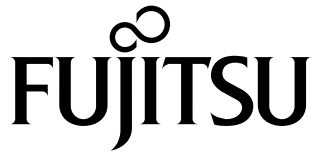# Scanner Fujitsu Fi-800R

A Fujitsu apresenta o novo Scanner Fi-800R, um dispositivo compacto, projetado para ambientes de recepção, que digitaliza e extrai dados de passaporte (incluindo códigos da MRZ, identificados automaticamente), documentos de identidade e documentos A4 sem a necessidade de acessórios adicionais.
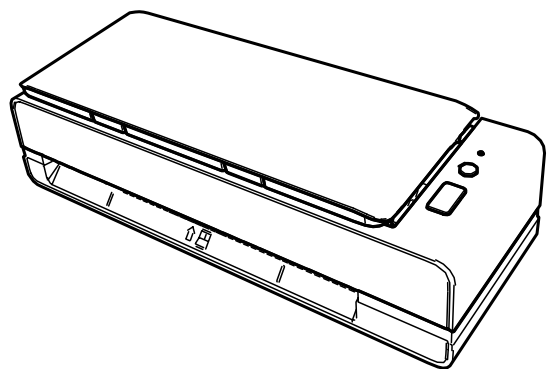
FUJITSU

FUJITSU Image Scanner

fi-800R

Operator's Guide

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Introduction

Thank you for purchasing this product.

Manuals

The following manuals are included for this product.
Read them as needed.

Manual	Description
Safety Precautions (paper, PDF)	Contains important information about the safe use of this product. Make sure to read this manual before using the scanner. The PDF version is included in the Setup DVD-ROM.
Getting Started (paper)	Explains how to install the scanner, and how to configure the scanner settings.
Operator's Guide (this manual) (HTML)	Provides detailed information on how to operate and maintain the scanner daily, how to replace the consumables, and how to troubleshoot problems. Included in the Setup DVD-ROM.
PaperStream Capture User's Guide (PDF)	Provides an overview of PaperStream Capture, and detailed information on installation, how to scan documents, activation, and multistation operation. Included in the Setup DVD-ROM.
Scanner Central Admin User's Guide (PDF)	Explains about the overview, installation, operation and maintenance of Scanner Central Admin. Included in the Setup DVD-ROM.
Help (scanner driver)	Explains how to use and configure the settings for the scanner drivers. Can be referenced from each scanner driver.
Help (application)	Explains how to use and configure the settings for the application software. Read them as needed. Can be referenced from each application.

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Manufacturer

PFU Limited

YOKOHAMA i-MARK PLACE, 4-4-5 Minatomirai, Nishi-ku, Yokohama, Kanagawa, 220-8567, Japan

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Safety Information

The attached "Safety Precautions" manual contains important information about the safe and correct use of this product.

Make sure that you read and understand it before using the scanner.

Symbols Used in This Manual

The following indications are used in this manual to obviate any chance of accident or damage to you, people near you, and your property.
Warning labels consist of a symbol indicating the severity and a warning statement.
The symbols and their meanings are as follows.

⚠ WARNING	This indication alerts operators of an operation that, if not strictly observed, may result in severe injury or death.

⚠ CAUTION	This indication alerts operators of an operation that, if not strictly observed, may result in safety hazards to personnel or damage to the product.

For notational convention, the following symbols are used in this manual:

ATTENTION

This symbol alerts operators to particularly important information. Be sure to read this information.

HINT

This symbol alerts operators to helpful advice regarding operations.

Abbreviations Used in This Manual

The following abbreviations are used in this manual.

Name	Indication
Windows Server® 2008 Standard (32-bit/64-bit) Windows Server® 2008 R2 Standard (64-bit)	Windows Server 2008 (*1)
Windows® 7 Home Premium (32-bit/64-bit) Windows® 7 Professional (32-bit/64-bit) Windows® 7 Enterprise (32-bit/64-bit) Windows® 7 Ultimate (32-bit/64-bit)	Windows 7 (*1)
Windows Server® 2012 Standard (64-bit)	Windows Server 2012 (*1)
Windows Server® 2012 R2 Standard (64-bit)	Windows Server 2012 R2 (*1)
Windows® 8.1 (32-bit/64-bit) Windows® 8.1 Pro (32-bit/64-bit) Windows® 8.1 Enterprise (32-bit/64-bit)	Windows 8.1 (*1)
Windows® 10 Home (32-bit/64-bit) Windows® 10 Pro (32-bit/64-bit) Windows® 10 Enterprise (32-bit/64-bit) Windows® 10 Education (32-bit/64-bit)	Windows 10 (*1)
Windows Server® 2016 Standard (64-bit)	Windows Server 2016 (*1)
Windows Server® 2019 Standard (64-bit)	Windows Server 2019 (*1)
Windows® Internet Explorer® Internet Explorer®	Internet Explorer
Microsoft® Word Microsoft® Office Word	Word
Microsoft® Excel® Microsoft® Office Excel®	Excel
PaperStream IP (TWAIN) PaperStream IP (TWAIN x64) PaperStream IP (ISIS) Bundle	PaperStream IP driver

***1:**Where there is no distinction between the different versions of the above operating system, the general term "Windows" is used.

Arrow Symbols in This Manual

Right-arrow symbols (→) are used to separate icons or menu options which should be selected in succession.

Example: Click [Start] menu → [Control Panel].

Screen Examples in This Manual

Microsoft product screenshots are reprinted with permission from Microsoft Corporation.
The screen examples in this manual are subject to change without notice in the interest of product development.
If the actual displayed screen differs from the screen examples in this manual, operate by following the actual displayed screen while referring to the user's manual of the scanner application that you are using.
The screenshots used in this manual are of Windows 10. The actual windows and operations may differ depending on the operating system. Also note that the screens and operations may differ from this manual after the scanner application software is updated. In that case, refer to the manual provided upon updating the software.

Notice

- The contents of this manual are subject to change without notice.

- PFU Limited assumes no liability for incidental or consequential damages arising from the use of this product, and any claims by a third party.

- Copying of the contents of this manual, in whole or in part, as well as the scanner applications is prohibited under the copyright law.

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Scanner Overview

This section explains the main features of this product, the names of parts and their functions.

Main Features

The scanner is equipped with the following features:

- **Compact size**

  This scanner can fit into spaces that are equal to half the size of an A4 document. Therefore, this scanner is suitable for restricted spaces such as spaces found at receptions or counter areas.

- **Versatile scanning made capable with two types of openings**

  This scanner has two types of openings for different purposes, comes with versatile scanning operations such as Return Scan, which allows you to scan passports and booklets as they are, and U-turn Scan, which is suitable for scanning documents continuously.
  Also, this scanner automatically detects which opening a document is loaded in so that you can start a scan without the need to specify the opening.

  - Return Scan
    Insert a document into the return path opening on the front side of the scanner to scan a document. The document that is fed into the return path opening is ejected towards you from the same opening.

You can scan a booklet such as a passport as it is. The optional Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet is useful for protecting documents.
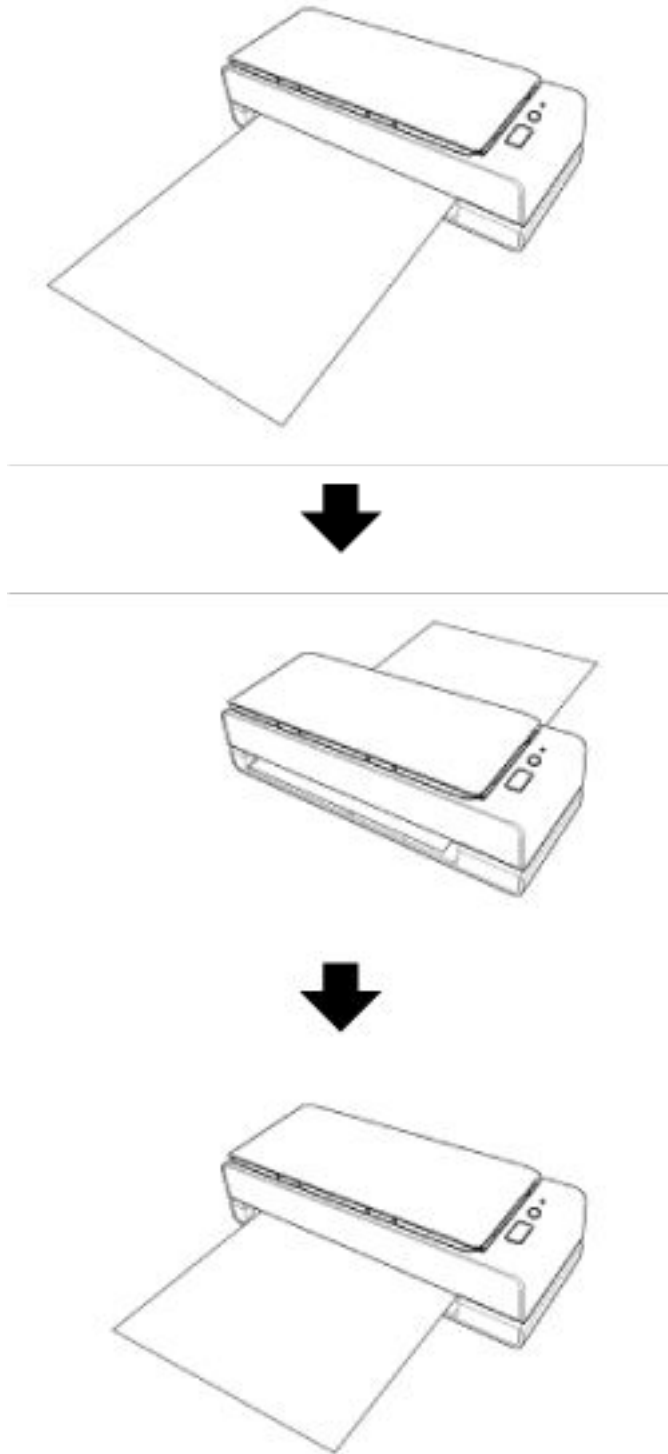
● U-turn Scan

Load documents in the ADF paper chute (feeder) and perform a scan. The scanned documents are ejected onto the stacker. The stacker opens and closes automatically.
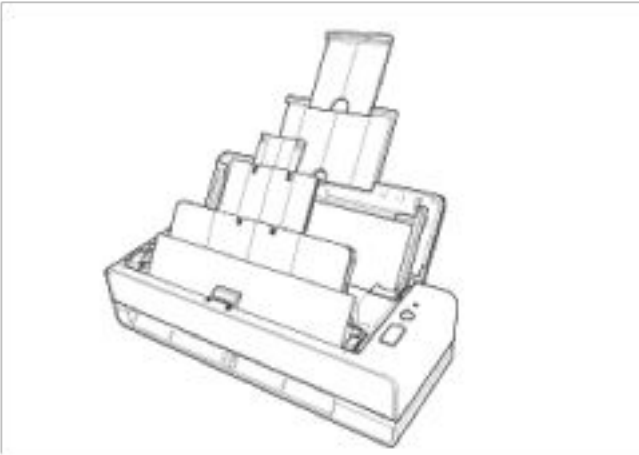
● **Automatically correcting the skew of a document that is loaded in the scanner.**

This scanner is equipped with a function that automatically corrects the loaded documents that are tilted in the ADF paper chute (feeder) one by one, which enables the documents to be fed properly.
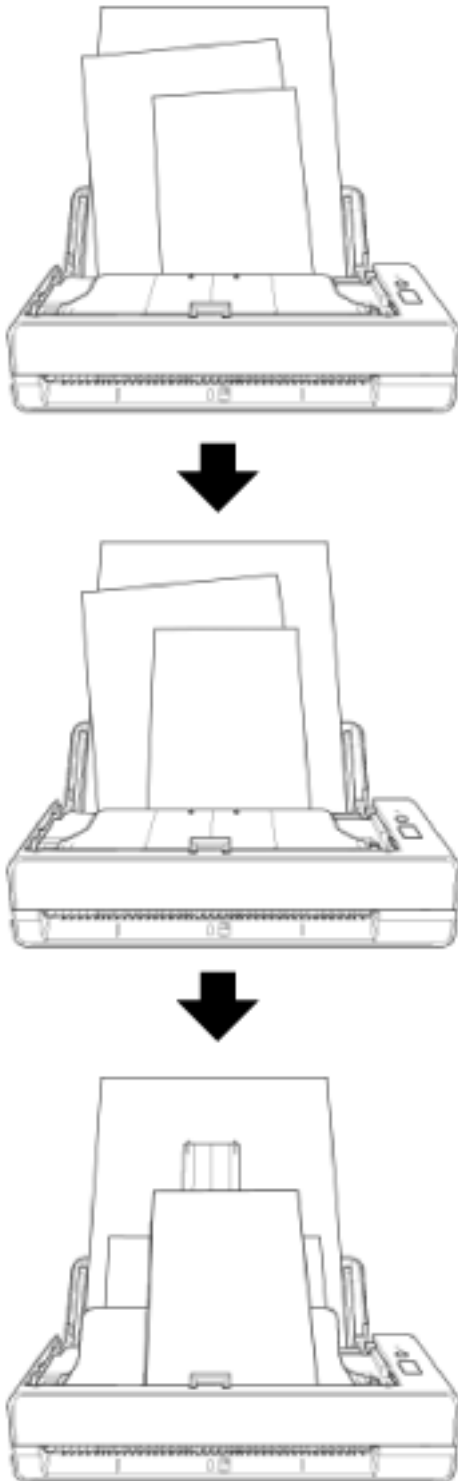
- **Realizes a scanning speed of 40 ppm/80 ipm (*1)**

  Up to 20 sheets of documents (*2) can be loaded and scanned continuously in the ADF paper chute (feeder).

- **Improved efficiency for pre-scan work**

  The scanner can perform "mixed batch scanning" which allows you to scan documents with different paper weights and sizes at once.
  This simplifies the process of sorting the documents before scanning.

- **Reduced work loss caused by multifeeds**

  The scanner has ultrasonic multifeed sensors that accurately detect "multifeed" errors where two or more sheets are fed through the scanner at once.
  This detection for overlapped documents is reliable even when scanning a mixed batch of documents with different paper weights and sizes, avoiding potential work loss.

- **Intelligent multifeed detection function**

  When there is paper of the same size attached to a designated location on the page, the intelligent multifeed detection function enables the scanner to recognize the location of the attachment.
  The scanner does not detect the recognized area where the attachment is on as overlapping of documents so that scanning can continue.

- **Centralized management of multiple scanners**

  With Scanner Central Admin Server, multiple scanners can be managed together.
  For example, the application can be used to update the setting information and the firmware update module for all scanners at once, and check the operating status of each scanner.
  For details, refer to the Scanner Central Admin User's Guide.

  *1:When A4 size documents are scanned at 200/300 dpi using JPEG compression.

  *2:When the paper weight is 80 g/m^2 (20 lb).

Parts and Functions

This section shows the names of the scanner parts.

● **Front Side**
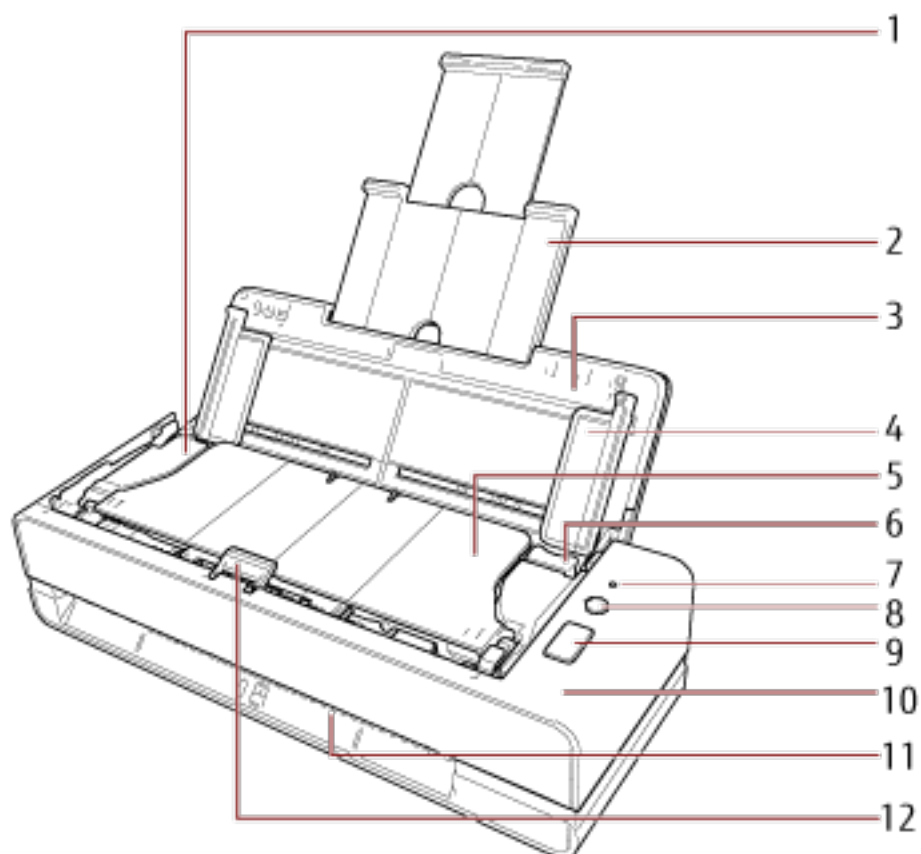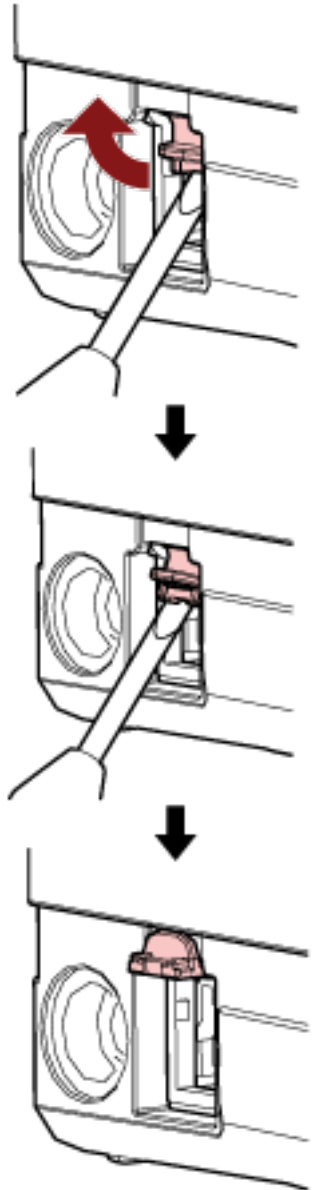
No.	Name	Function
1	ADF (Automatic Document Feeder)	Pulls and feeds the documents one sheet at a time from the return path opening or the ADF paper chute (feeder). Open this to replace consumables or to clean the inside of the scanner.
2	Chute extension	Pull out to adjust to the document length.
3	ADF paper chute (feeder)	Open the ADF paper chute (feeder) to load a document in it. There is an opening on the bottom of the ADF paper chute (feeder).
4	Side guide	Positions the documents in place when the documents are loaded in the ADF paper chute (feeder) as they are fed into the scanner.
5	Stacker	Stacks up the ejected documents.

No.	Name	Function
		This is automatically opened and closed when a scan is performed.
6	ADF release tab	Pull this tab to open the ADF.
7	LED indicator	Indicates the status of the scanner. For details, refer to About the LED Indicator (page 23).
8	[Power] button	Turns on or off the scanner.
9	[Scan/Stop] button	Launches the linked application software. Clears the displayed error indication. You can cancel a scan in the middle of a scan.
10	Operator panel	Consists of the [Power] button, the [Scan/Stop] button, and an LED indicator. It can be used to operate the scanner or check its status.
11	Return path opening	An opening for inserting a document to be scanned.
12	Document support tab	Supports the documents ejected onto the stacker.

● **Left Side**
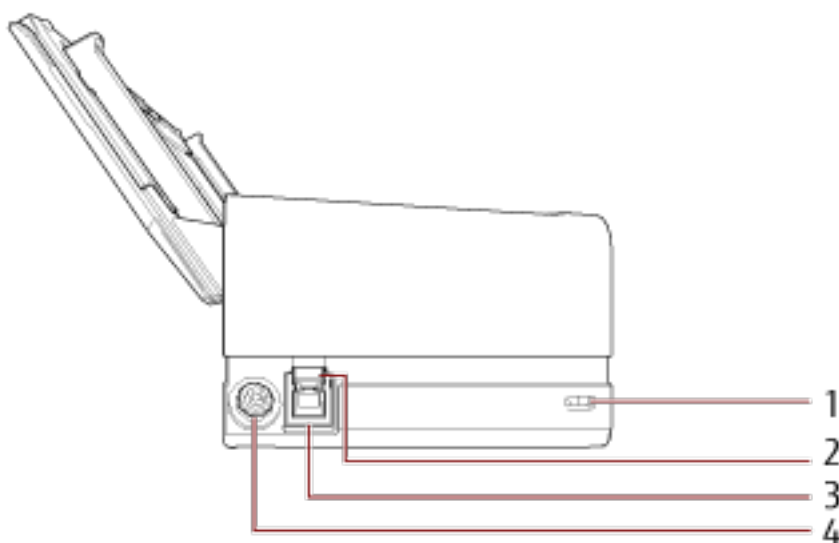
No.	Name	Function
1	Security cable slot	Used to connect an anti-theft security cable (commercially available).

No.	Name	Function
2	Stopper for USB 3.X	Open this to connect a USB 3.0 cable. Insert a tool such as a flat-blade screwdriver into the back of the stopper for USB3.X from underneath, and pull it open.
3	USB connector	Used to connect a USB cable.
4	Power connector	Used to connect a power cable. "Power cable" refers to the AC cable and AC adapter connected together.

- **Removable Parts**
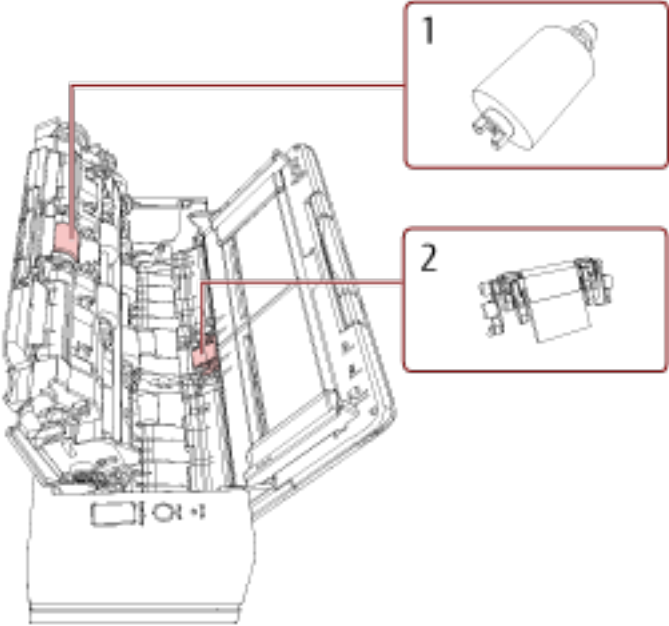
No.	Name	Function
1	Pick roller	A roller which feeds documents loaded on the ADF paper chute (feeder) into the ADF.
2	Pad unit	A part which separates overlapped documents before they are fed into the ADF.

● **Inside (ADF)**
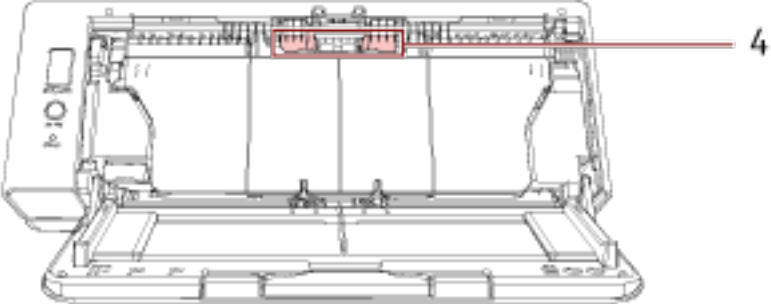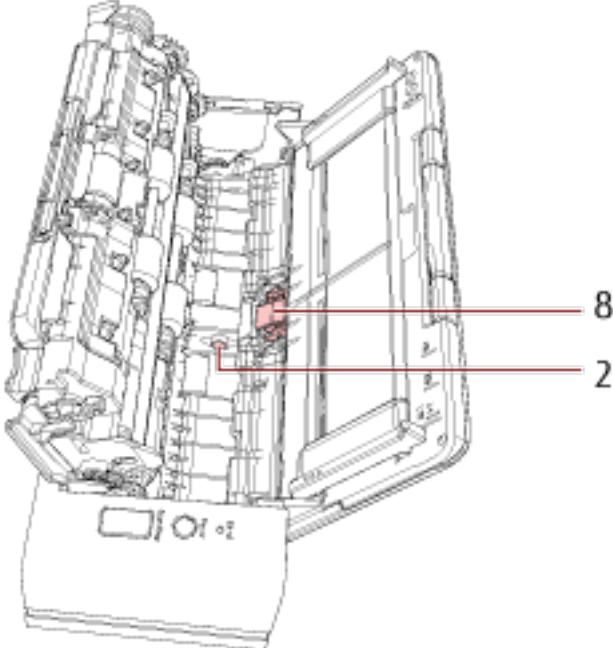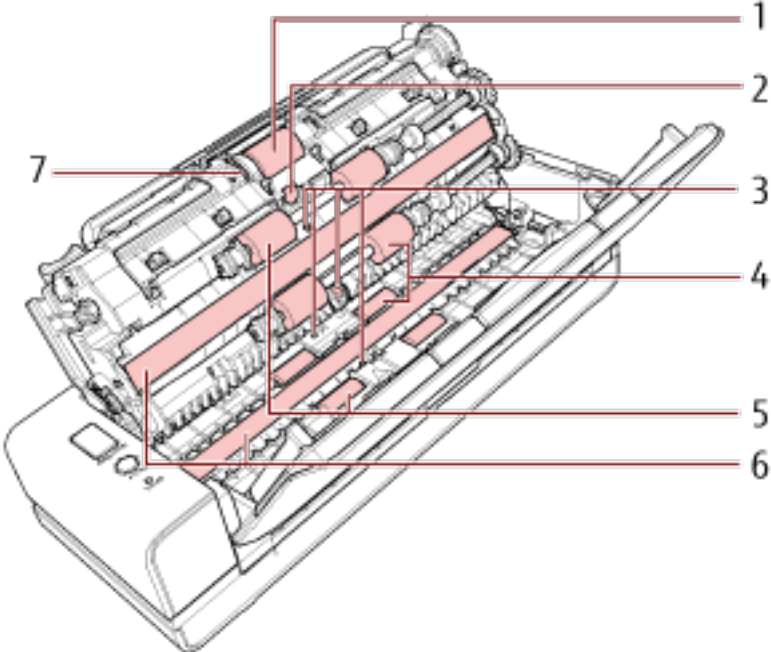
No.	Name	Function
1	Pick roller (× 1)	A roller which feeds documents on the ADF paper chute (feeder) into the ADF.
2	Ultrasonic sensor (× 2)	A sensor which detects overlapped documents by ultrasonic soundwave. It detects overlapped documents by monitoring the difference in the amount of ultrasonic waves transmitted through the documents.
3	Document sensor (× 4)	A sensor which detects whether there is a document.
4	Eject roller (× 8)	A roller which ejects documents from the ADF.
5	Feed roller (× 4)	A roller which feeds documents through the ADF.
6	Glass (× 2)	The surface which scans documents.
7	Document loading detector (× 1)	It detects whether a document is loaded or not in the ADF paper chute (feeder).
8	Pad unit (× 1)	A part which separates overlapped documents before they are fed into the ADF.

About the LED Indicator

Indication	Description
Green (lit)	Ready to start scanning. Indicates that the initialization was successfully completed.
Green (flashing)	Indicates that the scanner enters power saving mode. If the scanner is not operated for the length of time that is set for the sleep interval, it enters power saving mode.
Orange (lit)	Indicates that a recoverable error occurred during scanning. For details about errors, refer to Errors (page 105).
Orange (flashing)	Indicates that a device error occurred during initialization or scanning. For details about errors, refer to Errors (page 105). When this error occurs, turn the power off then back on. If the indication continues to appear after turning the power back on, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Installing the Software

This section describes the software that is required for the computer you want to connect the scanner to, the system requirements, and the installation method.
When using Scanner Central Admin, refer to the Scanner Central Admin User's Guide.

> **HINT**
>
> The software can be installed from the bundled Setup DVD-ROM or downloaded from the download site and then installed.

Overview of the Bundled Software

This product is bundled with the following software.

● PaperStream IP driver
  The PaperStream IP driver is a scanner driver that conforms to the TWAIN/ISIS standard.
  There are three types of PaperStream IP drivers.

  - PaperStream IP (TWAIN)
    Conforms to the TWAIN standard. Used when you operate the scanner using TWAIN-compliant 32-bit applications.

  - PaperStream IP (TWAIN x64)
    Conforms to the TWAIN standard. Used when you operate the scanner using TWAIN-compliant 64-bit applications.
    It can be installed on 64-bit operating systems.

  - PaperStream IP (ISIS) Bundle
    Conforms to the ISIS standard. Used when you operate the scanner using ISIS-compliant applications.
  For details, refer to the PaperStream IP driver Help.

● 2D Barcode for PaperStream
  This application recognizes two-dimensional codes.
  It can be used with PaperStream IP (TWAIN) / PaperStream IP (ISIS) Bundle / PaperStream Capture.
  It is available as an option (sold separately).

● Software Operation Panel
  You can configure settings that are related to scanning documents and managing consumable parts.
  It is installed together with the PaperStream IP driver.
  For details, refer to Scanner Settings (Software Operation Panel) (page 144).

● Error Recovery Guide
  Displays the status of the scanner and a solution for a problem if an error occurs in the scanner.
  It is installed together with the PaperStream IP driver.
  Solutions for problems can also be checked in Troubleshooting (page 103).

● PaperStream Capture
  An image scanning application which supports PaperStream IP (TWAIN)/PaperStream IP (ISIS) Bundle.
  By defining scan settings as document profiles, you can customize the settings according to your preference.
  For details, refer to the PaperStream Capture User's Guide.

- PaperStream Capture Pro (Trial)

  An image scanning application which supports PaperStream IP (TWAIN).

  It is the trial version of PaperStream Capture Pro.

  To use the full version, purchase and activate a license.

  In addition to the functions in PaperStream Capture, PaperStream Capture Pro also allows you to perform multistation operations and advanced meta data settings.

  For details, refer to the PaperStream Capture User's Guide.

- ABBYY FineReader for ScanSnap™

  This application converts images into files for applications such as Word or Excel (*1).

  It can be used when you scan documents with PaperStream Capture/PaperStream Capture Pro.

  Download it from the download site and install it.

- Manuals

  Safety Precautions and the Operator's Guide are installed.

- Scanner Central Admin Agent

  Use this application to update the firmware for multiple scanners with a single operation, and to manage and monitor multiple scanners. You can monitor scanner operations status and check scanner information.

  The applications that are required will differ with each operation mode.

  For details, refer to the Scanner Central Admin User's Guide.

- fi Series Online Update

  This application checks for the latest software and firmware updates for fi Series and applies them.

  For details, refer to the fi Series Online Update Help.

*1:Microsoft® Office products need to be installed.

System Requirements

The system requirements for the computer on which software is to be installed are as follows.

Operating system	• Windows Server® 2008 Standard (32-bit/64-bit) (Service Pack 2)
	• Windows Server® 2008 R2 Standard (64-bit) (Service Pack 1)
	• Windows® 7 Home Premium (32-bit/64-bit) (Service Pack 1)
	• Windows® 7 Professional (32-bit/64-bit) (Service Pack 1)
	• Windows® 7 Enterprise (32-bit/64-bit) (Service Pack 1)
	• Windows® 7 Ultimate (32-bit/64-bit) (Service Pack 1)
	• Windows Server® 2012 Standard (64-bit) (*1)
	• Windows Server® 2012 R2 Standard (64-bit) (*1)
	• Windows® 8.1 (32-bit/64-bit) (including updates) (*1)
	• Windows® 8.1 Pro (32-bit/64-bit) (including updates) (*1)
	• Windows® 8.1 Enterprise (32-bit/64-bit) (including updates) (*1)
	• Windows® 10 Home (32-bit/64-bit) (*1)
	• Windows® 10 Pro (32-bit/64-bit) (*1)
	• Windows® 10 Enterprise (32-bit/64-bit) (*1)
	• Windows® 10 Education (32-bit/64-bit) (*1)
	• Windows Server® 2016 Standard (64-bit) (*1)
	• Windows Server® 2019 Standard (64-bit) (*1)
CPU	Intel® Pentium® 4 1.8 GHz or higher (Recommended: Intel® Core™ i5 2.5 GHz or higher, excluding those for mobile devices)
Memory	1 GB or more (Recommended: 4 GB or more)
Hard disk drive	5,400 rpm or more (Recommended: 7,200 rpm or more)
Display resolution	1024 × 768 pixels or more, 65,536 colors or more
Hard disk space	11 GB or more of free hard disk space (*2)
DVD drive	Required for installing software
Interface	USB 3.2 Gen1x1/USB 3.0/USB 2.0/USB 1.1

*1:The bundled software operates as a desktop application.

*2:Required disk space for scanning documents varies according to the file size of the scanned images.

Installation (Recommended)

When [Installation (Recommended)] is selected, the following software is installed:
Necessary software to use the scanner is installed all at once.

● PaperStream IP (TWAIN)

● PaperStream IP (TWAIN x64)

● Software Operation Panel

● Error Recovery Guide

● PaperStream Capture

● Manuals

● Scanner Central Admin Agent

● fi Series Online Update

1   Turn on the computer and log onto Windows as a user with administrator privileges.

2   Insert the Setup DVD-ROM into the DVD drive.
The [fi Series Setup] window appears.

> **HINT**
> If the [fi Series Setup] window does not appear, double-click "Setup.exe" in the Setup DVD-ROM via [Explorer] or [Computer].

3   Click the [Installation (Recommended)] button.
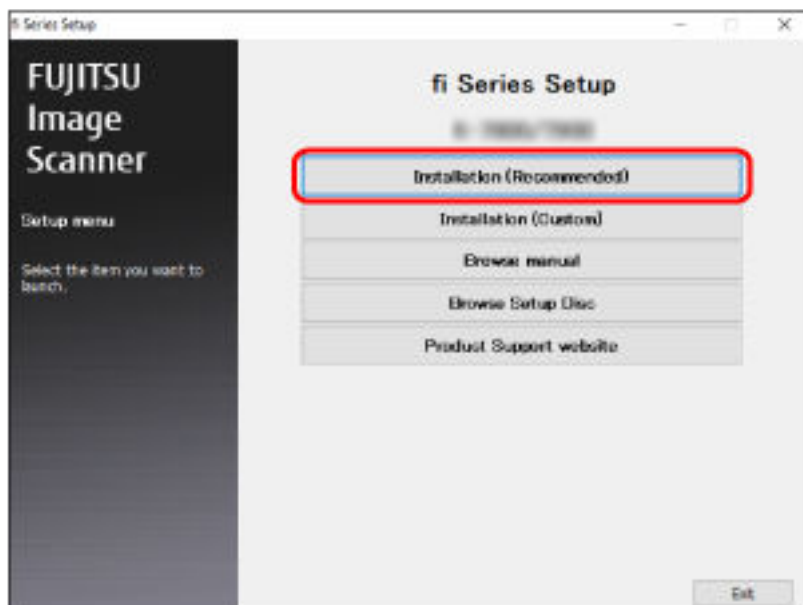
4   Install the software by following the instructions displayed in the window.

Installation (Custom)

With [Installation (Custom)], select and install necessary software.

1 **In the same way as in Installation (Recommended) (page 27), perform steps 1 through 2.**

2 **Click the [Installation (Custom)] button.**
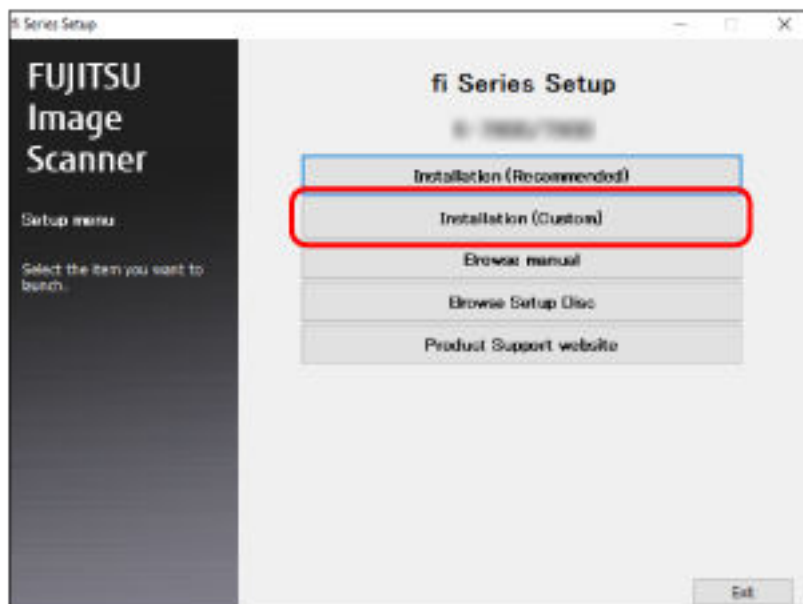
3 **Check the displayed contents and click the [Next] button.**

4 **Select the check boxes for the software to be installed and click the [Next] button.**

5 **Install the software by following the instructions displayed in the window.**

Basic Operations

This section explains how to operate the scanner.

Turning the Power ON/OFF

This section explains how to power on/off the scanner.

> **HINT**
>
> The method by which the scanner is powered on/off can be specified from one of the following:
>
> - Pressing the [Power] button on the scanner.
>
> - Using an AC power strip to control power supply for peripherals such as a scanner in accordance with the computer's power.
>
> - Turning on/off the scanner in accordance with the computer's power.
> For details, refer to Method of Turning the Scanner ON/OFF [Power SW Control] (page 194).

How to Turn the Power ON

1 **Press the [Power] button on the scanner.**

The scanner is turned on and the LED indicator lights up in green.

How to Turn the Power OFF

1 **Press the [Power] button on the scanner for 2 seconds or more.**

The scanner is turned off and the LED indicator switches off.

Entering and Resuming from Power Saving Mode

The scanner enters power saving mode when it is left on without being used for a certain period of time.
Power saving mode keeps the power consumption low when the scanner has not been used for a certain period of time.
Power saving mode has two types of settings.

- Power Save
  If the scanner is left powered on for 15 minutes (factory default setting) or longer without being used, it automatically enters power saving mode.
  When the scanner enters power saving mode, the LED indicator flashes in green.
  To resume from power saving mode, perform one of the following:

  - Insert a document into the return path opening or load a document in the ADF paper chute (feeder).

  - Press the [Scan/Stop] button.

  - Scan a document with the image scanning application.

- Auto Shutdown
  The scanner is turned off automatically if it is left on without being used for a certain period of time (4 hours for the factory default setting).
  To turn the power back on after the power is turned off automatically, press the [Power] button on the scanner. For details, refer to How to Turn the Power ON (page 29).

ATTENTION

- If there is a document that remains on the paper path, the scanner may not enter power saving mode. Remove the documents by referring to When a Paper Jam Occurs (page 103).

- For some image scanning applications, the scanner may not be turned off even if [Auto Shutdown hours] is specified.

- If the scanner is automatically turned off while you are using the image scanning application, exit the application, and then turn the scanner back on.

HINT

The waiting time for entering power saving mode can be changed in the Software Operation Panel.
For details, refer to Waiting Time for the Scanner to Enter Power Saving Mode [Power saving] (page 193).

Setting Up the ADF Paper Chute (Feeder)

Documents loaded in the ADF paper chute (feeder) are fed into the ADF one by one when scanning starts.
Using the chute extension as described in the following procedure will feed documents smoothly.

1 **Open the ADF paper chute (feeder).**
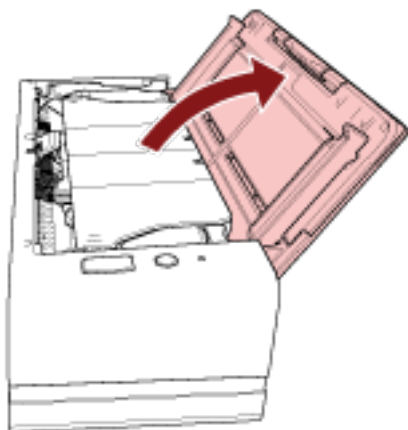
2 **Pull out the chute extension.**
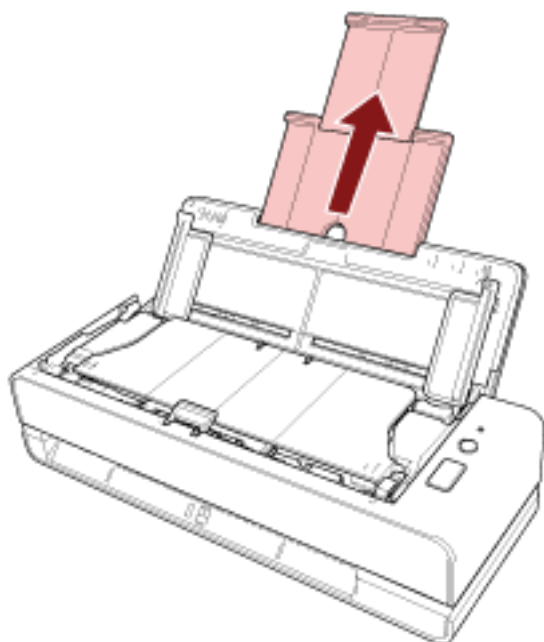
> **HINT**
> Make sure to hold the scanner while pulling out the chute extension.

Opening/Closing the ADF

This section describes how to open and close the ADF.

How to Open the ADF

1 **Remove any documents from the ADF paper chute (feeder).**

2 **Pull the ADF release tab towards you to open the ADF.**
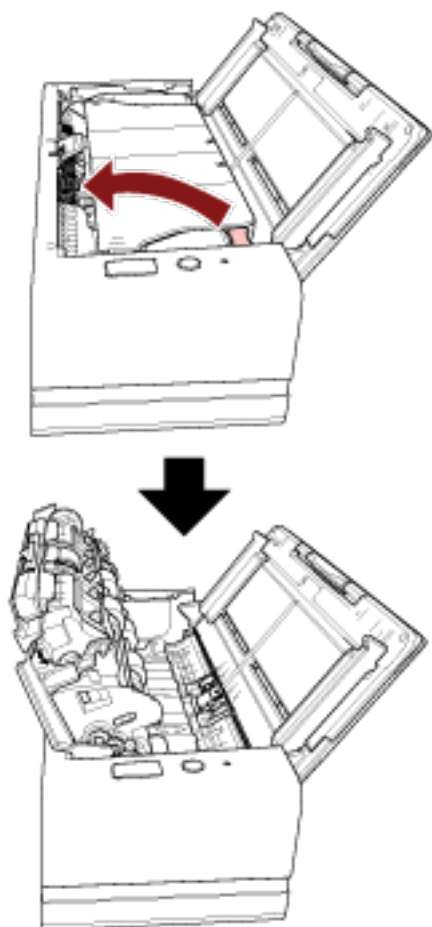
⚠ CAUTION	When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

How to Close the ADF

1 **Close the ADF.**

Push the center of the ADF until it locks in place.
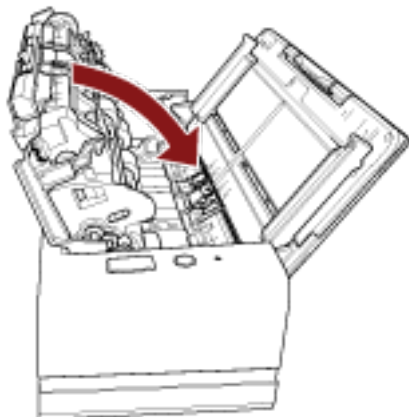
⚠ CAUTION	Be careful not to get your fingers caught when closing the ADF.

ATTENTION

Make sure there is no foreign matter caught inside the ADF when closing the ADF.

How to Perform a Basic Scan

This section explains how to perform a basic scan.

Performing a Scan with an Image Scanning Application

This section explains about the basic flow of performing a scan using an image scanning application on the computer.
In this case, a scanner driver and an image scanning application that supports the scanner driver must be installed on the computer.
The following scanner driver and image scanning applications are bundled with the scanner:

● Scanner driver

  - PaperStream IP driver

● Image scanning application

  - PaperStream Capture

  - PaperStream Capture Pro (Trial)

HINT

● For details about the scanner driver and image scanning applications, refer to .

● Scanning procedures, operations, and scan setting items slightly vary depending on the image scanning application and the scanner driver.
For details, refer to the help for the image scanning application and the scanner driver.

---

1 **Turn on the scanner.**
For details, refer to .

2 **Insert a document into the return path opening or load a document in the ADF paper chute (feeder).**
For details, refer to .

  ● For the return path opening
    Face the front side (scanning side) of a document upwards and insert the top end of the document straight into the middle of the return path opening.

When scanning an open booklet such as a passport, insert the side which has less pages into the middle of the return path opening.

● For the ADF paper chute (feeder)
Face the front side (scanning side) of a document upwards and load the top end of the document head-first.

3   **Start an image scanning application.**

4   **Select a scanner driver to be used for scanning.**
For some image scanning applications, selection of a scanner driver may not be needed.

5   **Select a scanner.**
For some image scanning applications, selection of a scanner may not be needed.

6 **In the setup window for the scanner driver, configure the scan settings.**

For some image scanning applications, the setup window for the scanner driver may not appear.

7 **Scan documents with the image scanning application.**

ATTENTION

Do not perform an operation to disconnect the connection between the scanner and the computer such as the following:

● Disconnecting the USB cable

● Logging off

HINT

● When the confirmation window for continuous scanning appears, perform either of the following operations:

  - Insert a document or load documents and press the [Scan/Stop] button to continue scanning.

  - Press the [Scan/Stop] button without any documents inserted or loaded in order to finish scanning.

● If the orientation of the scanned image of the open booklet is incorrect, change the rotation setting in the scanner driver. For details, refer to the help for the scanner driver.

Using a Button on the Scanner to Start Scanning

This section explains about the basic flow of performing a scan using an image scanning application on the computer started by pressing the [Scan/Stop] button on the scanner.
In this case, there are necessary settings to be set in advance in order to perform a scan.

1 Button Settings (page 38)
Configure the settings on the computer for the [Scan/Stop] button on the scanner. Specify an image scanning application for the button so that the application can be used to scan documents.
Display the [Devices and Printers] setting window for Windows, and set the button in [Scan properties] for the scanner. For details, refer to Button Settings (page 38).

2 Settings on the Image Scanning Application
For some image scanning applications, settings on the image scanning application may be necessary.
For details, refer to the help for the image scanning application.

3 Operations on the Scanner (page 40)
Load documents in the scanner and press the [Scan/Stop] button.
Pressing the button starts the image scanning application and starts scanning.

Button Settings

Specify an image scanning application to be launched when the [Scan/Stop] button is pressed.

1 **Turn on the scanner and confirm that the scanner is connected to the computer.**
For details about how to turn on the scanner, refer to How to Turn the Power ON (page 29).

2 **Display the [Control Panel] window.**

- Windows Server 2008/Windows 7
  Click [Start] menu → [Control Panel].

- Windows Server 2012
  Right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System].

- Windows Server 2012 R2/Windows 8.1
  Click [↓] on the lower left side of the Start screen → [Control Panel] under [Windows System].
  To display [↓], move the mouse cursor.

- Windows 10/Windows Server 2016/Windows Server 2019
  Click [Start] menu → [Windows System] → [Control Panel].

3 **Click [View devices and printers].**

The [Devices and Printers] window appears.

4 **Right-click on the scanner icon, and select [Scan properties] from the displayed menu.**

The properties window of the scanner appears.

5 **Click the [Events] tab and check that [Scan Button] is specified for [Select an event].**
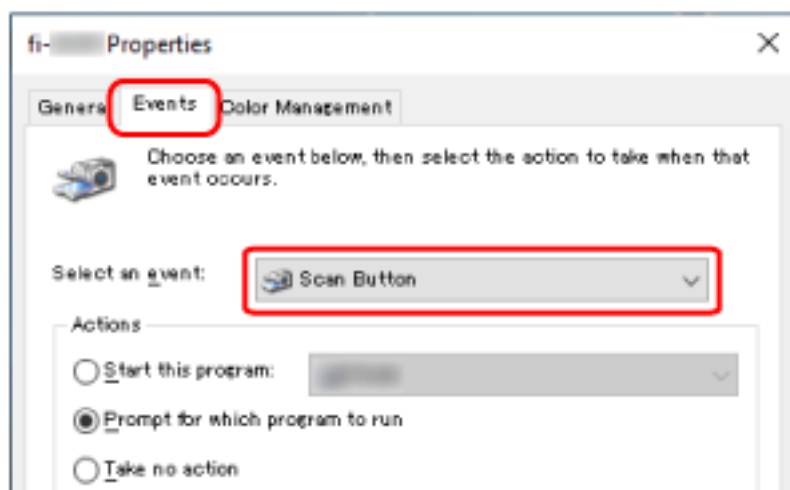
6 **Select an image scanning application to be launched when the button is pressed.**

Click [Start this program] under [Actions], and select an image scanning application from the program list.
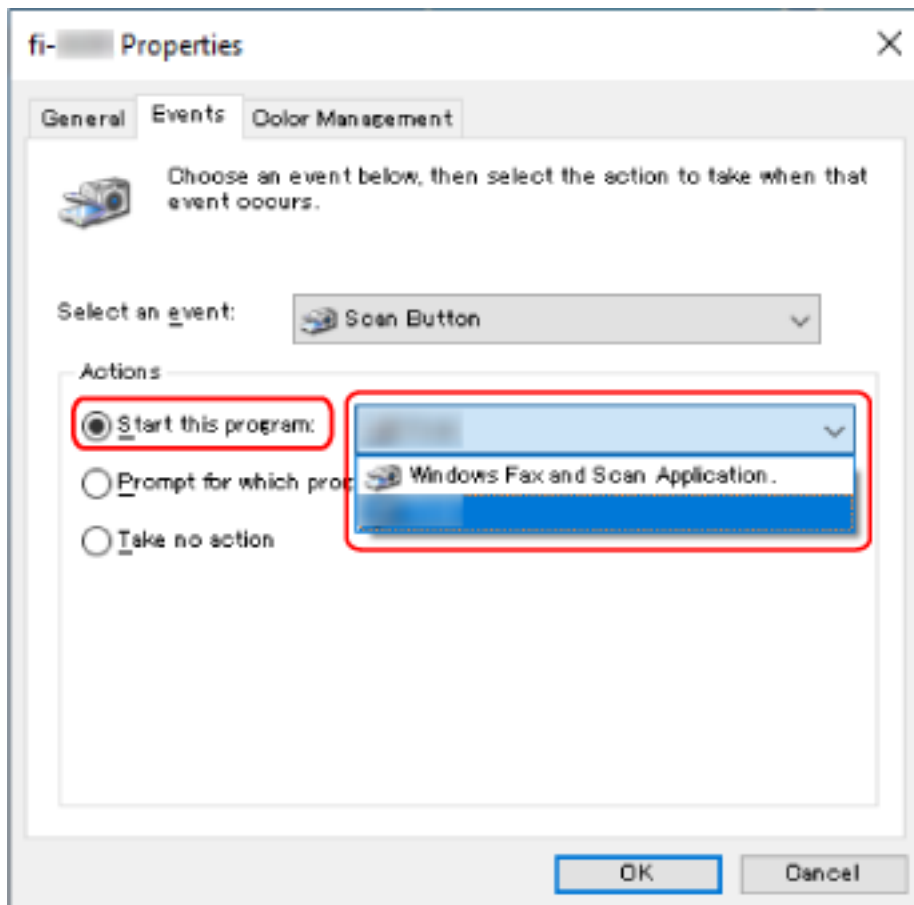
7 **Click the [OK] button.**
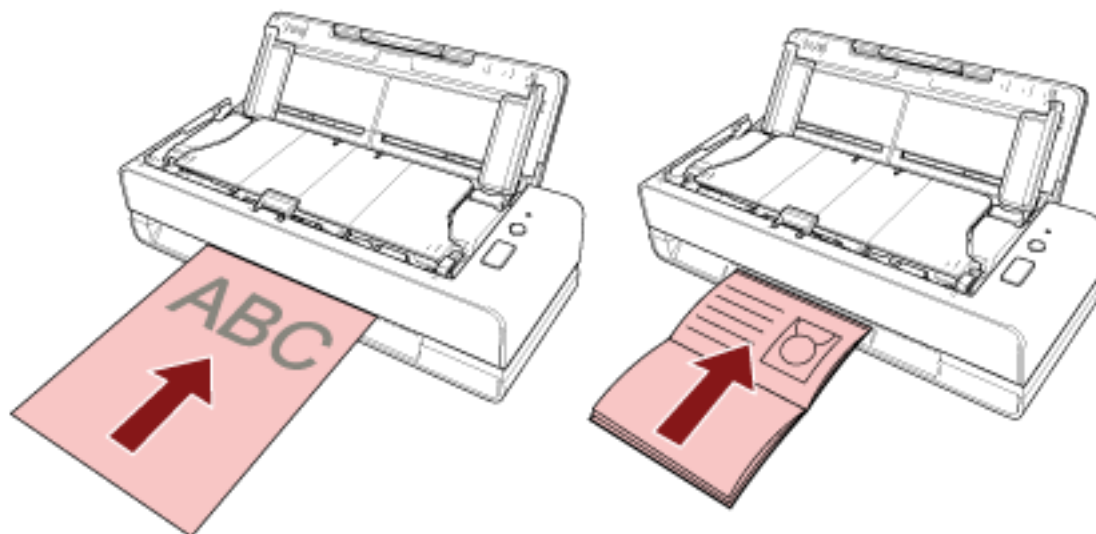
Operations on the Scanner

1 Turn on the scanner.

For details, refer to How to Turn the Power ON (page 29).

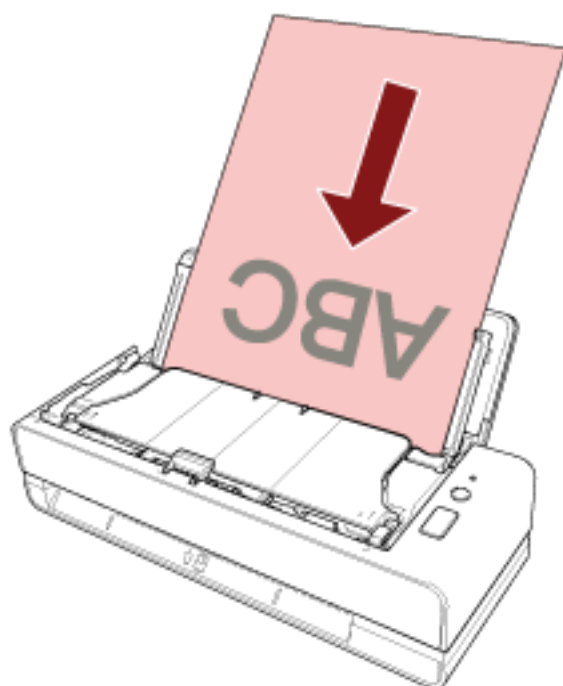**2 Insert a document into the return path opening or load a document in the ADF paper chute (feeder).**

For details, refer to How to Load Documents (page 44).

- For the return path opening

Face the front side (scanning side) of a document upwards and insert the top end of the document straight into the middle of the return path opening.

When scanning an open booklet such as a passport, insert the side which has less pages into the middle of the return path opening.
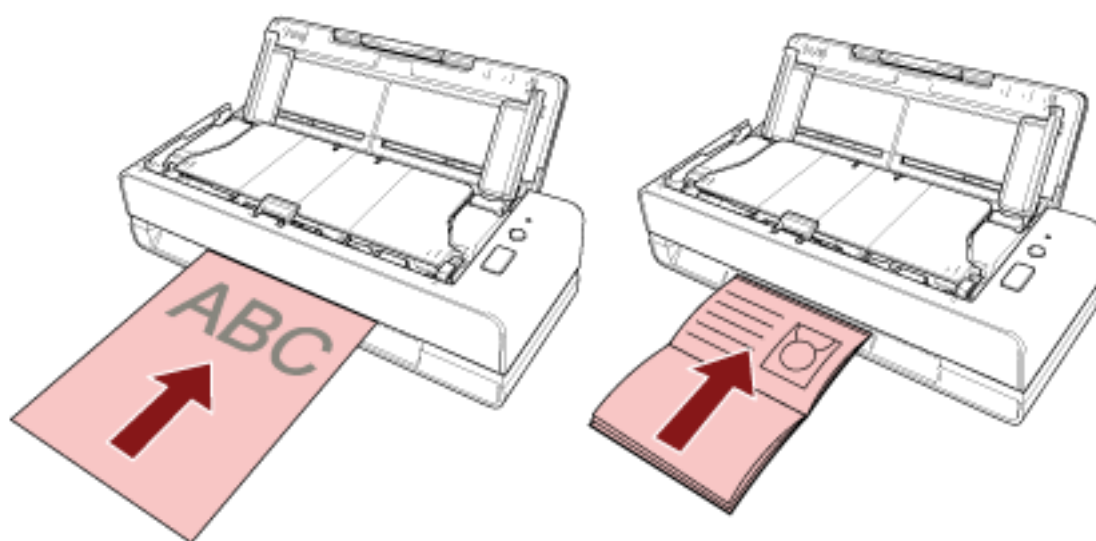
- For the ADF paper chute (feeder)

Face the front side (scanning side) of a document upwards and load the top end of the document head-first.
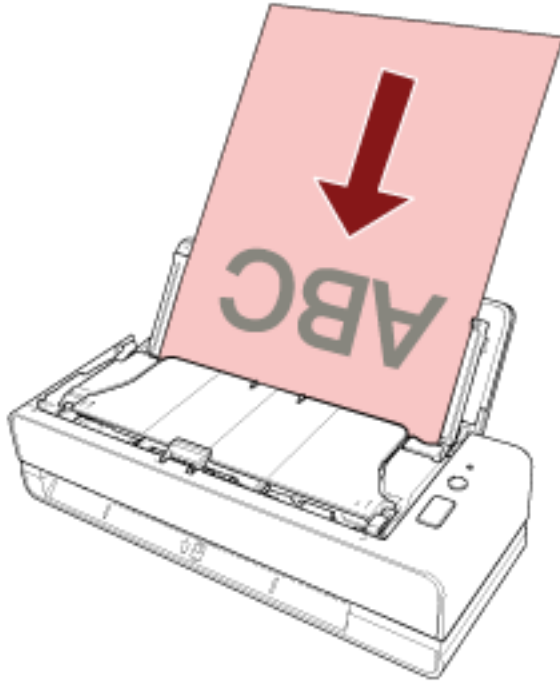
3 **Press the [Scan/Stop] button.**
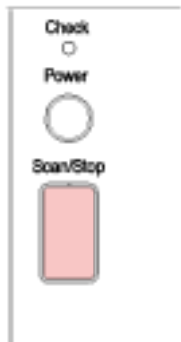
The image scanning application specified in Button Settings (page 38) is started up and a scan is performed.

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How to Load Documents

This section explains how to load documents on the scanner.

Loading Documents

This section describes what you should do before loading standard paper documents and describes how to load the documents.

Preparation (When Loading Multiple Documents)

When you load multiple documents in the ADF paper chute (feeder), make the following preparations.

> **HINT**
> For details about the paper size and quality required for normal operations, refer to Documents for Scanning (page 48).

1. **Check the documents.**

   a **Check whether the documents to be loaded are of the same width or not.**
   Ways to load documents differ depending on whether the documents are of the same width or not.
   If the documents are of different width, refer to Conditions for Mixed Batch Scanning (page 56) or Scanning Documents with Different Widths (page 66).

   b **Check the number of sheets.**
   Up to 20 sheets can be loaded (with paper weight of 80 g/m^2 [20 lb] and thickness of the document stack under 2 mm).
   For details, refer to Loading Capacity (page 52).

2. **Fan the documents.**

   a **Grab a stack of documents, which should be 2 mm or less.**

b Hold both ends of the documents and fan them a few times.
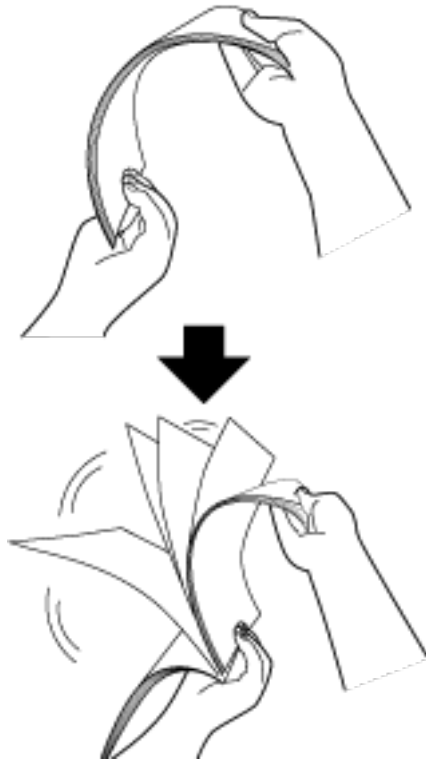
c Rotate the documents by 90 degrees and fan them in the same manner.

d Perform steps a to c for all documents.

e Align the top of the documents.

How to Load Documents

● **For the return path opening**

Insert only one document at a time.
Face the front side (scanning side) of a document upwards and insert the top end of the document straight into the middle of the return path opening.
When scanning an open booklet such as a passport, insert the side which has less pages into the middle of the return path opening.
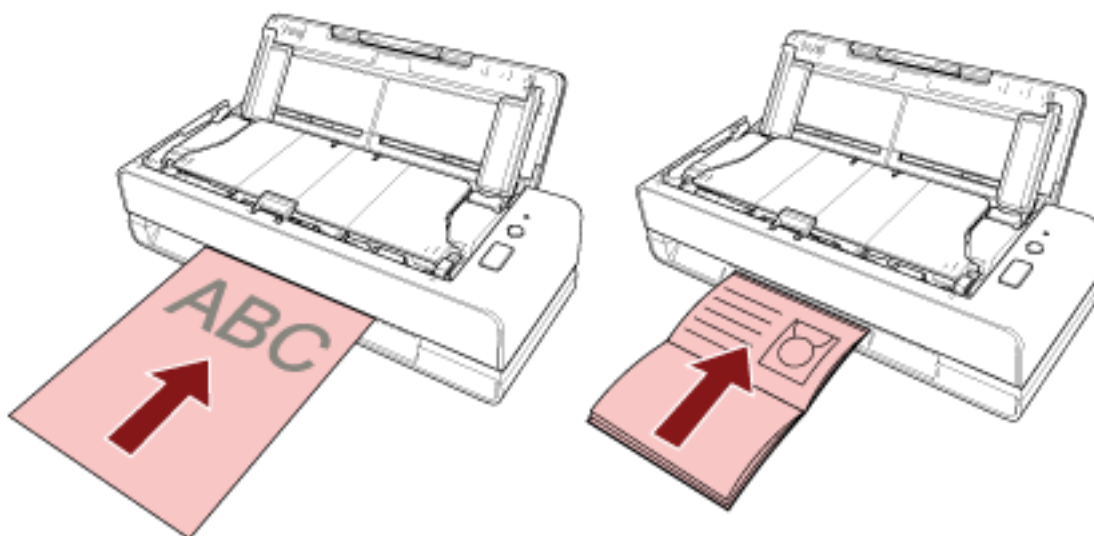
The document is pulled in and set inside the scanner when inserting the document into the return path opening.

> **ATTENTION**
>
> ● Remove all paper clips and staples.
>
> ● Open the ADF and make sure that there is no document or foreign matter inside the ADF before inserting a document.
> If there is, remove it. For details, refer to When a Paper Jam Occurs (page 103).

> **HINT**
>
> ● A scan can be performed regardless of whether the ADF paper chute (feeder) is opened or closed.
>
> ● The following documents can be inserted:
>
>   - Booklet such as a passport
>
>   - Plastic card
>
>   - Document folded in half
>
>   - Document such as an envelope or multi-layered transfer paper
>
>   - Photograph (*1)
>
>   - Non-standard size document such as a clipping

- Office paper

- Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet (optional)

*1: When you insert a photograph as it is and perform a scan, it may be damaged or it may not be scanned successfully.

● Avoid placing the scanner near walls or objects since a document is output from the back side of the scanner.
Allow enough space about half the size of the document to be scanned as a guideline.

● **For the ADF paper chute (feeder)**

Multiple documents can be loaded.

1 **Pull out the chute extension according to the length of the documents.**
For details, refer to Setting Up the ADF Paper Chute (Feeder) (page 31).

2 **Load documents in the ADF paper chute (feeder).**
Face the front side (scanning side) of a document upwards and load the top end of the document head-first.
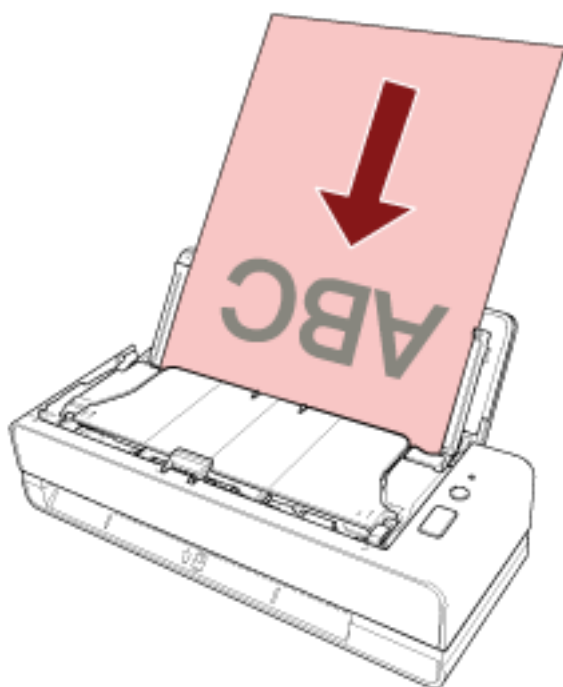
ATTENTION

● Remove all paper clips and staples.

● Reduce the number of documents when documents are not fed into the scanner or overlapped documents are fed.

3 **Adjust the side guides to the width of the documents.**
Move the side guides so that there is no space between the side guides and the documents.

When there is a space between the side guides and the documents, the documents may be fed skewed.
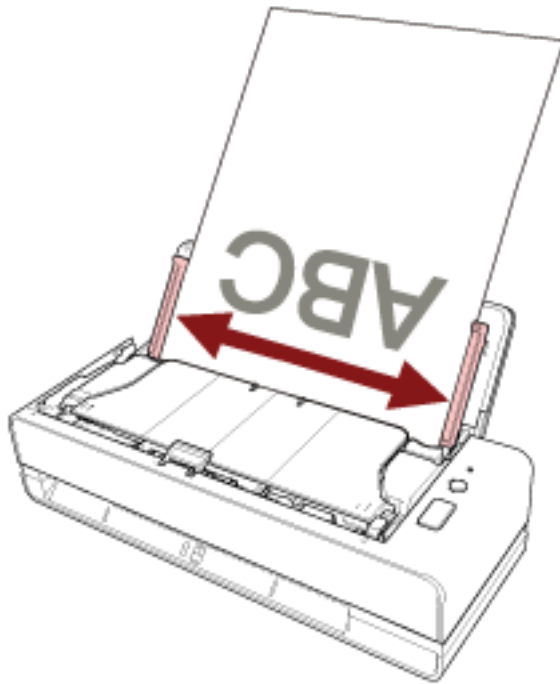
ATTENTION

When you scan long page documents or thin paper documents, be sure to do the following:

● Support the loaded document with your hand so it does not fall out of the ADF paper chute (feeder).

● Support the ejected document with your hand so that it does not fall off the stacker or is not fed again.
Be careful not to cut your finger on the edge of the document.
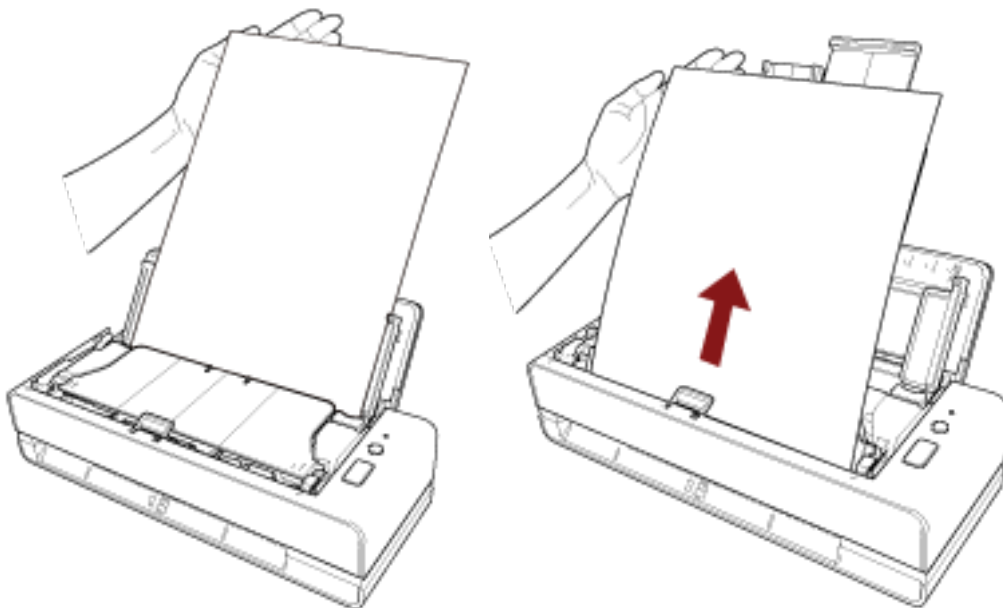
HINT

The following documents can be loaded:

• Office paper

• Long page document

Documents for Scanning

Paper Size

The following paper sizes can be scanned:

Maximum size (width × length) (*1)	• A4 (portrait) (210 × 297 mm)
	• Legal (portrait) (8.5 × 14 in.)
	• Long page document (*2) (*3) (215.9 × 863 mm/8.5 × 34 in., 215.9 × 5,588 mm/8.5 × 220 in.)
Minimum size (width × length)	50.8 × 50.8 mm

***1:**With the return path opening, you can scan documents with a length of up to 355.6 mm (14 in.).

***2:**This can be scanned only when this is loaded in the ADF paper chute (feeder).

***3:**Depending on the image scanning application or the scan setting of the scanner driver, the memory may be insufficient to perform scanning.
Long page scanning supports documents with a length up to 5,588 mm (220 in.) when the resolution is set to 200 dpi or lower.

Document Type

The following document types (paper types) are recommended:

• Wood-free paper

• Wood-containing paper

• PPC paper (recycled)

• Plastic cards (*1)

• Booklets such as passports (*1)
When scanning a document in a type other than the above, perform a test on the same type of document (paper) first to check whether it can be scanned.

***1:**This can be scanned only when this is inserted into the return path opening.

Document Thickness (Paper Weight)

Documents with the following thickness (paper weight) can be scanned:

• When loading a document in the ADF paper chute (feeder)

   - 40 to 127 g/m^2 (11 to 34 lb)

   - For A6 size or smaller, 40 to 209 g/m^2 (11 to 56 lb)

   - For A8 size or smaller, 127 to 209 g/m^2(34 to 56 lb)

• When inserting a document into the return path opening

- 20 to 413 g/m^2 (5.4 to 110 lb)

- For plastic cards, 1.4 mm or less (embossed cards can be used)

- For booklets, 5 mm or less

Documents That May Not Be Scanned Successfully

The following types of documents may not be scanned successfully:

- Documents of non-uniform thickness (such as envelopes or documents with attachments)

- Wrinkled or curled documents

- Folded or torn documents

- Coated paper

- Carbon paper

- Photosensitive paper

- Perforated documents

- Documents that are not square or rectangular

- Very thin paper

- Very thick paper

- Photographs (photographic paper)

Documents That Must Not Be Scanned

The following types of documents must not be scanned:

- Paper-clipped or stapled documents

- Documents on which the ink is still wet

- Documents smaller than 50.8 × 50.8 mm (2 × 2 in.)

- Documents wider than 216 mm (8.5 in.)

- Documents other than paper/plastic card (such as fabric, metal foil and OHP film)

- Important documents such as certificates and cash vouchers which must not be damaged

Precautions

- **Notes on the documents to be scanned**

  Depending on the documents to be scanned, take note of the following.

  - Since carbonless papers contain chemical substances which may harm the pad unit and rollers (e.g. pick roller), be aware of the following risks:

    - Cleaning
      If paper jams occur frequently, clean the pad unit and pick roller.
      For details, refer to Daily Care (page 83).

    - Replacing the consumables
      The life of the pad unit and pick roller may end sooner compared to scanning wood-free papers.

  - When scanning wood containing papers, the life of the pad unit and pick roller may end sooner compared to scanning wood-free papers.

  - The pad unit or pick roller may be damaged when a photo/sticky note on the document comes into contact with the pad unit or pick roller during scanning.

  - The surface of the document may be damaged when glossy papers such as photos are scanned.
    For documents that can be damaged quite easily, use the optional Carrier Sheet or Photo Carrier Sheet.

  - The light of the LED may reflect brightly when glossy papers are scanned.

  - When scanning semi-transparent documents, set [Brightness] higher in the scanner driver to avoid bleed-through.

  - When you scan documents written in lead pencil, make sure you clean the pad unit and rollers frequently.
    For details about cleaning, refer to Daily Care (page 83).

  - If documents are not fed, or documents are fed overlapped or jammed frequently, refer to Troubleshooting (page 113).

  - All documents must be flat on the leading edge.
    Make sure that curls on the leading edge of the documents are kept within the following range.
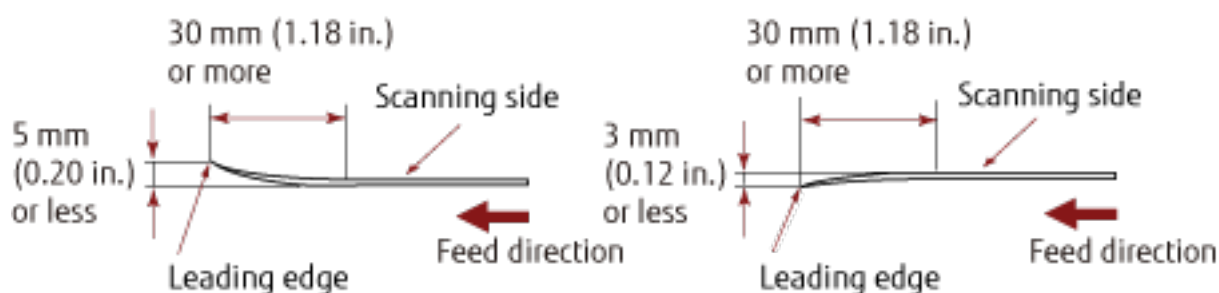
- **Notes on plastic cards**

  When you scan plastic cards, take note of the following.

  - Make sure you use a card that meets the following specifications, and check if the card can be fed before scanning it.

    - Type: Compliant with the ISO7810 ID-1 type

- Size: 85.6 × 53.98 mm

- Thickness: 1.4 mm or less

- Material: PVC (polyvinyl chloride) or PVCA (polyvinyl chloride acetate)

- Face the front side (scanning side) of a plastic card upwards and insert it into the return path opening. If you scan multiple cards, insert them one at a time.

- Thick or rigid cards that are difficult to bend may be fed skewed.

- If there is dirt on the surface of the card, such as grease marks (fingerprints), perform scanning after wiping the dirt off.

● **Notes on booklets**

When you scan booklets, take note of the following.

- Make sure you use a booklet that meets the following specifications, and check if the booklet can be fed before scanning it.

  - Thickness: 5 mm or less
  When you scan a passport, make sure that it also meets the following specifications.

  - Type: Compliant with ICAO Doc 9303

  - Size: 125 × 88 mm (when unopened)

- If pages are added or a VISA is attached to a passport, which results in the page thickness exceeding 5 mm, it cannot be fed.

- When scanning a booklet that is opened, face the side to be scanned upwards and insert the side which has less pages into the return path opening.
  When scanning the identification page of a passport, insert the side which has the photograph into the return path opening.

- If there is dirt on the front or back side of a booklet, such as grease marks (fingerprints), wipe the dirt off then perform a scan.

- For booklets that can be damaged quite easily, use the optional Booklet Carrier Sheet.

Loading Capacity

The number of sheets that can be loaded in the ADF paper chute (feeder) is determined by the paper size and paper weight.
See the graph below.
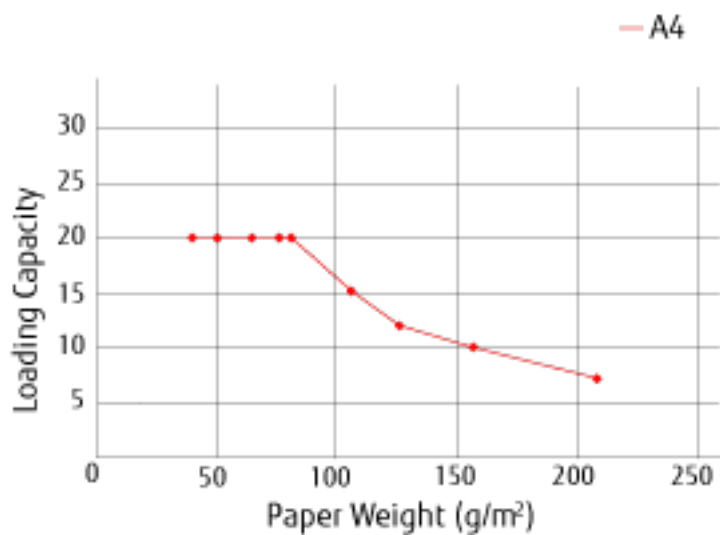
Unit	g/m^2	lb	kg
Conversion	40	11	34.5
	52	14	45
	64	17	55
	75	20	65
	80	21	69
	104	28	90
	127	34	110
	157	42	135
	209	56	180

Area Not to Be Perforated

An error may occur when there are punched holes in the area colored in light pink in the Figure 1.

Fig. 1
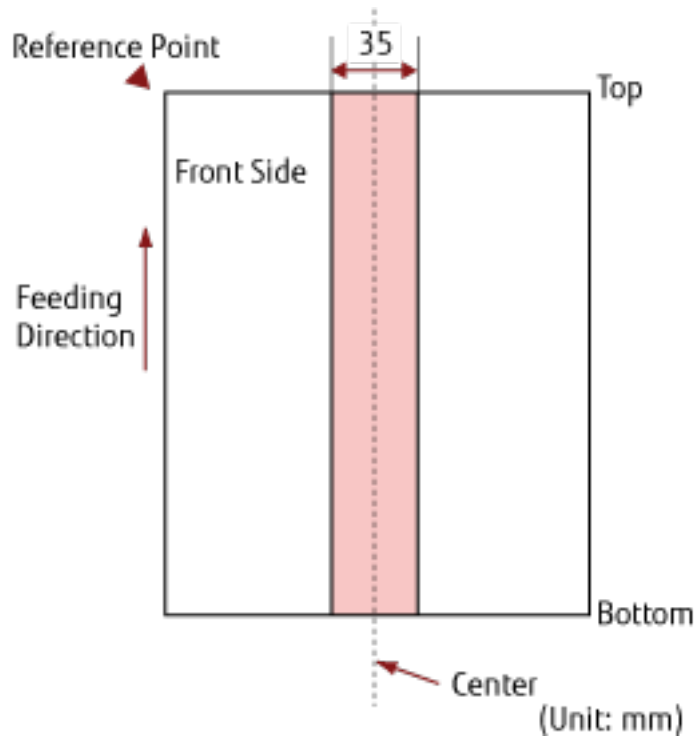
(Unit: mm)

ATTENTION

The above condition applies when the document is set to the center of the pick roller width.

HINT

If there are any holes in the 35 mm-wide central column, you can move the document to the left or right to avoid an error.

Conditions Required to Accurately Detect Overlapped Documents (Multifeed)

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once.
Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.
You can load multiple documents in the ADF paper chute (feeder). For documents that are loaded, the following conditions are required for overlapped documents to be detected accurately.

Detecting Overlapped Documents with the Ultrasonic Sensor

- Paper weight: 40 to 127 g/m^2 (11 to 34 lb) (0.048 to 0.15 mm)
- Do not punch holes within 35 mm (1.38 in.) over the center of the document.
  Refer to Fig. 1 in Area Not to Be Perforated (page 53).
- Do not attach other documents with glue or other adhesive within 35 mm (1.38 in.) over the center of the document.
  Refer to Fig. 1 in Area Not to Be Perforated (page 53).

Detecting Overlapped Documents according to the Difference in Length

- Load the documents of the same length in the ADF paper chute (feeder).
- Variation in document lengths: 1% or less
- Do not punch holes within 35 mm (1.38 in.) over the center of the document.
  Refer to Fig. 1 in Area Not to Be Perforated (page 53).

Detecting Overlapped Documents with the Ultrasonic Sensor and According to the Difference in Length

- Load the documents of the same length in the ADF paper chute (feeder).
- Paper weight: 40 to 127 g/m^2 (11 to 34 lb) (0.048 to 0.15 mm)
- Variation in document lengths: 1% or less
- Do not punch holes within 35 mm (1.38 in.) over the center of the document.
  Refer to Fig. 1 in Area Not to Be Perforated (page 53).
- Do not attach other documents with glue or other adhesive within 35 mm (1.38 in.) over the center of the document.
  Refer to Fig. 1 in Area Not to Be Perforated (page 53).

ATTENTION

The above conditions apply when documents are loaded covering the pick roller and the document loading detector.

HINT

- The accuracy of detection for overlapped documents may drop depending on the document type.
  Overlapping cannot be detected for the top 30 mm (1.18 in.) of a document in the feeding direction.
- In the Software Operation Panel, you can specify an area not to detect overlapping of documents within the area described in Fig. 1 in Area Not to Be Perforated (page 53).

For details, refer to Settings Related to the Detection for Overlapped Documents (Multifeed) (page 182).

Conditions for Mixed Batch Scanning

The following conditions apply when a mixed batch of documents with different paper weights/friction coefficients/sizes is scanned using the ADF paper chute (feeder).
Make sure to test a few sheets first to check if the mixed batch of documents can be fed.

Paper Direction

Align the direction of the paper fiber with the feed direction.

Paper Weight (Thickness)

Documents with the following paper weights can be scanned when scanning a mixed batch of documents with different paper weights:

40 to 127 g/m^2 (11 to 34 lb)

Friction Coefficient

It is recommended that the same paper brand from the same manufacturer is used for documents.
When different paper manufacturers/brands are mixed in documents to be scanned, it affects the feeding performance as the difference in friction coefficient increases.
The following friction coefficients are recommended:
0.35 to 0.60 (reference value for paper friction coefficient)

Document Position

Load all documents covering the pick roller and the document loading detector.
For a guideline for mixed batch scanning, refer to Combinations of Standard Paper Sizes in a Mixed Batch (page 58) in Paper Size (page 57).
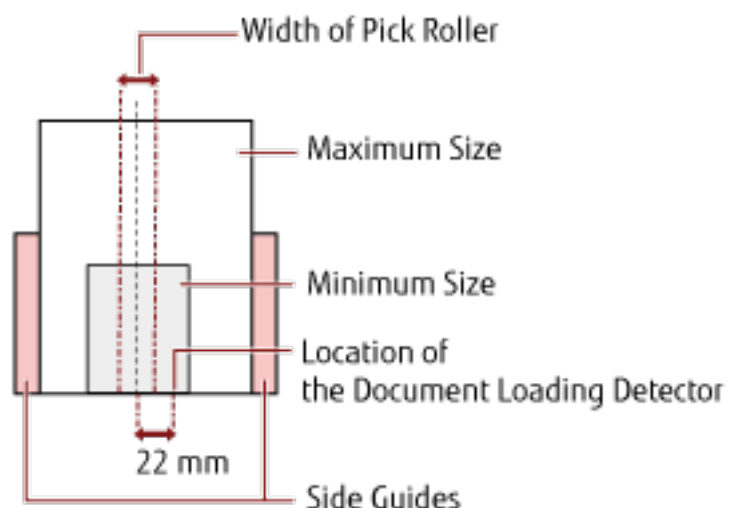
HINT

When the smallest document covers the pick roller and the document loading detector even when it is loaded towards one side as shown in the image below, load all documents so that they are aligned on the same side. So that it prevents documents from skewing when being fed.

Width of Pick Roller

Maximum Size

Minimum Size

Location of
the Document Loading Detector

22 mm

Side Guides
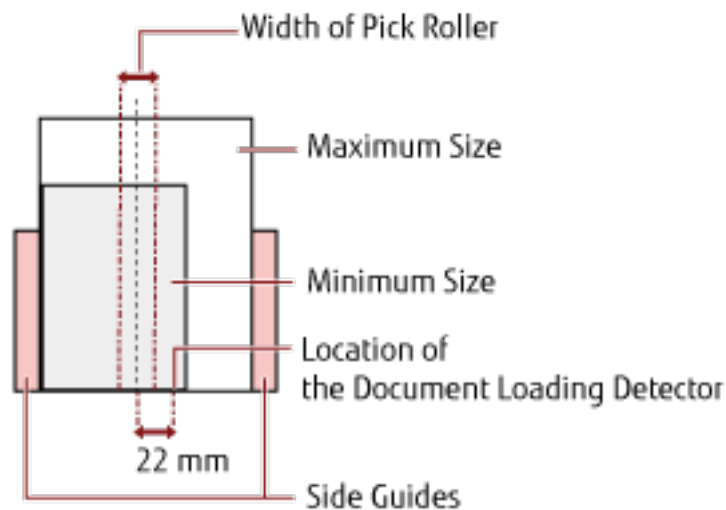
Paper Size

When a mixed batch with different sizes is scanned, not feeding the documents straight may cause troubles such as paper jams or part of the image to appear missing.
It is recommended that you check the scanned images if the documents were fed skewed.

ATTENTION

- When a mixed batch with different sizes is scanned, documents are more likely to skew because the side guides do not contact every sheet.

- Do not specify the detection method by document length when scanning a mixed batch of documents with different lengths and detecting overlapped documents.

Combinations of Standard Paper Sizes in a Mixed Batch

Refer to the table below for a guideline of the range available for mixed batch scanning.

Document Size Width (mm)			Maximum Size									
			LTR (P) A5 (L)	A4 (P) B6 (L)	B5 (P) B6 (L)	A5 (P) A6 (L)	B6 (P) B7 (L)	A6 (P) A7 (L)	B7 (P) B8 (L)	A7 (P) A8 (L)	B8 (P)	A8 (P)
			216	210	182	149	129	105	91	74.3	64.3	52.5
Minimum Size	LTR (P)	216	■									
	A4 (P) A5 (L)	210	■	■								
	B5 (P) B6 (L)	182	■	■	■							
	A5 (P) A6 (L)	149	■	■	■	■						
	B6 (P) B7 (L)	129	■	■	■	■	■					
	A6 (P) A7 (L)	105	■	■	■	■	■	■				
	B7 (P) B8 (L)	91		■	■	■	■	■	■			
	A7 (P) A8 (L)	74.3			■	■	■	■	■	■		
	B8 (P)	64.3			■	■	■	■	■	■	■	
	A8 (P)	52.5										■

■ Available Range

LTR: Letter size

(P): Portrait

(L): Landscape

> **ATTENTION**
>
> A8 (portrait) documents cannot be mixed with other sizes in the same batch.

Documents That Cannot Be Scanned in a Mixed Batch

The following types of documents cannot be mixed in the same batch:

- Carbonless paper
- Bond paper
- Perforated documents
- Thermal paper
- Carbon-backed paper
- OHP film

Conditions for Automatic Page Size Detection

[Automatic Page Size Detection] does not work with the following type of documents:

- Non-rectangular documents

[Automatic Page Size Detection] may not work with the following types of documents:

- Thin paper (52 g/m^2 [14 lb] or less)

- White documents with glossy edges

- Documents with darkish (gray) edges

Conditions for Using the Carrier Sheet

- **Paper Size**

  The following paper sizes can be scanned:

  - Carrier Sheet (216 × 297 mm)

  - A3 (297 × 420 mm) (*1)

  - A4 (210 × 297 mm)

  - A5 (148 × 210 mm)

  - A6 (105 × 148 mm)

  - B4 (257 × 364 mm) (*1)

  - B5 (182 × 257 mm)

  - B6 (128 × 182 mm)

  - Business card (51 × 89 mm) (*2)

  - Letter (8.5 × 11 in./216 × 279.4 mm)

  - Double Letter (11 × 17 in./279.4 × 431.8 mm) (*1)

  - Custom size

    - Width
      25.4 to 431.8 mm (1 to 17 in.) (*1)

    - Length
      25.4 to 297 mm (1 to 11.69 in.)

  ***1:**For documents wider than 216 mm (8.5 in.), fold them in half to scan them.

  ***2:**Available when scanning with PaperStream IP (ISIS) Bundle.

- **Paper Conditions**

  Paper Type

  The following paper type is recommended:

  - Standard office paper

  - Documents larger than A4/Letter size

  - Documents that can be damaged quite easily such as photographs

  - Documents that might cause paper jams such as clippings

  Paper Weight (Thickness)

  Documents with the following paper weight can be scanned:

  - Up to 209 g/m^2 (56 lb)
  Documents with the following paper weight can be scanned when folded in half:

  - Up to 104 g/m^2 (28 lb)

Precautions

Take note of the following:

- When using the Carrier Sheet
    - Insert one Carrier Sheet into the return path opening at a time.
    - Depending on the image scanning application, there may be insufficient memory to perform a [Double-page spread] scan using the Carrier Sheet in high resolution.
      In that case, specify a lower resolution and try scanning again.
    - Do not write on, color, stain, or cut the end with a black and white pattern on the Carrier Sheet.
      Otherwise, the Carrier Sheet may not be recognized correctly.
    - Do not load the Carrier Sheet upside down.
      Otherwise, a paper jam may occur and damage the Carrier Sheet and the document inside.
    - Do not fold or pull the Carrier Sheet.
    - Do not use a damaged Carrier Sheet.
      Doing so may damage or cause the scanner to malfunction.
    - Do not slide your finger on the edge of the Carrier Sheet.
      Doing so may cut your finger.
    - Paper jams may occur when several small documents (such as photos or postcards) are placed in the Carrier Sheet for scanning.
      It is recommended to place only one document at a time in the Carrier Sheet.
- When storing the Carrier Sheet
    - Do not leave a document inside the Carrier Sheet for a long time.
      Otherwise, the ink on the document may be transferred onto the Carrier Sheet.
    - Do not leave the Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
      Also, do not use the Carrier Sheet in such environments.
      Otherwise, the Carrier Sheet may deform.
    - To avoid deformation, keep the Carrier Sheet on a flat surface without any weight on it.

Conditions for Using the Photo Carrier Sheet

- **Paper Size**

  The following paper sizes can be scanned:

  - Photo Carrier Sheet (178×127 mm)

  - A6 (105 × 148 mm)

  - Business card (51 × 89 mm) (*1)

  - Custom size

    - Width
      25.4 to 178 mm (1 to 7 in.)

    - Length
      25.4 to 127 mm (1 to 5 in.)

  *1:Available when scanning with PaperStream IP (ISIS) Bundle.

- **Paper Conditions**

  Paper Type

  The following paper type is recommended:

  - Documents that can be damaged quite easily such as photographs

  - Documents that might cause paper jams such as clippings

  Paper Weight (Thickness)

  Documents with the following paper weight can be scanned:

  - Up to 209 g/m^2 (56 lb)

  Precautions

  Take note of the following:

  - When using the Photo Carrier Sheet

    - Insert one Photo Carrier Sheet into the return path opening at a time.

    - Do not write on, color, stain, or cut the end with a black and white pattern on the Photo Carrier Sheet.
      Otherwise, the Photo Carrier Sheet may not be recognized correctly.

    - Do not load the Photo Carrier Sheet upside down.
      Otherwise, a paper jam may occur and damage the Photo Carrier Sheet and the document inside.

    - Do not fold or pull the Photo Carrier Sheet.

    - Do not use a damaged Photo Carrier Sheet.
      Doing so may damage or cause the scanner to malfunction.

    - Do not slide your finger on the edge of the Photo Carrier Sheet.
      Doing so may cut your finger.

- Even if the setting for a double-page spread image is enabled in the scanner driver, only the front side image is output.

● When storing the Photo Carrier Sheet

- Do not leave a document inside the Photo Carrier Sheet for a long time.
Otherwise, the ink on the document may be transferred onto the Photo Carrier Sheet.

- Do not leave the Photo Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
Also, do not use the Photo Carrier Sheet in such environments.
Otherwise, the Photo Carrier Sheet may deform.

- To avoid deformation, keep the Photo Carrier Sheet on a flat surface without any weight on it.

Conditions for Using the Booklet Carrier Sheet

- **Paper Size**

  The following paper sizes can be scanned:

  - Booklet Carrier Sheet (150 × 195 mm)

  - Passport (88 × 125 mm)

  - Passbook (87 × 140 mm)

  - Custom size

    - Width
      25.4 to 150 mm (1 to 5.9 in.)

    - Length
      25.4 to 195 mm (1 to 7.67 in.)

- **Paper Conditions**

  Paper Type

  The following paper type is recommended:

  - Booklet

  Paper weight (thickness)

  Documents with the following paper weight can be scanned:

  - 5 mm (0.2 in.) or less

  Precautions

  Take note of the following:

  - When using the Booklet Carrier Sheet

    - Insert one Booklet Carrier Sheet into the return path opening at a time.

    - Do not write on, color, stain, or cut the end with a black and white pattern on the Booklet Carrier Sheet.
      Otherwise, the Booklet Carrier Sheet may not be recognized correctly.

    - Do not fold or pull the Booklet Carrier Sheet.

    - Do not use a damaged Booklet Carrier Sheet.
      Doing so may damage or cause the scanner to malfunction.

    - Do not slide your finger on the edge of the Booklet Carrier Sheet.
      Doing so may cut your finger.

    - Even if the setting for a double-page spread image is enabled in the scanner driver, only the front side image is output.

  - When storing the Booklet Carrier Sheet

    - Do not leave a document inside the Booklet Carrier Sheet for a long time.
      Otherwise, the ink on the document may be transferred onto the Booklet Carrier Sheet.

- Do not leave the Booklet Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
  Also, do not use the Booklet Carrier Sheet in such environments.
  Otherwise, the Booklet Carrier Sheet may deform.

- To avoid deformation, keep the Booklet Carrier Sheet on a flat surface without any weight on it.

Various Ways to Scan

This section explains how to configure the scanner settings and scan different types of documents with the image scanning application.
For information on other ways to scan which are not explained here, refer to the manual or help for the image scanning application, and the help for the scanner driver.

Scanning Documents with Different Widths

> **ATTENTION**
>
> When you scan a mixed batch with different widths, some of the narrower documents may be skewed or not fed into the ADF.
> In that case, separate the documents by their widths, and scan them in different batches.

With the ADF paper chute (feeder), you can scan documents of different widths at the same time.

> **HINT**
>
> For details about document requirements for scanning a mixed batch of documents, refer to Conditions for Mixed Batch Scanning (page 56).

1 **Align the top of the documents.**
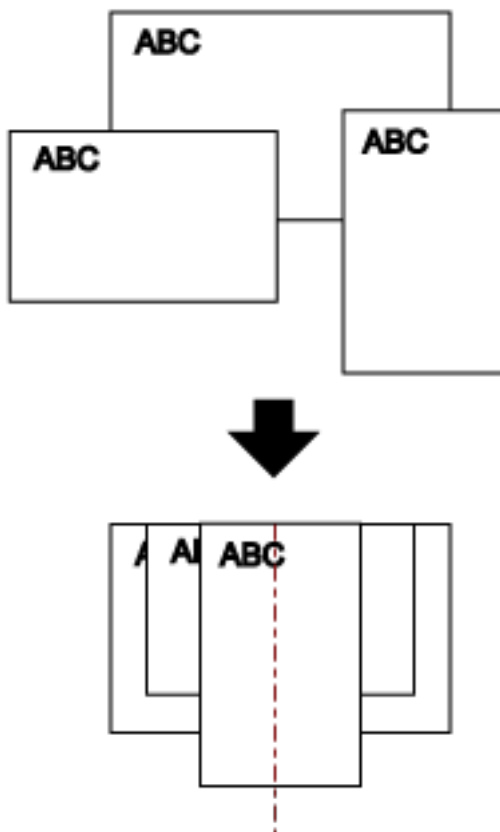
2 **Open the ADF paper chute (feeder) and pull out the chute extension.**

For details, refer to .

3 **Place the documents at the center of the ADF paper chute (feeder), and adjust the side guides to the widest document in the batch.**

ATTENTION

Load all documents covering the pick roller and the document loading detector. If documents are loaded outside of the pick roller and the document loading detector, they may be fed skewed or not fed into the ADF.

Width of the Pick Roller
and the Document Loading Detector

Good

Width of the Pick Roller
and the Document Loading Detector

Bad

---
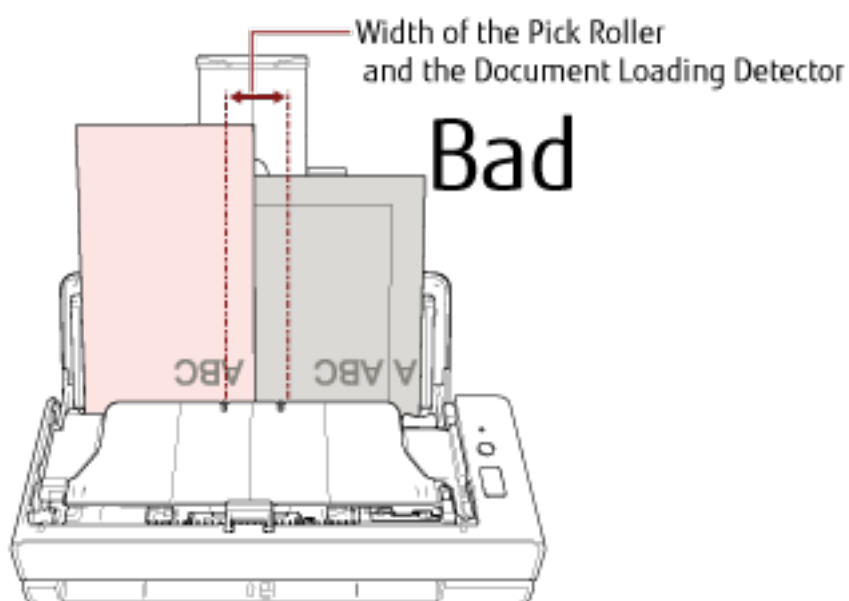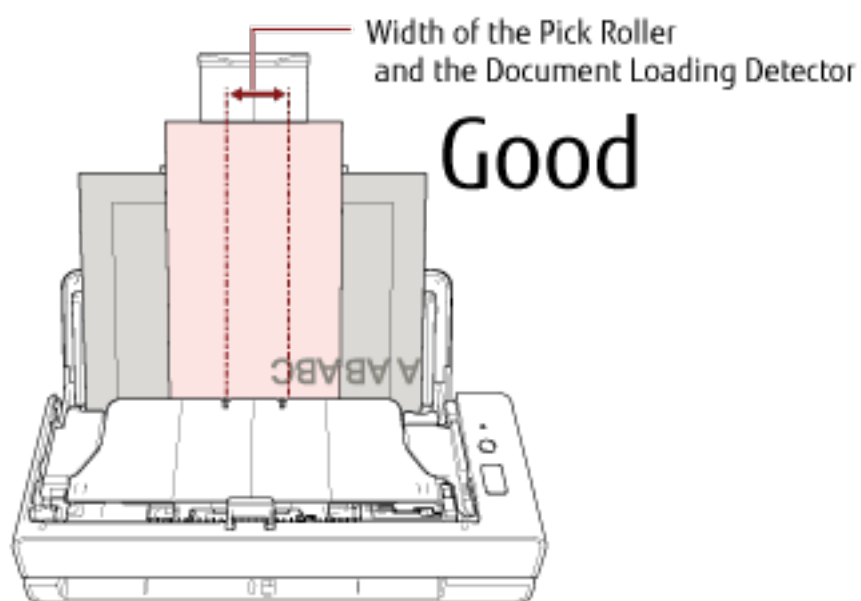
4 **In the scanner driver, configure the scan settings to detect the paper size automatically.**

For details, refer to the help for the scanner driver.

5 Scan documents with the image scanning application.
For details, refer to the help for the image scanning application.

Scanning Documents Folded in Half

With the return path opening, you can scan a document that is folded in half (maximum size: A3 or Double Letter size document that is folded in half).

> **ATTENTION**
>
> When a document folded in half is scanned, the document may be fed skewed if the folded part is too thick.

1 **Fold the document in half so that the sides to be scanned are facing out.**

Fold it firmly and smooth out any creases.

Otherwise, it may cause the document to skew while feeding is in progress and result in a skewed image.

Example
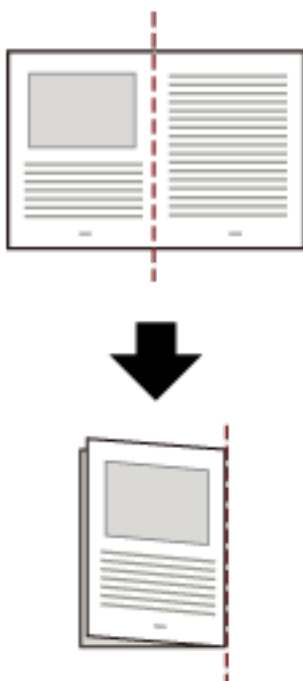
2 **Insert the document that is folded in half into the return path opening.**

For details, refer to How to Load Documents (page 44).
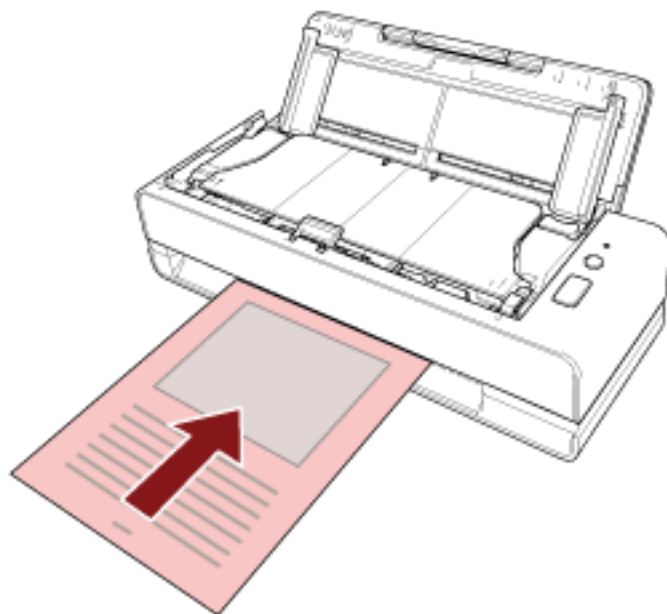
3 **Scan the document with the image scanning application.**
For details, refer to the help for the image scanning application.

Scanning Documents such as Envelopes or Multi-Layered Transfer Paper

With the return path opening, you can scan documents such as envelopes or multi-layered transfer paper.

> **ATTENTION**
>
> For details about the paper weights of the documents that can be scanned, refer to Documents for Scanning (page 48).

1 **Insert a document into the return path opening.**

To scan a multi-layered transfer paper, insert the bound edge first into the return path opening.

For details, refer to How to Load Documents (page 44).
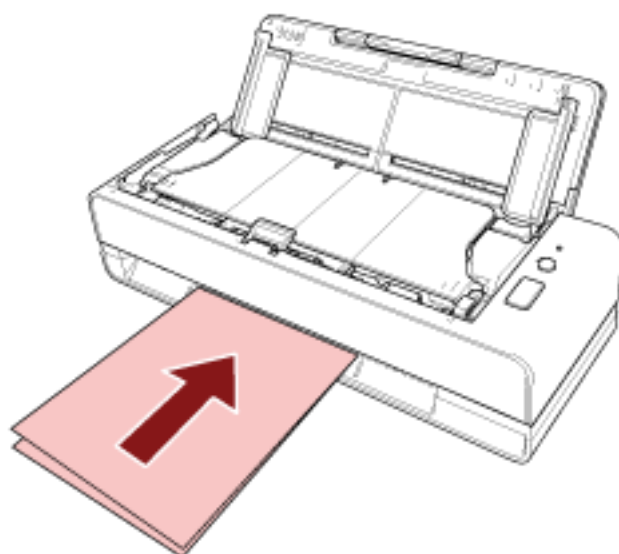
2 **Scan documents with the image scanning application.**

For details, refer to the help for the image scanning application.

Scanning Documents Larger than A4/Letter Size

The optional Carrier Sheet can be used to scan documents larger than A4/Letter size, such as A3 or B4.
Fold a document in half and place it inside the Carrier Sheet.

1 **Place the document inside the Carrier Sheet.**

    a **Fold the document in half so that the sides to be scanned are facing out.**
       Fold it firmly and smooth out any creases.
       Otherwise, it may cause the document to skew while feeding is in progress and result in a skewed
       image.

       Example
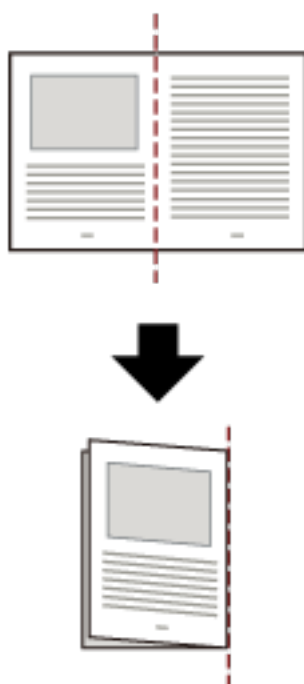
    b **Open the Carrier Sheet to place the document inside.**
       Note that the front side of the Carrier Sheet has a black and white pattern at the top and a thick
   vertical line in the upper right-hand corner.

Align the top and the fold line of the document with the Carrier Sheet so that no space is left in the upper and right sides of the Carrier Sheet.
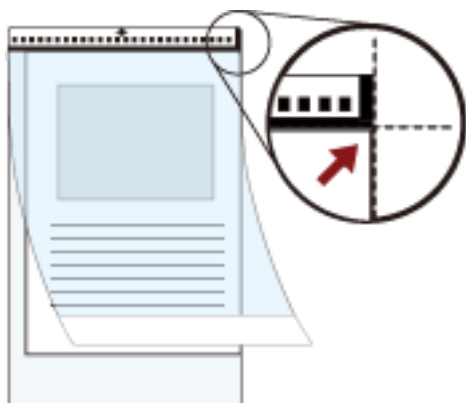
2 **Insert the Carrier Sheet into the return path opening.**

Face the front side of the Carrier Sheet upwards and insert the part with the black and white pattern into the return path opening.
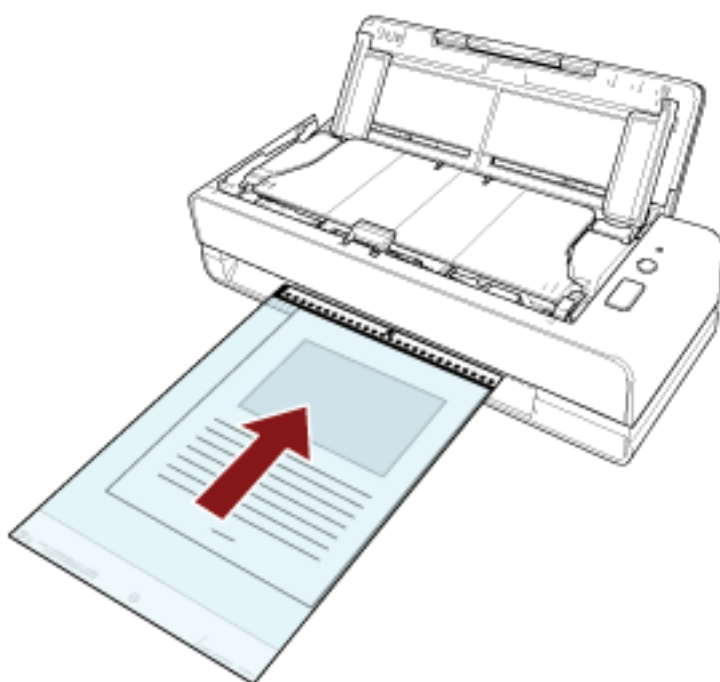
3 **Configure the scan settings in the scanner driver to use the Carrier Sheet.**

For details, refer to the help for the scanner driver.

4 **Scan documents with the image scanning application.**

For details, refer to the help for the image scanning application.

ATTENTION

- The image is output at the center of the page in the size specified for [Paper Size] in the scanner driver.

- When [Automatic] is specified for [Paper Size] in the scanner driver, the most suitable size is selected from standard sizes which can be specified for [Paper Size]. Note that the size of the image may become smaller than the original document depending on the document scanned, or part of the image may appear missing.

Example

When an A5 size image is printed in the center of an A4 size document
→ The image is output in A5 size.

To output the scanned image in the actual size of the document, specify the document size for [Paper size].

Scanning Photographs and Clippings without Damaging Them

Using the optional Carrier Sheet or Photo Carrier Sheet allows you to scan non-standard size documents such as photographs or clippings without damaging them.
You can also scan documents such as photographs or clippings without the Carrier Sheet or Photo Carrier Sheet.
The procedure to perform a scan with the Photo Carrier Sheet is described as an example below.

1 Place a document inside the Photo Carrier Sheet.
Open the Photo Carrier Sheet and centrally place the top end of the document against the side with a black and white pattern of the Photo Carrier Sheet.
Note that the front side of the Photo Carrier Sheet has a black and white pattern at the top and a thick vertical line in the upper right-hand corner.
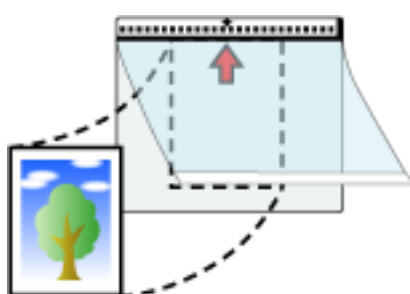
2 Insert the Photo Carrier Sheet into the return path opening.
Face the front side of the Photo Carrier Sheet upwards and insert the part with the black and white pattern into the return path opening.
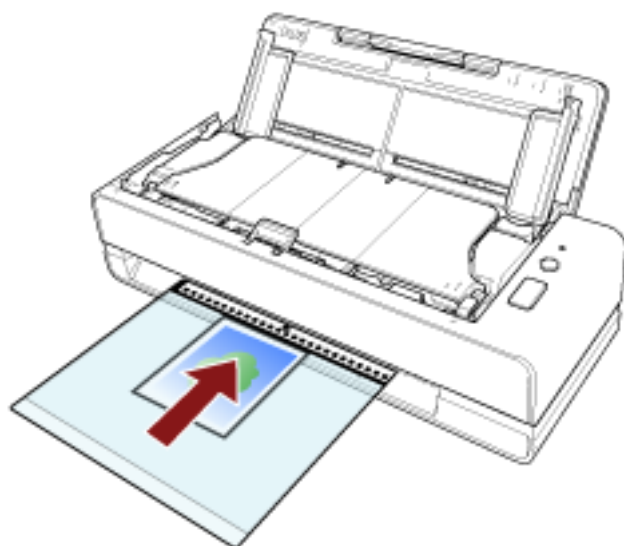
3 Configure the scan settings in the scanner driver to use the Photo Carrier Sheet.
For details, refer to the help for the scanner driver.

4 Scan the document with the image scanning application.
For details, refer to the help for the image scanning application.

ATTENTION

- The image is output at the center of the page in the size specified for [Paper Size] in the scanner driver.

- When [Automatic] is specified for [Paper Size] in the scanner driver, the most suitable size is selected from standard sizes which can be specified for [Paper Size]. Note that the size of the image may become smaller than the original document depending on the document scanned, or part of the image may appear missing.

   Example

   > When a business card size image is printed in the center of an A6 size document
   > → The image is output in business card size.

   To output the scanned image in the actual size of the document, specify the document size for [Paper size].

HINT

In the following cases, place a blank (white) sheet of paper behind the document when scanning.

- The scanned image is not output in the actual size of the document when [Automatic] is specified for [Paper size] in the scanner driver.

- Shadows appear around the edges of the scanned image.

- Black lines appear around the edges of a uniquely shaped cutting.

- Image outside the document appears on the scanned image.

Scanning Booklets such as Passports without Damaging Them

The optional Booklet Carrier Sheet enables you to scan a passport without damaging the photo and other documents attached to the passport.
Scanning booklets such as passports without the Booklet Carrier Sheet is also possible.
The procedure to perform a scan with the Booklet Carrier Sheet is described as an example below.

1 **Place the document inside the Booklet Carrier Sheet.**

Face the front side of the Booklet Carrier Sheet upwards. Then, open the booklet to display the pages to be scanned and place it inside the Booklet Carrier Sheet so that it is against the side with a black and white pattern.
Note that the front side of the Booklet Carrier Sheet has a black and white pattern. Also, note that the end of the Booklet Carrier Sheet with the black and white pattern is the top end.
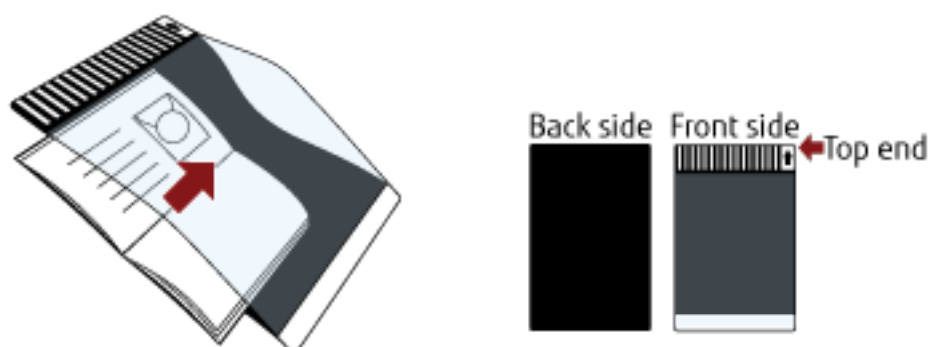
> **HINT**
>
> When scanning the identification page of a passport, place the bottom end of the page which has the photograph against the side with a black and white pattern of the Booklet Carrier Sheet.

2 **Insert the Booklet Carrier Sheet into the return path opening.**

Face the front side of the Booklet Carrier Sheet upwards and insert the top end of the Booklet Carrier Sheet into the middle of the return path opening.
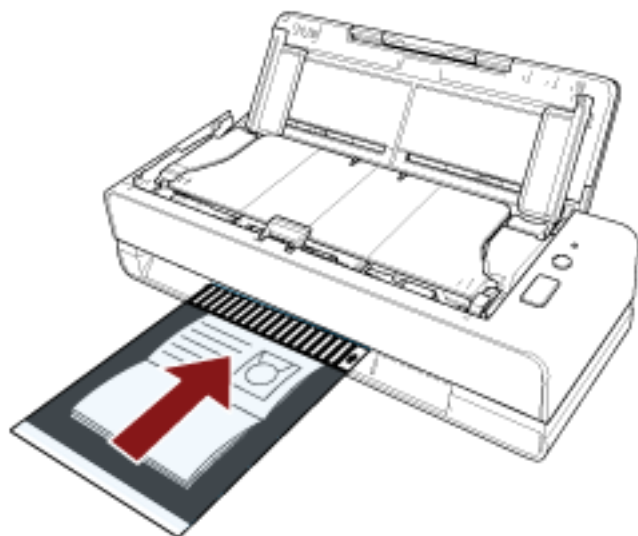
3 **Configure the scan settings in the scanner driver to use the Booklet Carrier Sheet.**
   For details, refer to the help for the scanner driver.

4 **Scan the document with the image scanning application.**
   For details, refer to the help for the image scanning application.

Scanning Long Page Documents

With the ADF paper chute (feeder), you can scan documents with a length of up to 5,588 mm (220 in.).
Depending on the resolution setting or the image scanning application, the document sizes that can be scanned may differ.
For details, refer to the help for the scanner driver and the image scanning application.

1 Open the ADF paper chute (feeder) and pull out the chute extension.
For details, refer to Setting Up the ADF Paper Chute (Feeder) (page 31).

2 Load a document in the ADF paper chute (feeder).
For details, refer to How to Load Documents (page 44).

> **ATTENTION**
>
> Long page documents should be loaded one sheet at a time in the ADF paper chute (feeder).

3 In the scanner driver, configure the scan settings to scan the paper size of the long page.
For details, refer to the help for the scanner driver.

4 Scan documents with the image scanning application.
For details, refer to the help for the image scanning application.

> **ATTENTION**
>
> When scanning a long page document, support the document with your hand so that it does not fall off or is not fed again.
> For details, refer to How to Load Documents (page 44).

Configuring Not to Detect Certain Overlap Patterns

If detecting overlapped documents during a scan has been set, when you load a document that has paper attached to it such as a sticky note, receipt, or a photo in the ADF paper chute (feeder) and scan it, it is detected as an overlapped document, and the scan may stop. Use the intelligent multifeed detection function not to detect these types of documents.

This function has two modes, a mode that is used to configure the settings manually by a user every time the scanner detects overlapped documents, and a mode that is used to configure the settings automatically by the scanner based on the overlap patterns (length and location) for paper attachments such as sticky notes, receipts, or photos that the scanner has memorized.

To use this setting, detecting overlapped documents needs to be set in advance.

- [Multifeed Detection] in the scanner driver

  For details, refer to the help for the scanner driver.

- [Multifeed] in the Software Operation Panel

  For details, refer to Specifying a Method to Detect Overlapped Documents [Multifeed] (page 182).
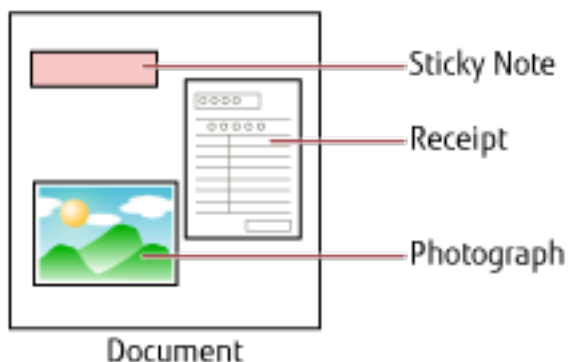
The following three operation modes are available.

Operation Mode	Description
Manual mode	Specify whether or not to detect overlapped documents every time they are detected.
Auto mode 1 (Bypass by combination of length and position)	Specify the setting not to automatically detect overlapped documents when the paper attachment is the same length and in the same location as memorized.
Auto mode 2 (Bypass by length)	Specify the setting not to automatically detect overlapped documents when the paper attachment is the same length or shorter as memorized.

Select the operation mode in the Software Operation Panel.

For details, refer to Setting to Ignore Certain Overlap Patterns [Intelligent Multifeed Function] (page 191).

Operational Procedure

1 **After a multifeed error occurs, either press the [Scan/Stop] button to eject the document from the paper path or open the ADF to remove the document.**
For details, refer to How to Open the ADF (page 32).

> ⚠ **CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

2 **If you open the ADF to remove the document, close it.**
For details, refer to How to Close the ADF (page 33).

> ⚠ **CAUTION** Be careful not to get your fingers caught when closing the ADF.

> **ATTENTION**
>
> Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

3 **Load the removed document back in the ADF paper chute (feeder).**

4 **Respond to a message that is displayed on the computer.**
The following settings can be configured depending on the operation mode that is set in the [Intelligent Multifeed Function] window.

- For [Manual mode]

  - [Do not detect overlapped documents for the next document to be scanned]
    Specify whether to detect overlapped documents for the next scan.
    This may not be displayed depending on the scanner driver settings.

- For [Auto mode 1 (Bypass by combination of length and position)] and [Auto mode 2 (Bypass by length)]

  - [Memorize Patterns]
    Specify whether you set the scanner to memorize the paper overlapping patterns.

With the above procedure complete, the scanner operates as follows depending on the operation mode that is set in the [Intelligent Multifeed Function] window.

- For [Manual mode]
  The scanner scans the next sheet without detecting overlapped documents, and from the second sheet onwards, detects overlapped documents based on the setting configured in the scanner driver, on the Software Operation Panel.

- For [Auto mode 1 (Bypass by combination of length and position)]
  The scanner memorizes the length and location of the paper attachment that was detected as overlapped documents, and continues scanning. After that, documents with the same overlap pattern are not detected as overlapped documents (*1) (*2).

- For [Auto mode 2 (Bypass by length)]

The scanner memorizes the length of the longest paper attachment that was detected as overlapped documents, and continues scanning. After that, documents with the same overlap pattern or with a shorter overlap pattern are not detected as overlapped documents (*2).

*1:Eight of the most recent overlap patterns can be memorized when [Remember] in [Remember overlap patterns at power-off] is enabled.

*2:The memorized overlap patterns can be erased in the Software Operation Panel. You can erase overlap patterns that were not supposed to be memorized, but be careful with this operation because all memorized patterns will be erased.

Daily Care
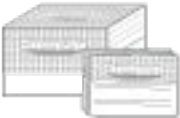
This section describes how to clean the scanner.

> ⚠️ **CAUTION**
> - Do not use aerosol spray or spray that contains alcohol. Paper dust blown up by strong air from the spray may enter inside the scanner which may cause the scanner to fail or malfunction.
>   Also note that sparks generated by static electricity may cause a fire.
> - The inside of the ADF becomes very hot when the scanner is being used.
>   Before you start cleaning the inside of the ADF, make sure to turn off the power, unplug the power cable and wait for at least 15 minutes for the inside of the ADF to cool down.

Cleaning Materials

Name	Part No.	Notes
Cleaner F1	PA03950-0352	100 ml Liquid cleaner to use for removing dirt and stains
Cleaning Paper	CA99501-0012	10 sheets Used to clean the inside of the scanner with ease. Spray it with Cleaner F1 and scan it with the scanner in the same way as a document.
Cleaning Wipe	PA03950-0419	24 packets Pre-moistened with Cleaner F1. It can be used instead of moistening a cloth with Cleaner F1.
Cotton swab	Commercially available	Used to clean a tiny part such as the ultrasonic sensor.
Dry cloth		Used to wipe off dirt and stains. Moisten it with Cleaner F1 for cleaning.

> **ATTENTION**
> In order to use the cleaning materials safely and correctly, read the precautions on each product thoroughly.

For more information about the cleaning materials, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact

information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Location and Frequency

Cleaning Location		Frequency
Inside of the scanner (ADF)	Pad unit	Every 1,000 sheets
	Pick roller	
	Glass	
	Ultrasonic sensor	
	Document sensor	
	Feed roller	
	Eject roller	
Outside of the scanner	Scanner	Clean when dust and dirt are noticeable.

The inside of the scanner (ADF) needs to be cleaned regularly for every certain number of sheets scanned. The scanner records the number of sheets scanned so that you can check the number of sheets scanned after you cleaned it last.

For information on how to check the number of sheets scanned, refer to Settings Related to Sheet Counters (page 162).

ATTENTION

Cleaning cycles may vary depending on the condition of the documents. Also, cleaning must be performed more frequently when the following types of documents are scanned:

● Smooth-faced documents such as coated paper

● Documents with printed text/graphics that almost cover the entire surface

● Chemically-treated documents such as carbonless paper

● Documents containing a large amount of calcium carbonate

● Documents written in lead pencil

● Documents on which the toner is not sufficiently fused

Cleaning the Outside of the Scanner

The scanner including the ADF paper chute (feeder) and the stacker should be cleaned with either a piece of dry cloth, a cloth moistened with Cleaner F1/mild detergent, or a sheet of Cleaning Wipe.

> **ATTENTION**
>
> - To avoid deformation and discoloration, never use paint thinner or any other organic solvents.
>
> - Be careful not to let any moisture or water inside the scanner during cleaning.
>
> - It may take a long time to dry if an excessive amount of Cleaner F1/mild detergent is used. Use only a small amount. Wipe off the cleaner completely to leave no residue on the cleaned parts.
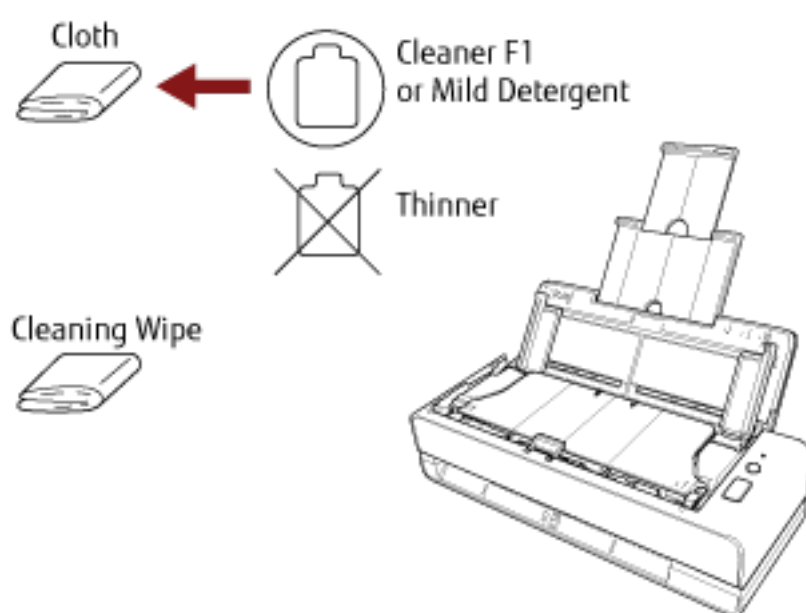
Cleaning the Inside of the Scanner (ADF) with Cleaning Paper

The inside of the ADF can be cleaned with a sheet of Cleaning Paper moistened with Cleaner F1.
As the scanner continues to feed the documents, paper dust will accumulate inside the ADF and it may cause scanning errors. Cleaning should be performed approximately every 1,000 sheets scanned. Note that this guideline varies depending on the types of documents you scan. For instance, it may be necessary to clean the scanner more frequently when you scan documents on which the toner is not sufficiently fused.

> **ATTENTION**
>
> - Do not use water or mild detergent to clean the ADF.
>
> - It may take a long time to dry if an excessive amount of Cleaner F1 is used. Use only a small amount. Wipe off the cleaner completely to leave no residue on the cleaned parts.

1 **Turn on the scanner.**
For details, refer to How to Turn the Power ON (page 29).

2 **Spray the Cleaning Paper with Cleaner F1.**

3 **Insert the Cleaning Paper into the return path opening or load the Cleaning Paper in the ADF paper chute (feeder).**
The inside of the ADF should be cleaned from both the return path opening and the ADF paper chute (feeder).

- For the return path opening
  Insert the Cleaning Paper into the return path opening.
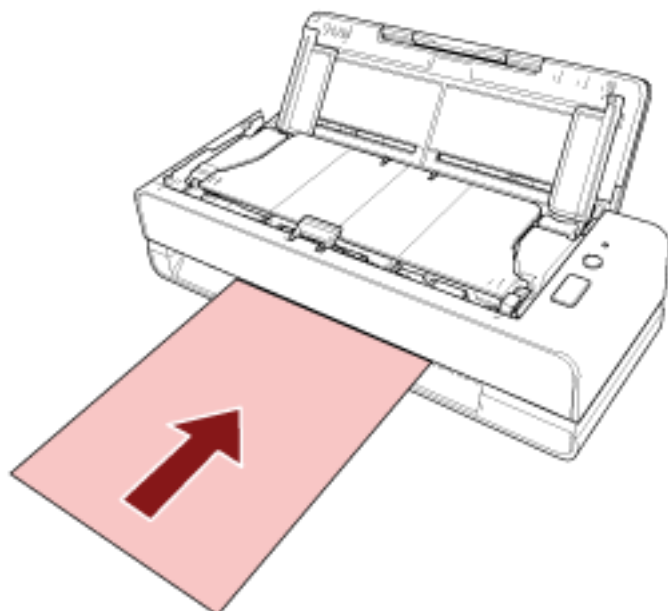
- For the ADF paper chute (feeder)
  Open the ADF paper chute (feeder), load the Cleaning Paper, and move the side guides so that there is no space between the side guides and the Cleaning Paper.

Otherwise, the Cleaning Paper may be fed skewed.
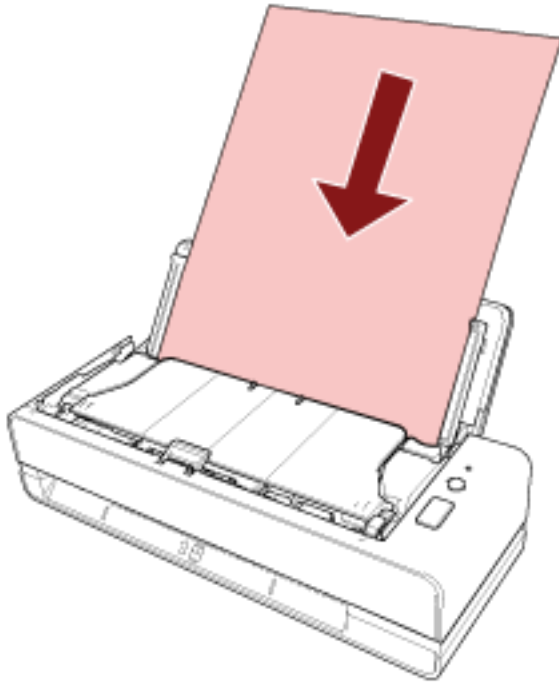
4 **Scan the document with the image scanning application.**
   For details, refer to the help for the image scanning application.

5 **Clear the sheet counter after cleaning.**
   Start up the Software Operation Panel and clear the counter.
   For details, refer to .

Cleaning the Inside of the Scanner (ADF) with a Cloth

The inside of the ADF can be cleaned with a piece of cloth moistened with Cleaner F1, or a sheet of Cleaning Wipe. As the scanner continues to feed the documents, paper dust will accumulate inside the ADF and it may cause scanning errors. Cleaning should be performed approximately every 1,000 sheets scanned. Note that this guideline varies depending on the types of documents you scan. For instance, it may be necessary to clean the scanner more frequently when you scan documents on which the toner is not sufficiently fused.

⚠ CAUTION	The inside of the ADF becomes very hot when the scanner is being used. Before you start cleaning the inside of the ADF, make sure to turn off the power, unplug the power cable and wait for at least 15 minutes for the inside of the ADF to cool down.

ATTENTION

- Do not use water or mild detergent to clean the ADF.

- It may take a long time to dry if an excessive amount of Cleaner F1 is used. Use only a small amount. Wipe off the cleaner completely to leave no residue on the cleaned parts.

1 **Turn off the scanner, unplug the power cable and wait for at least 15 minutes.**
For details, refer to How to Turn the Power OFF (page 29).

2 **Open the ADF paper chute (feeder).**
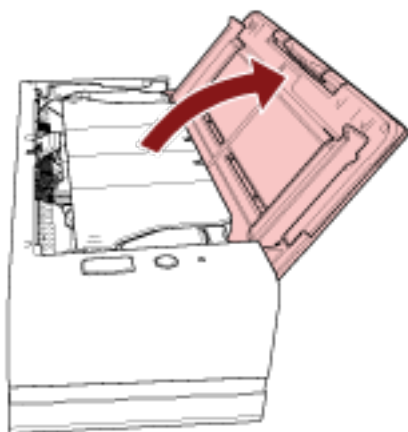
3 **Open the ADF.**
For details, refer to How to Open the ADF (page 32).

⚠ CAUTION	When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

4 Clean the following locations with a cloth moistened with Cleaner F1, or a sheet of Cleaning Wipe.

Pick Roller

Ultrasonic Sensor

Document Sensor

Eject Roller

Feed Roller

Glass

Pad Unit

Ultrasonic Sensor

Eject Roller

Pick Roller (× 1)

Gently wipe dirt and dust off the roller as you rotate the roller manually, taking care not to damage the roller surface. Make sure that it is wiped properly because black residue on the roller will affect the feeding performance.

Ultrasonic Sensor (× 2)/Document Sensor (× 4)

Gently wipe dirt and dust off the surface of the ultrasonic and document sensors.

> **HINT**
> If it is difficult to clean, use a cotton swab.
>
>
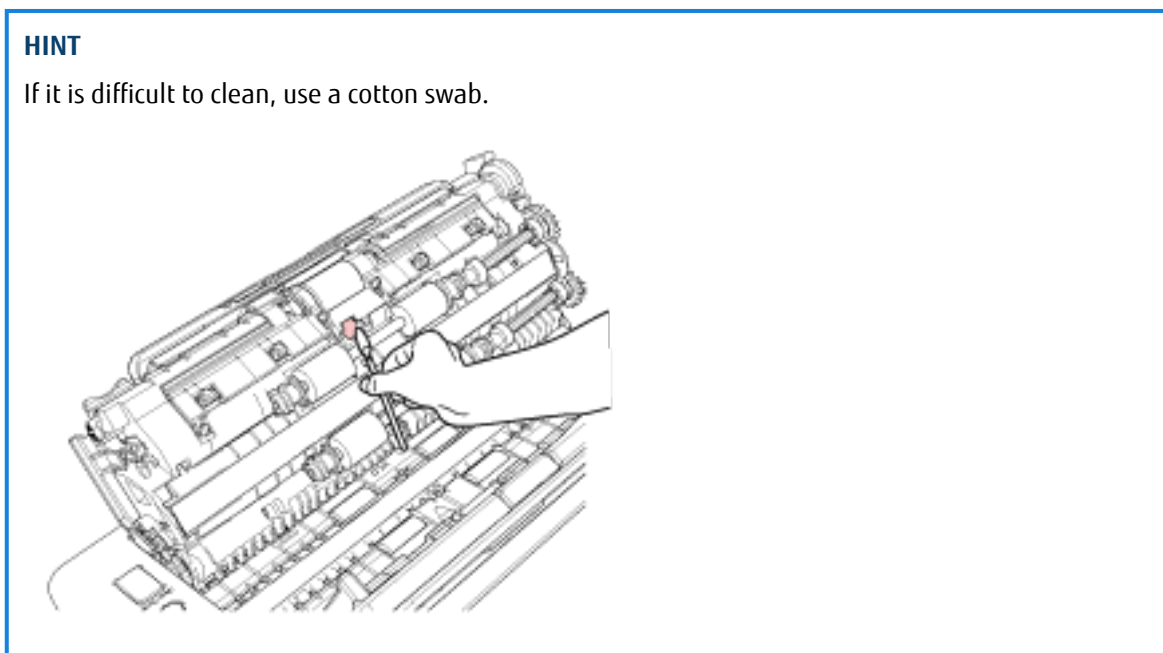
Glass (× 2)

Gently wipe dirt and dust off the glass sections.

> **ATTENTION**
> Vertical streaks may appear on images if the glass section is dirty.

Pad Unit (× 1)

Wipe the rubber surface of the pad downward to remove any dirt and dust. Be careful not to accidentally get your hand or a cloth on the pick spring (metal part).

Feed Roller (× 4)/Eject Roller (× 8)

The power must be turned on to rotate the feed/eject rollers for cleaning.

    a Plug in the power cable and turn on the scanner.
      For details, refer to How to Turn the Power ON (page 29).
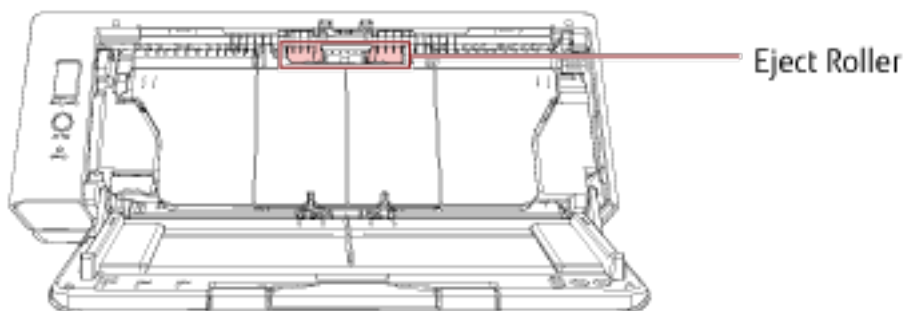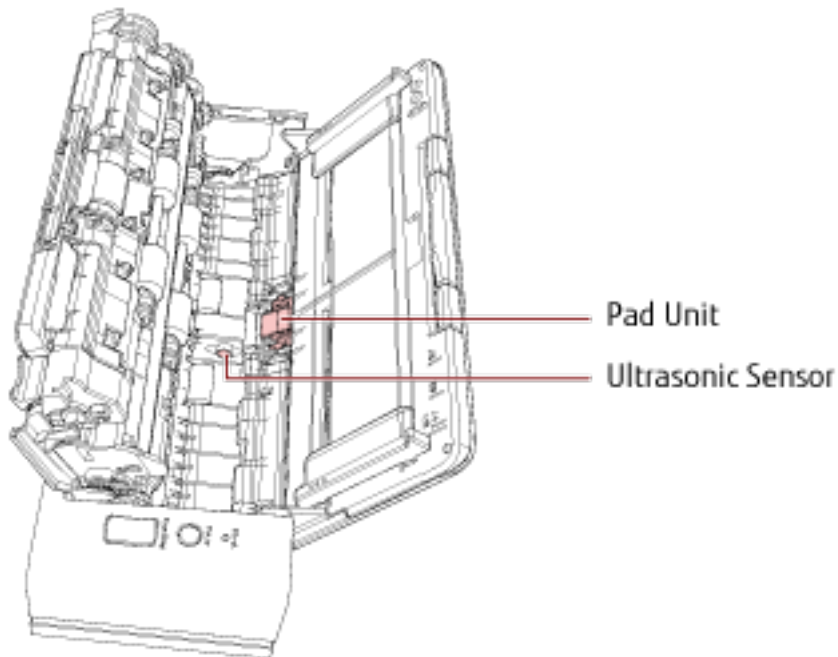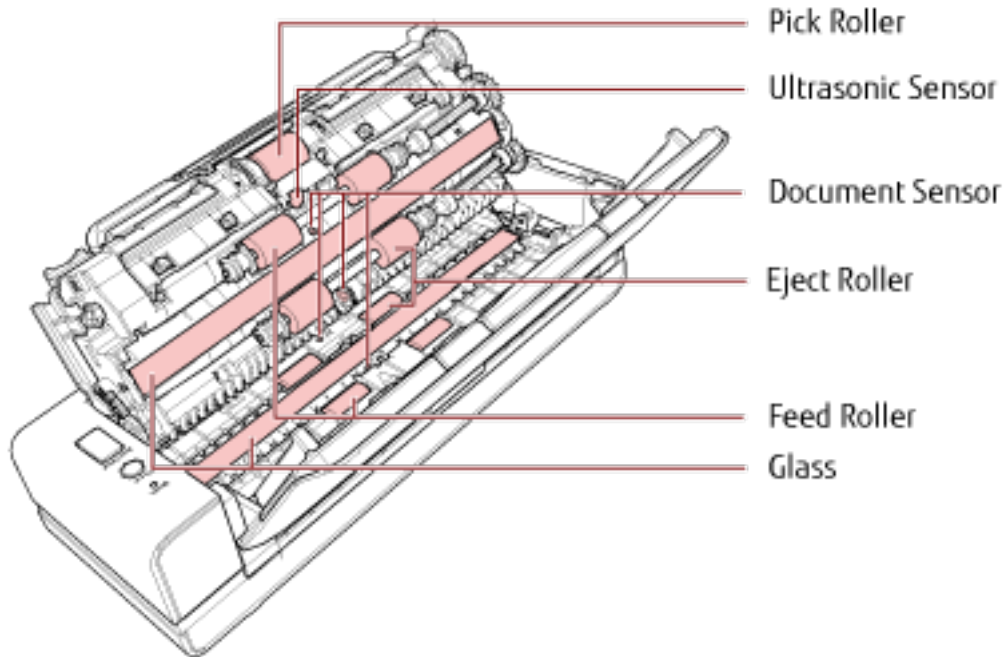
    b Open the ADF.
      For details, refer to How to Open the ADF (page 32).

> ⚠ **CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

c Press the [Scan/Stop] button for 3 seconds or more in order for the scanner to enter cleaning mode.

d Press the [Scan/Stop] button.
The feed/eject rollers rotate a certain amount simultaneously.
As a guideline, pressing the [Scan/Stop] button seven times will rotate the feed rollers/eject rollers one revolution.

> ⚠ **CAUTION** Be careful not to touch the rollers with your hand while they are rotating.

e Put a piece of cloth moistened with Cleaner F1 or a sheet of Cleaning Wipe against the surface of the rotating feed/eject roller, and wipe horizontally to clean dirt and dust off the whole surface.
Make sure that it is wiped properly because black residue on the roller will affect the feeding performance.

5 Close the ADF.
For details, refer to How to Close the ADF (page 33).

> ⚠ **CAUTION** Be careful not to get your fingers caught when closing the ADF.

> **ATTENTION**
> Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

6 Clear the sheet counter after cleaning.
Start up the Software Operation Panel and clear the counter.
For details, refer to Clearing the Sheet Counters (page 164).

Cleaning the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet

The Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet should be cleaned with either a piece of dry cloth, a cloth moistened with Cleaner F1/mild detergent, or a sheet of Cleaning Wipe.
Gently wipe dirt and dust off the surface and the inside of the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet.
As you keep using the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet, dirt and dust will accumulate on the surface and the inside.
Clean it regularly because it may result in scanning errors.

ATTENTION

- Make sure that the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet is not creased.

- To avoid deformation and discoloration, never use paint thinner or any other organic solvents.

- Do not use force to rub against the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet because doing so may cause damage or deformation.

- After cleaning the inside of the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet with a cloth moistened with Cleaner F1/mild detergent or a sheet of Cleaning Wipe, do not close the Carrier Sheet/ Photo Carrier Sheet/Booklet Carrier Sheet until it is completely dry.

- The Carrier Sheet and Photo Carrier Sheet should be replaced approximately every 500 scans.
  The Booklet Carrier Sheet should be replaced approximately every 2,500 scans.
  For information on purchasing the Carrier Sheets/Photo Carrier Sheets/Booklet Carrier Sheets, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Replacing the Consumables

This section explains how to replace the consumables for the scanner.

> ⚠️ **CAUTION** | The inside of the ADF becomes very hot when the scanner is being used.
> Before you replace the consumables, make sure to turn off the power, unplug the power cable and wait for at least 15 minutes for the inside of the ADF to cool down.

Consumables and Replacement Cycles

Name	Part No.	Suggested Replacement Cycle
PAD Unit	PA03795-0002	30,000 sheets or one year
PICK ROLLER	PA03795-0001	150,000 sheets or one year

Consumables need to be replaced periodically. It is recommended that you keep a stock of new consumables and replace them before it reaches the end of the consumable life. Also, the scanner records the number of sheets scanned for each consumable (pad unit and pick roller), which allows you to determine when to replace the consumables.

For information on how to check the number of sheets scanned, refer to .

Note that the suggested replacement cycles are guidelines for using A4 (80 g/m^2 [20 lb]) wood-free or wood-containing paper, as these cycles vary depending on the type of documents scanned and how often the scanner is used and cleaned.

> **HINT**
> Only use the specified consumables.

For information on purchasing the consumables, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact

information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.
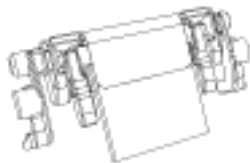
Replacing the Pad Unit

Replace the pad unit in following procedure.

1 **Turn off the scanner, unplug the power cable and wait for at least 15 minutes.**
For details, refer to How to Turn the Power OFF (page 29).

2 **Open the ADF paper chute (feeder).**
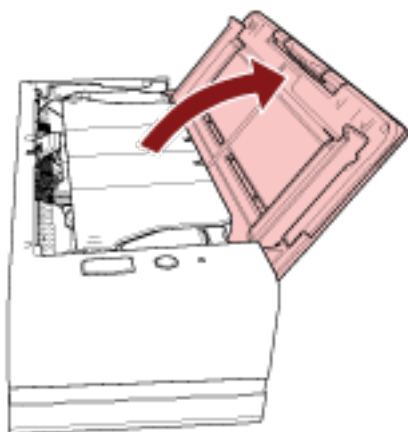
3 **Open the ADF.**
For details, refer to How to Open the ADF (page 32).

⚠ CAUTION	When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

4 **Remove the pad unit.**

Squeeze both ends of the pad unit (gray parts) and pull it out in the direction of the arrow.
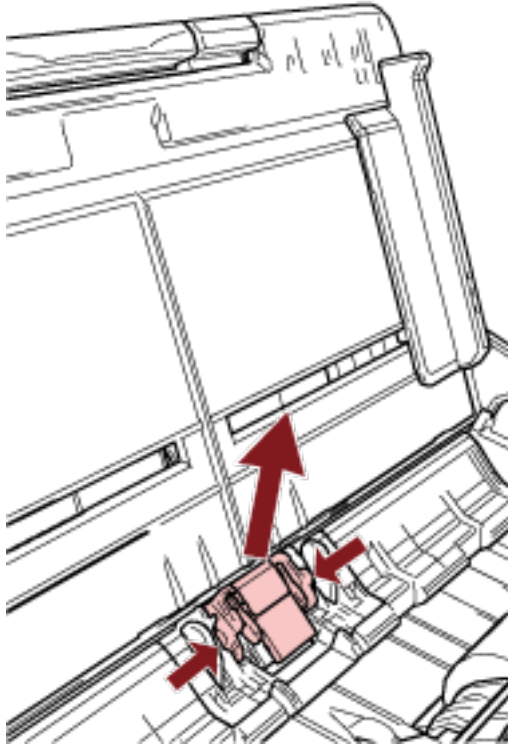
ATTENTION

Do not hold any parts other than both ends of the pad unit (gray parts).

5 **Attach a new pad unit.**

Attach the pad unit so that the protrusions are placed as shown below.
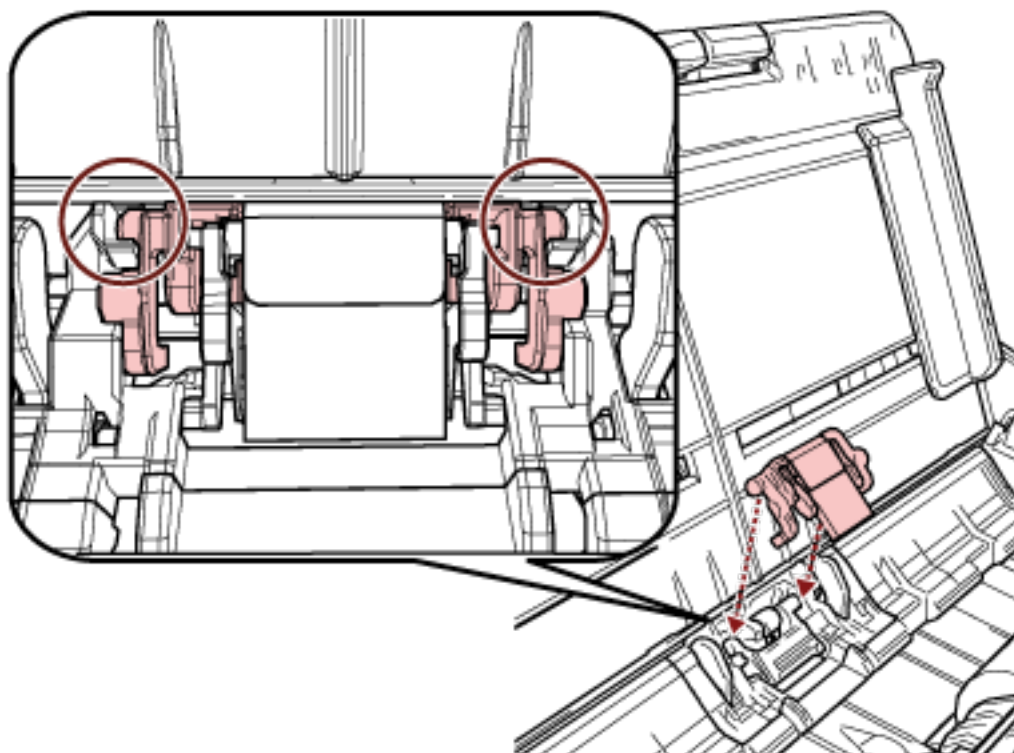
ATTENTION

- Attach the pad unit with the front side up. If the pad unit is attached upside down, paper jams or other feeding errors may occur.

- Make sure that the pad unit is attached firmly. Otherwise, paper jams or other feeding errors may occur.

6 **Close the ADF.**
For details, refer to How to Close the ADF (page 33).

⚠ **CAUTION** | Be careful not to get your fingers caught when closing the ADF.

7 **Plug in the power cable and turn on the scanner.**
For details, refer to How to Turn the Power ON (page 29).

8 **Clear the pad unit counter.**
Start up the Software Operation Panel and clear the counter.
For details, refer to Clearing the Sheet Counters (page 164).

Replacing the Pick Roller

Replace the pick roller in following procedure.

1 Turn off the scanner, unplug the power cable and wait for at least 15 minutes.
For details, refer to How to Turn the Power OFF (page 29).

2 Open the ADF paper chute (feeder).
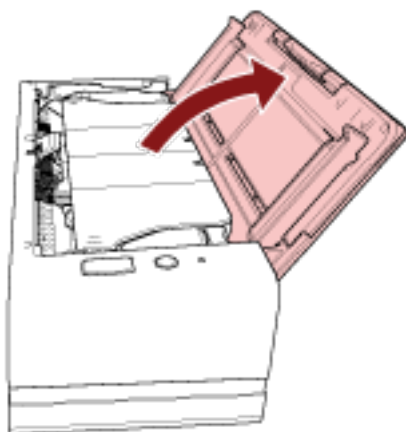
3 Open the ADF.
For details, refer to How to Open the ADF (page 32).

⚠ CAUTION	When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

4 Open the sheet guide.
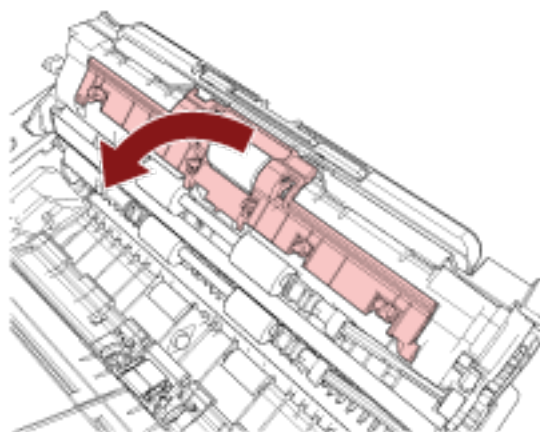
5 Remove the pick roller.

Pull out the pick roller from the shaft, and then lift up the pick roller to remove it.
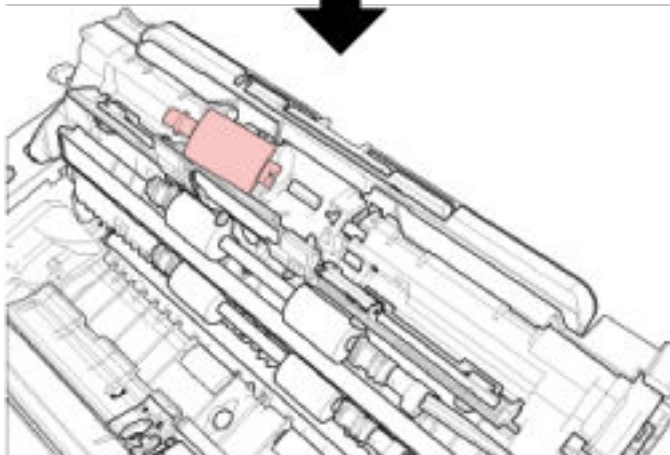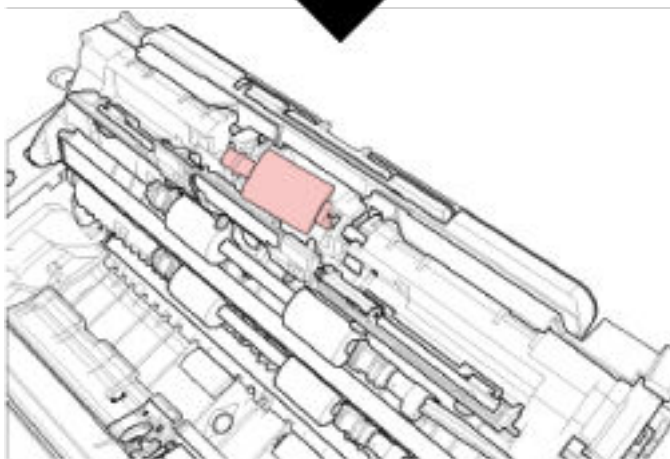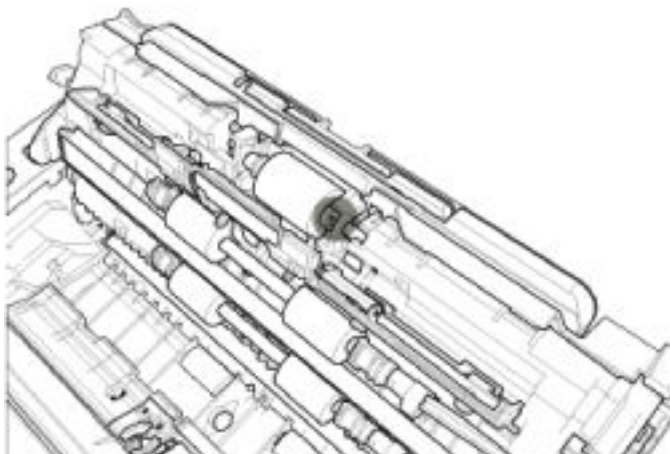
6 Attach a new pick roller.

Attach the pick roller to the shaft while aligning the slot of the pick roller with the protrusion of the shaft.
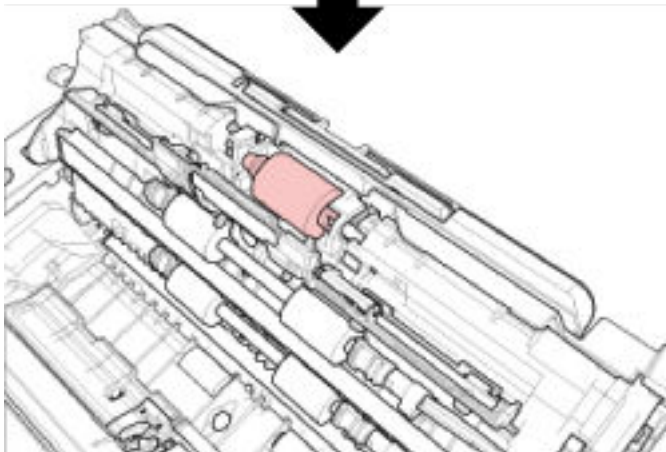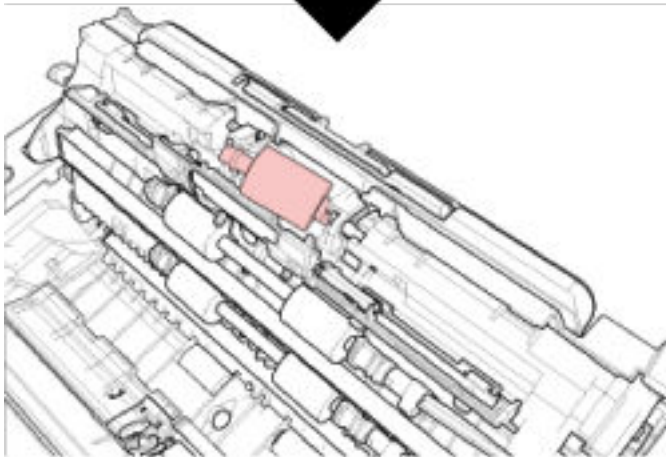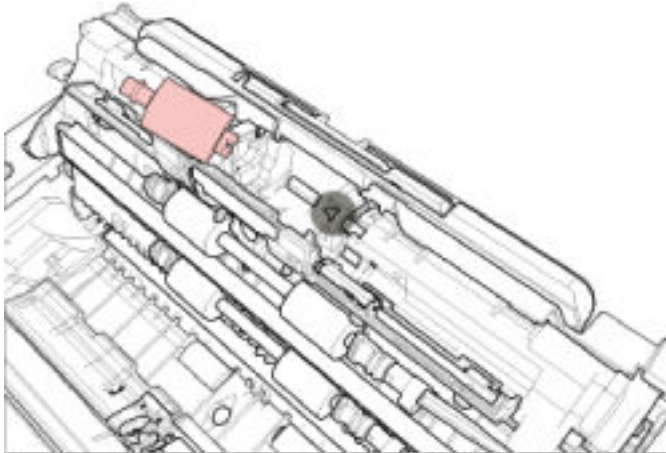
ATTENTION

Confirm that the pick roller is installed properly. Otherwise, paper jams or other feeding errors may occur.

7 Close the sheet guide. Make sure that both ends of the sheet guide are locked firmly.

8 **Close the ADF.**

For details, refer to How to Close the ADF (page 33).

> ⚠ **CAUTION** | Be careful not to get your fingers caught when closing the ADF.

9 **Plug in the power cable and turn on the scanner.**

For details, refer to How to Turn the Power ON (page 29).

10 **Clear the pick roller counter.**

Start up the Software Operation Panel and clear the counter.
For details, refer to Clearing the Sheet Counters (page 164).

Troubleshooting

This section explains about the countermeasures against paper jams and other troubles, items to check before contacting your scanner service provider, and how to read the product label on the scanner.

> **ATTENTION**
>
> For details about other errors/troubles that are not covered in this section, refer to the scanner driver's Help.

When a Paper Jam Occurs

When a paper jam occurs inside the ADF with a document inserted into the return path opening or loaded in the ADF paper chute (feeder), remove the document in the following procedure.

> **⚠ CAUTION**
> - Do not use force to pull out jammed documents, and make sure to open the ADF first.
> - Be careful not to touch any sharp parts upon removing jammed documents.
> - Be careful not to get things such as hair, a tie or necklaces caught inside the scanner when removing jammed documents.
> - The inside of the ADF may become extremely hot during operation. Be careful not to burn yourself.

**1 Open the ADF.**
For details, refer to How to Open the ADF (page 32).
To avoid a dent from being made on a document ejected on the stacker when pressed against the document support tab, open the ADF gently.

> **⚠ CAUTION**
> When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

2 Remove the jammed document.

> **ATTENTION**
> - Make sure to check the documents and the paper path thoroughly. Remove any metal objects such as staples or paper clips to prevent paper jams.
> - Be careful not to damage the glass surface and the guides when removing documents with metal objects such as staples or paper clips.

3 Push the parts on either side of the stacker in order to close the ADF.

The stacker will also be closed automatically.
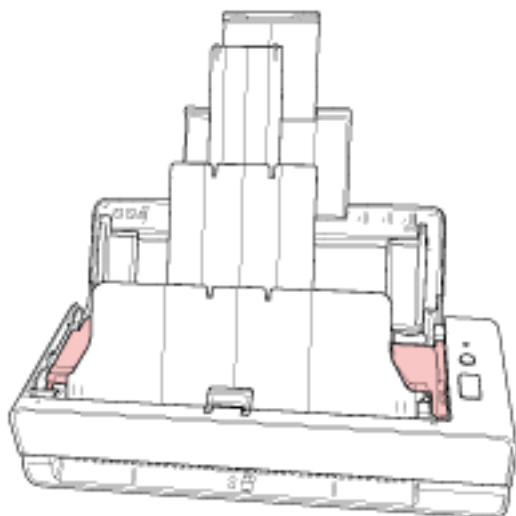
⚠ CAUTION	Be careful not to get your fingers caught when closing the ADF.

ATTENTION

- Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

- Occasionally when scanning is complete or canceled, documents may remain in the ADF without any error message displayed. In that case, follow steps 1 through 3 above to remove the documents.

- To continue scanning, check which page you want to resume from, and insert the document into the return path opening or load the document in the ADF paper chute (feeder) again.

Errors

- **Error Indication**

  If an error occurs while the scanner is used, the LED indicator lights up as follows.

  - For temporary errors
    Lights up in orange.

  - For device errors
    Flashes in orange.

  Temporary errors can be recovered by the operator, whereas device errors require troubleshooting by a service engineer.

  Press the [Scan/Stop] button during the time the LED indicator displays a temporary error so that the LED indicator lights up in green and the scanner is ready to start scanning again. Note that a paper jam indication ends after a certain period of time elapses if there are no documents in the scanner (ready status).

  > **HINT**
  >
  > If the computer has Error Recovery Guide installed, Error Recovery Guide is started up when you logged onto Windows.
  > When an error occurs on the scanner, the error name and code number is displayed in the Error Recovery Guide window.
  > Take note of the displayed information and click the [More Info] button to check the troubleshooting procedure.
  >
  >
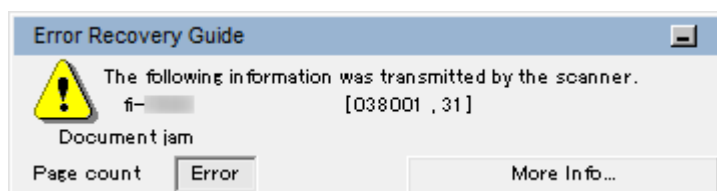
- **Error List**

LED Indicator	Error Description	Refer to
Lights up (orange)	Paper jam	Paper Jam (page 106)
	Document loading error	Document loading error (page 107)
	Multifeed	Multifeed (page 107)
	Sensor(s) dirty	Sensor(s) dirty (page 107)
	ADF open	Cover Open (page 108)
Flashes (orange) 2 times	Optical error (ADF Front)	Optical Error (page 108)
Flashes (orange) 3 times	Optical error (ADF Back)	

LED Indicator	Error Description	Refer to
Flashes (orange) 4 times	EEPROM error	EEPROM Error (page 108)
Flashes (orange) 5 times	US sensor error	Sensor Error (page 108)
	TOP sensor error	
	EXIT sensor error	
Flashes (orange) 6 times	Image memory read-write error (Front)	Image Memory Read-Write Error (page 109)
	Image memory read-write error (Back)	
	LSI memory error (Front)	Memory Error (page 109)
	LSI memory error (Back)	
	LSI error (Front)	LSI Error (page 110)
	RAM error	RAM Error (page 110)
Flashes (orange) 7 times	Operator Panel error	Operator Panel Error (page 110)
Flashes (orange) 8 times	Scanner internal error	Scanner Internal Error (page 110)
None	Being used by others	Being Used by Others (page 111)
	Scanning has been paused by the user	Scanning Has Been Paused by the User (page 111)
	Outside designated scan area error	Outside designated scan area error (page 111)
	Outside designated scan area error	Invalid Command (page 112)

Paper Jam

If a paper jam occurs, the LED indicator lights up as follows.

Lights up (orange)	Paper jam

When a paper jam occurs inside the ADF, refer to When a Paper Jam Occurs (page 103) to remove jammed documents.
If paper jams occur frequently, take measures according to Paper Jams/Pick Errors Occur Frequently (page 130).
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Document loading error

If a document loading error occurs, the LED indicator lights up as follows.

Lights up (orange)	Document loading error

If documents are inserted into the return path opening and are loaded in the ADF paper chute (feeder) at the same time, remove either of the documents, and start scanning again.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Multifeed

If a multifeed occurs, the LED indicator lights up as follows.

Lights up (orange)	Multifeed

If documents remain in the scanner, refer to When a Paper Jam Occurs (page 103) to remove the documents.
If documents are overlapped and fed into the scanner frequently, take measures according to Overlapped Documents Are Frequently Fed into the Scanner (page 126).
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Sensor(s) dirty

If sensors are dirty, the LED indicator lights up as follows.

Lights up (orange)	Sensor(s) dirty Clean the document sensor.

Take the following measures.

● Refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89) to clean the document sensors.

● Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Cover Open

If you open the ADF during a scan, the LED indicator lights up as follows.

Lights up (orange)	ADF open

> **HINT**
>
> Also, note that operations on the operator panel are disabled while the ADF is open.

Confirm that the ADF is closed properly.
To check whether or not it is closed completely, open the ADF and then close it again.
For more details about opening and closing the ADF, refer to Opening/Closing the ADF (page 32).

Optical Error

If an optical error occurs in the ADF, the LED indicator lights up as follows.

Flashes (orange) 2 times	Optical error (ADF Front)
Flashes (orange) 3 times	Optical error (ADF Back)

Take the following measures.

● Refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89) and clean the glass.

● Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

EEPROM Error

If an EEPROM error occurs, the LED indicator lights up as follows.

Flashes (orange) 4 times	EEPROM error

Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Sensor Error

If a sensor error occurs, the LED indicator lights up as follows.

Flashes (orange) 5 times	US sensor error
	TOP sensor error
	EXIT sensor error

Take the following measures.

● Refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89) to clean the ultrasonic sensors and the document sensors.

● Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Image Memory Read-Write Error

If an error occurs when data is read from the image memory or written to the image memory, the LED indicator lights up as follows.

Flashes (orange) 6 times	Image memory read-write error (Front)
	Image memory read-write error (Back)

Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Memory Error

If a memory error occurs, the LED indicator lights up as follows.

Flashes (orange) 6 times	LSI memory error (Front)
	LSI memory error (Back)

Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

LSI Error

If an LSI error occurs, the LED indicator lights up as follows.

| Flashes (orange) 6 times | LSI error (Front) |

Turn the scanner off then back on.

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

RAM Error

If a RAM error occurs, the LED indicator lights up as follows.

| Flashes (orange) 6 times | RAM error |

Turn the scanner off then back on.

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Operator Panel Error

If an operator panel error occurs, the LED indicator lights up as follows.

| Flashes (orange) 7 times | Operator Panel error |

Turn the scanner off then back on.

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Scanner Internal Error

If a scanner internal error occurs, the LED indicator lights up as follows.

| Flashes (orange) 8 times | Scanner internal error |

Turn the scanner off then back on.

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact

List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Being Used by Others

The scanner is already being used.

● Make sure that another application is not using the scanner.

● Make sure that the connection method of the scanner is correct.

● Make sure that no operations are being performed on the operator panel of the scanner.

Scanning Has Been Paused by the User

Scanning has been paused by the user.
To resume scanning, press the [Scan/Stop] button on the operator panel of the scanner.

Outside designated scan area error

This error occurs when the bottom edge of the document is detected before the specified area is scanned with the ADF.
Example:
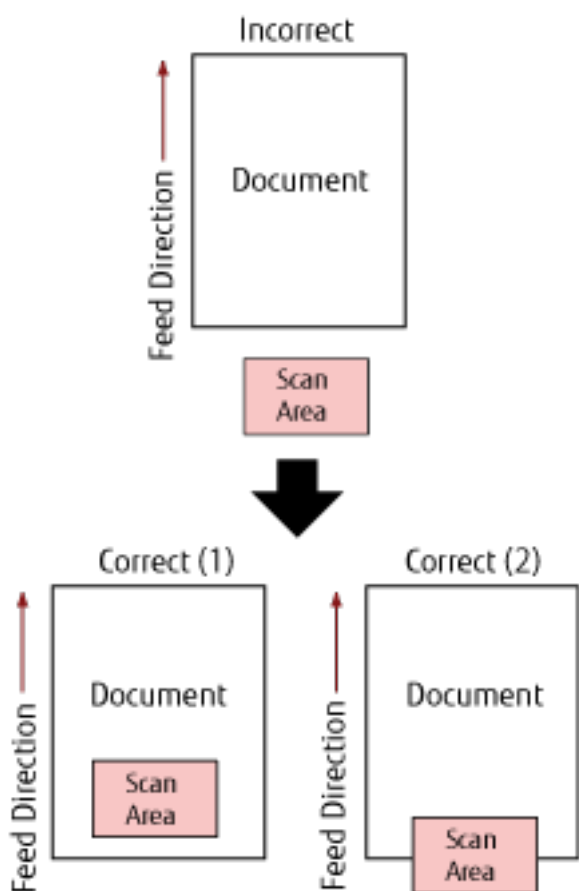
Outside of the document may have been scanned because the scanned document is shorter than the specified paper size. Take one of the following measures, and then scan again.

● Load a document of the specified paper size in the ADF paper chute (feeder).

● Change the scan settings so that the scanning area is set inside of the document.

> **ATTENTION**
>
> Ways to designate the scanning area differ depending on image scanning applications. For details, refer to the help for the image scanning application.

Invalid Command

The command was ended abnormally.
There may be a problem with the USB cable connection.

● Make sure that the USB cable is connected properly.

● Turn the scanner off then back on.
If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, write down the status of the LED indicator and contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Troubleshooting

This section describes examples of troubles that you may encounter when using the scanner and also describes the solutions to them.

Before you request for a repair, take measures by looking through the examples of the troubles and solutions. If the problem persists, refer to and take measures accordingly. If the problem still persists, check each item in first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.
The following are examples of troubles that you may encounter.

- **Power of the scanner**

  -

- **Connection of the scanner**

  -

- **Scanner**

  -

- **Scanning operations**

  -

  -

  -

  -

  -

- **Scanning results**

  -

  -

  -

  -

  -

  -

  -

  -

- **Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet**

The Scanner Cannot Be Powered ON

Check the following points

- Is the power cable connected properly? (page 115)

- Did you press the [Power] button on the scanner? (page 115)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the power cable connected properly?**

Solution

Connect the power cable properly.
For details, refer to Getting Started.

● **Did you press the [Power] button on the scanner?**

Solution

Press the [Power] button on the scanner.
For details, refer to How to Turn the Power ON (page 29).

Cannot Connect the Scanner and a Computer via a USB Cable

Check the following points

- Is the USB cable connected properly? (page 116)

- Did you select [Auto] for the USB setting for the scanner? (page 116)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the USB cable connected properly?**

Solution

Connect the USB cable properly.
For details, refer to Getting Started.

● **Did you select [Auto] for the USB setting for the scanner?**

Solution

If you select [Auto] for the USB setting for the scanner, the connection between the scanner and a computer may not be able to be established.
Change the USB setting for the scanner to [USB 2.0] in the Software Operation Panel.

The Stacker is Not Closed Automatically

Check the following points

- Did any paper jam occur? (page 117)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did any paper jam occur?**

Solution

If a paper jam did occur, first open the ADF, and then push the parts on either side of the stacker to close the ADF so that the stacker will also be closed automatically.
For details about the solution for paper jams inside the ADF, refer to When a Paper Jam Occurs (page 103).

When a paper jam does not occur, completely push in the extended stacker by hand and close the stacker manually.
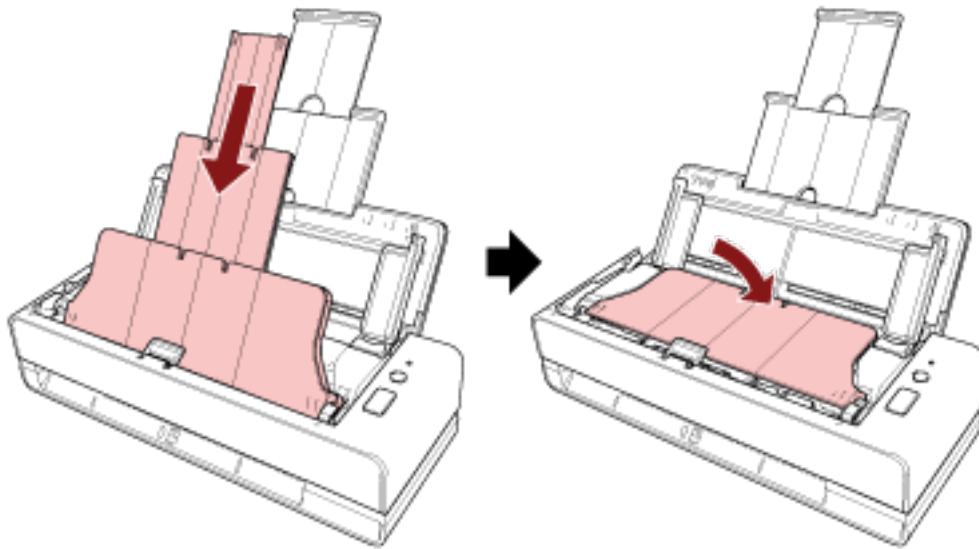
Scanning Does Not Start

Check the following points

- Is the document inserted into the return path opening or loaded in the ADF paper chute (feeder) correctly? (page 119)
- Is the ADF closed properly? (page 119)
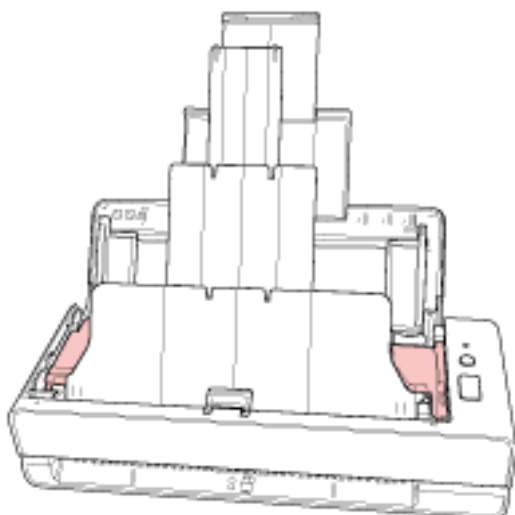- Is the USB cable connected properly? (page 119)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the document inserted into the return path opening or loaded in the ADF paper chute (feeder) correctly?**

Solution

Reinsert the document into the return path opening or reload it in the ADF paper chute (feeder).

● **Is the ADF closed properly?**

Solution

Close the ADF firmly.
If the document is caught in the ADF, remove the document and close the ADF.

● **Is the USB cable connected properly?**

Solution

Connect the USB cable properly.
For details, refer to Getting Started.

Scanning Takes a Long Time

Check the following points

- Does the computer meet the recommended requirements? (page 120)

- Is the USB cable connected to the USB 1.1 port on the computer? (page 120)

- Did you start a scan while the computer was unstable (for example, immediately after computer start-up or logon)? (page 120)

- Are the rollers clean? (page 120)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Does the computer meet the recommended requirements?**

  Solution

  Use a computer that meets the recommended CPU, memory, and other requirements.
  For details, refer to System Requirements (page 26).

● **Is the USB cable connected to the USB 1.1 port on the computer?**

  Solution

  Connect the USB cable to the USB 3.2 Gen1x1/USB 3.0/USB 2.0 port.

● **Did you start a scan while the computer was unstable (for example, immediately after computer start-up or logon)?**

  Solution

  When you start or log onto the computer, wait a while before starting a scan.

● **Are the rollers clean?**

  Solution

  Clean the rollers.
  For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

The Quality of a Scanned Image of a Picture or Photo Is Poor

Check the following points

- Did you configure the settings in the scanner driver to scan in black & white mode? (page 121)

- Are the glass and rollers inside the ADF clean? (page 121)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you configure the settings in the scanner driver to scan in black & white mode?**

Solution

Use a scanner driver to configure the scan settings that do not "binarize" (output in black and white), and then perform a scan.
The scanned image may differ from the original image significantly if you simply "binarize" (output in black & white) a picture or a photo.

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

Quality of Scanned Text or Lines Is Unsatisfactory

Check the following points

- Are the glass and rollers inside the ADF clean? (page 122)

- Is the resolution appropriate? (page 122)

- Did you configure the settings in the scanner driver to scan in grayscale or color mode? (page 122)

- Is there any foreign matter (such as dust or paper dust) on the document? (page 122)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Is the resolution appropriate?**

Solution

Specify a higher resolution in the scanner driver.

● **Did you configure the settings in the scanner driver to scan in grayscale or color mode?**

Solution

Configure the settings in the scanner driver to scan in black & white mode.
When you scan in grayscale or in color mode, the scanned image may not become sharp and clear.

● **Is there any foreign matter (such as dust or paper dust) on the document?**

Solution

Remove any foreign matter off the document.
Foreign matter may get on the glass that is inside the ADF, and cause the image to appear dirty.

Images Are Distorted or Not Clear

Check the following points

- Are the glass and rollers inside the ADF clean? (page 123)

- Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF? (page 123)

- Is a scan performed on a place that is unstable or vibrates? (page 123)

- Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner? (page 123)

- Are there any wrinkles or curls on the document? (page 123)

- Did you scan a booklet? (page 124)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF?**

Solution

Do not push down the top of the ADF, or place any heavy objects on the ADF during scanning.

● **Is a scan performed on a place that is unstable or vibrates?**

Solution

Perform a scan on a place that is stable and does not vibrate.

● **Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner?**

Solution

Place the scanner on a flat and level surface.
Or, attach the rubber pads on the bottom of the scanner.

● **Are there any wrinkles or curls on the document?**

Solution

Smooth out the wrinkles or curls on the document.

- **Did you scan a booklet?**

  Solution

  When scanning an open booklet, insert the side which has less pages into the middle of the return path opening.
  If you scan a booklet as it is, and the scanned image turns out to be distorted, place the booklet inside the Booklet Carrier Sheet and perform a scan.

- **Did you scan a booklet?**

Vertical Streaks Appear on the Images

Check the following points

- Are the glass and rollers inside the ADF clean? (page 125)

- Is there any foreign matter (such as dust or paper dust) on the document? (page 125)

- Is [Vertical Streaks Reduction] enabled in the scanner driver for a scan? (page 125)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Are the glass and rollers inside the ADF clean?**

  #### Solution

  Clean the dirty parts.
  For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

- **Is there any foreign matter (such as dust or paper dust) on the document?**

  #### Solution

  Remove any foreign matter off the document.
  Foreign matter may get on the glass that is inside the ADF, and cause the image to appear dirty.

- **Is [Vertical Streaks Reduction] enabled in the scanner driver for a scan?**

  #### Solution

  Enable [Vertical Streaks Reduction] in the scanner driver, and then perform a scan.

Overlapped Documents Are Frequently Fed into the Scanner

Check the following points

- Do the documents meet the paper requirements? (page 126)
- If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately? (page 126)
- Did you scan a thick document such as a plastic card? (page 126)
- Did you fan the documents before loading them in the ADF paper chute (feeder)? (page 127)
- Have the documents just been printed out from a copy machine or a laser printer? (page 127)
- Is there a document remaining in the ADF? (page 127)
- Are the pad unit and pick roller installed correctly? (page 127)
- Are the pad unit and pick roller clean? (page 127)
- Are the pad unit and pick roller worn out? (page 127)
- Are you using the scanner at an altitude of 2,000 m or higher? (page 127)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Do the documents meet the paper requirements?**

Solution

Use documents that meet the requirements.
For details, refer to Documents for Scanning (page 48).

● **If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately?**

Solution

Fulfill the conditions to detect overlapped documents accurately.
For details, refer to Conditions Required to Accurately Detect Overlapped Documents (Multifeed) (page 54).
If necessary, specify the area to detect overlapped documents.
For details, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 185).

● **Did you scan a thick document such as a plastic card?**

Solution

When scanning a thick document such as a plastic card, insert the document into the return path opening to scan it.

- **Did you fan the documents before loading them in the ADF paper chute (feeder)?**

  Solution

    Fan the documents.
    For details, refer to Preparation (When Loading Multiple Documents) (page 42).

- **Have the documents just been printed out from a copy machine or a laser printer?**

  Solution

    Fan the documents a few times to remove static electricity.
    For details, refer to Preparation (When Loading Multiple Documents) (page 42).

- **Is there a document remaining in the ADF?**

  Solution

    Remove the document from the ADF.
    For details, refer to When a Paper Jam Occurs (page 103).

- **Are the pad unit and pick roller installed correctly?**

  Solution

    Install the pad unit and pick roller correctly.
    For details, refer to Replacing the Pad Unit (page 96) and Replacing the Pick Roller (page 99).

- **Are the pad unit and pick roller clean?**

  Solution

    Clean the pad unit and pick roller.
    For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

- **Are the pad unit and pick roller worn out?**

  Solution

    Start up the Software Operation Panel to check the counters for the pad unit and pick roller, and if
    necessary, replace the pad unit and pick roller.
    For details, refer to Checking the Sheet Counters (page 162).
    For details about replacing the pad unit and pick roller, refer to Replacing the Pad Unit (page 96) and
    Replacing the Pick Roller (page 99).

- **Are you using the scanner at an altitude of 2,000 m or higher?**

  Solution

    Enable [High Altitude Mode] in the Software Operation Panel.
    For details, refer to Scanning at High Altitude [High Altitude Mode] (page 180).
    If the scanner is being used on level ground lower than 2,000 m with [High Altitude Mode] enabled,
    overlapped documents may not be detected.

Situation in Which the Document Is not Fed into the ADF Occurs Frequently

Check the following points

- Do the documents meet the paper requirements? (page 128)

- Did you fan the documents before loading them in the ADF paper chute (feeder)? (page 128)

- Are the pad unit and pick roller installed correctly? (page 128)

- Are the pad unit and pick roller clean? (page 128)

- Are the pad unit and pick roller worn out? (page 128)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Do the documents meet the paper requirements?**

Solution

Use documents that meet the requirements.
For details, refer to Documents for Scanning (page 48).

● **Did you fan the documents before loading them in the ADF paper chute (feeder)?**

Solution

Fan the documents.
For details, refer to Preparation (When Loading Multiple Documents) (page 42).

● **Are the pad unit and pick roller installed correctly?**

Solution

Install the pad unit and pick roller correctly.
For details, refer to Replacing the Pad Unit (page 96) and Replacing the Pick Roller (page 99).

● **Are the pad unit and pick roller clean?**

Solution

Clean the pad unit and pick roller.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Are the pad unit and pick roller worn out?**

Solution

Start up the Software Operation Panel to check the counters for the pad unit and pick roller, and if necessary, replace the pad unit and pick roller.
For details, refer to Checking the Sheet Counters (page 162).

For details about replacing the pad unit and pick roller, refer to Replacing the Pad Unit (page 96) and Replacing the Pick Roller (page 99).

Paper Jams/Pick Errors Occur Frequently

Check the following points

- Do the documents meet the paper requirements? (page 130)

- Is there any foreign matter in the ADF? (page 130)

- Is there a document remaining in the ADF? (page 130)

- Are the pad unit and pick roller installed correctly? (page 130)

- Are the pad unit and pick roller clean? (page 131)

- Are the pad unit and pick roller worn out? (page 131)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Do the documents meet the paper requirements?**

Solution

Use documents that meet the requirements.
For details, refer to Documents for Scanning (page 48).

● **Is there any foreign matter in the ADF?**

Solution

Clean the ADF.
Remove any foreign matter from the ADF.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Is there a document remaining in the ADF?**

Solution

Remove the document from the ADF.
For details, refer to When a Paper Jam Occurs (page 103).

● **Are the pad unit and pick roller installed correctly?**

Solution

Install the pad unit and pick roller correctly.
For details, refer to Replacing the Pad Unit (page 96) and Replacing the Pick Roller (page 99).

● **Are the pad unit and pick roller clean?**

   Solution

   Clean the pad unit and pick roller.
   For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Are the pad unit and pick roller worn out?**

   Solution

   Start up the Software Operation Panel to check the counters for the pad unit and pick roller, and if
   necessary, replace the pad unit and pick roller.
   For details, refer to Checking the Sheet Counters (page 162).
   For details about replacing the pad unit and pick roller, refer to Replacing the Pad Unit (page 96) and
   Replacing the Pick Roller (page 99).

Images Turn Out Elongated

Check the following points

- Are the rollers clean? (page 132)

- Do the documents meet the paper requirements? (page 132)

- Are the pad unit and pick roller installed correctly? (page 132)

- Have you adjusted the magnification level? (page 132)

- Did you scan a booklet? (page 132)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the rollers clean?**

Solution

Clean the rollers.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Do the documents meet the paper requirements?**

Solution

Use documents that meet the requirements.
For details, refer to Documents for Scanning (page 48).

● **Are the pad unit and pick roller installed correctly?**

Solution

Install the pad unit and pick roller correctly.
For details, refer to Replacing the Pad Unit (page 96) and Replacing the Pick Roller (page 99).

● **Have you adjusted the magnification level?**

Solution

In [Device Setting] of the Software Operation Panel, adjust the scan scale in the feeding direction.
For details, refer to Adjusting the Position to Start the Scan [Offset Setting/Vertical magnification Adjustment] (page 168).

● **Did you scan a booklet?**

Solution

When scanning an open booklet, insert the side which has less pages into the middle of the return path opening.

When you scan a booklet as it is, and the scanned image turns out elongated, place the booklet inside the Booklet Carrier Sheet and perform a scan.

A Shadow Appears at the Top or the Bottom of the Image

Check the following points

- Have you adjusted the offset (position to start the scan)? (page 134)

- Did you use the page edge filler function to fill in the shadow around the edge? (page 134)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Have you adjusted the offset (position to start the scan)?**

Solution

In [Device Setting] of the Software Operation Panel, adjust the offset in the sub-scanning direction.
For details, refer to Adjusting the Position to Start the Scan [Offset Setting/Vertical magnification Adjustment] (page 168).

● **Did you use the page edge filler function to fill in the shadow around the edge?**

Solution

In [Device Setting 2] of the Software Operation Panel, use the page edge filter function to fill out the shadow that appeared on the edge of the document.
For details, refer to the following:

- Removing Shadows/Streaks that Appear around Edges of Images [Page Edge Filler (U-turn)] (page 171)

- Removing Shadows/Streaks that Appear around Edges of Images [Page Edge Filler (Return)] (page 173)

For the settings in the scanner driver, refer to the scanner driver's Help.

There Are Black Traces on the Document

Check the following points

- Are you scanning documents written in lead pencil or carbon paper? (page 135)

- Are the glass and rollers inside the ADF clean? (page 135)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are you scanning documents written in lead pencil or carbon paper?**

Solution

When you scan documents written in lead pencil, make sure you clean the rollers frequently. Otherwise, the rollers will be contaminated which may leave black traces on the document or cause feeding errors.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

The Upper Part of the Scanned Image Appears Missing

Check the following points

- Did you set the paper size of the document to be scanned in the scanner driver? (page 136)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Did you set the paper size of the document to be scanned in the scanner driver?**

Solution

Set the paper size of the document to be scanned in the scanner driver, and then perform a scan.
If you use the return path opening and scan a document that is larger than the paper size set in the scanner driver, the upper part of the scanned image will appear missing.

The Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet Is Not Fed Smoothly or a Jam Occurs

Check the following points

- Is the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet clean? (page 137)

- Did you load the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet in the ADF paper chute (feeder)? (page 137)

- Are the glass and rollers inside the ADF clean? (page 138)

- Are the pad unit and pick roller worn out? (page 138)

- Is there any foreign matter in the ADF? (page 138)

- Did you place a thick document inside the Carrier Sheet/Photo Carrier Sheet? (page 138)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Is the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet clean?**

  Solution

  Perform one of the following.

  - Clean the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet.
    For details, refer to Cleaning the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet (page 93).

  - Replace the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet.
    For information on purchasing the Carrier Sheets/Photo Carrier Sheets/Booklet Carrier Sheets, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Did you load the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet in the ADF paper chute (feeder)?**

  Solution

  You cannot load the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet in the ADF paper chute (feeder).
  Insert the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet into the return path opening.
  For details, refer to the following:

  - Scanning Documents Larger than A4/Letter Size (page 72)

  - Scanning Photographs and Clippings without Damaging Them (page 75)

  - Scanning Booklets such as Passports without Damaging Them (page 77)

- **Are the glass and rollers inside the ADF clean?**

  Solution

  Clean the dirty parts.
  For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

- **Are the pad unit and pick roller worn out?**

  Solution

  Start up the Software Operation Panel to check the counters for the pad unit and pick roller, and if necessary, replace the pad unit and pick roller.
  For details, refer to Checking the Sheet Counters (page 162).
  For details about replacing the pad unit and pick roller, refer to Replacing the Pad Unit (page 96) and Replacing the Pick Roller (page 99).

- **Is there any foreign matter in the ADF?**

  Solution

  Clean the ADF.
  Remove any foreign matter from the ADF.
  For details, refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 89).

- **Did you place a thick document inside the Carrier Sheet/Photo Carrier Sheet?**

  Solution

  Some papers may be too thick to place inside the Carrier Sheet/Photo Carrier Sheet.
  Use documents that meet the requirements.
  When scanning a thick document such as a booklet, place the document inside the Booklet Carrier Sheet to scan it.
  For details about conditions for using the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet, refer to the following:

  - Conditions for Using the Carrier Sheet (page 60)
  - Conditions for Using the Photo Carrier Sheet (page 62)
  - Conditions for Using the Booklet Carrier Sheet (page 64)

Part of the Image Appears Missing in the Case Where the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet Is Used

Check the following points

- Did you place several small documents (such as photos or postcards) in the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet for scanning? (page 139)

- Is the fold line of the document outside the range of the Carrier Sheet? (page 139)

If the problem persists, refer to The First Measures to Take When You Encounter any Errors or Troubles (page 140) and take measures accordingly. If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Did you place several small documents (such as photos or postcards) in the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet for scanning?**

  Solution

  Place only one document (such as a photo or postcard) at a time in the Carrier Sheet/Photo Carrier Sheet/Booklet Carrier Sheet.

- **Is the fold line of the document outside the range of the Carrier Sheet?**

  Solution

  If the fold line of the document is outside the range of the Carrier Sheet, part of the image may appear missing around the fold line.
  Place the document so that the fold line of the document is placed about 1 mm inside from the edge of the Carrier Sheet.

The First Measures to Take When You Encounter any Errors or Troubles

If you encounter any errors or troubles while using the scanner, take the following measures:

● Make sure that sufficient power is supplied. Do not use an extension cable.

● Use the AC cable and AC adapter that are supplied.

● Refer to Daily Care (page 83) to clean the inside of the scanner.

● Turn the scanner off then back on.

If the problem still persists, check each item in Before You Contact the Scanner Service Provider (page 141) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Before You Contact the Scanner Service Provider

Check the following items before contacting the distributor/dealer where you purchased this product.

- General (page 141)
- Error Status (page 141)

General

Item	Findings
Scanner name	Example: fi-800R For details, refer to Checking the Product Label (page 143).
Serial No.	Example: XXXX000001 For details, refer to Checking the Product Label (page 143).
Date of manufacture	Example: 20XX-01 (January 20XX) For details, refer to Checking the Product Label (page 143).
Date of purchase	
Symptom	
Frequency of trouble	
Warranty	
Options used	

Error Status

- **Computer Connection Issues**

Item	Findings
Operating system (Windows)	
Error message	
Interface	Example: USB interface
Interface controller	

- **Feeding Issues**

Item	Findings
Paper type	

Item	Findings
Main purpose of use	
Date of last cleaning	
Date of consumable replacement	
Operator panel status	

● **Image Quality Issues**

Item	Findings
Scanner driver and version	
Interface controller	
Operating system (Windows)	
Application	Example: PaperStream Capture
Scanning sides	Example: front, back, both
Resolution	Example: 600 dpi, 75 dpi
Image mode	Example: color, grayscale, black & white

● **Other**

Item	Findings
Can you send the output image and a photo that shows the paper condition by e-mail or fax?	

Checking the Product Label

This section explains about the product label on the scanner.

The label is located on the place indicated in the following figure:
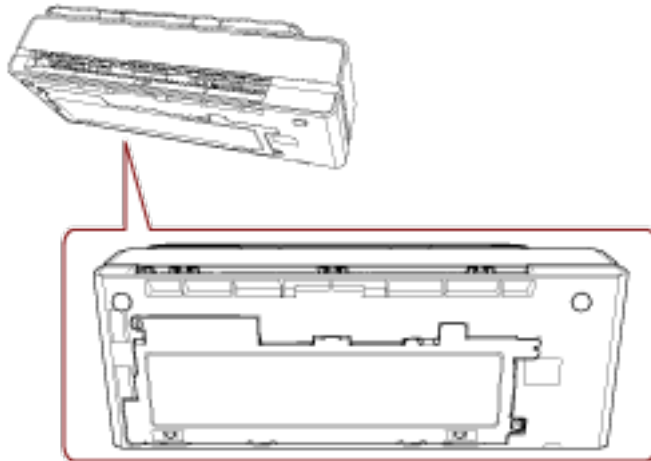
Label (example): Shows the scanner information.

Scanner Settings (Software Operation Panel)

This section explains how to use the Software Operation Panel to configure the scanner settings.

Starting Up the Software Operation Panel

The Software Operation Panel is installed together with the PaperStream IP driver.
With this application, you can configure settings for operations of the scanner and management of the consumable parts.

> **ATTENTION**
>
> ● Do not start up the Software Operation Panel during scanning.
>
> ● If you change the Software Operation Panel settings while the scanner driver window is displayed, the changes may not be applied immediately. In that case, close the scanner driver window and open it again.
>
> ● Do not use the operator panel while the Software Operation Panel is running.

1 **Confirm that the scanner is connected to the computer, then turn on the scanner.**
For details about how to connect the scanner to the computer, refer to Getting Started.
For details about how to turn on the scanner, refer to .

2 **Display the [Software Operation Panel] window.**

● Windows Server 2008/Windows 7
Click [Start] menu → [All Programs] → [fi Series] → [Software Operation Panel].

● Windows Server 2012
Right-click the Start screen, and select [All apps] on the app bar → [Software Operation Panel] under [fi Series].

● Windows Server 2012 R2/Windows 8.1
Click [↓] on the lower left side of the Start screen and select [Software Operation Panel] under [fi Series].
To display [↓], move the mouse cursor.

● Windows 10/Windows Server 2016/Windows Server 2019

Click [Start] menu → [fi Series] → [Software Operation Panel].
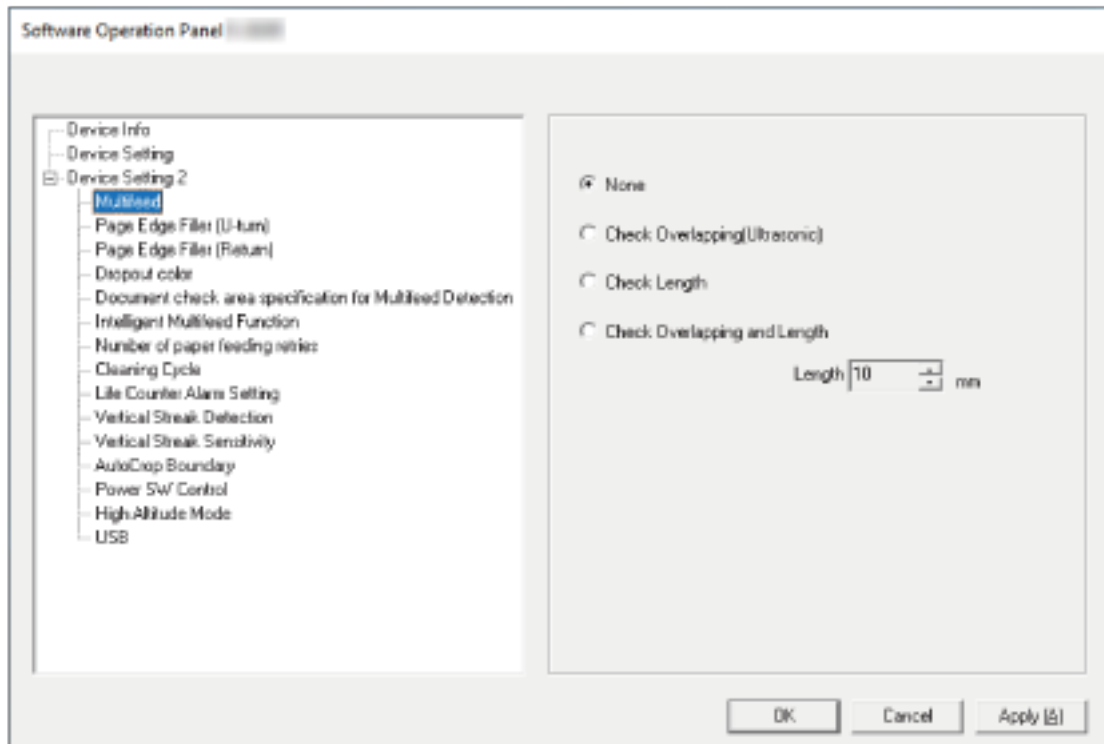
The Software Operation Panel icon is displayed in the menu that appears when you click [icon] in the notification area.
To have the Software Operation Panel icon always displayed in the notification area, drag and drop the icon onto the notification area.
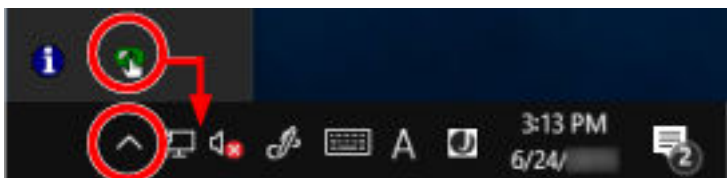
Setting the Software Operation Panel to [View Only mode]

By setting a password, the Software Operation Panel can run in [View Only mode] which allows users to only view the scanner settings.
The scanner settings can be configured if no password is set.
In order to prevent unnecessary changes to the settings, a password can be used to restrict user operations.

Setting [View Only mode]

Set the Software Operation Panel to [View Only mode].

1 Set a password.
For details, refer to Setting a Password (page 151).

2 Right-click the Software Operation Panel icon in the notification area, and select [View Only mode] from the menu.
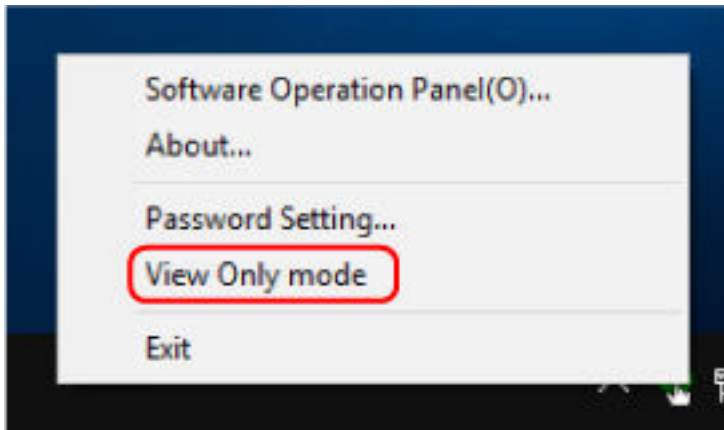
The Software Operation Panel enters [View Only mode].
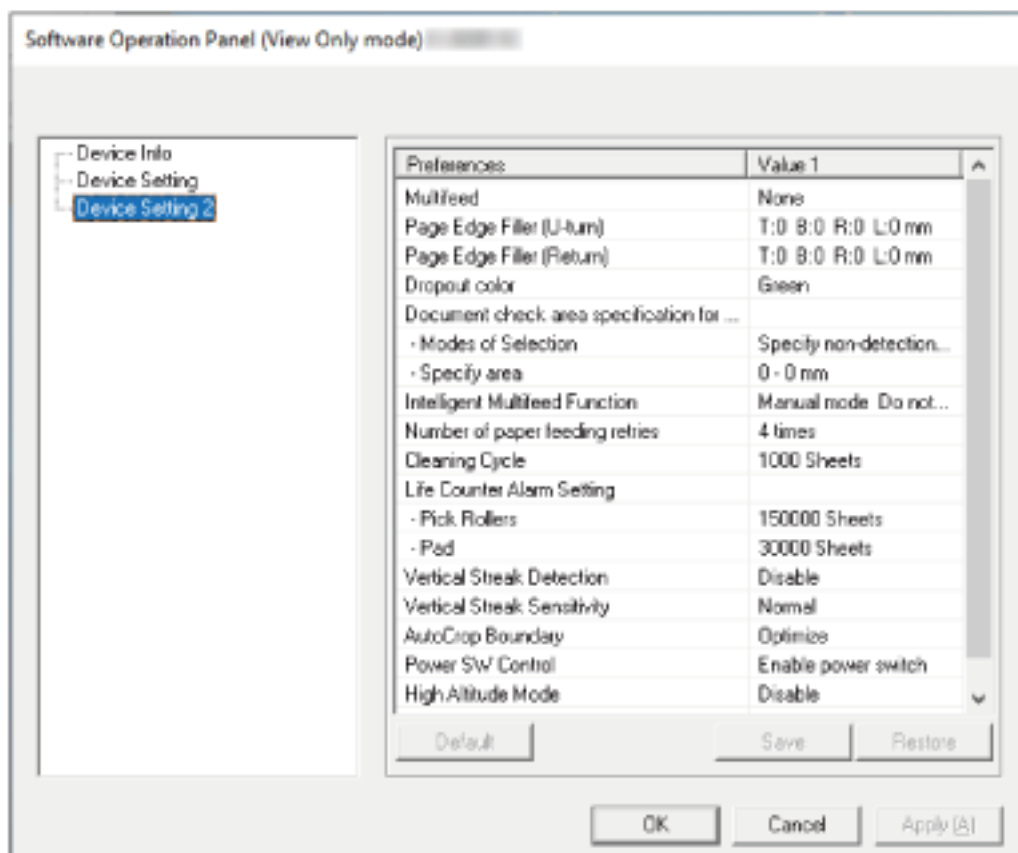
HINT

In [View Only mode], a check mark appears next to [View Only mode] in the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.
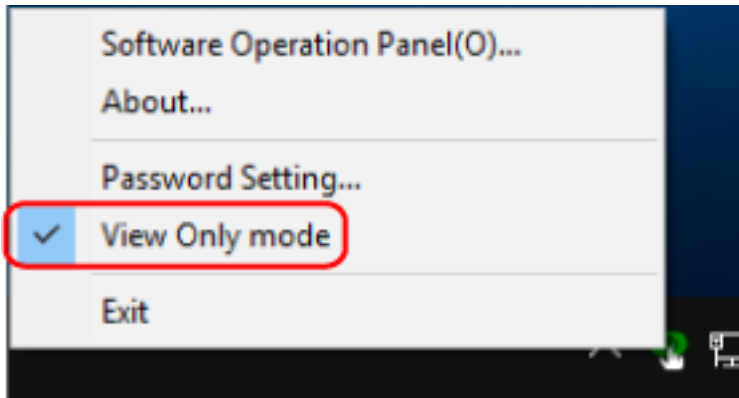
Exiting [View Only mode]

Exit [View Only mode] on the Software Operation Panel in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area, and select [View Only mode] from the menu.**
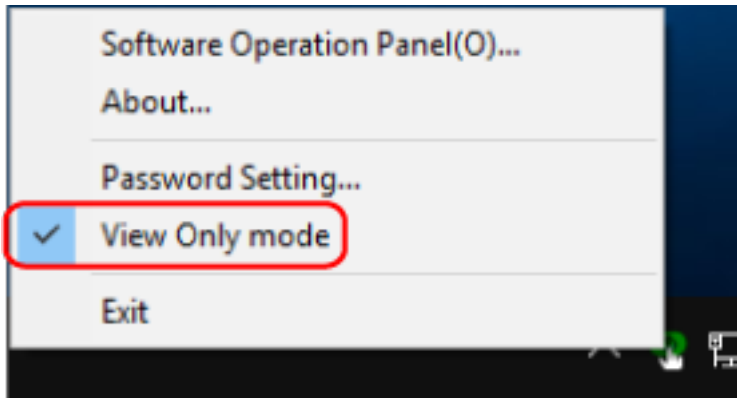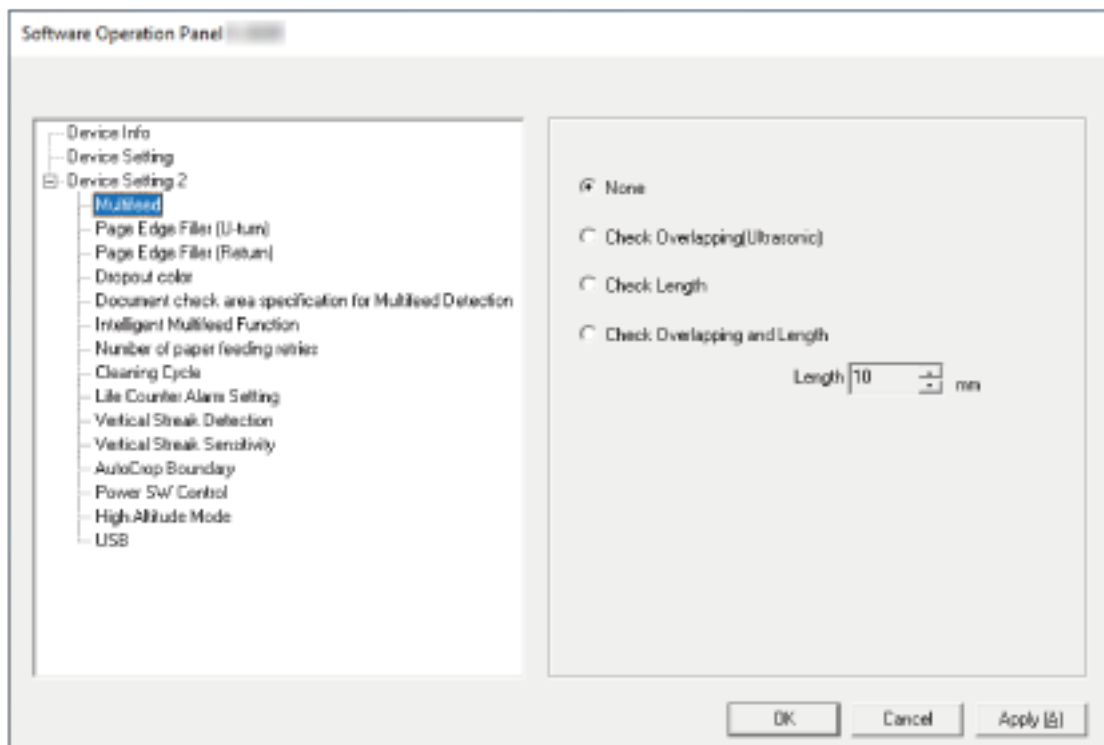

The [Password setting] window appears.

**2** **Enter the current password and click the [OK] button.**
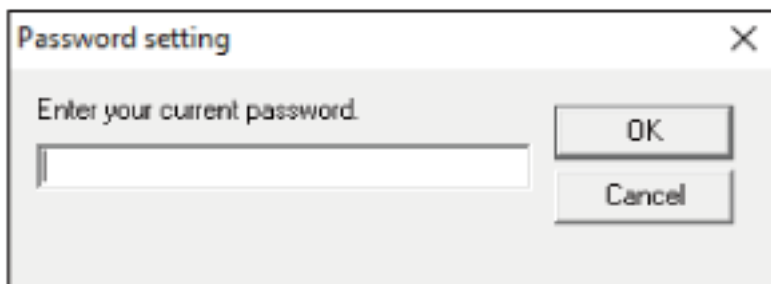
The Software Operation Panel exits [View Only mode], and the scanner settings can now be changed.


HINT

When the Software Operation Panel exits [View Only mode], the check mark next to [View Only mode] disappears from the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.
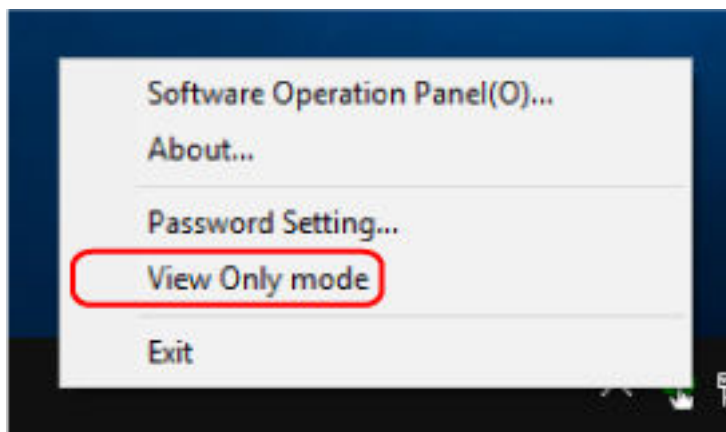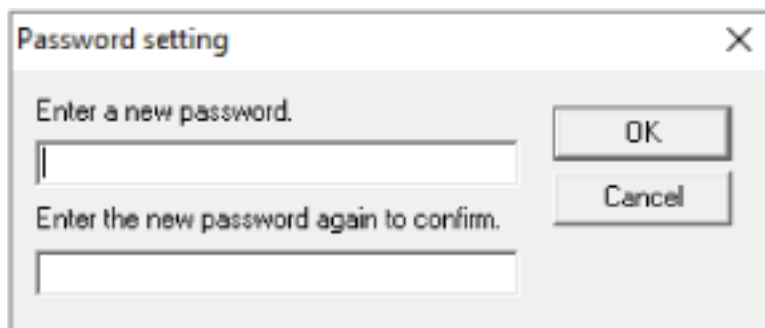
Setting a Password

Set a password in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area, and select [Password Setting] from the menu.**
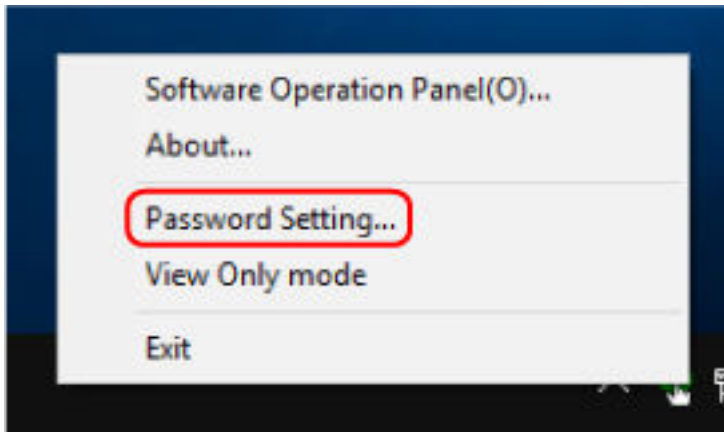
The [Password setting] window appears.

2 **Enter a new password then again to confirm, and click the [OK] button.**
Up to 32 characters can be used for the password.
Note that only alphanumeric characters (a to z, A to Z, 0 to 9) are allowed.
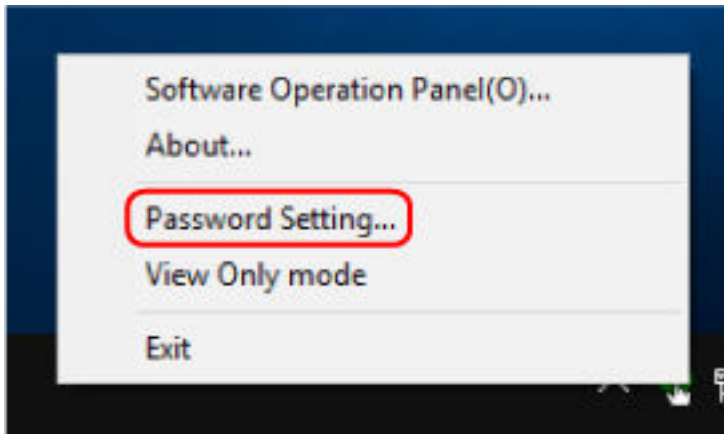

A message window appears.

3 **Click the [OK] button.**

The password is set.

Changing the Password

Change the password in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area, and select [Password Setting] from the menu.**

The [Password setting] window appears.

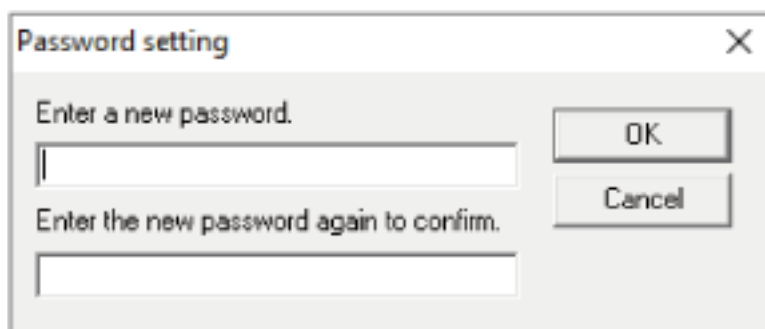**2** **Enter the current password and click the [OK] button.**

The [Password setting] window appears.

3 **Enter a new password then again to confirm, and click the [OK] button.**
Up to 32 characters can be used for the password.
Note that only alphanumeric characters (a to z, A to Z, 0 to 9) are allowed.
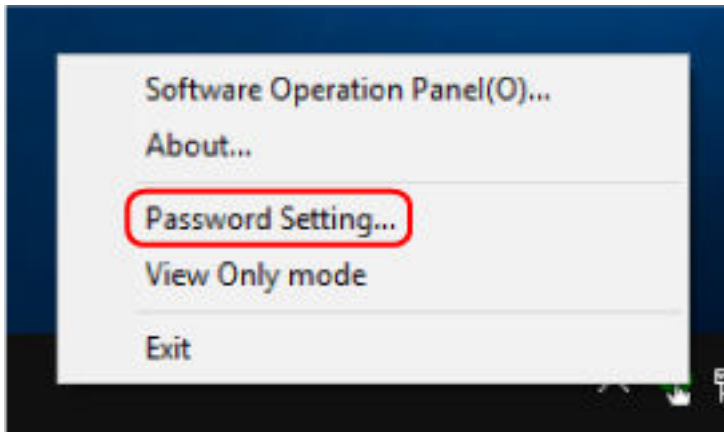

A message window appears.

4 Click the [OK] button.

The password is set.
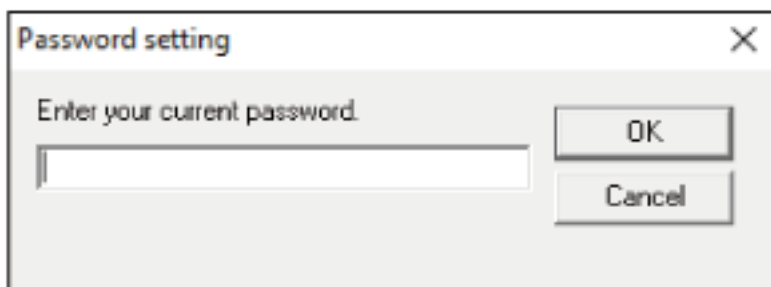
Clearing the Password

Clear the password in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area, and select [Password Setting] from the menu.**
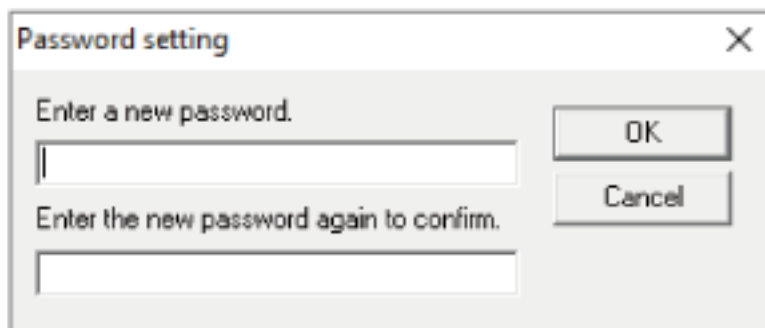

The [Password setting] window appears.

2 **Enter the current password and click the [OK] button.**

The [Password setting] window appears.

3 **Leave both fields blank and click the [OK] button.**
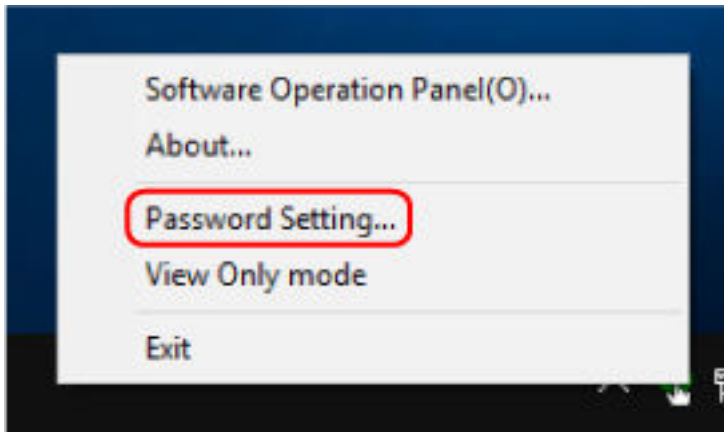

A message window appears.

4 **Click the [OK] button.**

The password is cleared.

Resetting the Password

If you forgot your password, reset it.

1 **Right-click the Software Operation Panel icon in the notification area, and select [Password Setting] from the menu.**

The [Password setting] window appears.

2 **Enter the default password which is "fi-scanner", and click the [OK] button.**
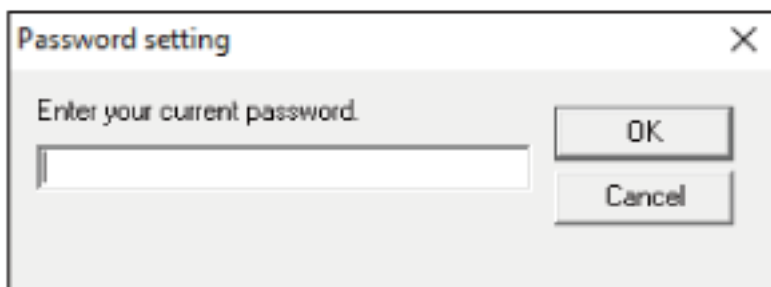
The [Password setting] window appears.

3 **Enter a new password then again to confirm, and click the [OK] button.**
Up to 32 characters can be used for the password.
Note that only alphanumeric characters (a to z, A to Z, 0 to 9) are allowed.

A message window appears.

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4 Click the [OK] button.
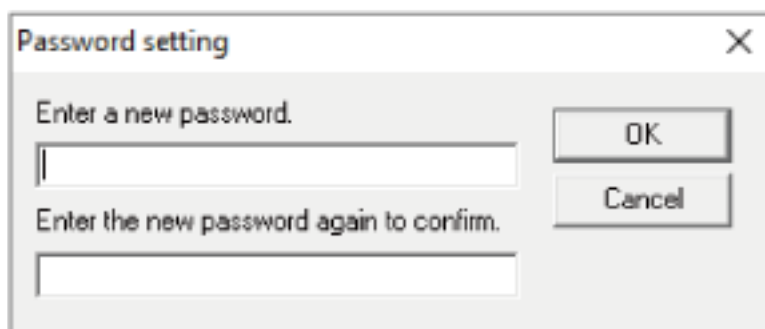
The password is set.

Setting Items

The Software Operation Panel allows the configuration of the settings that are related to scanning documents or managing consumable parts for the scanner that is connected to the computer.
The following lists are used for configuration.

- [Device Setting]
  You can configure settings that are related to counting the number of sheets scanned and managing consumable parts. You can also configure settings that are related to managing the power of a scanner and adjusting the position to start the scan.

- [Device Setting 2]
  You can configure settings that are related to scanning documents.

Device Setting

1 **Start up the Software Operation Panel.**
   For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting] and click the [Offset] button.**
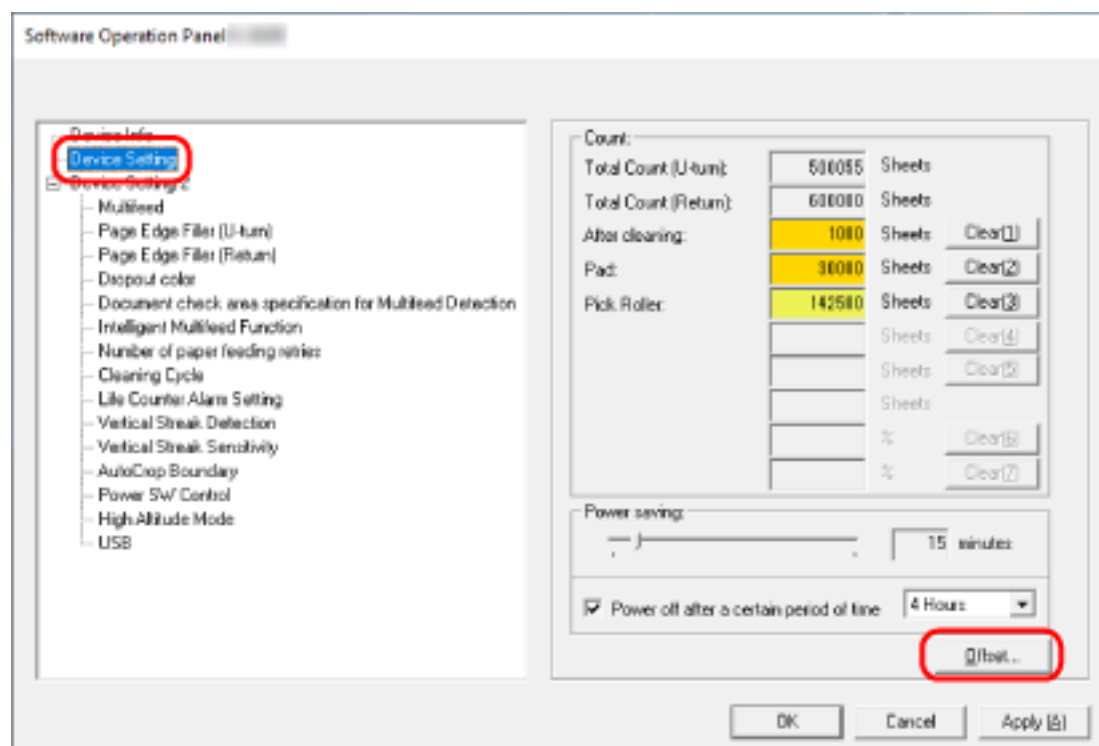
The [Offset] window appears.
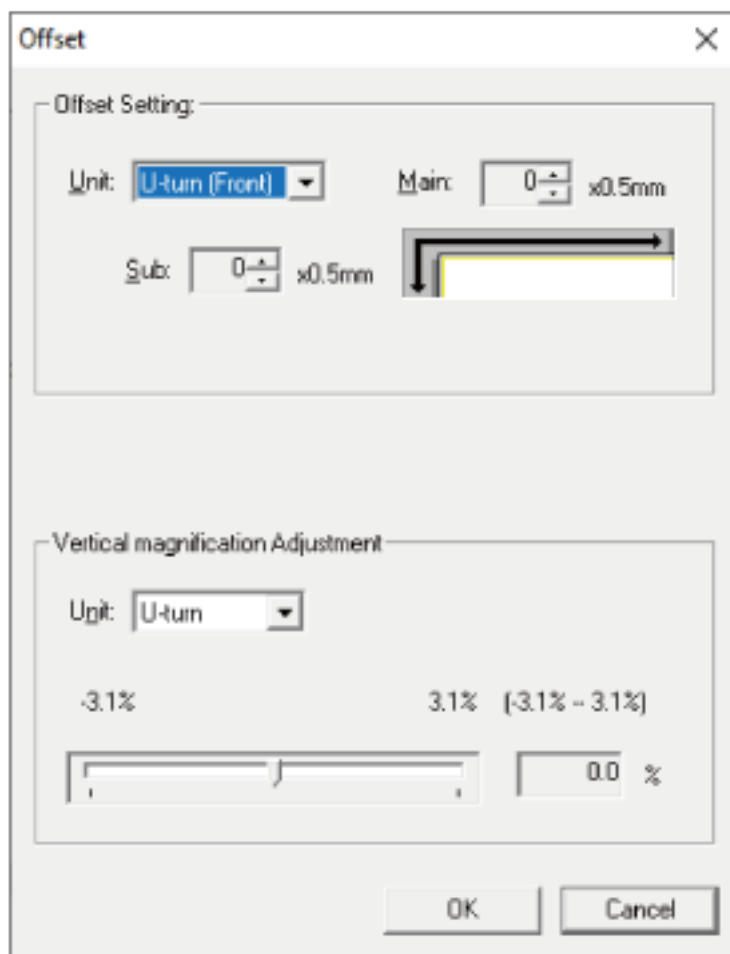
Items that can be configured in these windows are as follows:

Setting Item	Description
Count (Checking/Clearing)	The status of each consumable part can be viewed to determine when to replace or clean the consumables. When you have replaced or cleaned a consumable part, clear the corresponding counter.
Power saving	Specify the waiting time before the scanner enters power saving mode.
Offset Setting	Specify a starting position for scanning.
Vertical magnification Adjustment	Specify the magnification level for the feed direction.

Device Setting 2

1   **Start up the Software Operation Panel.**
    For details, refer to Starting Up the Software Operation Panel (page 144).

2   **From the list on the left, select [Device Setting 2].**
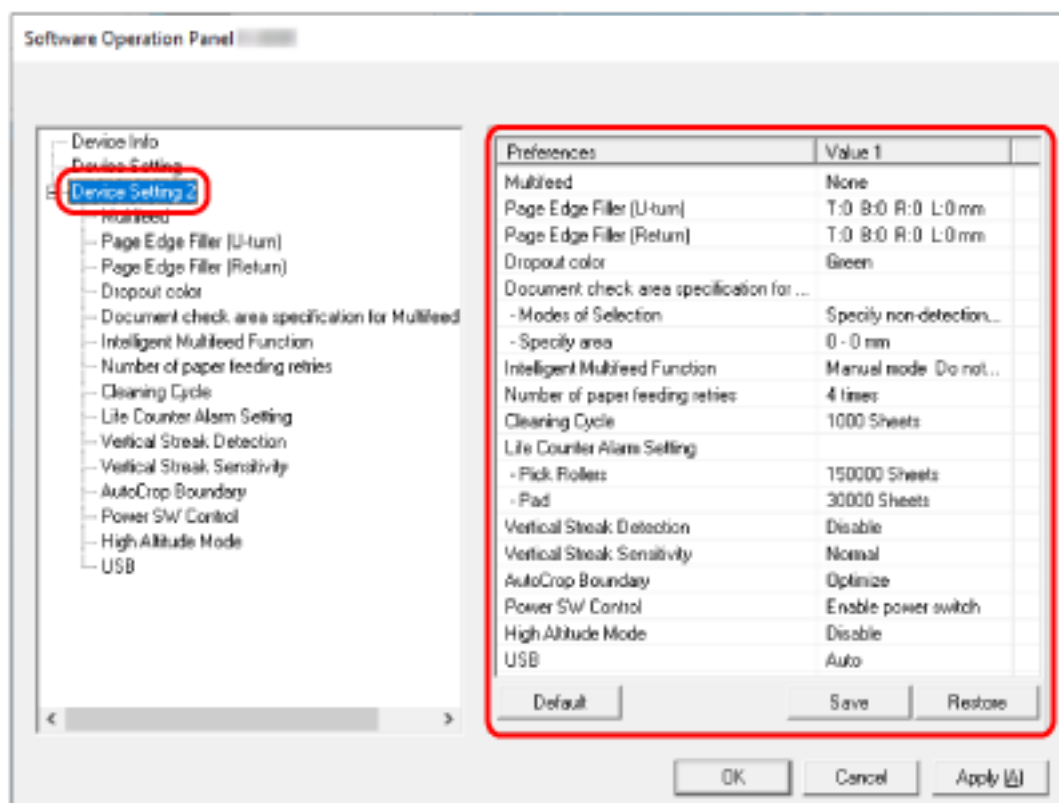
The settings that are currently configured in [Device Setting 2] are listed on the right of the window.

HINT

- The Software Operation Panel settings can be restored to the factory default.
  To restore the settings to the factory default, click the [Default] button. After a message is displayed, click the [OK] button.
  Note that the settings you have configured will be cleared.

- The Software Operation Panel settings can be backed up.
  To back up the settings, click the [Save] button, then specify the file name and click the [Save] button in the displayed window.

- You can use a backup file of the Software Operation Panel settings to restore the settings on other scanners only if the scanner type is the same.
  To restore the settings, click the [Restore] button, then specify the backup file and click the [Open] button in the displayed window. After a message is displayed, click the [OK] button.
  Note that restoration cannot be performed for other types of scanners.

Items that can be configured in [Device Setting 2] are as follows:

Setting Item	Description
Multifeed	For documents that are loaded in the ADF paper chute (feeder), configure the settings to detect overlapped documents during a scan.
Page Edge Filler (U-turn)	For documents that are loaded in the ADF paper chute (feeder), configure the settings to fill in the shadow or streaks around the edges of the scanned image.
Page Edge Filler (Return)	For a document that is inserted into the return path opening, configure the settings to fill in the shadow or streaks around the edges of the scanned image.
Dropout color	You can exclude a color from being scanned by selecting either red, green, or blue (three primary colors).
Document check area specification for Multifeed Detection	For documents that are loaded in the ADF paper chute (feeder), specify an area to detect overlapped documents.
Intelligent Multifeed Function	For documents that are loaded in the ADF paper chute (feeder), configure the setting to automatically ignore certain patterns of overlapped documents when the setting to detect overlapped documents is enabled.
Number of paper feeding retries	Specify the number of feeding retries when a document is not fed from the ADF paper chute (feeder).
Cleaning Cycle	Specify the cleaning cycle for the scanner inside.
Life Counter Alarm Setting	Specify the replacement cycle for the consumables.
Vertical Streak Detection	You can configure the settings for detecting dirt on the glass.
Vertical Streak Sensitivity	Specify the sensitivity level to detect vertical streaks (dirt on the glass) when [Enable] is selected for [Vertical Streak Detection].
AutoCrop Boundary	When the scanner is set to detect the paper size automatically, specify whether or not to optimize (round up/down) the fractional part of the scanned image.
Power SW Control	Specify whether or not to turn on/off the scanner by pressing the [Power] button on the scanner.
High Altitude Mode	Enable this mode to use the scanner at an altitude of 2,000 m or higher.
USB	Change the USB setting if a connection between the scanner and a computer cannot be established.

Settings Related to Sheet Counters

Checking the Sheet Counters

The status of each consumable part can be viewed to determine when to replace or clean the consumables.
The background color of the counter changes as it gets closer to the time to replace the consumables or to clean the scanner.
The color of each counter changes as follows:

- [After cleaning] counter
  This counter turns yellow when the sheet count after cleaning reaches the value specified in Scanner Cleaning Cycle [Cleaning Cycle] (page 166) in the Software Operation Panel.

- [Pad]/[Pick Rollers] counters
  These counters turn light yellow when the sheet count after the consumable replacement reaches 95% of the value specified in Specifying the Cycle to Replace Consumables [Life Counter Alarm Setting] (page 167) in the Software Operation Panel, and turn yellow when the sheet count reaches 100%.

  1 **Start up the Software Operation Panel.**
  For details, refer to Starting Up the Software Operation Panel (page 144).

  2 **From the list on the left, select [Device Setting].**
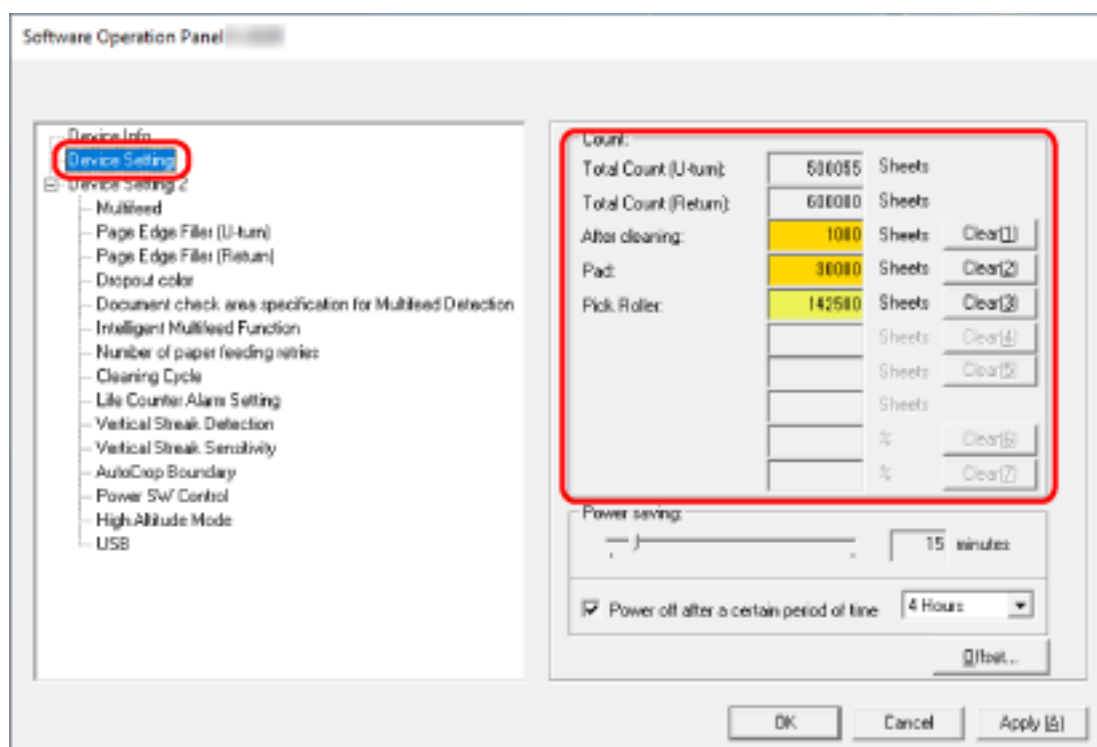
  In this window, you can check the following items:

  Total Count (U-turn)

  Total number of sheets scanned using the ADF paper chute (feeder)

Total Count (Return)

Total number of sheets scanned using the return path opening

After cleaning

Total number of sheets scanned after cleaning

Pad

Total number of sheets scanned after the pad unit is replaced

Pick Roller

Total number of sheets scanned after the pick roller is replaced

The factory default setting for each counter is "0".

ATTENTION

If you turned off the scanner by unplugging the power cable, or selected [Disable power switch], the number of scanned sheets may not be counted.
For details about disabling the power switch, refer to Method of Turning the Scanner ON/OFF [Power SW Control] (page 194).


Clearing the Sheet Counters

When you have replaced or cleaned a consumable part, clear the corresponding counter.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting] and click the [Clear] button for [After cleaning] when cleaning is performed or click the [Clear] button for the consumable that you replaced.**
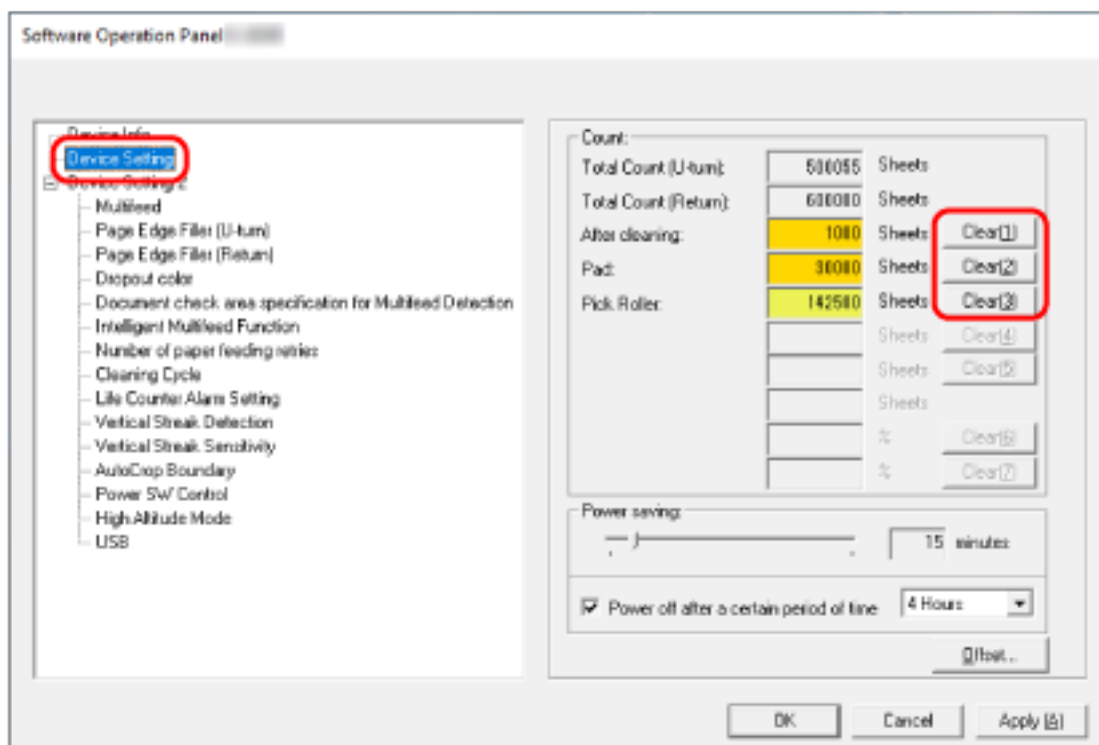
The counter is reset to "0".

3 **Click the [OK] button.**
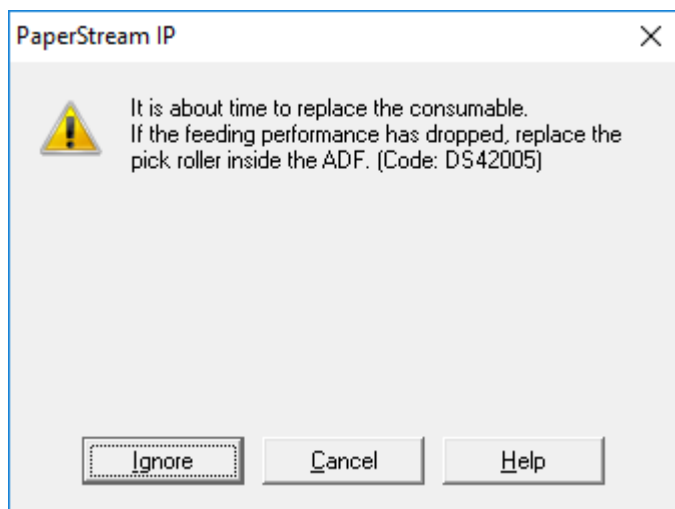
A message window appears.

4 **Click the [OK] button.**

The settings are saved.

Messages for Cleaning or Replacing Consumables

The following message may appear on the computer while the scanner is in use.

Example: Message for replacing consumables

Example: Message for cleaning
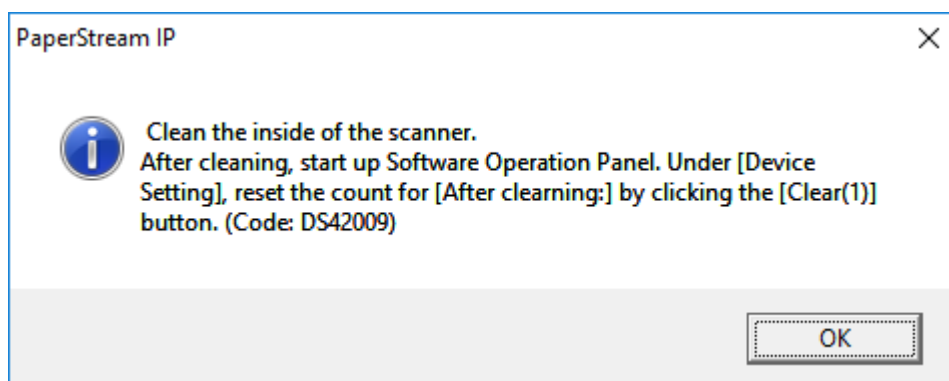
Check the message, and replace the consumable or perform cleaning accordingly.
For information on how to replace consumables, refer to the following:

● Pad unit
  Replacing the Pad Unit (page 96)

● Pick roller
  Replacing the Pick Roller (page 99)

For details about cleaning, refer to Daily Care (page 83).

Scanner Cleaning Cycle [Cleaning Cycle]

Specify the cleaning cycle for the scanner inside.
The background color of the [After cleaning] counter in [Device Setting] changes to yellow when the counter reaches the specified value for this item.
You can also display a cleaning instruction message that is described in Messages for Cleaning or Replacing Consumables (page 165).

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Cleaning Cycle].**
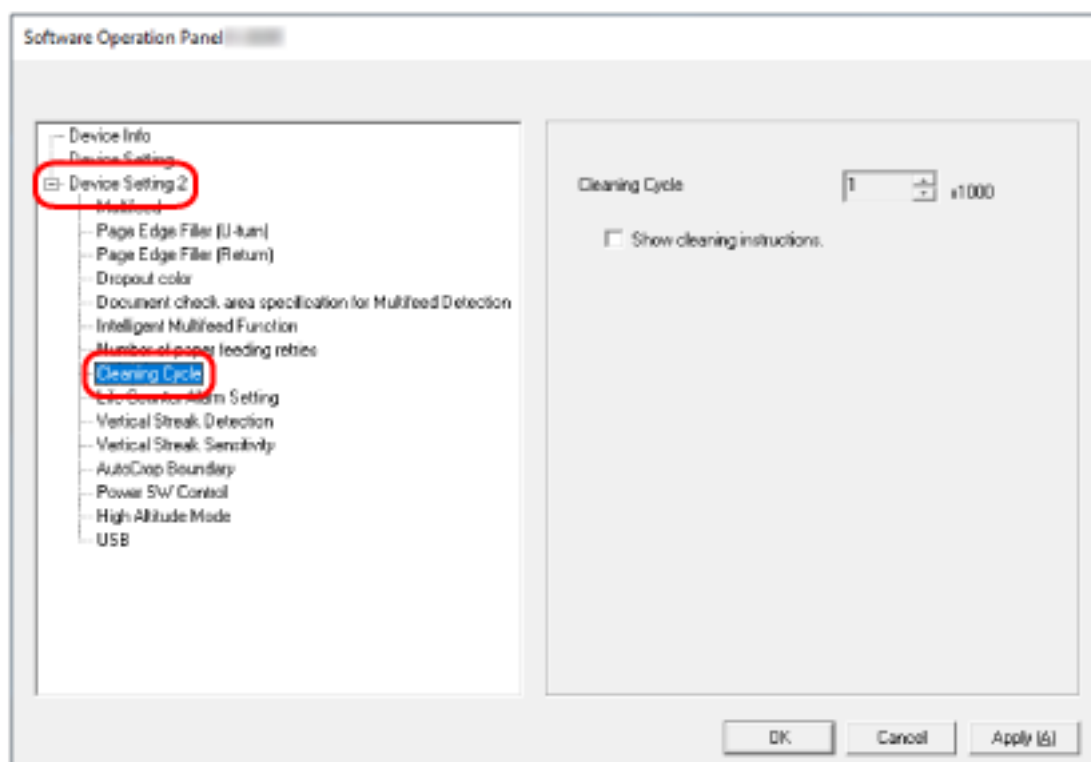
3 **Specify a value for the cleaning cycle.**
The value can range from 1,000 to 255,000 sheets (in increments of 1,000).
The factory default setting is "1".

4 **Specify whether or not to display the cleaning instruction message.**
The [Show cleaning instructions.] check box is cleared for the factory default settings.

Specifying the Cycle to Replace Consumables [Life Counter Alarm Setting]

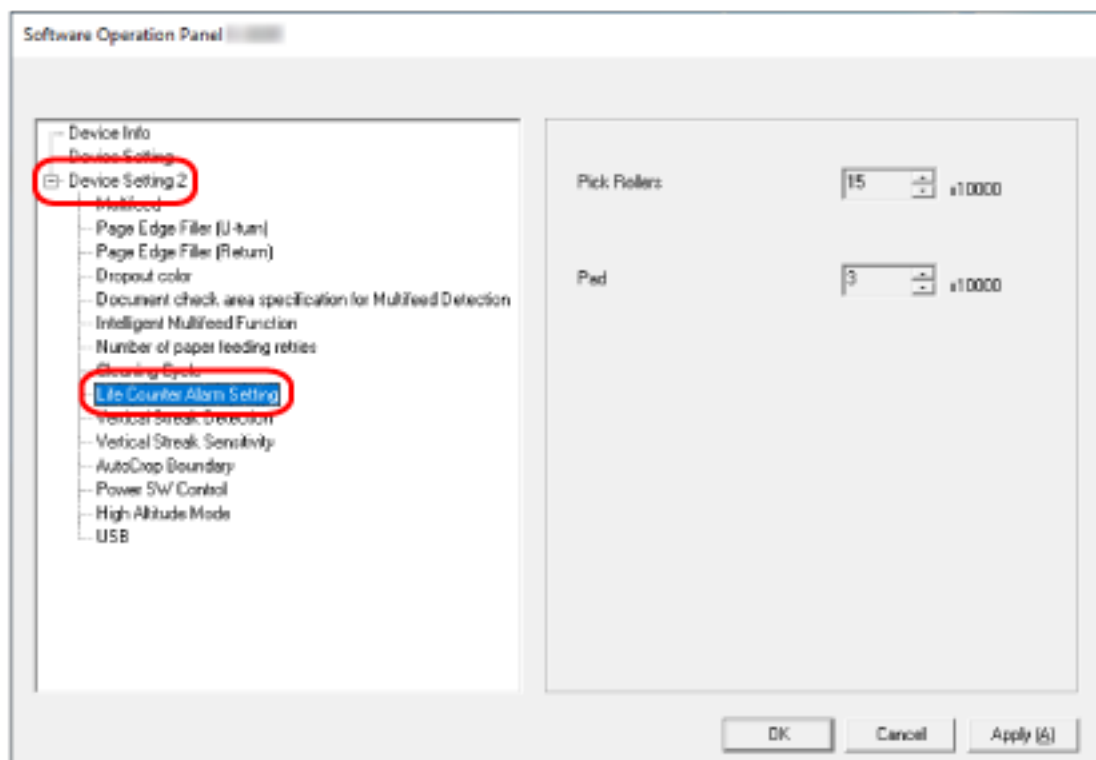Specify the replacement cycle for the consumables.

The background color of the counter for [Pad] or [Pick Rollers] in [Device Setting] changes to light yellow when the sheet count (after a consumable replacement) reaches 95% of the value specified for this setting and turns yellow when the sheet count reaches 100%.

You can also display the message for replacing consumables, which is described in Messages for Cleaning or Replacing Consumables (page 165).

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Life Counter Alarm Setting].**

3 **Specify a value as the replacement cycle for each of the consumables.**
The specifiable value is from 10,000 to 2,550,000 in increments of 10,000.
The factory default setting for [Pick Rollers] is "15".
The factory default setting for [Pad] is "3".

Settings Related to Scanning

Adjusting the Position to Start the Scan [Offset Setting/Vertical magnification Adjustment]

When the output position of the scanned image is not correct or the image appears shortened/elongated (vertically), adjust the offset and the vertical magnification.
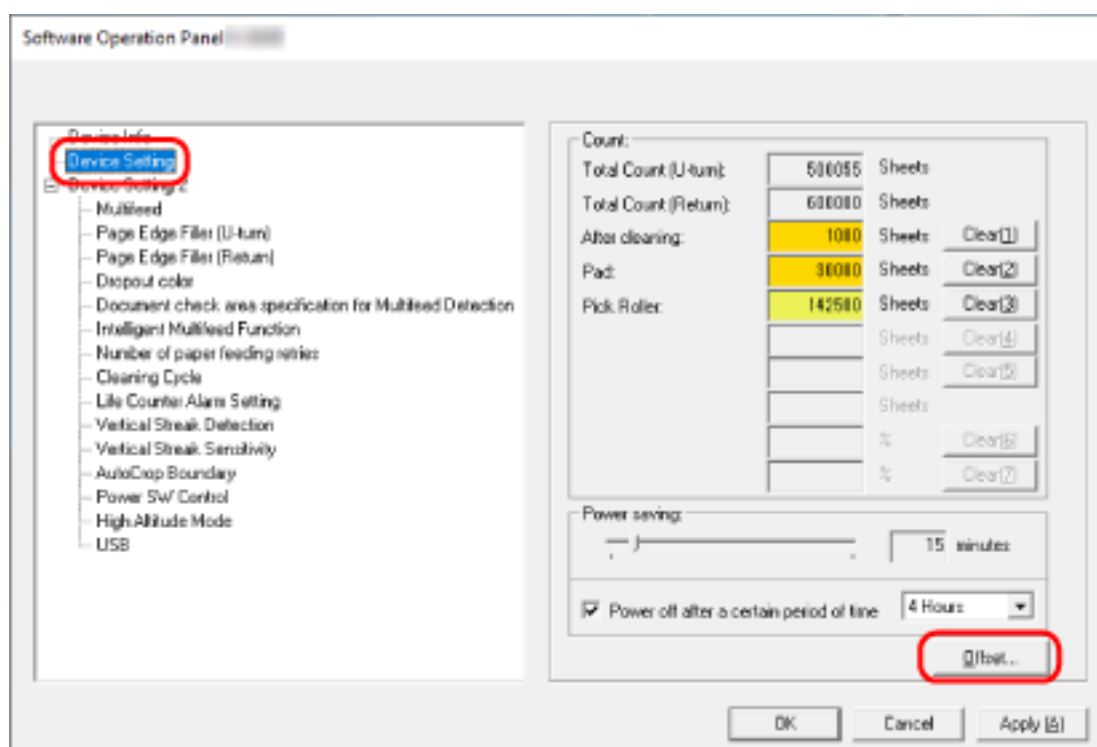
> **ATTENTION**
> Normally, you should not have to modify anything as the factory default settings already use adjusted values.

1 **Start up the Software Operation Panel.**
For details, refer to .

2 **From the list on the left, select [Device Setting] and click the [Offset] button.**

3 Adjust the level of offset/vertical magnification as needed.
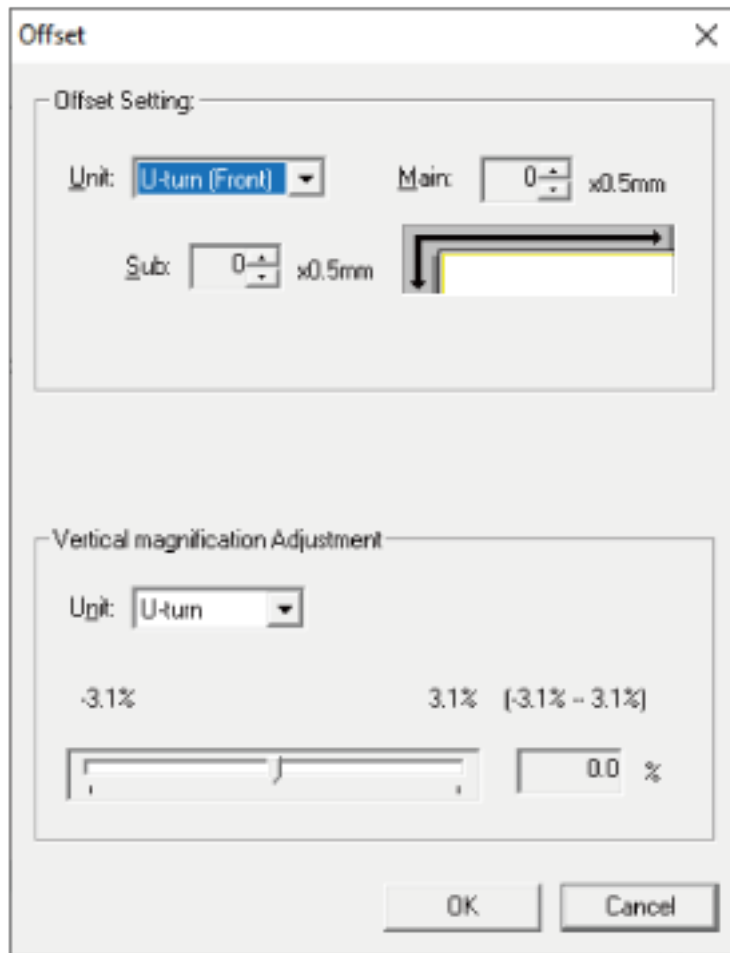
Offset Setting

   Unit

      Select a unit for an offset adjustment.
      The factory default setting is [U-turn (Front)].

   Main

      Specify the horizontal (width) offset.
      The specified value can range from -2 to +2 mm (in increments of 0.5).
      The factory default setting is "0".

   Sub

      Specify the vertical (length) offset.
      The specified value can range from -2 to +2 mm (in increments of 0.5).
      The factory default setting is "0".

Vertical magnification Adjustment

Unit

Select a unit for a vertical magnification adjustment.
The factory default setting is [U-turn].

Vertical magnification Adjustment

Specify the vertical (length) magnification.
The specified value can range from -3.1 to +3.1% (in increments of 0.1).
The factory default setting is "0.0".

Removing Shadows/Streaks that Appear around Edges of Images [Page Edge Filler (U-turn)]

For documents that are loaded in the ADF paper chute (feeder), configure the settings to fill in the shadow or streaks around the edges of the scanned image.

Depending on the condition of the documents that you scan, the shadow of a document may appear as black streaks on the edges of the scanned image.

In this case, remove the black streaks by filling in the edges of the scanned image.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Page Edge Filler (U-turn)].**

3 **Specify the width of each margin (Top/Bottom/Right/Left) to fill in.**
The factory default setting is "0".

The specified area is filled in white or black, according to the background color.
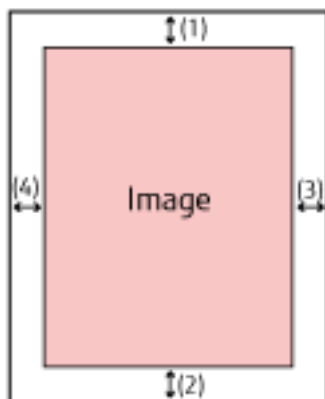
(1): Top = 0 to 15 mm
(2): Bottom = -7 to 7 mm
(3): Right = 0 to 15 mm
(4): Left = 0 to 15 mm
(in 1 mm increments)

ATTENTION

Note that if the target range of page edge filler is too wide, some characters near the edge may appear missing.

HINT

- You can change the background color to black or white in the scanner driver.
  For details, refer to the help for the scanner driver.

- Depending on the value you specify for the bottom margin of the page edge filler, the page edge filler function operates as follows:

  - 1 to 7 mm
    Fills in the specified area with the background color from the bottom edge of the image towards the inside.

  - -1 to -7 mm
    Outputs the image without filling in the specified area with the background color from the bottom edge of the image towards the outside. (Outputs the image with the specified area added when [Page End Detection] is set in the scanner driver.)

- This setting can also be configured in the scanner driver.
  In such a case, the page edge filler of the scanner driver is used on the image which the scanner already filled in the edges.

Removing Shadows/Streaks that Appear around Edges of Images [Page Edge Filler (Return)]

For a document that is inserted into the return path opening, configure the settings to fill in the shadow or streaks around the edges of the scanned image.
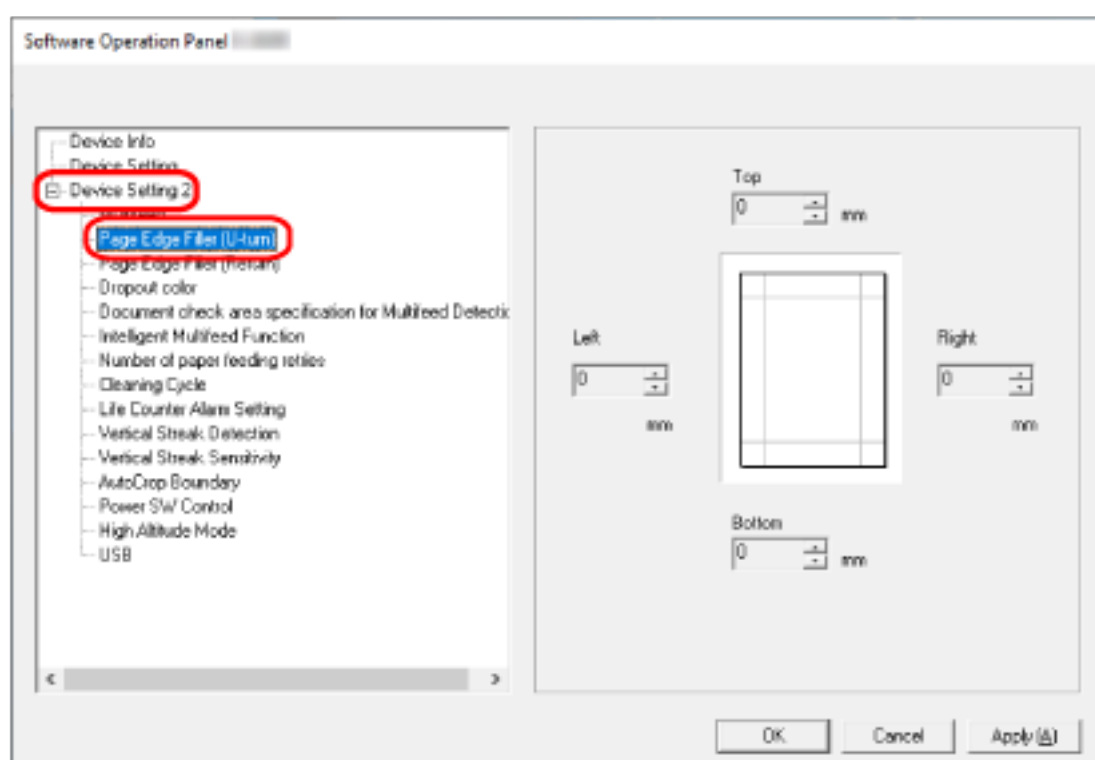
Depending on the condition of the documents that you scan, the shadow of a document may appear as black streaks on the edges of the scanned image.

In this case, remove the black streaks by filling in the edges of the scanned image.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Page Edge Filler (Return)].**

3 **Specify the width of each margin (Top/Bottom/Right/Left) to fill in.**
The factory default setting is "0".

The specified area is filled in white or black, according to the background color.

(1): Top = -7 to 7 mm
(2): Bottom = 0 to 15 mm
(3): Right = 0 to 15 mm
(4): Left = 0 to 15 mm
(in 1 mm increments)

ATTENTION

Note that if the target range of page edge filler is too wide, some characters near the edge may appear missing.
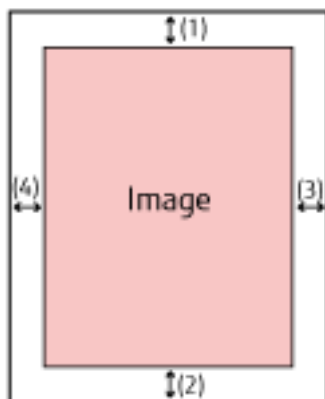

HINT

- You can change the background color to black or white in the scanner driver.
  For details, refer to the help for the scanner driver.

- Depending on the value you specify for the top margin of the page edge filler, the page edge filler function operates as follows:

  - 1 to 7 mm
    Fills in the specified area with the background color from the top edge of the image towards the inside.

  - -1 to -7 mm
    Outputs the image with the specified area that is added from the top edge of the image towards the outside.

- This setting can also be configured in the scanner driver.
  In such a case, the page edge filler of the scanner driver is used on the image which the scanner already filled in the edges.

Configuring the Scan Setting to Drop Out Specified Colors When Scanning [Dropout color]

You can exclude a color from being scanned by selecting either red, green, or blue (three primary colors). Documents can be scanned without excluding any colors.

For example, when scanning a document with black characters and a green frame, if you select green for the dropout color, only the black characters of the document are scanned.

1 **Start up the Software Operation Panel.**

   For details, refer to .

2 **From the list on the left, select [Device Setting 2] → [Dropout color].**
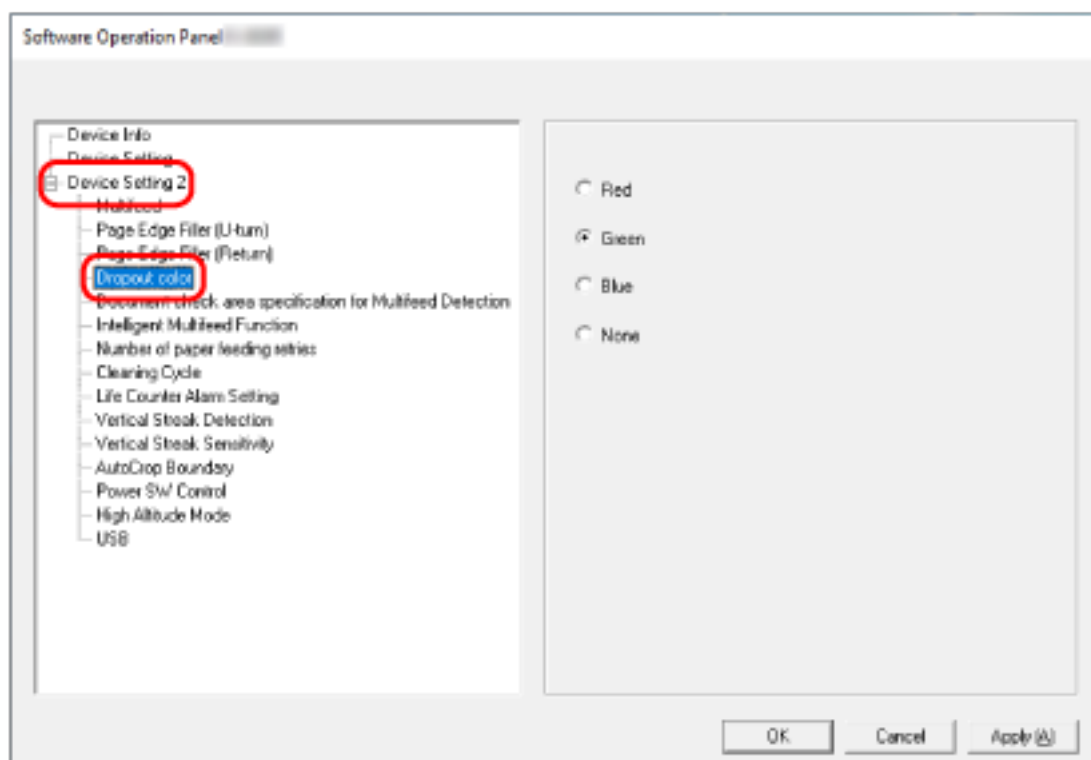
3 **Select a color that you want to remove.**

   Red, Green, Blue

   The selected color is removed.
   The factory default setting is [Green].

   None

   No color is removed.

   ATTENTION

   ● This function works the best with light (low intensity) colors, and dark colors may not be excluded.

   ● You cannot specify a color other than Red, Green, and Blue.

To drop out other colors, configure the setting in the scanner driver.
For details, refer to the help for the scanner driver.

HINT

- This is only available in black & white or grayscale mode.

- This setting can also be configured in the scanner driver.
  Note that priority is given to the scanner driver setting.

Specifying the Number of Feeding Retries [Number of paper feeding retries]

Specify the number of feeding retries when a document is not fed from the ADF paper chute (feeder).

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Number of paper feeding retries].**
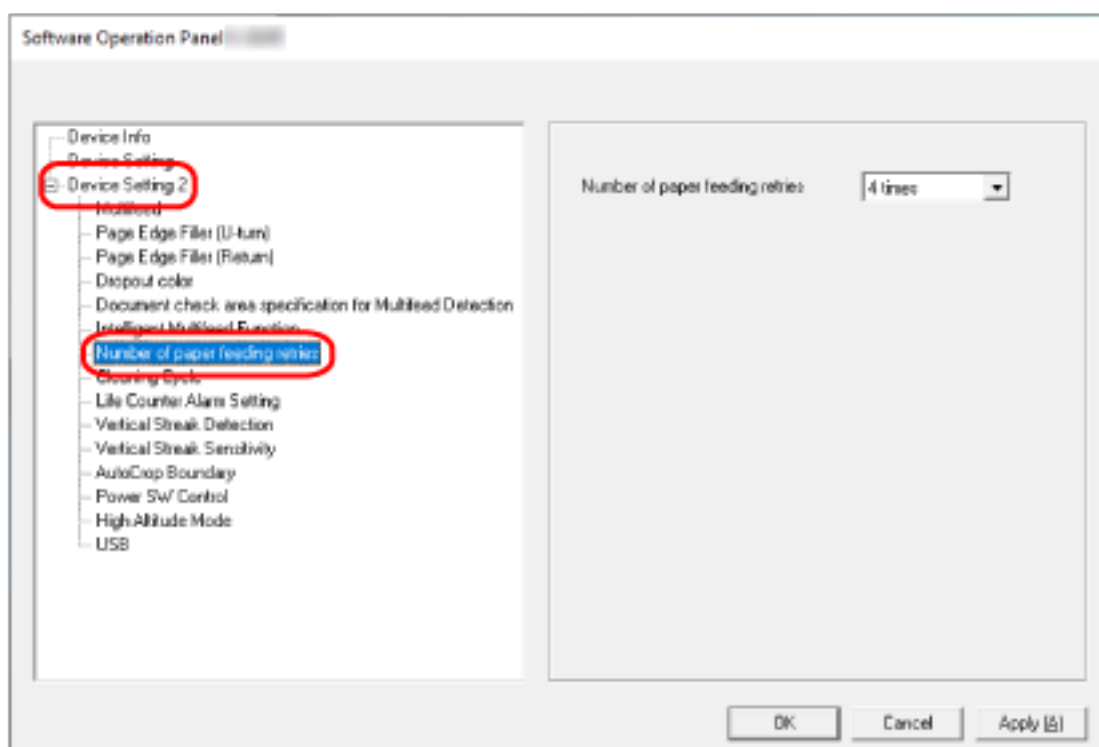
3 **Specify the number of paper feeding retries.**
The value can range from 1 to 12 times.
The factory default setting is "4 times".

Cropping the Image Boundary [AutoCrop Boundary]

When the scanner is set to detect the paper size automatically, specify whether or not to optimize (round up/down) the fractional part of the scanned image.
When the paper size is detected, there may be a fractional part of the scanned image compared to the standard paper size.
Output image size varies depending on how the fractional part is processed.
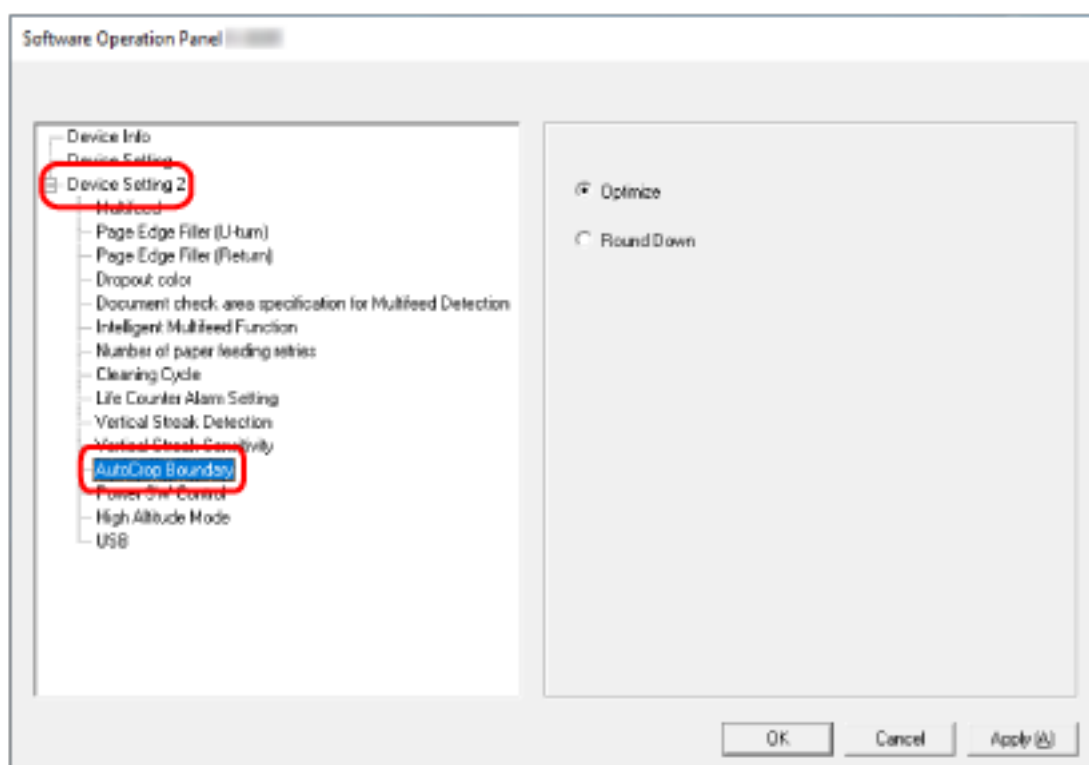
1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [AutoCrop Boundary].**

3 **Select whether to include or exclude the fractional data.**
Select [Optimize] to prevent information from missing a part.
The factory default setting is [Optimize].

> **ATTENTION**
> - While selecting [Optimize] can prevent information from missing a part, a shadow may appear around the edges.
> - When you scan a document with text around the edges while [Round Down] is selected, a part of the information may be missing in the output image.
> - For details about setting automatic page size detection, refer to the help for the scanner driver.

HINT

This setting is effective only for scanning images in black & white.

Scanning at High Altitude [High Altitude Mode]

Enable this mode to use the scanner at an altitude of 2,000 m or higher.
Low atmospheric pressure at high altitudes may lower the accuracy in detections for overlapped documents with the ultrasonic sensor.
Setting [Enable] to on for High Altitude Mode improves the accuracy to detect overlapped documents.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [High Altitude Mode].**
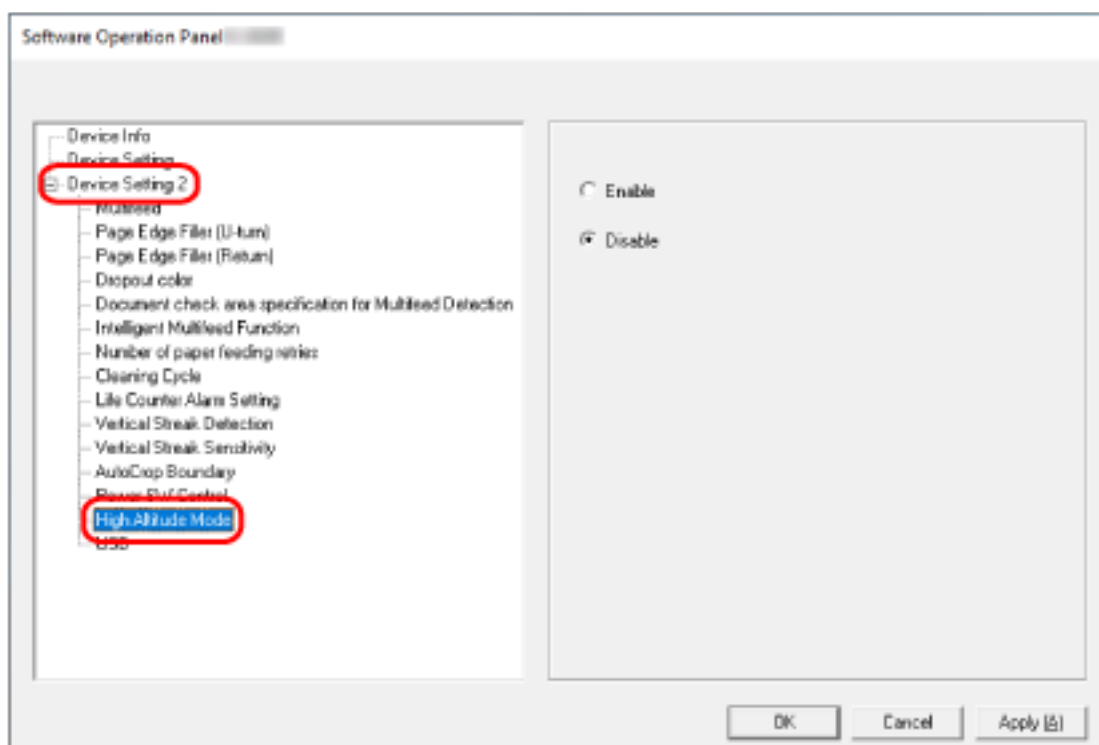
3 **Select [Enable] to use the scanner at high altitude.**
The factory default setting is [Disable].

Specifying the USB Operation [USB]

Change the USB setting if a connection between the scanner and a computer cannot be established.
After the setting is changed, the scanner is restarted.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [USB].**
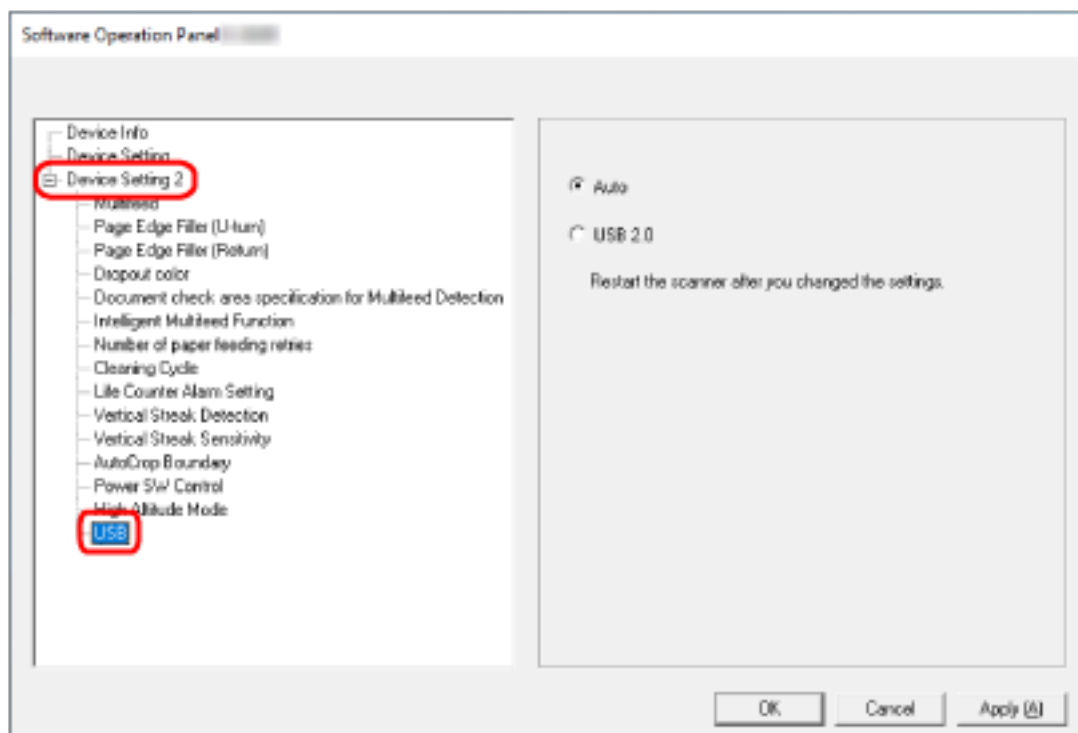
3 **Specify how the USB function operates.**

Automatic

Operates in accordance with the connection environment. This is the factory default setting.

USB 2.0

Operates with USB 2.0.

Settings Related to the Detection for Overlapped Documents (Multifeed)

Specifying a Method to Detect Overlapped Documents [Multifeed]

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once.
For documents that are loaded in the ADF paper chute (feeder), configure the settings to detect overlapped documents during a scan.
Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.
When overlapped documents are detected, an error message is displayed and the scan stops. If documents are overlapped within 30 mm from the leading edge, they are not detected as overlapped.

1 **Start up the Software Operation Panel.**
   For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Multifeed].**
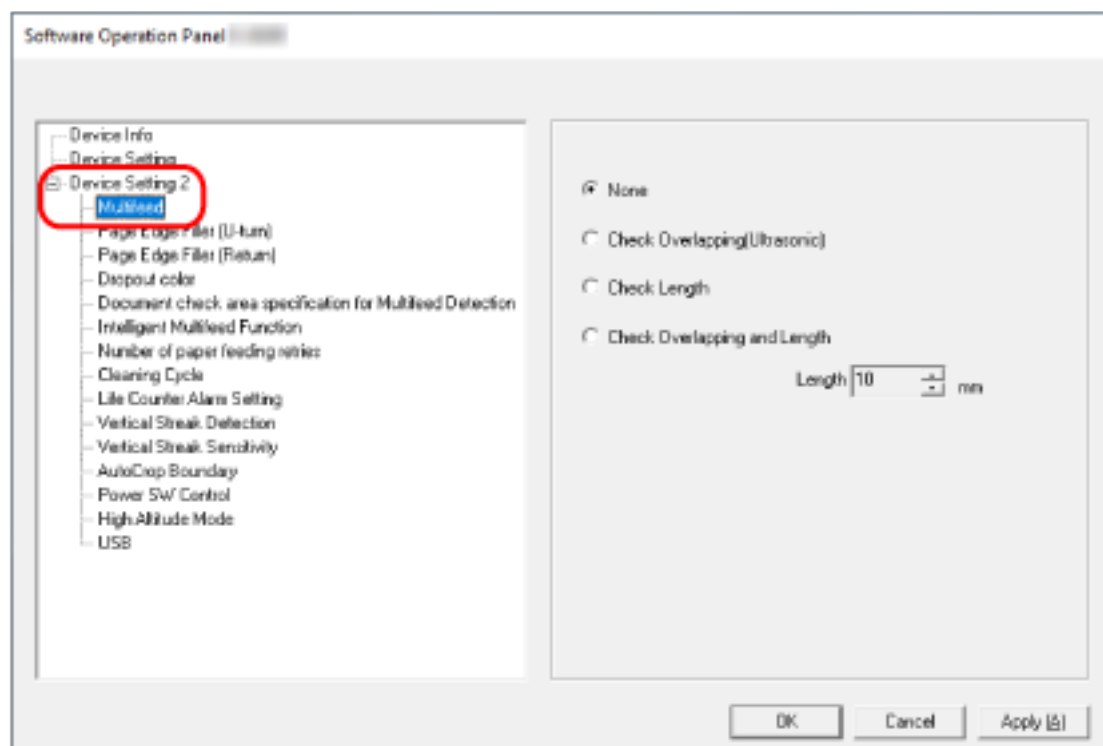
3 **Select a detection method.**

   None

      Does not detect overlapped documents.
      This is the factory default setting.

   Check Overlapping(Ultrasonic)

      Detects overlapped documents with the ultrasonic sensor.

When this is selected, you can specify the following two options:

- Specify an area to detect overlapped documents by the length from the leading edge of the document in the feeding direction.
  For details, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 185).

- When a piece of paper is attached on a document, the length and position of the paper can be memorized, and set to ignore overlapping of documents.
  For details, refer to Configuring Not to Detect Certain Overlap Patterns (page 80).

Check Length

Detects overlapped documents according to the difference in length.
Select this to scan documents of the same length.
Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

Check Overlapping and Length

Detects overlapped documents by the combination of [Check Overlapping(Ultrasonic)] and [Check Length].
When this is selected, you can specify the following two options:

- Specify an area to detect overlapped documents by the length from the leading edge of the document in the feeding direction.
  For details, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 185).

- When a piece of paper is attached on a document, the length and position of the paper can be memorized, and set to ignore overlapping of documents.
  For details, refer to Configuring Not to Detect Certain Overlap Patterns (page 80).

Note that overlapped documents cannot be detected accurately when a mixed batch of different length are scanned.

Length

Specify the difference in length of documents to be detected as overlapped documents.
Overlapped documents are detected when the the difference in length of documents is longer than the specified value.
Specify this item when [Check Length] or [Check Overlapping and Length] is selected.
Any length under the specified value is tolerated as a slight error and not detected as overlapped documents.
Select from 10/15/20 mm. The factory default setting is "10".

ATTENTION

- To scan documents with different lengths, select [Check Overlapping(Ultrasonic)].

- When an attachment such as a sticky note, receipt, or photo is attached on the document, the attachment part of the document may be detected as overlapping of documents if [Check Overlapping(Ultrasonic)] is selected. In that case, select [Check Length].

Otherwise, detect overlapping of documents by specifying an area on the document that does not include an area attached with paper in order to ignore the overlapping of documents for that area.

HINT

- This setting can also be configured in the scanner driver.
  Note that priority is given to the scanner driver setting.

Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection]

For documents that are loaded in the ADF paper chute (feeder), specify an area to detect overlapped documents. Specify this item when [Check Overlapping(Ultrasonic)] or [Check Overlapping and Length] is selected for [Multifeed].

1   **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2   **From the list on the left, select [Device Setting 2] → [Document check area specification for Multifeed Detection].**
Select the [Selected range] check box in the window.
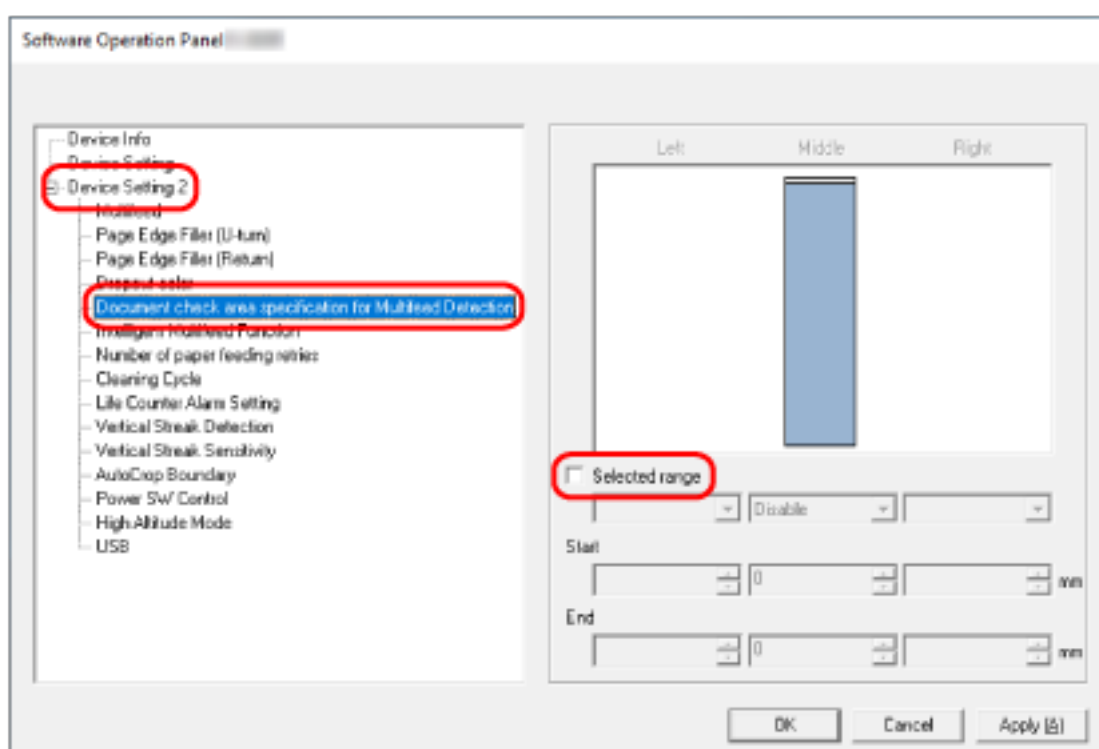
3   **Specify the detection range.**

[Selected range] check box

Select the check box to specify the detection range (colored in light pink) in the figure below.

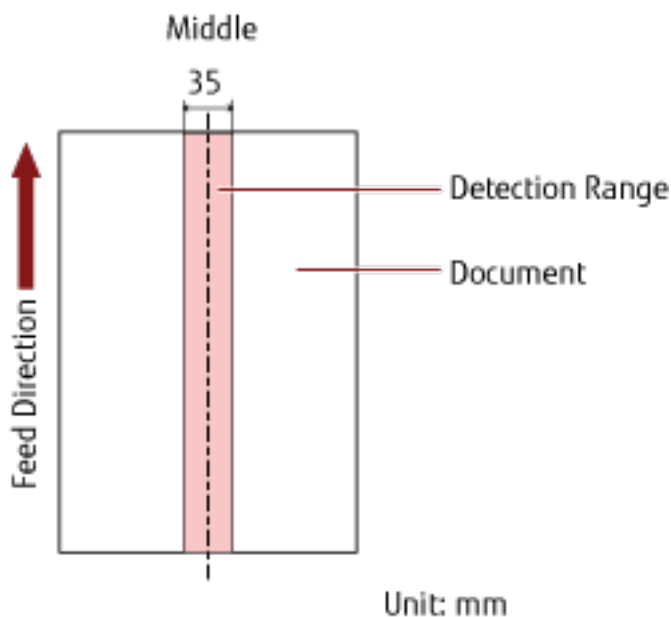The check box is cleared for the factory default settings.
Clearing this check box sets both start and end positions to "0", and overlapped documents are detected within the whole document.
The above condition applies when the document is set to the center of the pick roller width.
If documents are overlapped within 30 mm from the leading edge, they are not detected as overlapped.

Disable (Middle)

This can be selected when the [Selected range] check box is selected.
Overlapped documents are not detected within the specified area.
This is the factory default setting.

Enable (Middle)

This can be selected when the [Selected range] check box is selected.
Overlapped documents are detected within the specified area.

Start (Middle)

Specify the start position of the detection area by the length from the leading edge of the document in the feeding direction.
Range: 0 to 510 mm, in 2 mm increments, Start < End
The factory default setting is "0".

End (Middle)

Specify the end position of the detection area by the length from the leading edge of the document in the feeding direction.
Range: 0 to 510 mm, in 2 mm increments, Start < End
The factory default setting is "0".

HINT

- When the start and end positions are both "0", overlapped documents are detected in the whole document regardless of the setting for [Selected range].

- To disable the detection of overlapped documents for the whole document, select [Disable] for [Selected range], and set the start position to "0" and the end position to equal the document length or longer.

- If the start position is set at a length longer than the document length, overlapped documents are detected in the whole document when [Disable] is selected for [Selected range], and overlapped documents are not detected anywhere in the whole document when [Enable] is selected for [Selected range].

- To detect overlapped documents, the area must be at least 5 mm in length.
  Configure the setting so that the value of the end position minus the start position is 6 mm or more.

- You can also set the start position and the end position by the following methods:

  - On the window for specifying the detection area, draw a square by dragging the mouse pointer.

  - On the window for specifying the detection area, drag the handles that indicate the start position and the end position.

- For examples of the overlapping detection area settings, refer to Examples of the Settings for the Area to Detect the Overlapping of Documents (page 188).

■ **Examples of the Settings for the Area to Detect the Overlapping of Documents**

Example 1

Setting details are as follows.
Detection area: Specify the enabled area, Start: 50 mm, End: 200 mm
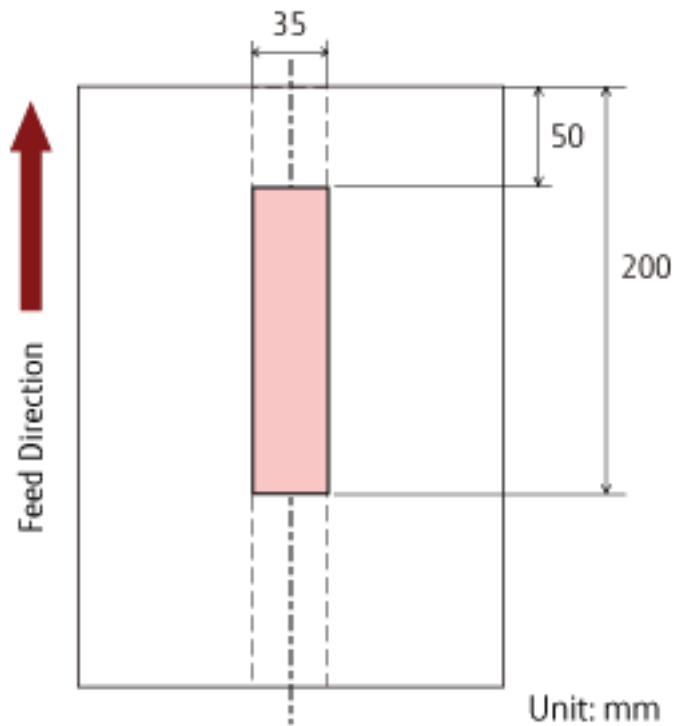
Overlapping of documents is detected only within the light pink area.

Example 2

Setting details are as follows.

Detection area: Specify the disabled area, Start: 0 mm, End: 300 mm
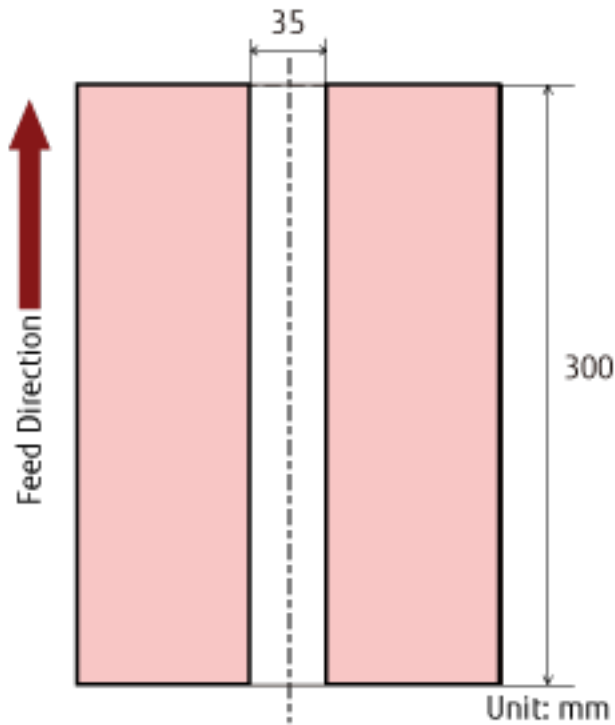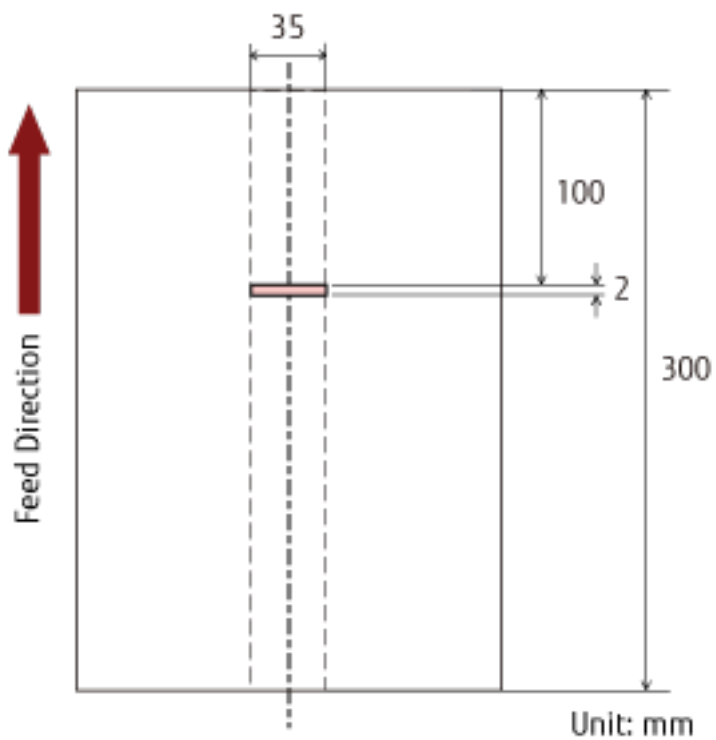

Overlapping of documents is detected only within the light pink area.

Example 3 (Bad Example)

Setting details are as follows.
Detection area: Specify the enabled area, Start: 100 mm, End: 102 mm

Since the detection area (length) is less than 5 mm, overlapped documents cannot be detected accurately.

Setting to Ignore Certain Overlap Patterns [Intelligent Multifeed Function]

For documents that are loaded in the ADF paper chute (feeder), configure the setting to automatically ignore certain patterns of overlapped documents when the setting to detect overlapped documents is enabled.
Note that you first need to specify [Check Overlapping(Ultrasonic)] or [Check Overlapping and Length] in the scanner driver and Specifying a Method to Detect Overlapped Documents [Multifeed] (page 182) on the Software Operation Panel before setting this item.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Intelligent Multifeed Function].**
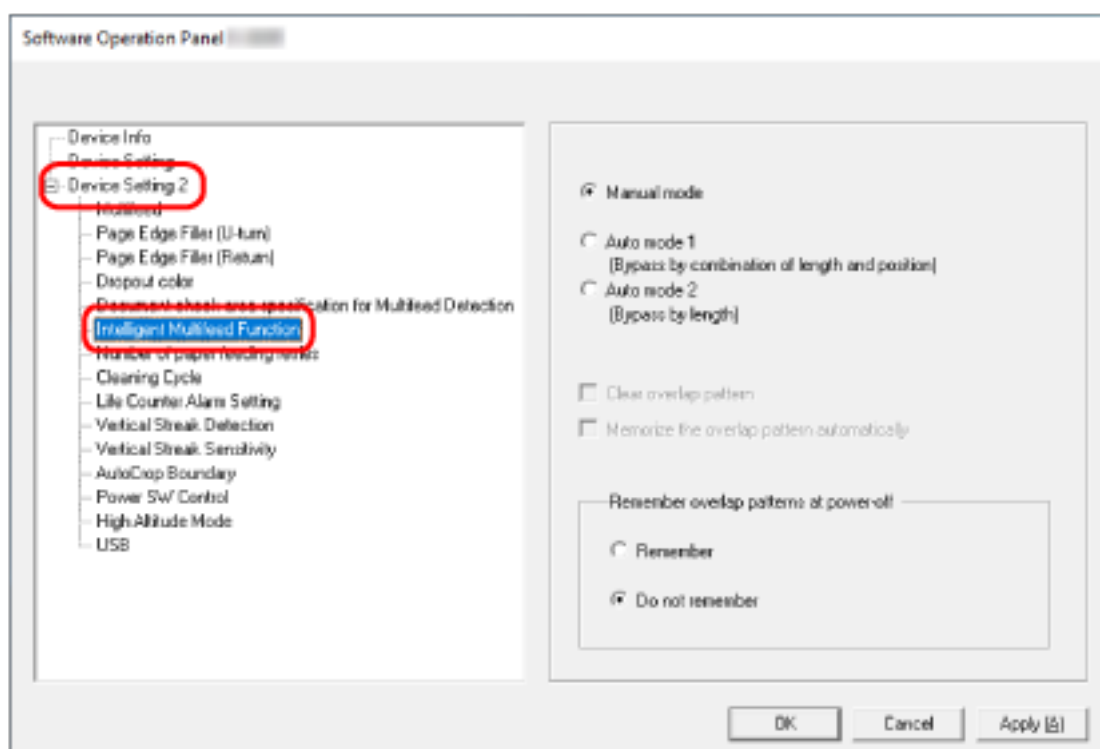
3 **Select an operation mode.**

Manual mode

Specify whether overlapped documents are detected when re-scanning documents detected as overlapped documents.
Does not memorize the size or location of the paper attachment.
This is the factory default setting.

Auto mode 1

Specify whether the length and position of a piece of paper attached on a document detected as overlapped documents are memorized as an overlap pattern.
If the overlap pattern is memorized, documents with the same overlap pattern are not detected as overlapped documents from the next scan.

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> **HINT**
>
> Eight of the most recent overlap patterns can be memorized when [Remember] in [Remember overlap patterns at power-off] is enabled.

Auto mode 2

Specify whether the length of the longest piece of paper attached on a document detected as overlapped documents is memorized as an overlap pattern.
If the overlap pattern is memorized, a document with a piece of paper in the same length or shorter attached is not detected as overlapped documents from the next scan.

> **HINT**
>
> ● By selecting the [Clear overlap pattern] check box, you can erase the overlap patterns that were memorized in Auto mode.
> You can erase overlap patterns that were not supposed to be memorized, but be careful with this operation because all memorized patterns will be erased.
> The check box is cleared for the factory default settings.
>
> ● By selecting the [Memorize the overlap pattern automatically] check box, you can record overlap patterns in the window to check images for documents that were detected as overlapped documents.
> The check box is cleared for the factory default settings.
>
> ● In [Remember overlap patterns at power-off], you can specify whether or not to keep the overlap pattern upon turning the power off.
> When [Remember] is specified, you can use eight of the most recent overlap patterns the next time the scanner is powered on.
> The factory default setting is [Do not remember].
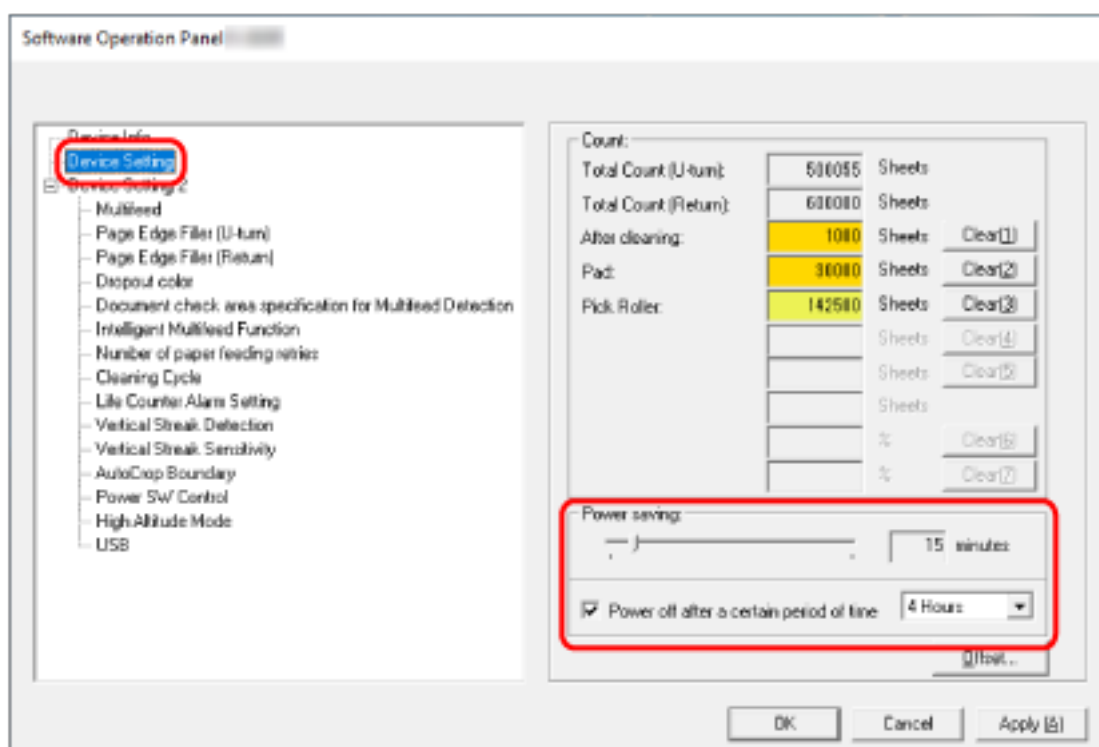
Settings Related to Waiting Time

Waiting Time for the Scanner to Enter Power Saving Mode [Power saving]

Specify the waiting time before the scanner enters power saving mode.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting].**

3 **Use the slider to specify the waiting time for the scanner to enter power saving mode.**
The value can range from 5 to 115 minutes (in increments of 5).
The factory default setting is "15" minutes.

> **HINT**
> Selecting the [Power off after a certain period of time] check box turns the power off automatically if the scanner is left on for a certain period of time without being used.
> The check box is selected for the factory default setting.
> You can select the timeout period for the scanner to be automatically turned off by [1 Hour]/[2 Hours]/[4 Hours]/[8 Hours].
> The factory default setting is "4 Hours".

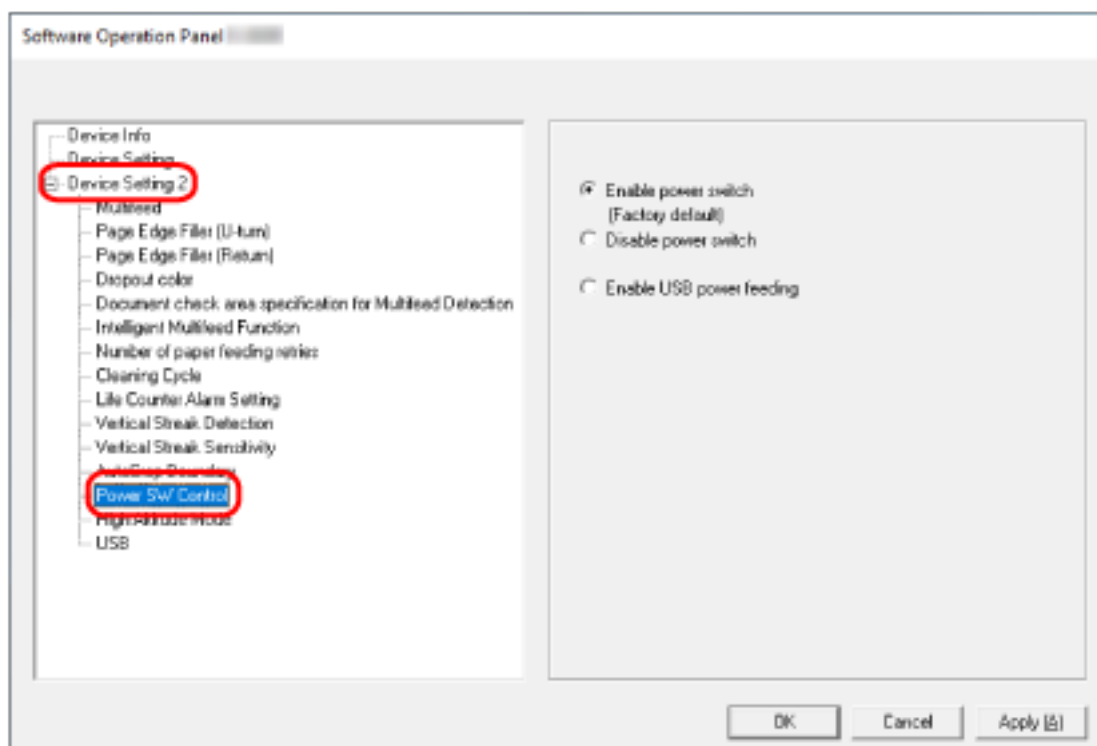# Settings Related to Power On/Off and Start up of the Scanner

Method of Turning the Scanner ON/OFF [Power SW Control]

Specify whether or not to turn on/off the scanner by pressing the [Power] button on the scanner.

1 **Start up the Software Operation Panel.**
For details, refer to .

2 **From the list on the left, select [Device Setting 2] → [Power SW Control].**

3 **Select one of the following:**

Enable power switch

The [Power] button on the scanner is used to turn on/off the scanner.
This is the factory default setting.

Disable power switch

Select this to use an AC power strip to control power supply for peripherals such as a scanner in accordance with the computer's power.
The [Power] button on the scanner is not used to turn on/off the scanner.

Enable USB power feeding

In addition to the [Power] button on the scanner, turning on/off the computer can simultaneously turn on/off the scanner.

Connecting/disconnecting a USB cable can turn on/off the scanner.

ATTENTION

Some types of computers and USB hubs keep supplying power to the USB bus even after the computer is turned off.
In that case, [Enable USB power feeding] may not work properly.

Settings Related to Scanner Maintenance

Detecting Vertical Streaks [Vertical Streak Detection]

You can configure the settings for detecting dirt on the glass.
Vertical streaks may appear on images if the glass is dirty.
If [Enable] is selected for the vertical streak detection setting, you are notified when dirt on the glass (causing vertical streaks) is detected. When you receive a message, clean the glass to prevent vertical streaks from appearing on images.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Vertical Streak Detection].**
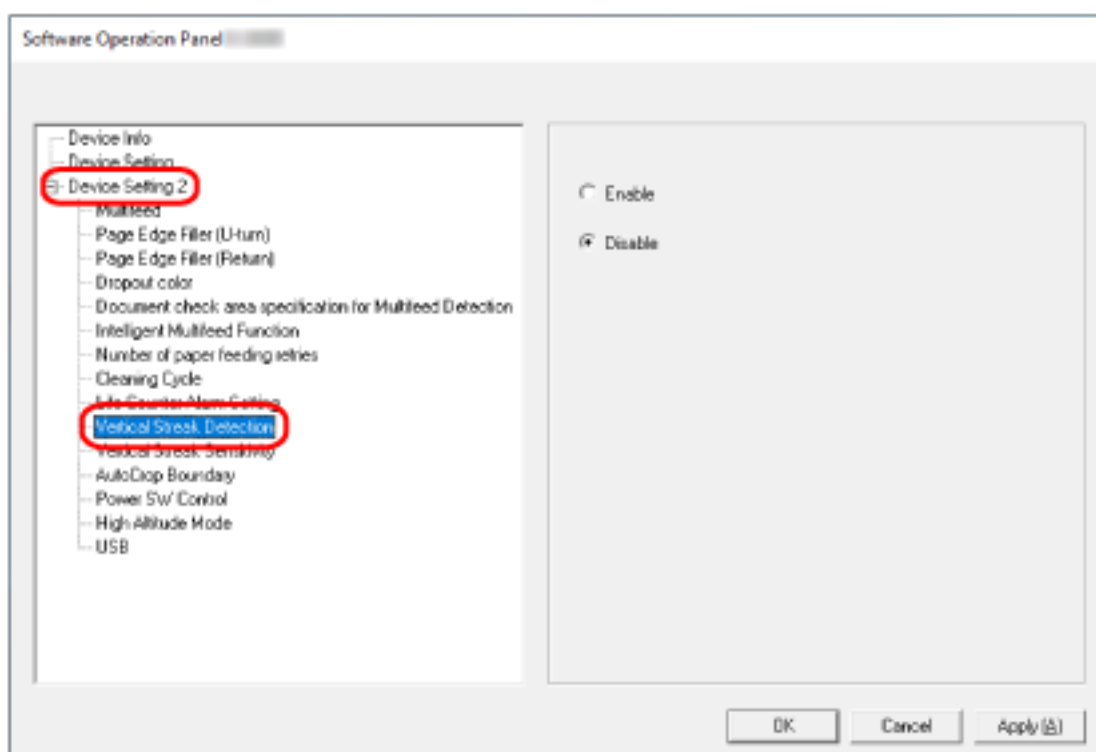
3 **Select whether or not to detect dirt on the glass (vertical streaks).**
When you select [Enable], the scanner detects dirt on the glass (vertical streaks).
The factory default setting is [Disable].

Specifying the Sensitivity Level for Vertical Streak Detection [Vertical Streak Sensitivity]
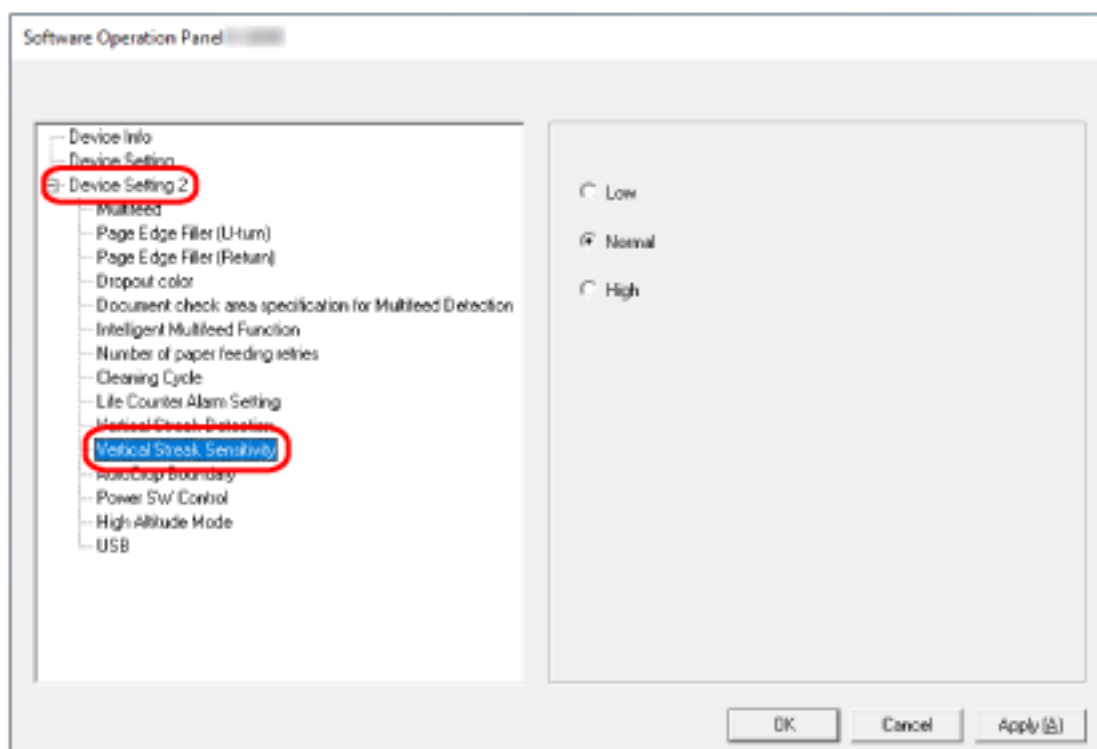
Specify the sensitivity level to detect vertical streaks (dirt on the glass) when [Enable] is selected for [Vertical Streak Detection].
Adjust the sensitivity level according to how dirty the glass is.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 144).

2 **From the list on the left, select [Device Setting 2] → [Vertical Streak Sensitivity].**

3 **Select the sensitivity level to detect dirt on the glass.**

Low

Decreases the sensitivity level to detect dirt on the glass.
Specify this to detect dirt only when the glass is very dirty.

Normal

Detects dirt on the glass with the optimum sensitivity.
This is the factory default setting.

High

Increases the sensitivity level to detect dirt on the glass.
Specify this to detect dirt even when the glass is slightly dirty.

Appendix

Basic Specification

Item		Specification
Scanner type		ADF (Automatic Document Feeder)
Image sensor		CIS × 2 (front, back)
Light source		RGB LED × 2 (front, back)
Scanning area (width × length)	Minimum size	50.8 × 50.8 mm/2 × 2 in.
	Maximum size (*1)	A4 (portrait) (210 × 297 mm/8.3 × 11.7 in.) Legal (portrait) (8.5 × 14 in.) Long page document (215.9 × 863 mm/8.5 × 34 in., 215.9 × 5,588 mm/8.5 × 220 in.)
Paper weight (thickness)		• ADF paper chute (feeder) 40 to 127 g/m^2 (11 to 34 lb) For A6 size or smaller, 40 to 209 g/m^2 (11 to 56 lb) For A8 size or smaller, 127 to 209 g/m^2 (34 to 56 lb) • Return path opening 20 to 413 g/m^2 (5.4 to 110 lb) For plastic cards, 1.4 mm or less (embossed cards can be used) For booklets, 5 mm or less
Scanning speed (A4, Portrait, 300 dpi) (*2)		Simplex: 40 sheets/min, Duplex: 80 pages/min
Loading capacity (*3)		20 sheets Paper weight: 80 g/m^2 (20 lb) Total thickness: 2 (0.08 in.) mm or less
Optical resolution		600 dpi
Output resolution	Binary (black & white)	50 to 600 dpi (configurable in 1 dpi increments)
	Grayscale	
	Color	
Multi-valued level		Color: 24-bit Grayscale: 8-bit Binary (black & white): 1-bit
Interface		USB 3.2 Gen1x1/USB 3.0/USB 2.0/USB 1.1 (*4) Type B

*1:Long page scanning supports documents (loaded in the ADF paper chute (feeder)) with a length of up to 5,588 mm (220 in.) when the resolution is set to 200 dpi or lower.

*2:This is for scanning with the ADF paper chute (feeder). Note that this is the hardware limitation, and the software's processing time such as data transfer time is added to the actual time of scanning.

*3:This is for scanning with the ADF paper chute (feeder). The capacity varies depending on the paper weight. For details, refer to Documents for Scanning (page 48).

*4:Use the USB cable that is supplied.
When connecting the USB cable to a USB hub, make sure you connect it to a USB hub that is connected to the USB port of a computer.
Connection with USB 3.2 Gen1x1/USB 3.0/USB 2.0 requires the USB port and the hub to support USB 3.2 Gen1x1/USB 3.0/USB 2.0.
Also note that the scanning speed slows down when USB 1.1 is used.
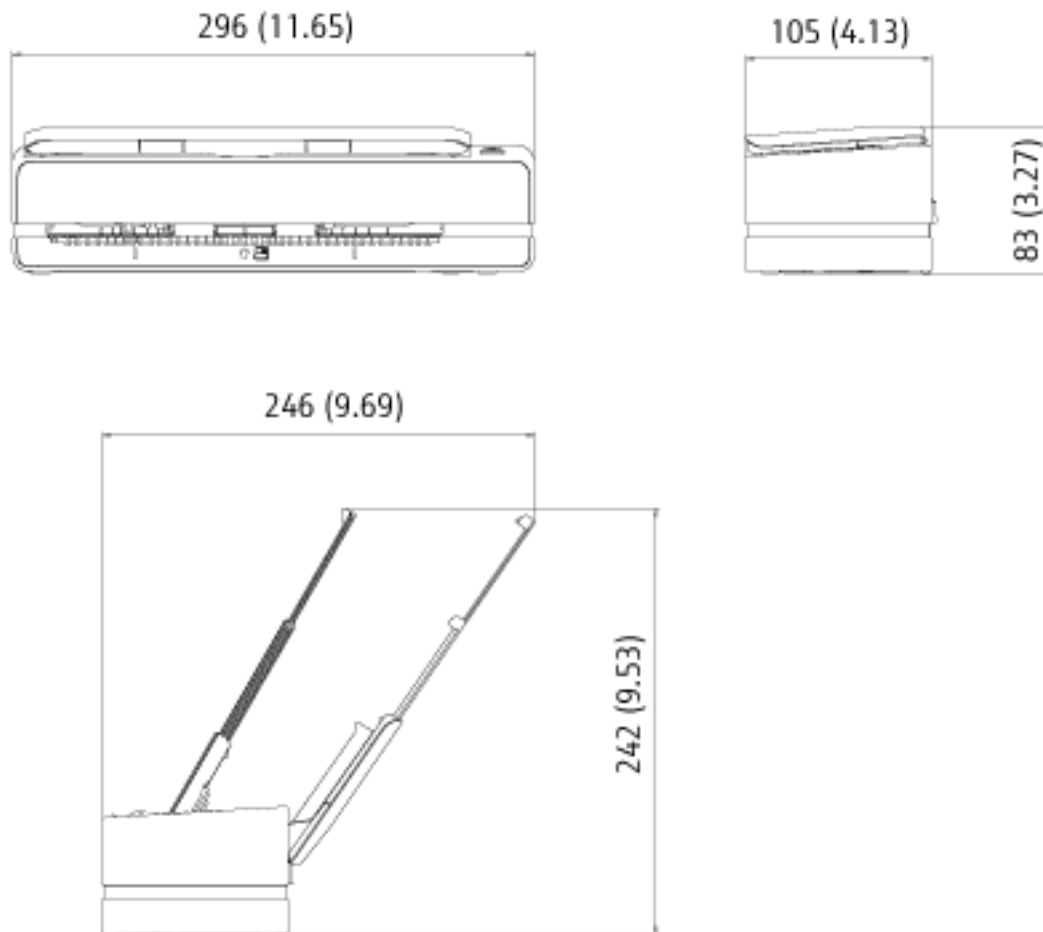
Installation Specification

Item		Specification
Outer dimensions (Width × Depth × Height)		296 × 105 × 83 mm/11.65 × 4.13 × 3.27 in.
Installation space (W × D × H) (*1)		438 × 303 × 275 mm/17.24 × 11.93 × 10.83 in.
Weight		2 kg (4.41 lb) or less
Input power	Voltage range	AC 100 to 240 V ±10%
	Phase	Single phase
	Frequency range	50/60 Hz ±3 Hz
Power consumption	Operating	19 W or less
	Power saving	1.7 W or less
	Power off	0.15 W or less
Ambient conditions	Temperature	Operating: 5 to 35℃ (41 to 95℉) Not operating: -20 to 60℃ (-4 to 140℉)
	Humidity	Operating: 20 to 80% Not operating: 8 to 95%
Calorific value	Operating	16 kcal/h or less
	Power saving	1.5 kcal/h or less
Shipping weight (*2)		2.9 kg (6.39 lb) or less
Support period		5 years

*1:The required installation space is a reference for scanning A4 size documents.

*2:Includes the package weight.

Outer Dimensions

The outer dimensions are as follows:

Unit: mm (in.)

Scanner Options

Name	Part No.	Description
Carrier Sheets	PA03360-0013	Carrier Sheets (5 sheets per set): These are sheets that are used to feed documents without damaging them. The Carrier Sheet enables you to scan documents larger than A4/Letter size (for example, A3 or B4 size) and documents such as clippings without damaging them. The Carrier Sheet should be replaced approximately every 500 scans. However, replace it if damage or dirt is noticeable.
Photo Carrier Sheets	PA03770-0015	Photo Carrier Sheets (3 sheets per set): These are sheets that are used to feed documents without damaging them. The Photo Carrier Sheet enables you to scan documents such as photographs and clippings without damaging them. The Photo Carrier Sheet should be replaced approximately every 500 scans. However, replace it if damage or dirt is noticeable.
Booklet Carrier Sheet	PA03795-0018	Booklet Carrier Sheet (1 sheet per set): This is a sheet that is used to feed documents without damaging them. The Booklet Carrier Sheet enables you to scan booklets such as passports with attached photos without damaging them. The Booklet Carrier Sheet should be replaced approximately every 2,500 scans. However, replace it if damage or dirt is noticeable.

For details about purchasing the scanner options and more information, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Uninstalling the Software

1 Turn on the computer and log onto Windows as a user with administrator privileges.

2 Exit all running software.

3 Display the [Control Panel] window.

- Windows Server 2008/Windows 7
  Click [Start] menu → [Control Panel].

- Windows Server 2012
  Right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System].

- Windows Server 2012 R2/Windows 8.1
  Click [↓] on the lower left side of the Start screen → [Control Panel] under [Windows System].
  To display [↓], move the mouse cursor.

- Windows 10/Windows Server 2016/Windows Server 2019
  Click [Start] menu → [Windows System] → [Control Panel].

4 Select [Uninstall a program].

The [Programs and Features] window appears with a list of the currently installed software.

5 Select a software to uninstall.

- When uninstalling the PaperStream IP driver
  Select one of the following:

  - PaperStream IP (TWAIN)

  - PaperStream IP (TWAIN x64)

  - PaperStream IP (ISIS) Bundle

- When uninstalling 2D Barcode for PaperStream
  Select [2D Barcode for PaperStream].

- When uninstalling Software Operation Panel
  Select [Software Operation Panel].
  The Software Operation Panel is installed together with the PaperStream IP driver.

- When uninstalling Error Recovery Guide
  Select [Error Recovery Guide for fi-800R].

- When uninstalling PaperStream Capture/PaperStream Capture Pro (Trial)
  Select [PaperStream Capture].

- When uninstalling ABBYY FineReader for ScanSnap™
  Select [ABBYY FineReader for ScanSnap(TM)].

- When uninstalling manuals
  Select [fi Series manuals for fi-800R].

- When uninstalling Scanner Central Admin Agent
  Select [Scanner Central Admin Agent].

- When uninstalling fi Series Online Update
  Select [fi Series Online Update].

6 **Click the [Uninstall] button or the [Uninstall/Change] button.**

7 **If a confirmation message appears, click the [OK] button or the [Yes] button.**

The software is uninstalled.

- When uninstalling fi Series Online Update
  Select [fi Series Online Update].

Contact for Inquiries

- **Contact for Inquiries**

  Refer to the contact list on the last page of the Safety Precautions manual.

  ● ABBYY FineReader for ScanSnap™

  - Windows Server 2008/Windows 7
    Select [Start] menu→[All Programs]→[ABBYY FineReader for ScanSnap (TM)]→[User's Guide]→[Technical Support].

  - Windows Server 2012
    Right-click the Start screen, select [All apps] on the app bar, and then select [User's Guide] under [ABBYY FineReader for ScanSnap (TM)]→[Technical Support].

  - Windows Server 2012 R2/Windows 8.1
    Click [↓] on the lower left side of the Start screen, and then select [User's Guide] under [ABBYY FineReader for ScanSnap(TM)]→[Technical Support].
    To display [↓], move the mouse cursor.

  - Windows 10/Windows Server 2016
    Select [Start] menu→[ABBYY FineReader for ScanSnap (TM)]→[User's Guide]→[Technical Support].

  ● Image Scanner fi Series
    For other inquiries regarding the scanner, refer to the following web page:
    http://imagescanner.fujitsu.com/g-support.html
    If the solution to your problem cannot be found on the above web page, refer to the contact information for your Fujitsu office on the following web page:
    http://imagescanner.fujitsu.com/warranty.html

- **Contact for Purchasing Consumables or Cleaning Materials**

  http://www.fujitsu.com/global/shop/computing/IMAGE_index.html