution Scanning Width Greyscale Input Output Scanning Max. Speed Windows Input Output Optical Interpolated ® ® DS-720D Yes / Yes Yes No 1 ® ® Windows XP / Windows Vista / Windows 7 / Windows® 8 Mac OS X 10.6.x, 10.7.x, 10.8. x 2 48 bit colour processing 24 bit colour processing Up to 600 × 600 dpi 1200 dpi Up to 216 mm 16 bit 8 bit Mono 8.0 ppm (7.5 seconds (Letter) up to 300 dpi) 7.5 ppm (8 seconds (A4) up to 300 dpi) 4.3 ppm (14. 1 seconds (Letter) above 400 dpi) 4 ppm (15 seconds (A4) above 400 dpi) Colour 8.0 ppm (7.5 seconds (Letter) up to 300 dpi) 7.5 ppm (8 seconds (A4) up to 300 dpi) 4.3 ppm (14. 1 seconds (Letter) above 400 dpi) 4 ppm (15 seconds (A4) above 400 dpi) Macintosh A Duplex Scanning Max.



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Speed - Mono 5.3 ppm (11.3 seconds (Letter) up to 300 dpi) 5 ppm (12 seconds (A4) up to 300 dpi) 3 ppm (19.8 seconds (Letter) above 400 dpi) 2.9 ppm (21 seconds (A4) above 400 dpi) Color 5.3 ppm (11.3 seconds (Letter) up to 300 dpi) 5 ppm (12 seconds (A4) up to 300 dpi) 3 ppm (19.8 seconds (Letter) above 400 dpi) 2.9 ppm (21 seconds (A4) above 400 dpi) 1 2 Windows® XP in this User's Guide includes Windows® XP Home Edition and Windows® XP Professional.

For the latest driver updates for the version of Mac OS X you are using, visit us at <http://solutions.brother.com/>. 51 Appendix A Interfaces USB Hi-Speed USB 2.0 1 2 Use a USB 2.0 cable (Type A / B) that is no more than 1.2 metres long. 1 2 Your scanner has a Hi-Speed USB 2.0 interface. The scanner can also be connected to a computer that has a USB 1.

1 interface. Third party USB ports are not supported. Computer requirements SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS Computer Platform & Operating System Version Windows® Windows® XP Operating Home System Windows® XP Professional Windows® XP Professional x64 Edition Windows Vista® Processor Minimum Speed Intel® Core™2 Duo or equivalent Minimum RAM 1 GB Hard Disk Space to install Supported Recommended PC Interface RAM For For Drivers Applications 2 GB 80 MB 1.2 GB USB 64-bit (Intel®64 or AMD64) supported CPU Intel® Core™2 Duo or equivalent 64-bit (Intel®64 or AMD64) supported CPU 1 GB 2 GB A 80 MB 1.2 GB 1 GB 2 GB Windows® 7 Intel® Core™2 Duo 1 GB (32-bit) 2 GB (32-bit) or equivalent 64-bit 2 GB (64-bit) 4 GB (64-bit) (Intel®64 or AMD64) supported CPU Intel® Core™ i3 or 1 GB (32-bit) 2 GB (32-bit) equivalent 64-bit 2 GB (64-bit) 4 GB (64-bit) (Intel®64 or AMD64) supported CPU Intel® Processor Intel Processor Intel Processor ® ® 80 MB 1.2 GB Windows® 8 80 MB 1.2 GB Macintosh Mac OS X 10.6.x Operating Mac OS X 10.7.

x System Mac OS X 10.8.x 1 GB 1 GB 2 GB 2 GB 2 GB 4 GB 80 MB 400 MB USB For the latest driver updates, visit <http://solutions.brother.com> All trademarks, brand and product names are property of their respective companies. 52 B Appendix B B Contacting Brother IMPORTANT For technical help, contact the Customer Service center in the country where you bought the scanner. For more information, see For customer service on page 54. Calls must be made from within that country. Register your product By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother: may serve as confirmation of the purchase date of your product should you lose your receipt may support an insurance claim by you in the event of product loss covered by insurance will help us notify you of enhancements to your product and special offers Complete and fax the Brother Warranty Registration And Test Sheet or, for your convenience and most efficient way to register your new product, register online at <http://www.brother.com/registration/>

Frequently asked questions (FAQs) The Brother Solutions Center is our one-stop resource for all your Brother machine needs. You can download the latest software documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product. B <http://solutions.brother.com/> You can check the Brother Solutions Center for Brother driver updates. To keep your machine performance up to date, check the Brother Solutions Center for the latest firmware upgrade. 53 Appendix B For customer service Visit <http://www.brother.com/> for contact information for your local Brother office.

Visit <http://www.brother.co.uk/> for Brother Accessories & Supplies. B 54 Appendix B Technical support (for PageManager and BizCard) E-mail Address: tech@newssoft.brother.com

eu.com NOTE For all other issues, see For customer service on page 54. B 55 .



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