User Guide

Wide Format Scanners

contex **HD** ULTRA X

Model: HD Ultra X Series

Table of Contents

Contents

About this guide

This guide explains how to operate and maintain your wide format scanner.

This guide covers:

Model	Model Number	Description
HD Ultra X 6000	RB67G	60" wide format color scanner
HD Ultra X 4200	RC67G	42" wide format color scanner
HD Ultra X 3600	RC67G	36" wide format color scanner

HD Ultra X Series scanner

The guide assumes basic knowledge of your computer and operating system and does not repeat information covered in the documentation provided to support these technologies by their own manufacturers.

Be sure to refer to the:

1. Installation section that describes how to correctly install and activate your scanner

2. Safety Instructions

3. Scanner Maintenance section that describes how to get the best results from your scanner

Main specification

The HD Ultra X Series large format CCD scanner has thick media capability, Ethernet and USB interfaces. External touch tablet devices can be used permitting wireless control over the scanner (requires a connected scanner pc running Nextimage). Two scanner body sizes exist, 60" for the 6000 model and 42" for the 4200 and 3600 models. All models have 50 and 90 speed variants directly affecting the maximum color scan speeds achievable.

	HD Ultra X 6000	HD Ultra X 3600/4200
Connectivity	Gb Ethernet up to 100 Mbyte/sec and USB3 SuperSpeed up to 250 Mbyte/sec	
Color scan speed (200dpi), Mono scan speed (200 dpi)	17.8 inches per second (45.2 cm/sec)	
Maximum imaging width	60" (1524 mm), A0+ ANSI E+	36" (914mm) / 42" (1067mm) A0+ ANSI E+
Maximum document width	61.8" (1570 mm)	43.8" (1113mm)
Justification	Centre and side (selectable in software)	
Paper guidance system	Feed tray paper guides (magnetic) and removable paper return guides (rear mount)	
Optical resolution	1200x1200 dpi, interpolation to 9600 dpi	
Thick media	16mm / 0.6 inch, two-button OTAC (Optimized Thickness Adjustment Control)	
Accuracy	0.1% +/- 1 pixel	
Optical sensing with LED illumination	7 x CCD (Charge-Coupled Devices)	5 x CCD (Charge-Coupled Devices)
Paper size detection	Optimized automatic system using scan data and 6 optical paper sensors	Optimized automatic system using scan data and 4 optical paper sensors
Portable tablet remote system * (scanner mounted)	Scan and copy using portable device (connects to Nextimage)	
Power consumption : (Ready / Sleep Mode / Scanning)	Max 39W / <1W / 130W (built-in power supply)	
Scanning software	Contex Nextimage for Windows, iOS app(s) and WIDEsystem	
Unpacked weight / Dimensions (W x D x H)	63kg (139 lbs) / 1810mm (71.3") x 475mm (18.7") x 200mm (7.9")	49kg (108 lbs) / 1360mm (53.5") x 475mm (18.7") x 200mm (7.9")
Packed weight / Dimensions (W x D x H)	72kg (159 lbs) / 1950mm (76.7") x 680mm (26.8") x 310mm (11.9")	55kg (121 lbs) / 1480mm (58.3") x 680mm (26.8") x 310mm (11.9")
Packaging	Foam shock protection inside thick cardboard box	
Low Adjustable Stand dimensions (W x D x H*) * maximum feed table height	1796mm (70.7") x 792mm (31.2") x 816mm (32.1")	1274mm (50.2") x 792mm (31.2") x 816mm (32.1")

* Mounted tablet device (not part of scanner supply). Free download of iOS or Android app. See datasheet for further details.

Packaging

1 **Packaging notes**

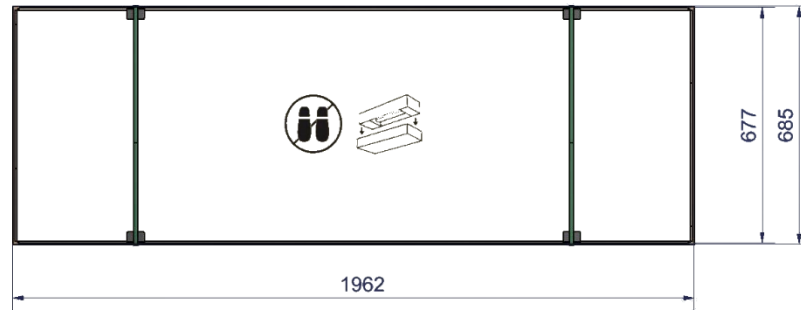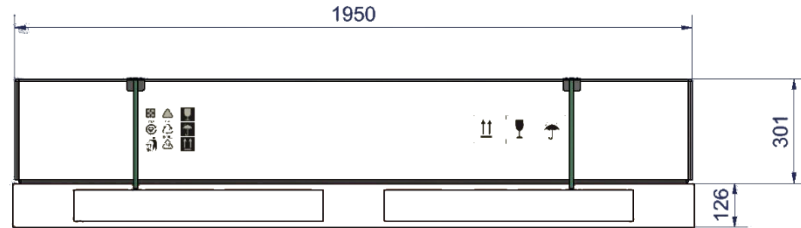Be sure to retain the packing material if you intend to move the scanner to another site.

Do not leave empty packaging where it can block a right of way or a fire exit.

Always dispose of the packing material responsibly if it is no longer required.

Remove the accessories kit and any documentation from the packing before discarding.

NOTE: Dimensions in millimetres.

Unpacking

WARNING: THIS SCANNER IS VERY HEAVY

Assistance and safety

Ensure you have adequate room available and suitable assistance on hand to help you unpack and position the scanner safely.

⚠ **BE CAREFUL. DO NOT TRAP YOUR FINGERS WHEN PLACING THE SCANNER ON THE FLOOR STAND!**

Lifting the scanner

The scanner is very heavy and weighs 76 kg or 168 lbs. Never attempt to lift the scanner by yourself and always obtain the help of a second person to help you lift the scanner from its packaging or if you want to move the unit when it is not on its stand. It is recommended a third person helps during assembly by removing the packaging and guiding the scanner onto the stand.

Make sure that you or your helpers do not trip over any packing material while carrying the scanner.

Cables

Never wheel the scanner over the cables, particularly the USB3 cable as this can be easily damaged and cause possible data speed problems.

⚠ **AVOID BACK STRAIN. ENSURE YOU AND YOUR ASSISTANTS ARE CAPABLE OF LIFITNG THE SCANNER WITHOUT RISK OF INJURY.**

Stand assembly

Always tighten the scanner stand fixings properly using the tools provided when the stand is first assembled. Recheck all bolts for tightness every 6 months or more regularly if the scanner is moved about or seems less rigid than it was when first assembled.

Getting to know your scanner

Scanner Front View

Main parts required for scanner installation, operation and maintenance.

Release Lever for opening the scanner lid for maintenance
(to clean the glass and / or remove obstructions)

Guides / Android / iPad Tablet Device
(optional and not included)

Paper Return Guides

Document Feed Tray
(place documents on here for scanning)

Release Lever for opening the scanner lid for
maintenance (to clean the glass and / or
remove obstructions)

Keypad / Operator Panel
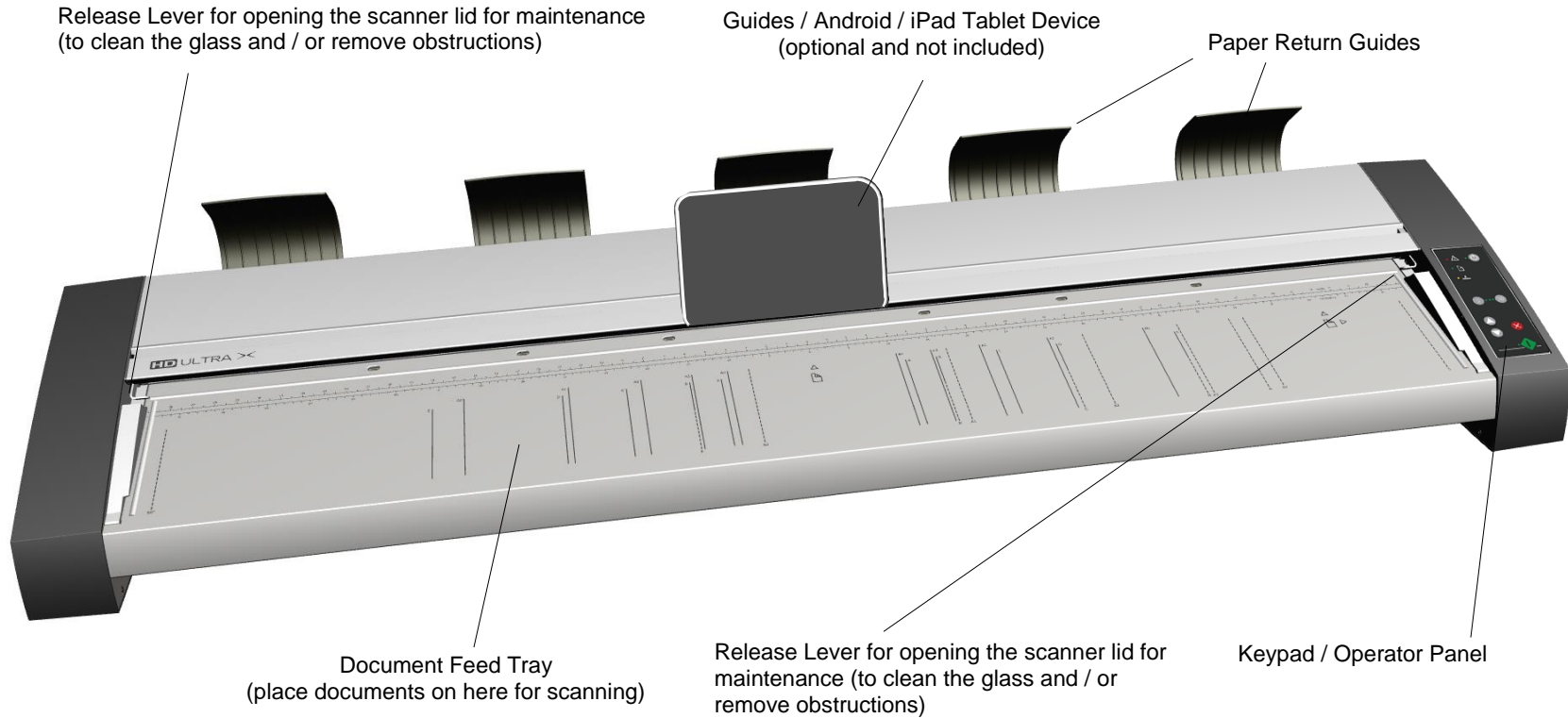
Scanner keypad / operator panel

Main parts required for scanner installation, operation and maintenance

Scanner error / warning

POWER ON / OFF
RED (warming-up / self-test)
GREEN (ready)

Paper loaded (Ready)

Thick media activated

Decrease scan speed

Increase scan speed

Paper Forward Button

STOP / Abort scan

Paper Reverse Button

SCAN / Wake scanner
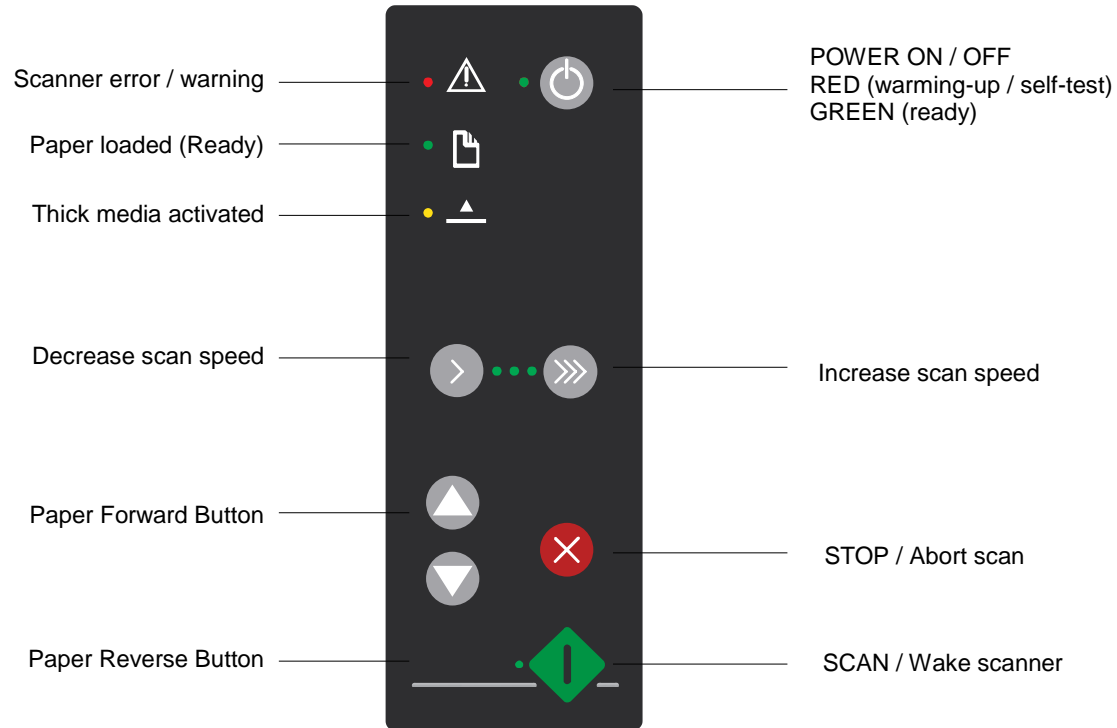
Scanner rear view

Main parts required for scanner installation, operation and maintenance

Ethernet & USB3 socket

Portable Device (not included)

Paper Pressure Selector

Paper Return Guide (5)

Power cord and ON/OFF switch

Thick media raise and lower buttons

Keypad end Paper Return Guide removed for clarity

Ethernet and USB3 connections

Power ON/OFF
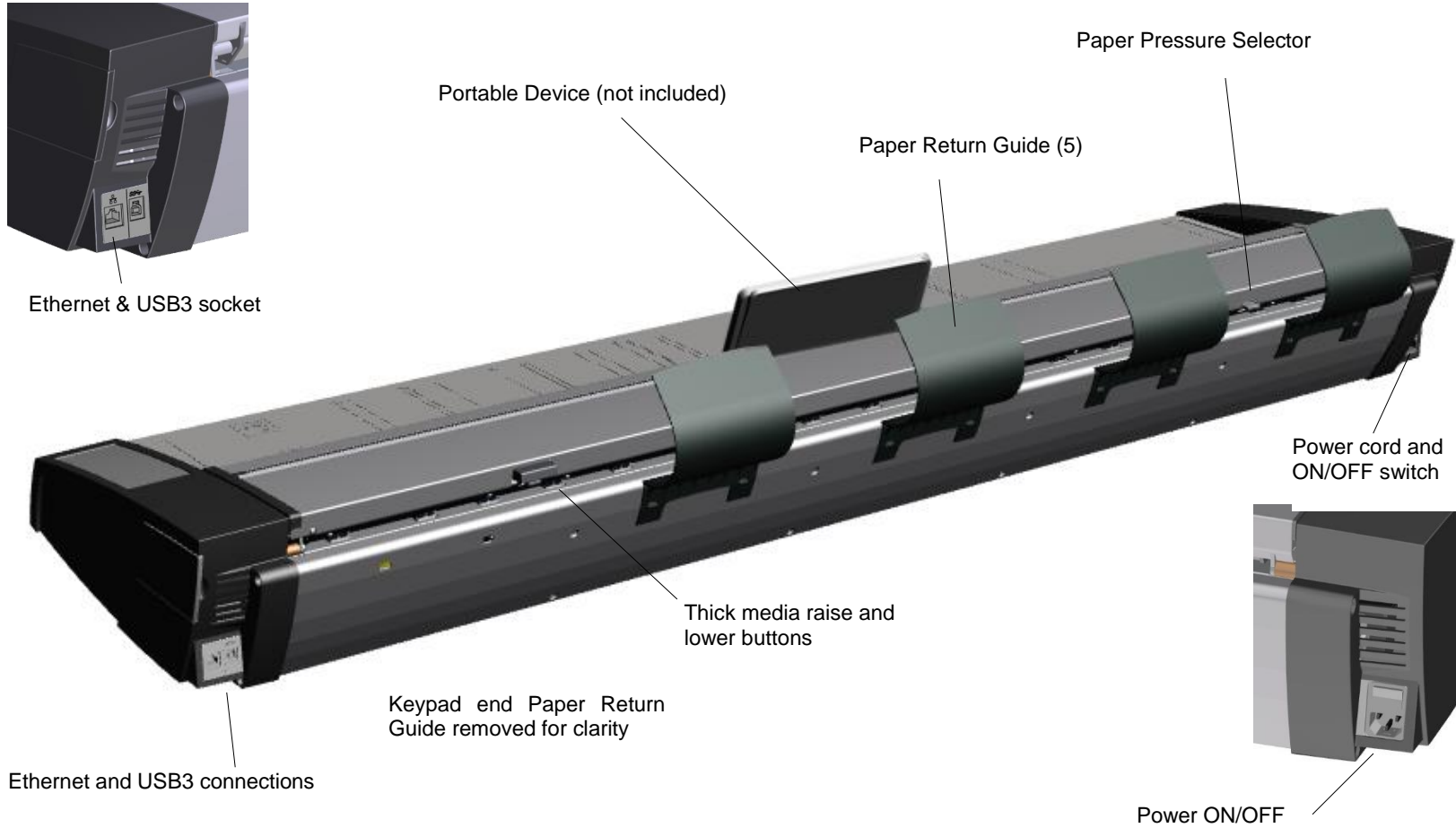
Installation

Follow the steps below to install the scanner drivers and WIDEsystem software. The installation of the Nextimage scanning software is not covered as part of this guide.

Minimum system requirements

- Windows computer with Intel Core Duo, Core 2 Duo or i5 processors, 4GB RAM and 7200rpm HDD
- USB3 and Gigabit Ethernet interfaces and 64-bit Windows 10, 8 or Windows 7 operating system
- WIDEsystem TOOLS USB memory stick supplied with your scanner
- Nextimage scanning software or compatible third party software
- Grounded (earthed) power outlet

NOTE: Published speed tests use Nextimage software and an Intel Core i5-2500 Quad processor with 8GB of memory.

NOTE: Computer USB3 sockets can usually be identified by blue internal pieces in the connections themselves and/ or the letters SS (SuperSpeed) placed alongside the socket on the computer casing.

Installation step by step

2

Set up the scanning area

Place the scanner either on the specially designed stand-alone floor stand or on a sturdy table. Make sure there is enough space behind the scanner for the cables and the media to exit.

⚠ **IMPORTANT**: DO NOT CONNECT TO THE COMPUTER

⚠ See the safety instructions at the end of this user guide

Software

3 **Install WIDEsystem and scan/copy software on your PC**

⚠️ **IMPORTANT**: WIDEsystem contains the scanner drivers and must be installed **BEFORE THE SCANNER IS CONNECTED** or any scanner software to be used with the scanner

- Insert the WIDEsystem USB thumb drive (memory stick) into the PC. The setup program will usually start automatically but if it does not locate the setup.exe file on the thumb drive and start it manually by double-clicking it

- Follow the instructions on your screen to install the WIDEsystem software and scanner drivers. Reboot the PC if asked to do so to complete the installation

- When successfully installed the WIDEsystem icon will show in the pc system tray.

- Remove the USB thumb drive

Now install Contex Nextimage or scan and copy software from a third-party supplier

⚠️ **IMPORTANT**: During all installation steps be sure to select **'YES'** if Windows asks you to allow the software to access the network.

⚠️ **CAUTION**: **DO NOT CONNECT THE SCANNER TO POWER OR TO THE PC YET.** This is to ensure your own personal safety and to help protect your device from potential damage during the cleaning and checking stages that follow.

After installing all software, please leave the PC switched ON while performing the next steps to prepare the scanner.
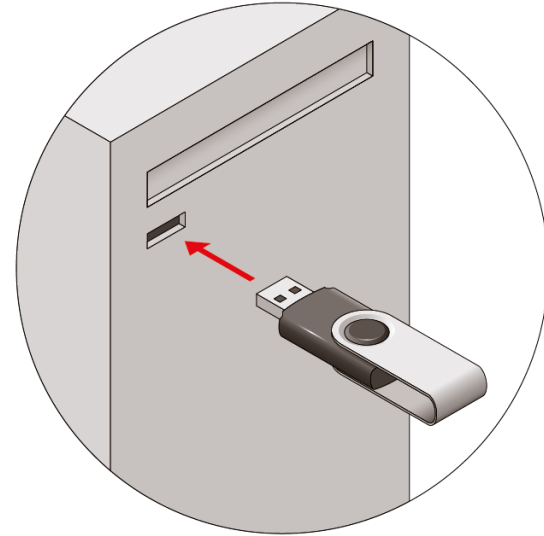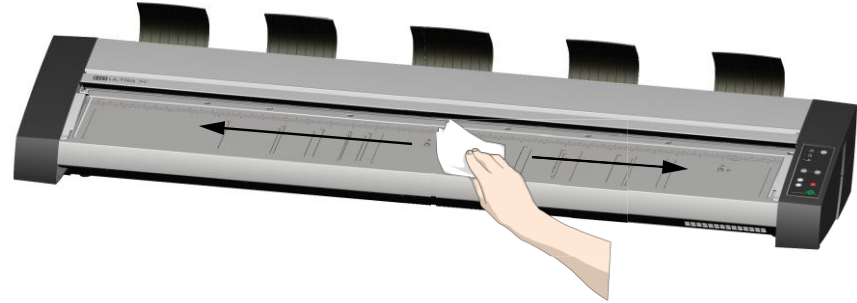
Cleaning

Cleaning the scanner

4 ### Clean the scanner feed tray

The scanner feed tray is the external flat surface in front of the insertion slot.

Lightly wipe this surface to remove any dirt and prevent it being transported by the document into the scan area where it might spoil the scan.
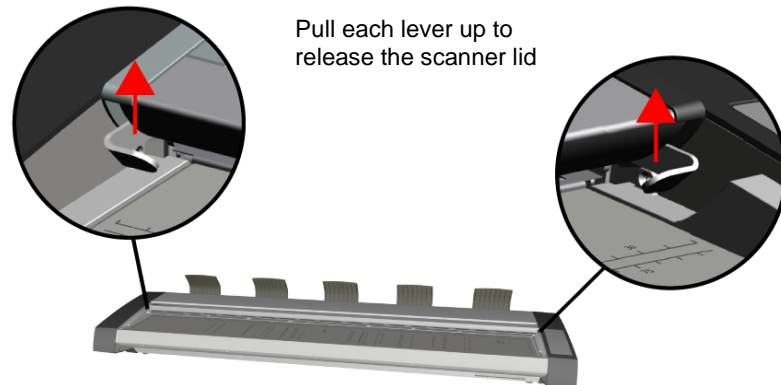

Cleaning the scanner

5 ### Open the lid with release levers

Access the scan area by releasing the levers at each side of the scanner lid then lift the lid upwards.

- Stand at the front of the scanner

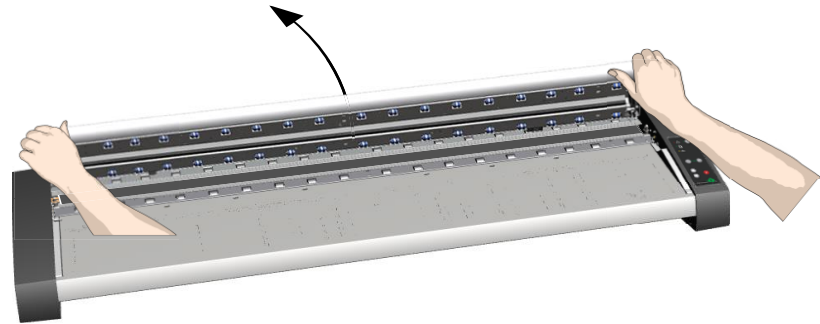- Place a thumb or finger under each lid release lever and pull it upwards

Pull each lever up to release the scanner lid

Cleaning the scanner

6 **Open the scanner lid by pushing it back**

- The lid will begin to move upwards when the catches are released

- Open the lid fully backwards to expose the internal scan area

---

Cleaning the scanner

7 **Clean the internal scan area**

Lightly wipe the glass plate area using a dry lint-free cloth.

If there is contamination on the glass that will not wipe free refer to the section covering cleaning the scan area later in this guide.

Close the lid after cleaning the internal scan area

- Push the scanner lid back all the way down until you hear the lid latches click

- Gently lift each side of the lid to check the catches are locked
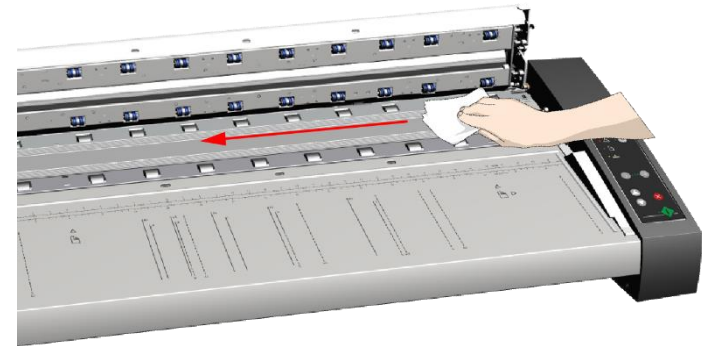
Connections

Connect power cable

8 **Connect the power cable to the scanner**

Connect the scanner mains power cable to the power socket on the back of the scanner.
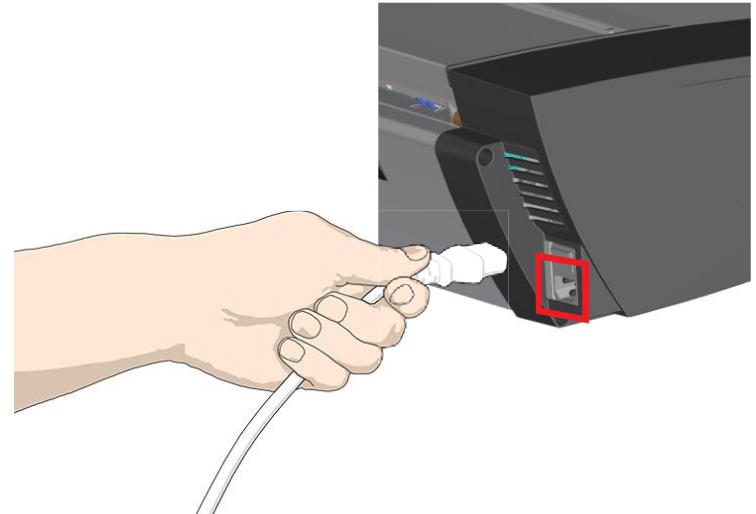
Connect power cable

9 **Connect the scanner to a power outlet**

Connect the power plug end of the scanner power cable to a power outlet.

⚠ CAUTION: The scanner comes with a power cord that has a three-wire grounded plug. If your outlet is not compatible find an alternative outlet with a grounded power connection.

WARNING: DO NOT CHANGE THE CABLE FOR A NON-GROUNDED TYPE

Power ON the scanner

10 Turn ON scanner power

Turn on the main power switch at the back of the scanner.
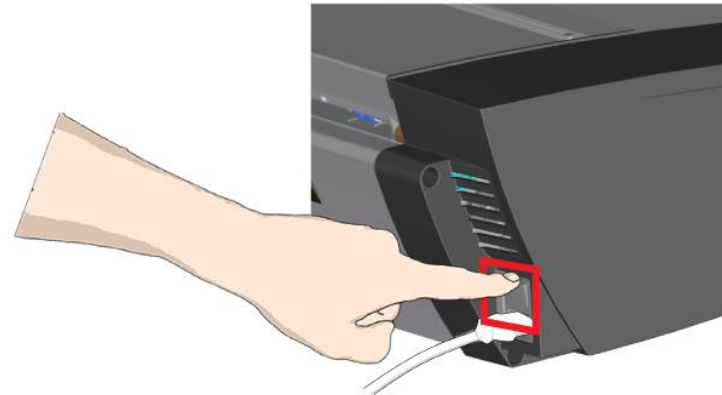
Connect Cables

11 Connect the USB interface cable to the scanner

Initial installation and activation of the scanner is easiest using the USB connection.

1. The interface connections are at the back of the scanner on the left side. The USB socket on the scanner is colored blue inside.

2. Connect the squarer, step-shaped (B-connector) end of the cable to the USB socket.

NOTE: The installation wizard will guide you through installation and activation of the Gigabit network interface later in the installation process. Do not connect it yet.

Regulatory Notice: This scanner has been tested to comply with the EMC Standards EN55022 and FCC Part 15. To maintain compliance use only the interface cables supplied with the scanner.
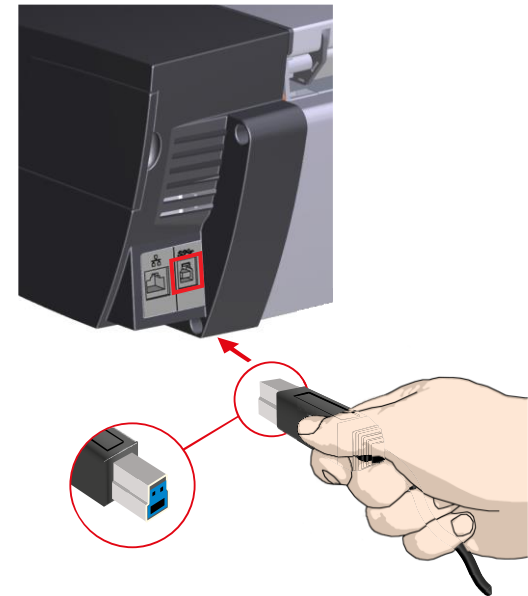
WIDEsystem scanner detection

Connect USB cable to PC

12 Connect the USB interface cable to the PC

1. On the scanner PC check that WIDEsystem is running by looking for the WIDEsystem icon in the system tray area of the PC screen (lower right).

2. If WIDEsystem is not running, locate the WIDEsystem entry under Windows, Programs and start it manually.
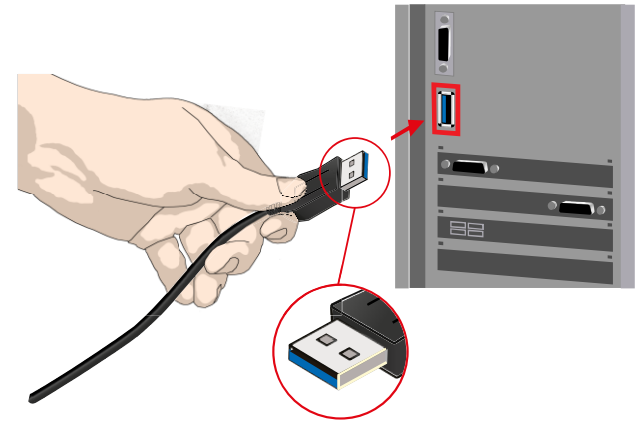
3. Make sure the USB cable is connected to the scanner as instructed in the previous step.

4. Connect the flat (A-connector) end of the USB cable to a USB3 socket on the PC.

NOTE: USB3 sockets on the **back** of PCs are often faster than ones on the front.

Software installation wizard

Scanner installation

13 The Installation Wizard starts up

1. The computer will detect the scanner and start the scanner installation wizard.

2. If the installation wizard does not start perform one or more of the following:

   – Unplug and reinsert the USB connections to scanner and PC.
   – Ensure the USB cable is properly connected.
   – Try a different USB port on the PC.
   – Make sure the USB is inserted into the port marked for USB at the back of the scanner (and not, for example, the Ethernet port).
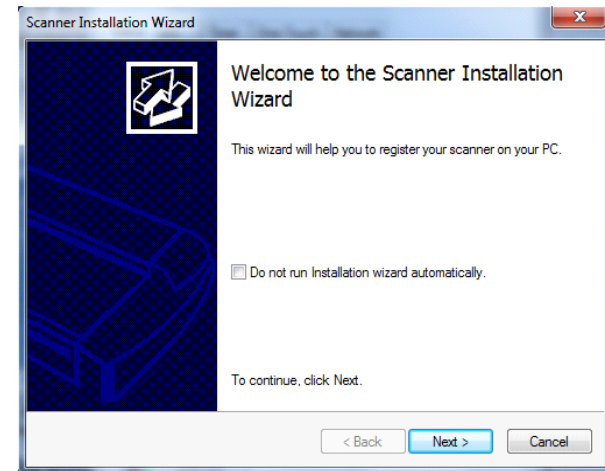
Scanner installation

14 **Windows installs the scanner**

1. Click 'Next' and follow the instructions on your screen to install the scanner on your PC.

2. Most of the scanner installation process is automatic.

3. Wait until the completion message appears

4. Press 'Next' when done.

⚠️ *IMPORTANT*: During all installation steps, be sure to select **"YES"** if Windows asks you to allow the software to access the network.

Scanner Installation Wizard
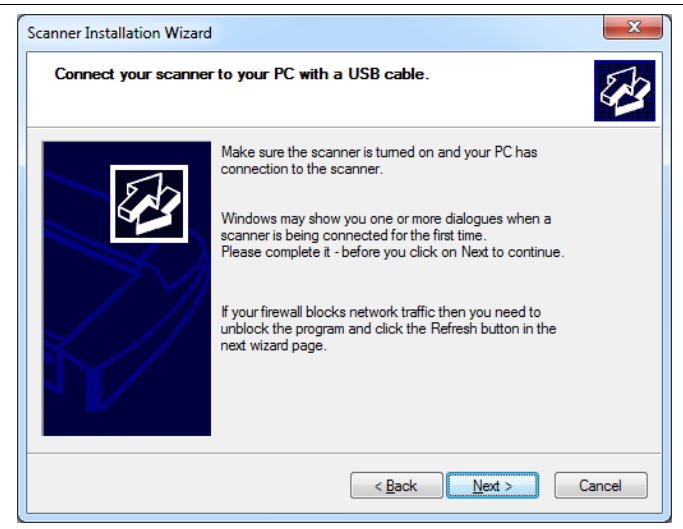
Connect your scanner to your PC with a USB cable.

Make sure the scanner is turned on and your PC has connection to the scanner.

Windows may show you one or more dialogues when a scanner is being connected for the first time.
Please complete it - before you click on Next to continue.

If your firewall blocks network traffic then you need to unblock the program and click the Refresh button in the next wizard page.

< Back   Next >   Cancel

Energy saving settings

Scanner Installation

15 **Set energy-star idle time preference**

The scanner is set for automatic entry into sleep mode after a preset idle time, i.e. the length of time the scanner is not active. The default idle time setting for **Energy Star** compliancy is 15 minutes.

You can extend the time before this occurs up to a maximum of 60 minutes.

Scanner Installation Wizard

Verify scanner sleep settings

If the scanner is not being used it will automatically enter energy saving sleep mode. The period before this happens can be set in the range 1 to 60 minutes (default 15 minutes).

You can change the setting here:

15 ⬍ minutes

< Back   Next >   Cancel

Scanner activation

Scanner Activation

16 ## Activate the scanner

You must activate your scanner with its licence before you can use it. Please follow the Activation instructions.

NOTE: Your supplier may have pre-activated the scanner for you. If not, the easiest way to activate the scanner is to connect it to the internet through the network interface on the back of the scanner. If the scanner is pre-activated, the wizard will skip this step.

About license keys and activation codes:

- **Online** activation needs the License Key that came with your scanner and for the scanner to be connected to the internet. Contact your dealer if you do not have a license key.

- **Manual** activation needs an **Activation Code** which can be obtained from your dealer or you can generate this yourself at the Contex Licensing website (see later in this section for more details)

To start scanner activation:

Press the Activate button to start the activation wizard then choose the **Online** if your PC is connected to the Internet. Otherwise choose the **Manual** option**.**

IMPORTANT: During all installation steps, be sure to select **"YES"** if Windows asks you to allow the software to access the network.
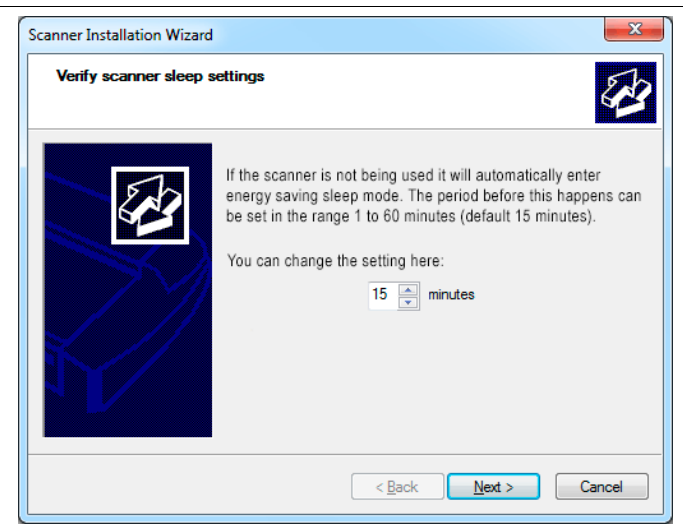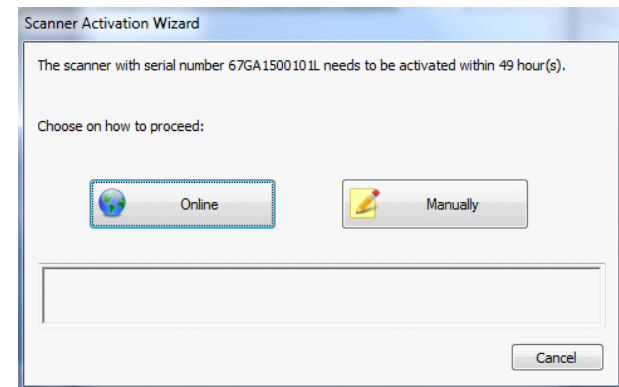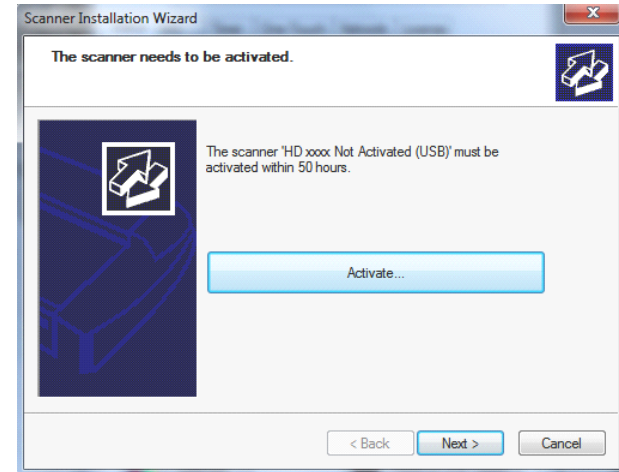
Online scanner activation

Scanner Activation - Online

17 **Activating an online scanner (Online)**

Have your **License Key** ready.

When you choose Online as the activation method, the wizard screen shown at the top right will appear.

1. Enter you license key in the designated field

2. The license key will be authenticated online and if valid, a green tick will appear as shown in the center screenshot

3. Press the Activate button to continue

The green tick indicates successful scanner activation.

The scanner will now restart automatically.
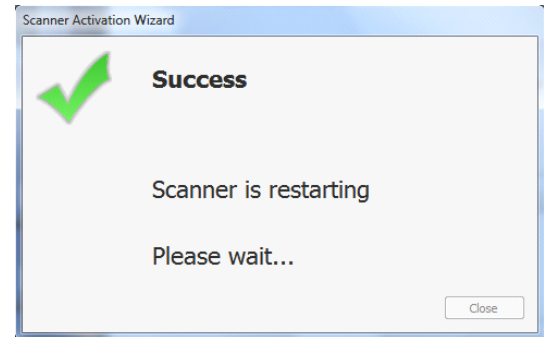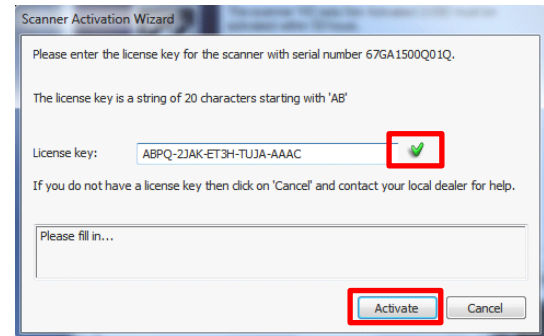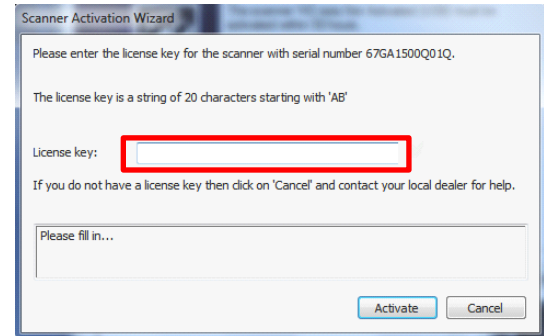
Manual scanner activation

Scanner Activation - Manual

18 **Activating an offline scanner (Manual)**

You can still activate your scanner manually if it is not directly connected to the internet by using the Manual method. You will need a separate device or computer with an internet connection to enter two items of information.

License Key - If you do not have one, contact you dealer.

Hardware ID - The wizard will display this for you. You can use this or the Serial Number (S/N) found on the back of the scanner

SEPARATE INTERNET DEVICE (PHONE OR OTHER PC)

Go to www.licenseactivate.com

1. Enter the Hardware ID or Serial Number for the scanner.

2. Enter the License Key

3. Press the Activate button to generate the Activation Code. It can be mailed to your email address or you can open it and write it down.

SCANNER (WIZARD)

4. Enter the Activation Code into the rectangle labelled **Code** of the Scanner Activation Wizard then press Next.

THE SCANNER WILL NOW ACTIVATE

INTERNET DEVICE   SCANNER

License Key document from supplier

PDF
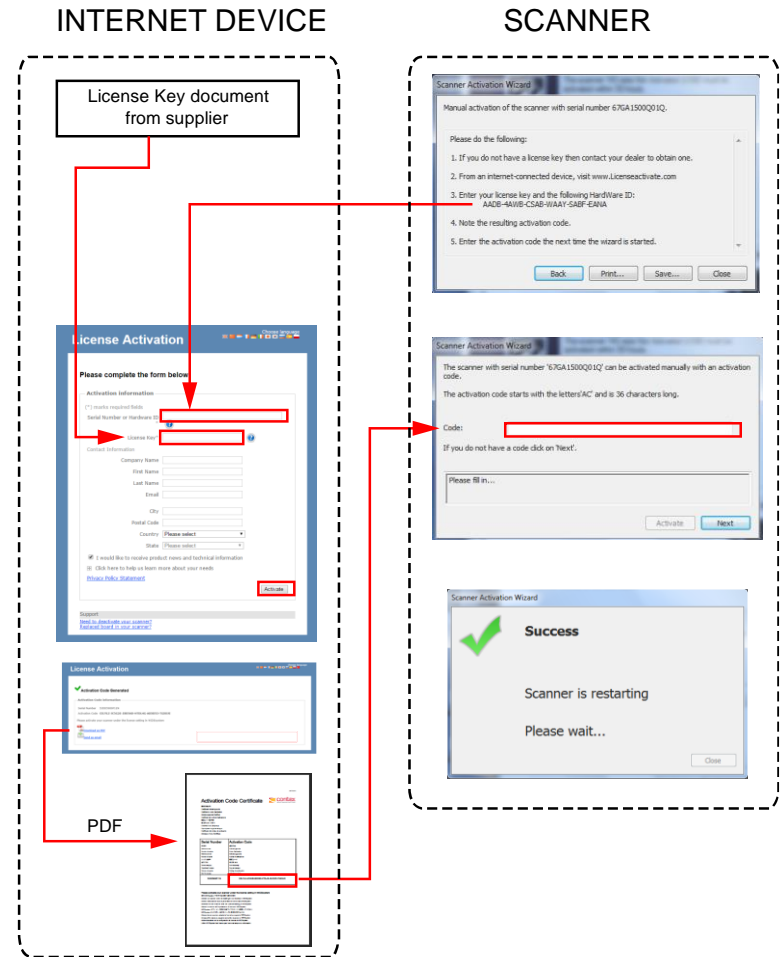
Scanner Installation – Change network name

19 **Change the scanner network name (optional)**

NOTE: This step only appears with licensed Ethernet supported scanners as detected during activation.

You may wish to change the default name of the scanner to comply with your organization.

Click Next when done.
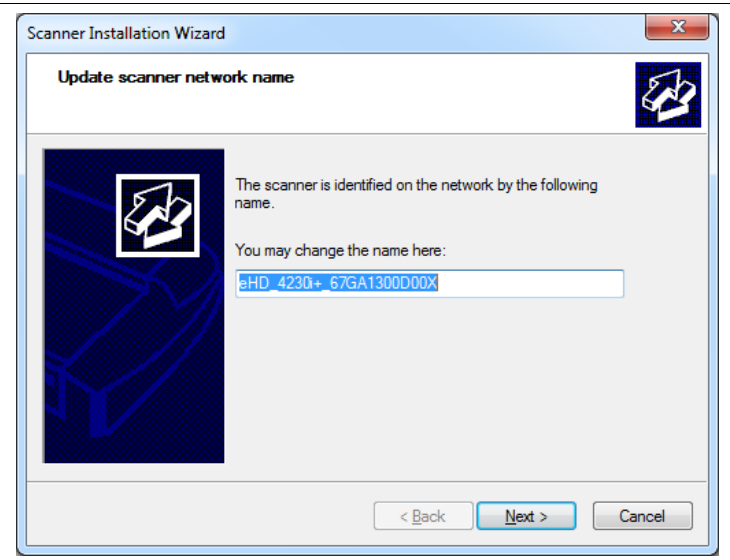
Scanner calibration

Scanner Installation

20 **Calibrate the scanner (camera alignment)**

Always allow the wizard to re-calibrate the scanner after first receiving it to correct for any changes that might have occurred during its transportation.

1. Press Calibrate to start the wizard

2. Follow the wizard instructions to start camera alignment

NOTE: If you did not clean the internal scan area and scanner glass in the previous installation steps please clean them now.
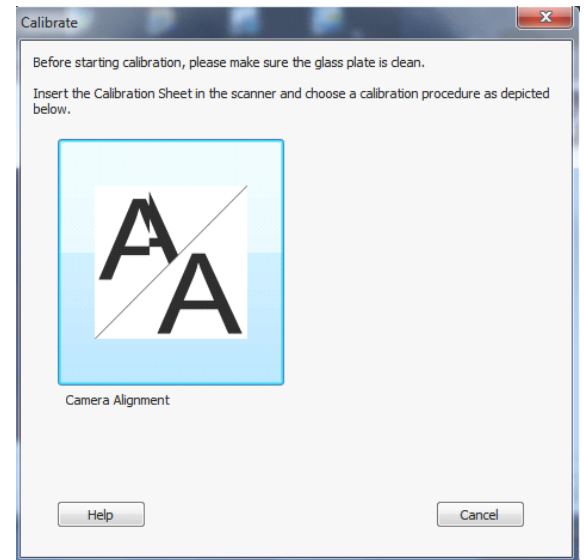
3. Insert the calibration sheet that came with the scanner

4. Align the sheet arrow with the scanner middle arrow

5. Press the Camera Alignment button

The wizard will notify you when calibration has completed successfully.

Remove the calibration sheet.

NOTE: See the Scanner Maintenance and Calibration Guide for more instructions.
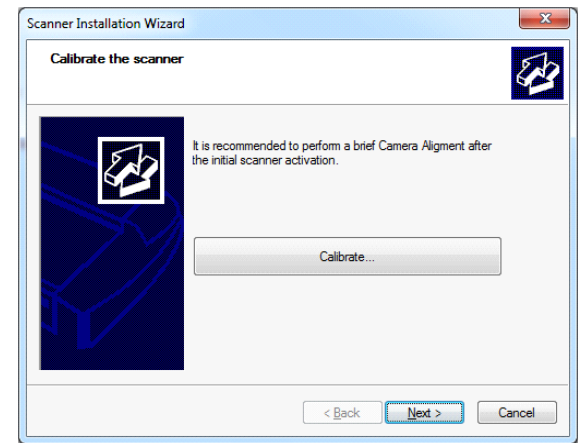
Scanner Installation

21 **Complete the installation**

The scanner has been installed correctly when you see this message.

Scanner Installation Wizard

Scanner Installation completed

The scanner:
My scanner (USB)
has been installed successfully.

You have activated a scanner model that includes the Ethernet feature. To benefit from this feature you may now connect the scanner with an Ethernet cable.

Please click on Finish to close.

< Back   Finish
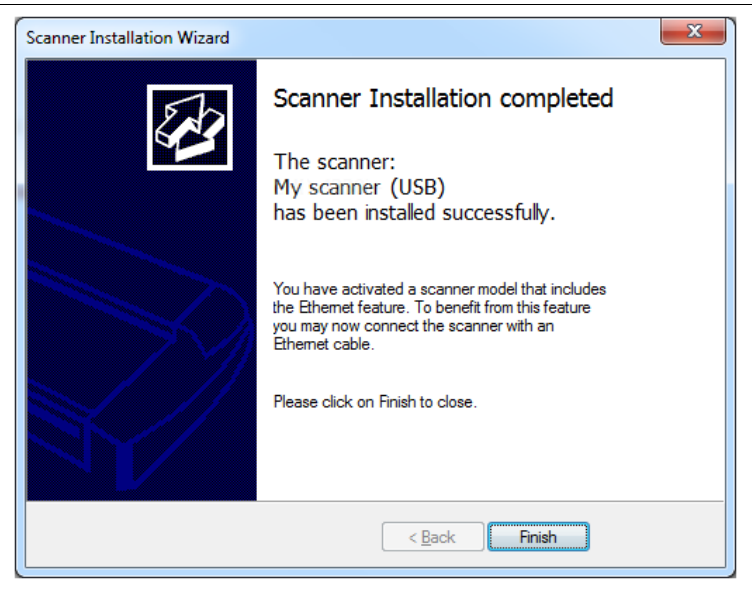
Network connection

Enabling Gigabit Interface

22 **Connecting to the Network (LAN)**

This scanner requires a gigabit Ethernet connection for best performance.

1. Disconnect the USB connection
2. Connect the supplied gigabit cable to the scanner Ethernet interface on the back of the scanner
3. Connect the other end of the gigabit cable to your network (LAN)
4. If not already open, display the WIDEsystem user interface by double-clicking the WIDEsystem icon ◤ in the system tray.

5. Press the Refresh Scanner button ⟳
   Wizard finds the scanner on the network

📝 **NOTE:** Use only an approved gigabit cable. Full performance is not guaranteed with other cables or normal LAN cables.

📝 **NOTE:** WIDEsystem will detect and warn if the network is not gigabit. Contex recommend a gigabit network for best scanner performance. An internet connection is not required for scanning.
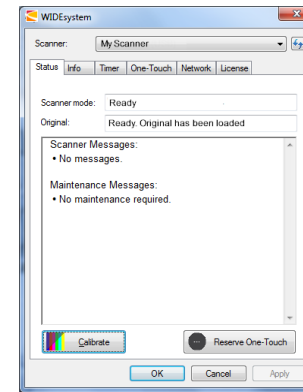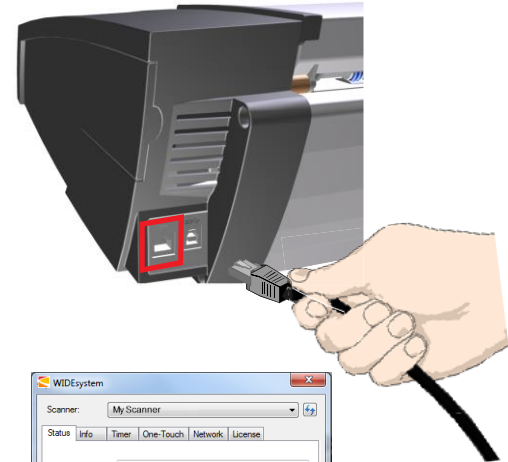
Turning power ON/OFF

Main power switch

The main power switch is at the back of the scanner on the right side. Press the top side of the switch (marked "I") to turn the main power ON. Press the lower side (marked "0") to turn OFF the power.
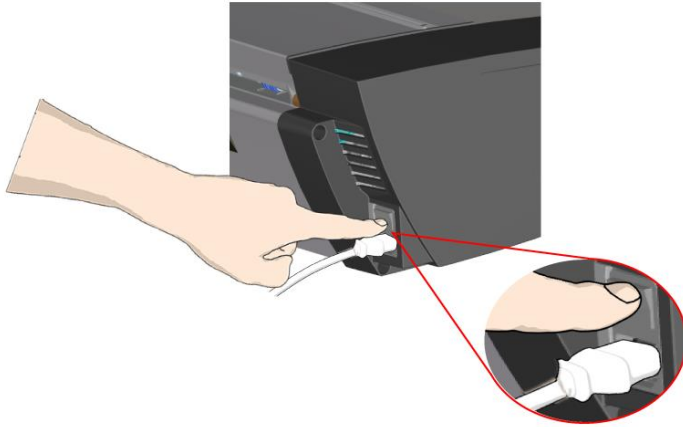
Main power switch is at the back of the scanner. Press "I" for ON and "0" for OFF.

Scanner Self-Test

When the scanner power is turned ON it runs a short self-test. As part of this test, all of the LED lights on the keypad will light up.

All LEDs are lit during self-test

Scanner ready to scan

The scanner is ready for scanning when the power LED turns green. The scanner starts up in Wake mode (see next section).

You can leave the main power switch permanently ON and control scanner power through its *Sleep* and *Wake* modes.

Panel when scanner is ready – in wake mode
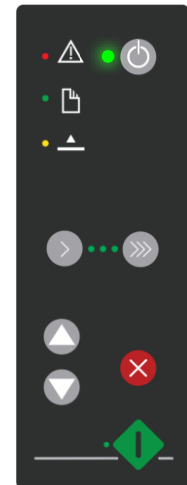
Wake and sleep modes

With the main power switch ON, scanner power can be forced into Sleep *mode* and taken back out into Wake *mode*. **Sleep** mode is an energy saving mode where the scanner cannot be operated. **Wake** mode is the same as if the scanner had just been switched on for normal scanner operation.

Power button turns RED in sleep mode
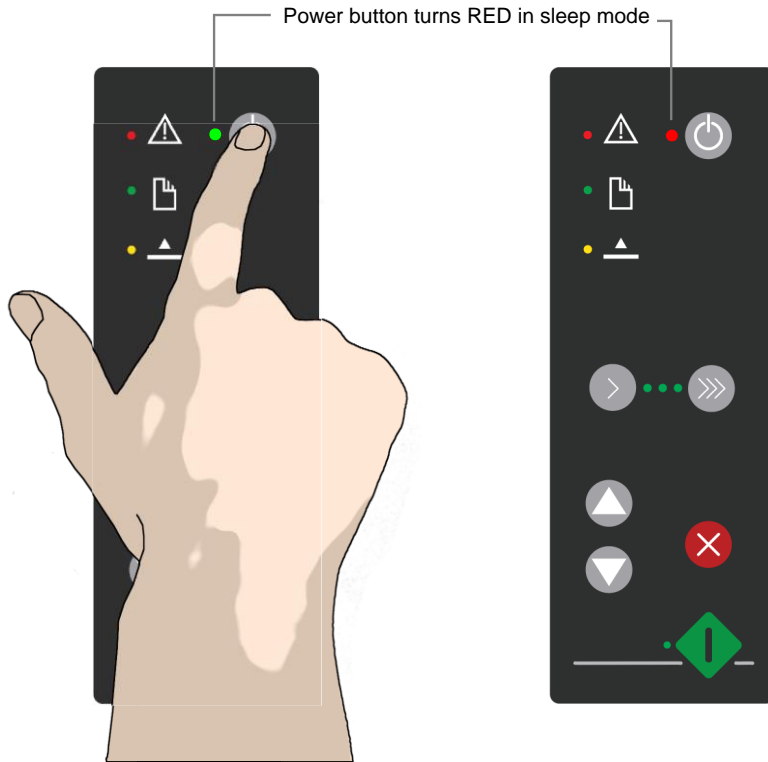
The scanner will go into **Sleep** mode:

- Automatically after a set idle time (see Automatic Shutdown).
- Manually by holding down the power button down for 3 seconds.

The scanner will go into **Wake** mode:

- When a document is fed into the scanner.
- When any button is pressed on the keypad.

Advantages of Sleep mode:

Ready faster: Skip the self-test and begin scanning in seconds.

Convenience: Loading paper will start the scanner.

Save energy: Save energy without compromising accessibility.

Automatic sleep

By default, this is set for 15 minutes.

NOTE: You will be prompted to change the idle time during installation.

To set sleep mode options:

1. Open WIDEsystem by double-clicking the WIDEsystem icon ⬔ and select the Timer tab.
2. Enter the *Idle time in* minutes (minutes of scanner inactivity before entering the sleep mode)
3. Press *Apply*

Enter sleep mode automatically
Idle time before entering sleep (minutes)   15
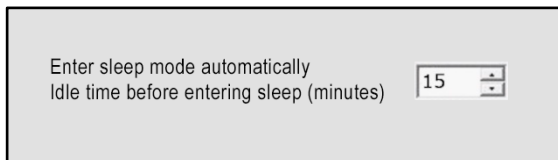
Sleep Mode options in the WIDEsystem program – Timer tab

NOTE: Automatic Sleep can be over-ridden:

- Wake the scanner from sleep by using the power button or inserting paper

- Forced the scanner to sleep by holding the power button for 3 seconds

Loading originals into the scanner

Center loading

Load your document with the image side facing **downwards** into the funnel-shaped insertion area. Push the leading edge of the media into the funnel shaped slot so it contacts the rollers inside the funnel and hold it there. After a brief period, the scanner will detect the document and begin feeding it. At the same time, release your grip on the media. For more information on load settings see later in this guide.

Paper button flashes GREEN as paper loads

Place the document so the leading edge contacts the rollers inside the funnel-shaped insertion slot
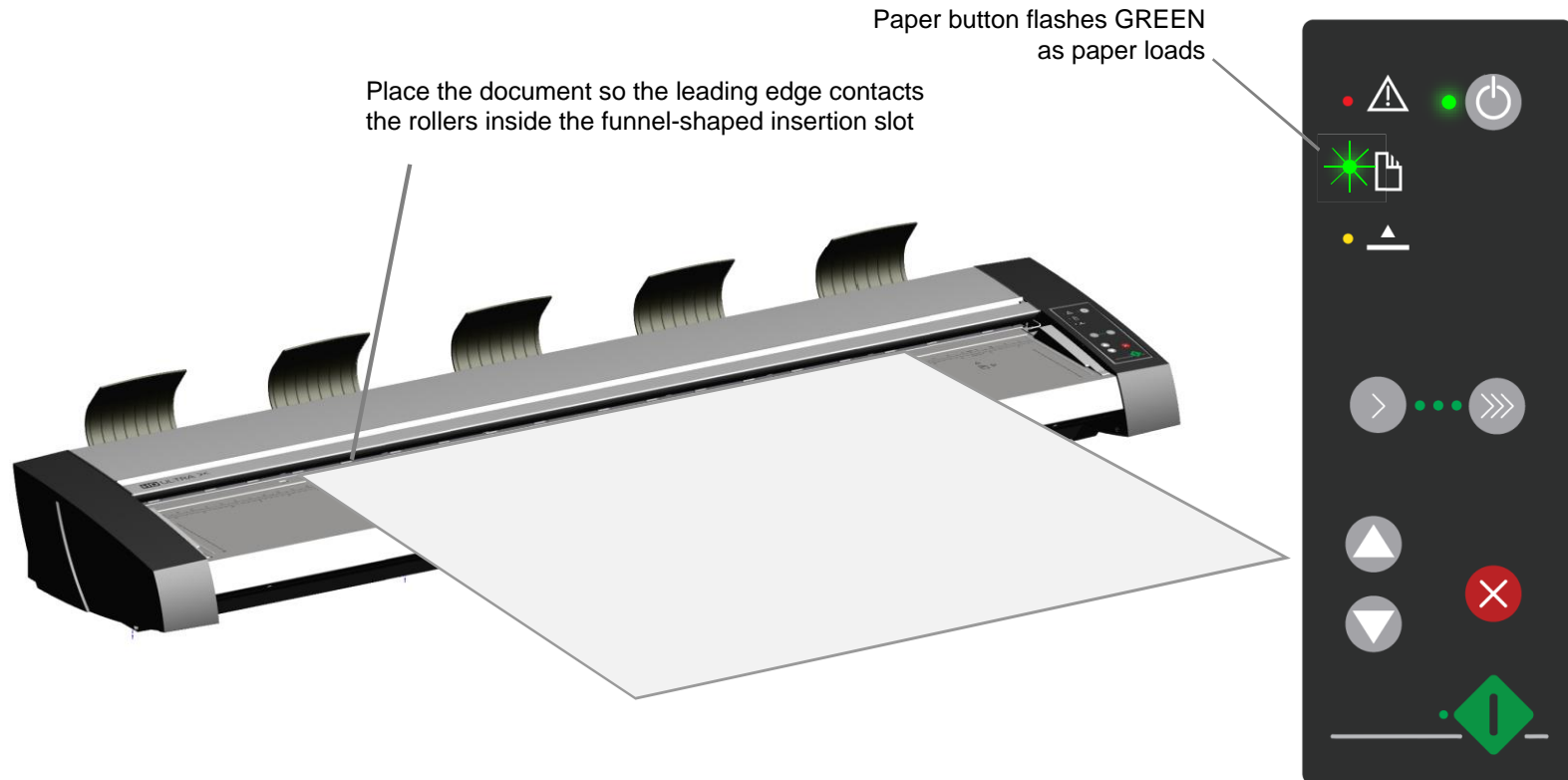
The scan area (paper size) can be determined automatically by the scanner or chosen by the operator (manually selected paper size).

NOTE: See the on scanning thick media for instructions on loading thick media.

Side loading

Place the left adjustable paper guide on the left side of your document. As for center loading push the document into the funnel-shaped insertion slot so that it makes contact with the rollers inside the scanner.

Do not move the right adjustable paper guide unless you need to scan media wider than 61" (see next section).

Left adjustable Paper Guide
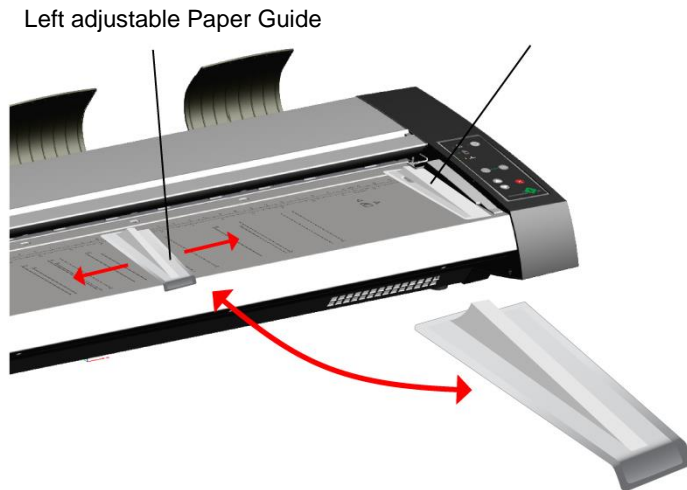
Use the left adjustable guide to:

- Support the left edge of the paper to ensure a straight feeding path
- Set up easy paper guidance for rapid batch feeding

Adjusting paper width:

- Place your document against the right paper guide
- Move the left paper guide so it is against the left edge of the document

Scanning oversize documents

For documents wider than the specified paper width of 62" the Right Paper Guide can be removed. Remove the Left Adjustable Paper Guide also.

Remove Right Paper Guide for oversized documents
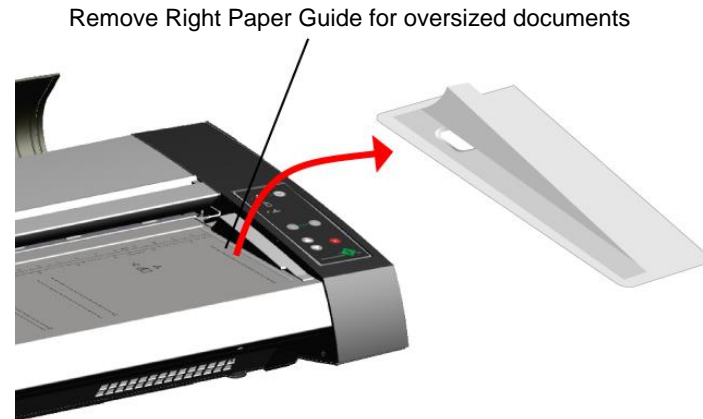
Automatic loading

Automatic loading takes the original as soon as it is inserted into the scanner funnel area. This setting is reliable for most scanning and especially useful for batch scanning (multiple similar documents). See also 'fast' loading later in this guide.

- Check that Paper Handling (software) is set for Auto load
- Move the original into the funnel area and against the keypad paper guide until you feel it contact the rollers and see the Paper Ready light turn green
- The scanner will now take the document and position it ready for scanning. Extending the software load delay will allow more time before the scanner takes the document

Manual loading

Manual loading waits for the operator to press the paper forward button before taking and position the document. Manual loading is recommended for single scans of fragile or difficult to handle documents.

- Check that Paper Handling (software) is set for Manual

- Move the original into the funnel area and against the keypad paper guide until you feel it contact the rollers and see the Paper Ready light turn green

- Hold the original in place with one hand and use the other hand to press and hold down the Paper Forward button on the keypad.

- The scanner will now take the document and position it ready for scanning

Paper Loaded indication

Press Paper Forward button
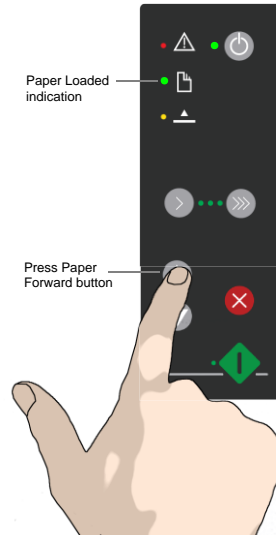
Paper-return Guides

Paper-return guides force documents to the front after scanning for operator convenience. Adjust the position of the left paper-return guide (furthest from keypad) to match your paper width.

- Check that Eject to Front is set in software

- Adjust the left guide if needed by pulling it up and backwards and inserting it into a new position

NOTE: Remove paper-return guides when scanning thick or rigid media.
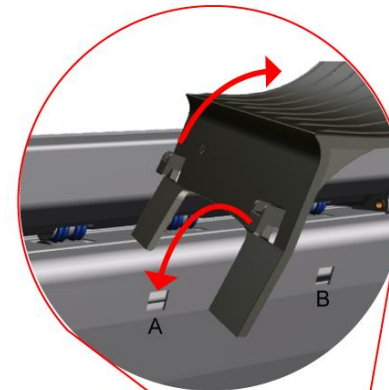
Lift up, then out to detach

Push in, then down to attach

Mounting holes A and B
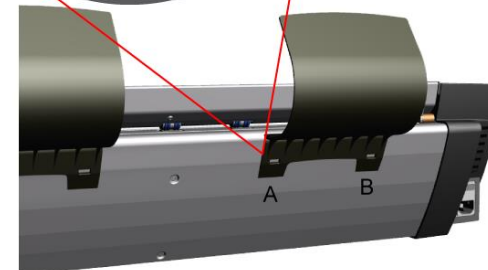
Unloading the original

- Press the **Paper Reverse** button to return the original back to the scanner feeding bed. The green paper loaded button will flash.

Paper Reverse
button
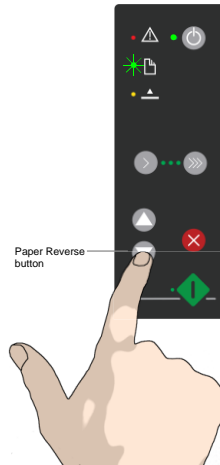
- Press the **Paper Forward** button if you wish to eject the original out the back of the scanner. The green paper loaded button will flash.

Paper Forward
button
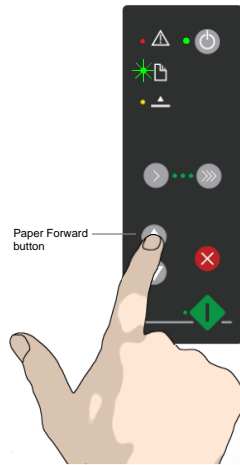
Fast loading

Fast loading is a batch scanning time saving option that stops the document at the first roller. It is selected from within the Nextimage scanning software and can be used with automatic loading or manual loading.

Soft handling

Soft handling helps with creased or delicate originals by slowing down the feeding and scanning speeds giving the operator more time to handle and prepare originals if required. Use it with automatic loading or manual loading.

Paper pressure adjustment

Assist the movement of very thin documents through the scanner by reducing the pressure the scanner exerts on the media.

- Before loading a very thin original, reduce the paper pressure by pushing the paper pressure lever down.

- ALWAYS lift the paper pressure lever back to its normal position when you have finished scanning very thin documents.

UP – normal paper pressure

DOWN – low paper pressure
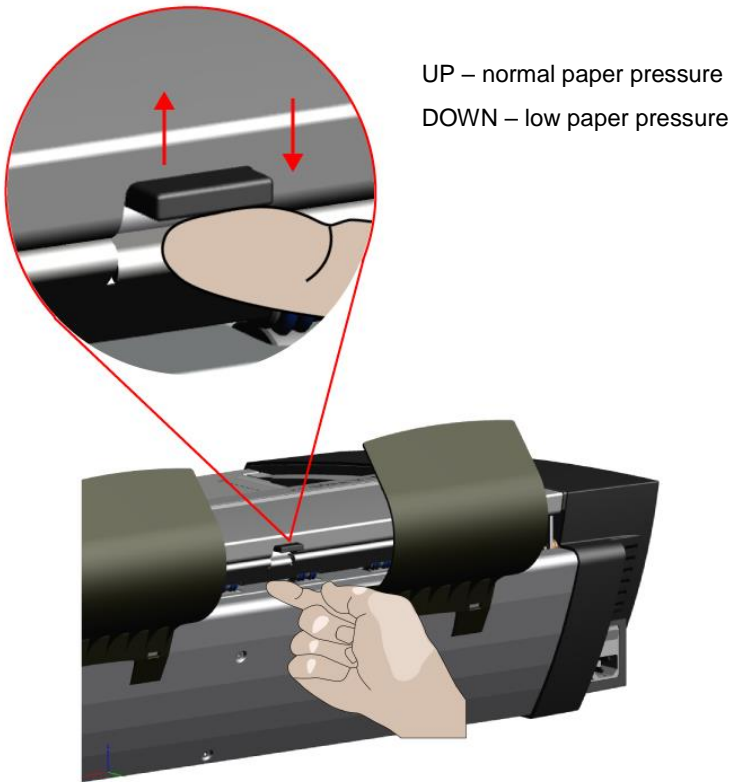
Setting the input size

The input size defines the scan area. This can be set in three different ways from the Nextimage scanning software.

Automatic size detection - the scanning system detects the edges of the document and calculates the input size automatically.

Standard size - standard paper sizes are marked on the scanner feed tray. Use these markings to determine which standard size matches the original then select this size in the Nextimage input size dialog.

Manual input - for irregular sizes and non-square originals. Measure or estimate the width of the original then type this as the width setting in Nextimage. You can measure and set a length value or choose automatic length detection and let the scanner to find it.

Batch scanning

When the same scan settings can be used for a large group of originals and there is no need to stop and change them this is often referred to as batch scanning. Under these conditions, the scanner can be allowed to run in semi-automatic mode and operator interaction is reduced to simply feeding the next document.

The basic steps are:

- Set up the scanner for input size, color type and file format.

- Select Batch Mode in the software. This instructs the scanner to start scanning as soon as the document is fed.

- Choose automatic loading or manual loading.

- Load the first document

- Press scan

Scanner speed control

For fragile originals, it is advisable to slow down the scan speed.

- Slow down the scanner from inside the scanning software using the soft handling option

- Slow down the scanner using the speed controls on the keypad

A- reduce the scan speed

B- increase the scan speed
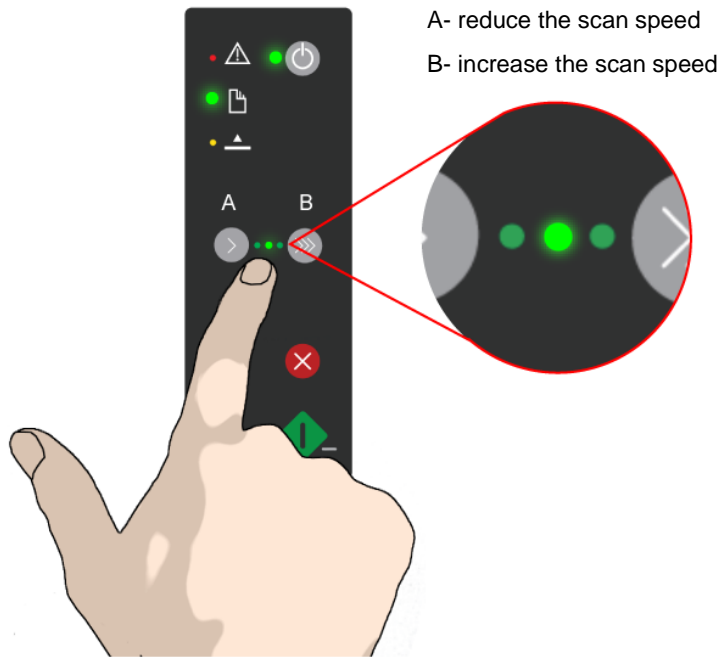
Speed indication

Pressing button A or button B will decrease or increase the scan speed and move the green led inside the speed indicator. It overrides the setting in the software by reducing it in stages.

Speedometer

A green led nearest button B represents a high speed setting. This is the setting when the scanner is first switched on. Pressing button A once will slow the scanner down. Pressing button A again will slow the scanner down to the minimum setting available from the keypad

The scanner will remain at the speed setting selected by the operator until it is powered-off or the scanner goes into energy save (sleep mode).

Monitoring with WIDEsystem

WIDEsystem software monitors the scanner and reports on its functionality.

Double left click the WIDEsystem icon ![icon] in the system tray to open the WIDEsystem control interface.

WIDEsystem program control interface

A greyed WIDEsystem icon indicates the scanner is off or in sleep mode. A yellow icon shows it is connected. Mouse-over the icon for a quick statement of the current scanner status.

Double-click the WIDEsystem icon to view more detailed scanner information. For example:
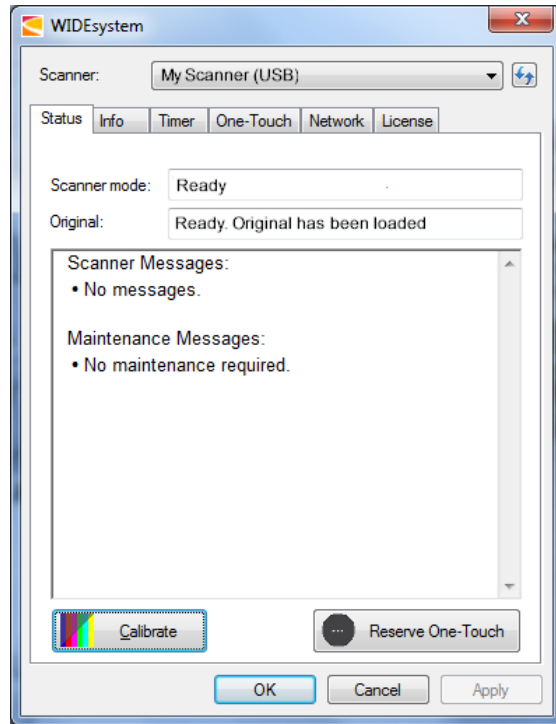
- **Activate and upgrade your scanner.** Open the License tab. You will need to have a valid license for the activation/upgrade

- **View Error messages and logs.** Runtime errors are reported immediately on your screen. Open the Status and Info tab to view error messages and logs

- **View information about scanner device** firmware and hardware revisions by opening the Info tab.

- **Install new firmware** – Download new firmware to a folder on your machine then right click on the scanner icon, select *Advanced Options > Update Scanner Firmware* to install it on your scanner.

- **Initiate a system hardware scan** to refresh the interface. Right click the scanner icon, select *Advanced Options > Rescan Hardware Bus*.

- **Set up your scanner so it can be shared by other PCs on the network**. Open the *Scan to Net* tab to make settings. See also Installation - Share the scanner on the LAN.

- **Set up Nextimage so it can access shared scanners on the network**. Open the *Scan to Net* tab to make settings.

- **Launch the WIDEsystem on-line help.** To find instructions on trouble shooting and using WIDEsystem with your scanner. Open WIDEsystem and press the F1 key.

- **Launch the scanner calibration wizard.** Right click on the scanner icon, select *Calibrate.*

 Launch the WIDEsystem on-line help. To find instructions on trouble shooting and using WIDEsystem with your scanner. Open WIDEsystem and press the F1 key

Optimized thick media adjustment (OTAC)

To scan thick media such as cardboard, foam board or Gator board the height of the insertion slot should be increased by activating the Optimized Thick Media Adjustment or OTAC for short.

OTAC should be used when scanning documents from 2mm to 16mm thick (0.6"). Originals less than 2mm thick should be scanned with OTAC in its lowest position (normal position).

Raising OTAC

- Remove all of the paper return guides by lifting them off. Place them away from the scanner

- Lift the small lever underneath the larger button on the back of the scanner lid nearest the keypad. The lid will lift to its maximum position and increase the size of the insertion slot to 16mm. The yellow led will light.

- Insert the thick original center justified into the front of the scanner keeping the leading edge square until it is under both lines of rollers

- Lower OTAC – see next page

Yellow LED will light up when OTAC is raised
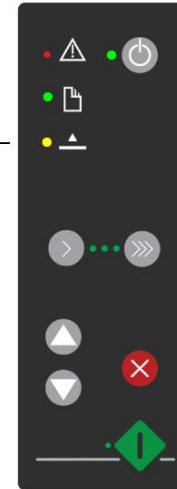
Lift the small lever upwards to raise OTAC to its MAXIMUM height position – 16mm
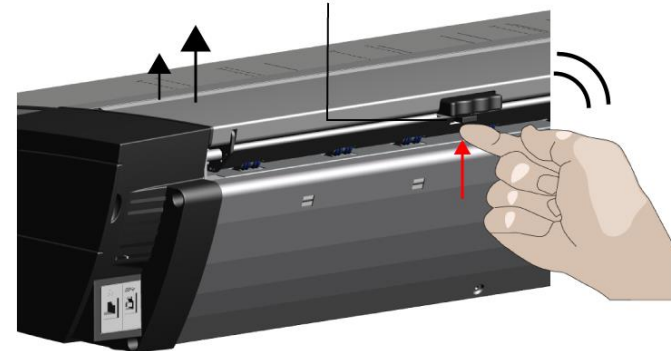
Thick media (OTAC)

Lowering OTAC

From the fully raised position (previous section), OTAC needs to be lowered down on to the thick media before scanning can be started.

Lowering OTAC for thick media (top lid button)

- Pull the uppermost of the two buttons on the back of the scanner lid nearest the keypad inwards, and then release it. This moves the OTAC down in steps of 1-2mm. Continue pressing the button in and releasing it until it no longer clicks. OTAC will determine the correct pressure required for the thick media automatically.

Scan input size

- Set the input size dimension in the software large enough to accept the area of the thick original required

- After scanning completes remove or eject the thick document manually using the Forward button.

Resetting OTAC to thin media position
(Using palms of the hands)

- Using the palms of both hands push down gently on the ends of the lid until the lid stops moving, then let go.

- Now grip the top button with the fingertips from the front of the scanner and pull it towards you 1-2 more times. This will fully lock OTAC into the paper position. The yellow 'OTAC raised' indicator light will now turn off.

Yellow light stays on when OTAC is in raised position

Pull in then release top button to lower OTAC in steps (1-2mm)
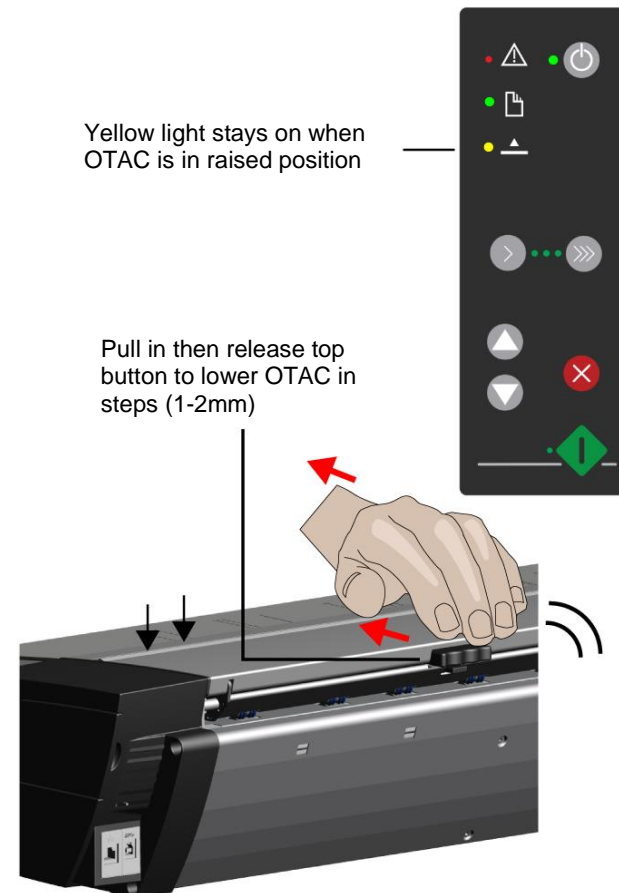
Tips for using thick media

ALWAYS return OTAC to the normal thin media position after using thick media so the scanner can automatically run its stitch maintenance system.

IMPORTANT NOTE: Stitch maintenance only works with OTAC lowered. Always leave the scanner with OTAC in the normal (lowered) position so that the stitch maintenance can operate when the scanner is next powered on.

Supporting Thick Originals

To avoid damage to the scanner and the document and to ensure an optimally focused image it is important to support large thick originals during scanning. Always support both sides of a thick document as it passes through the scanner.

Scanning speed is reduced when scanning thick originals

The scanner runs more slowly when OTAC is in use (yellow led and raised lid). This is to allow more time for the operator to manage the document

Modifying stitch for OTAC

Originals that do not bend are imaged above the surface of the glass. This can cause image overlap (stitching) problems unless the operator adjusts for it. The scanner stitch parameters can be changed manually using Nextimage software:

Insert the thick original in the scanner, scan it then look at the image on the screen

- Check the image for overlapping or missing at the overlapping camera points covered by the thick media

- Adjust the stitching values using the Nextimage stitch setup dialog.

- Re-scan the document and repeat until the effect is minimized.

Treating Edge Distortion

Thick originals can produce distortions in the image when the front edge meets the exit rollers or the trailing edge leaves the entry rollers. By default, automatic leading and trailing edge suppression is turned on to remove the affected areas from all thick media scanned images. The feature can be turned off in the Nextimage software if necessary.

Maintenance

About scanner maintenance

Regular scanner maintenance will keep the scanner working properly.
There are three basic maintenance tasks:

- **Cleaning the scanner**

    How often you need to clean the scanner will depend on how much it is
    used and the condition of the media. Newspapers and old blueprints
    will make a scanner dirty much faster than new brochures and CAD
    plots. Be sure to clean the scanner when you notice a reduction in the
    quality of the images. Particles of dust in the scan area will show up as
    streaks in the image.

- **Calibration and camera alignment**

    Calibration sets the camera alignment and black and white levels and
    is carried out using the calibration sheet. IMPORTANT: Make sure the
    scanner is clean before calibrating.

- **Replacing worn parts**

    This should be carried out if you see a warning on the screen or a worn
    part affects the image quality e.g. lines in the image from a badly
    scratched glass. User replaceable parts (consumable parts) are:

    - the glass plate assembly

    - the white background

    NOTE: See the overview of key maintenance points on the next
    page

Overview of key maintenance points

The illustration below shows the scanner with its lid open. The illustration indicates the key points (parts and areas) you need to recognize when cleaning the scanner or changing parts. Instructions follow in the next sections.

Release lever for opening the scanner lid for maintenance (to clean the glass and / or remove obstructions)

White background

Paper Return Guides

Lower rubber rollers

Scanner glass

Release lever for opening the scanner lid for maintenance (to clean the glass and / or remove obstructions)

Keypad / Operator Panel
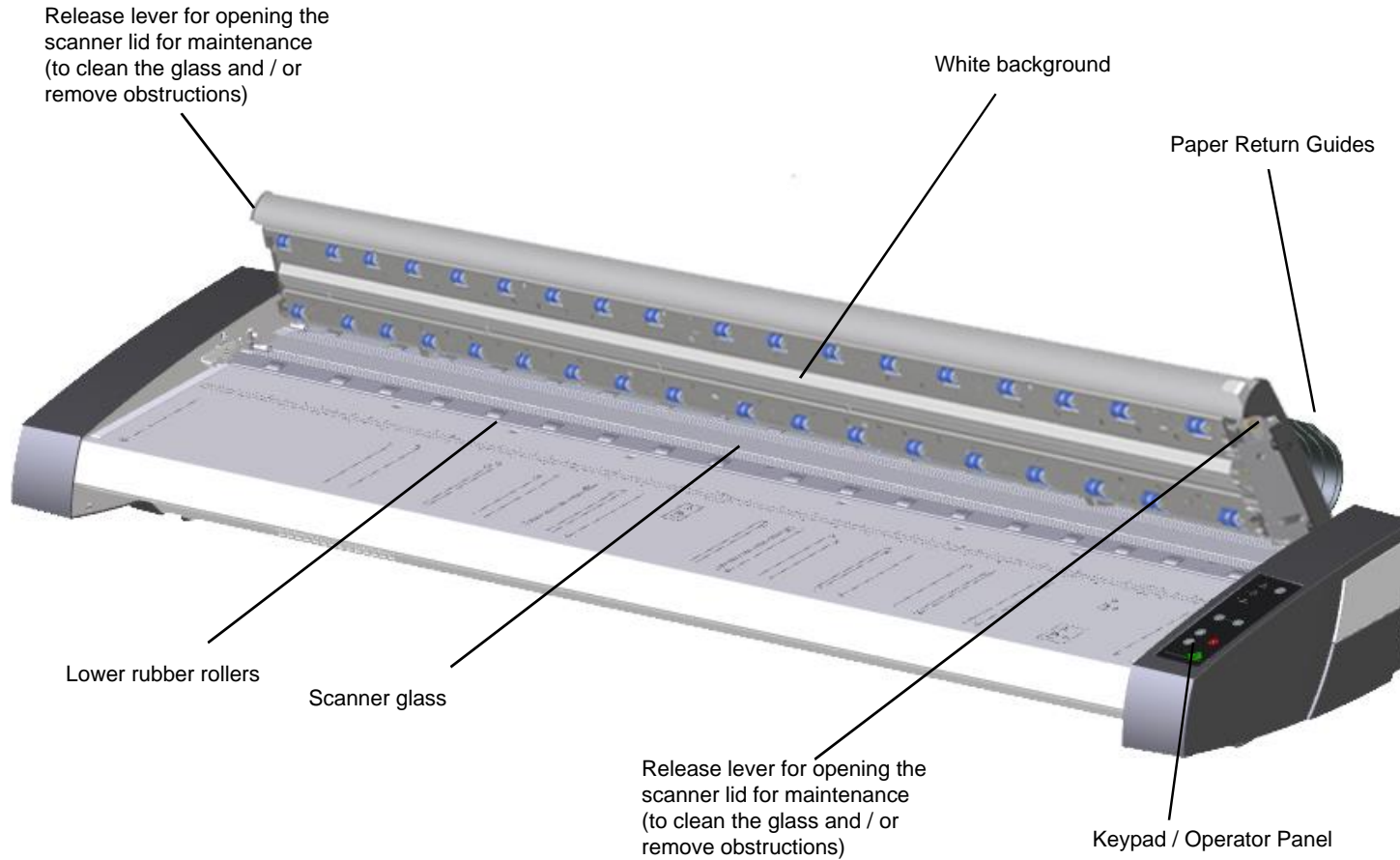
Cleaning the scan area

Follow the steps below for thoroughly cleaning the scanner and scan area. Be sure to clean the scan area when results are not optimal. Even small dust particles in the scan area can cause streaks in your scanned image.

You must clean the following scanner parts/areas:

- Scanner feed area
- Scanner glass
- White background
- Upper and lower rollers

⚠️ **Caution**: Do not use abrasives, acetone, benzene or any fluids that contain these chemicals. Do not spray liquids directly onto the scanner glass or anywhere else in the scanner.
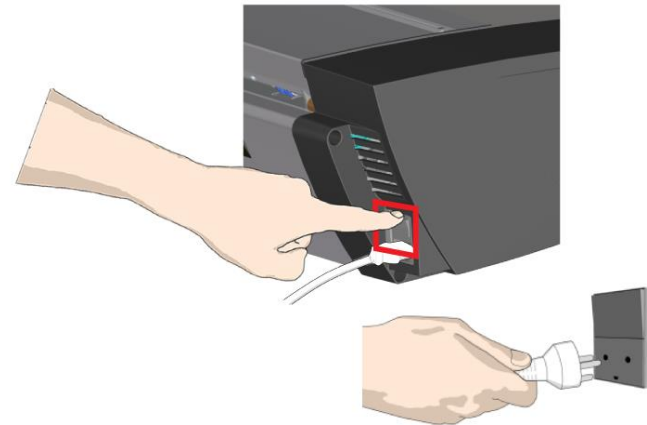
⚠️ **Caution**: Always turn the scanner power off and disconnect the power plug before cleaning the scanner.

Cleaning the scan area

23

Turn the scanner power off and disconnect the plug

- Press the main power switch (on rear of scanner) to OFF
- Disconnect the power plug

Cleaning the scan area

24 **Open the lid with release levers**

Access the scan area by releasing the levers at each side of the scanner lid then lift the lid upwards.

- Stand at the front of the scanner

- Place a thumb or finger under each lid release lever and pull it upwards

Pull each lever up to release the scanner lid
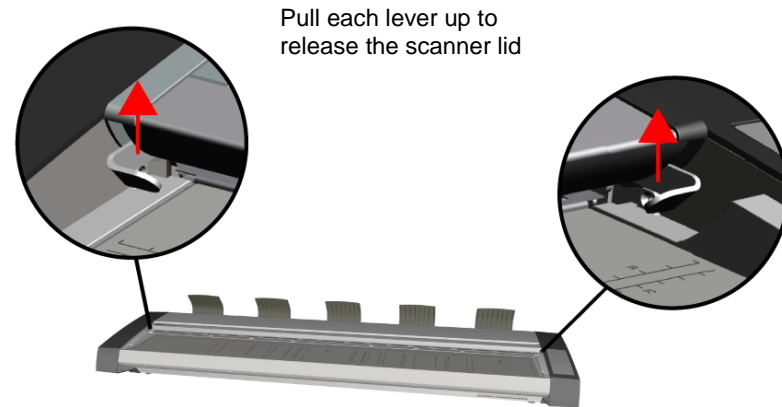
Cleaning the scan area

25 **Push the lid up and backwards**

- The lid will begin to move upwards when the catches are released

- Open the lid fully backwards to expose the internal scan area

Cleaning the scan area

26 Clean the scanner glass

- Clean the glass with a lint-free cloth and a mild, streak-free, glass cleaner. Apply the cleaner to cloth and wipe the glass-plate.
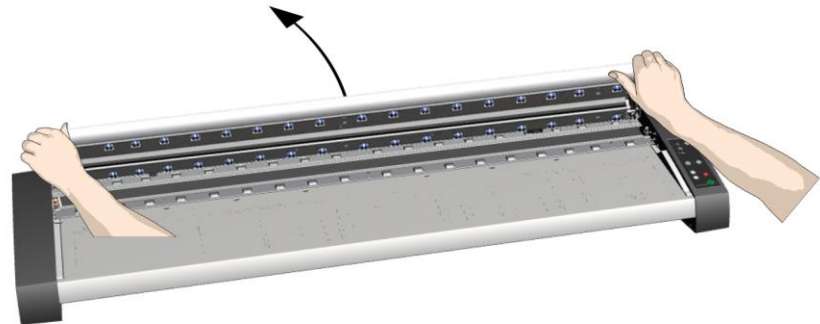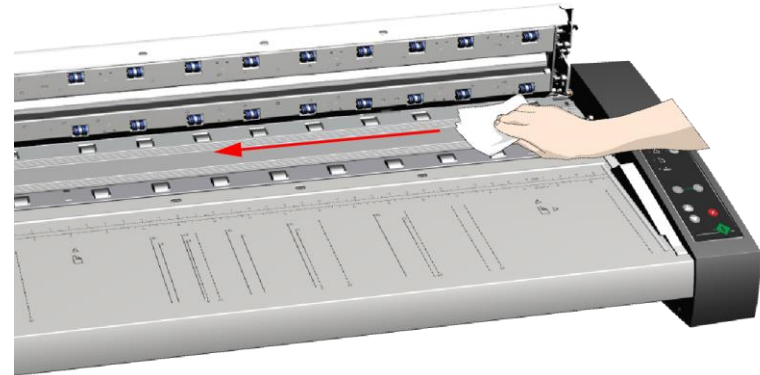
- Dry the glass completely using a separate clean, dry lint-free cloth like the one provided with the maintenance kit.

⚠️ **Caution**: Do not spray liquids directly onto the scanner glass-plate.

Cleaning the scan area

27 Clean the white background plate and upper rollers

The white background plate (white metal area) is between the upper rollers inside the lid of the scanner. Apply a mild, streak-free, glass cleaner to a lint-free cloth and wipe the white background plate.

- After cleaning the white background plate, wipe clean the upper rollers in both rows.

- Dry the platen and rollers completely using separate clean, dry lint-free cloths.

⚠️ **Caution**: Do not spray liquids directly onto the scan area.

White background   Upper rollers
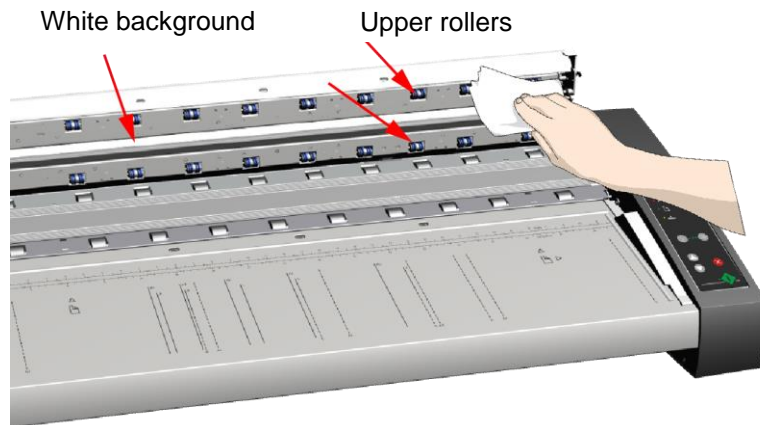
Cleaning the scan area

28 ## Clean the lower rollers

The lower black rubber rollers are in two rows either side of the scan glass.

- Use a lint-free cloth and a mild, streak-free glass cleaner. Apply the cleaner to cloth and wipe the lower rollers in both rows.

- Dry the lower rollers completely using a separate clean, dry lint-free cloth.

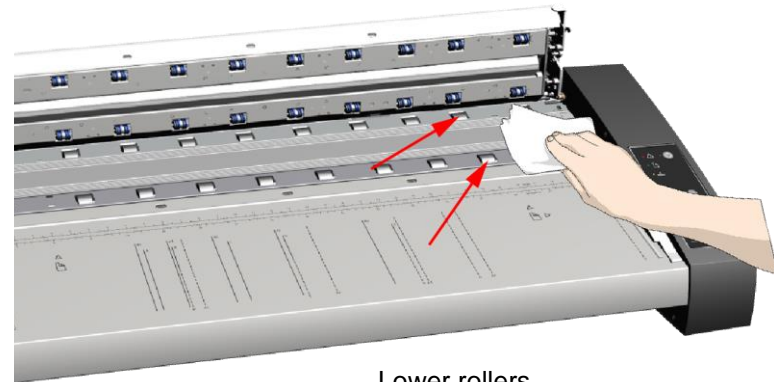⚠️ **Caution**: Do not spray liquids directly into the scan area.

Lower rollers

Cleaning the scan area

29 ## Close the scanner lid

- Pull down and close the scanning area lid when finished.

- Press gently down on the cover top to make sure the locks reengage (click).
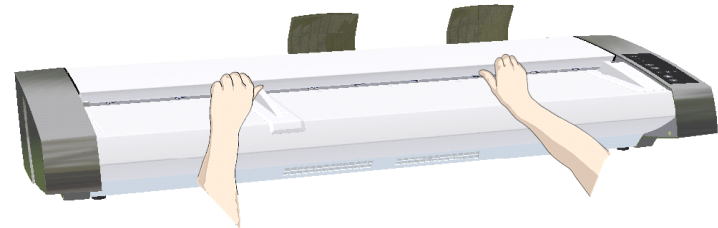
Cleaning the scan area

30 **Clean the scanner feed tray**

The scanner feed tray is the external flat surface in front of the insertion slot.

Lightly wipe this surface to remove any dirt and prevent it being transported by the document into the scan area where it might spoil the scan.
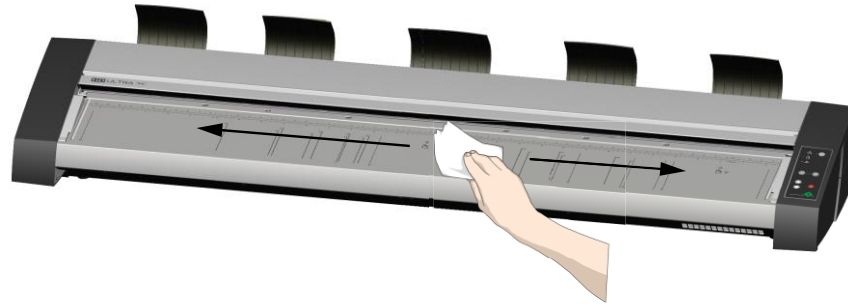
Cleaning the scan area

31 **Cover the scanner when not in use**

Cover the scanner with the plastic dust cover if you do not intend to use it for extended periods or if the environment is dusty.

⚠️ **Caution**: ALWAYS make sure the scanner power is switched off before covering the scanner.
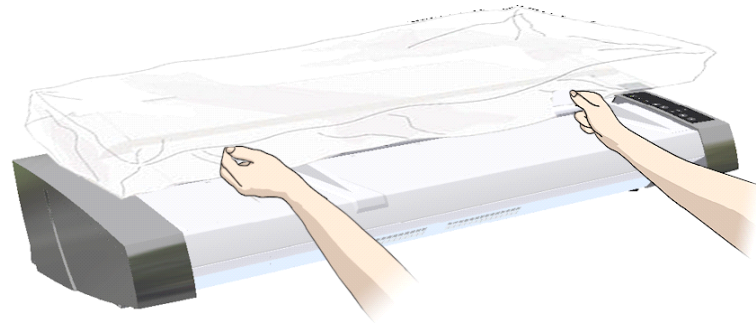
Camera alignment and calibration

Scanner calibration is very easy to perform. Calibration is carried out using the *WIDEsystem* program you installed with your drivers. After manually cleaning the scan area, you just start the *Calibration* wizard *and* let it take over. The wizard will ask you to insert a calibration sheet. Other than that, scanner calibration is completely automatic.

NOTE: Cleaning and calibration depend on each other. A calibration made with a dirty scanner will affect the output until a new calibration is made even if the dirt has been physically removed.

CLEANING THE SCANNER MUST ALWAYS BE FOLLOWED BY A NEW CALIBRATION

CALIBRATION NEEDS THE SCANNER TO BE CLEAN

Calibration

32 **Turn the scanner power ON**
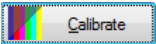
There is no need to make sure that the scanner has been ON for at least **5** minutes before carrying out camera alignment and calibration.
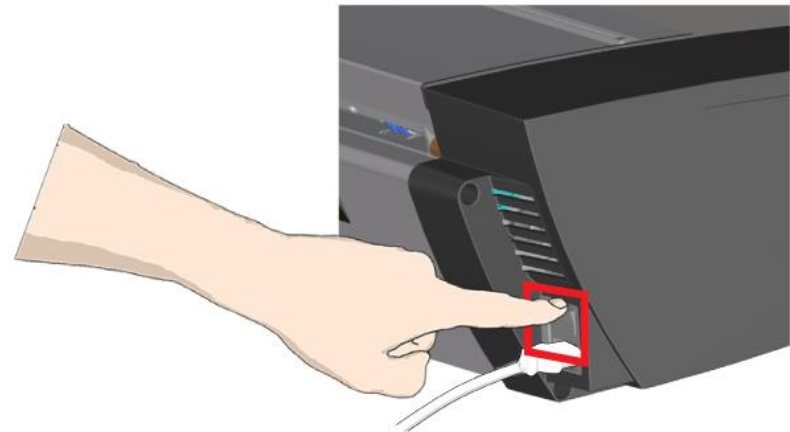
Calibration

33

Launch the calibration wizard

- On your PC – Double -click on the WIDEsystem icon ◁ in the system tray to open the WIDEsystem program.

- Press the Calibrate button. [Calibrate]
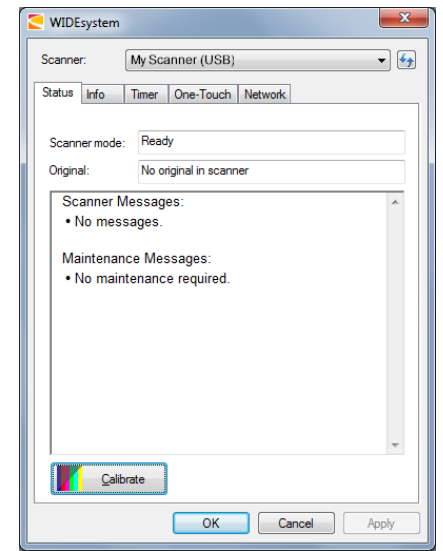
Calibration

34

Select calibration type

Select either Camera Alignment or Full Calibration.

- Camera Alignment will optimize camera stitching

- Full Calibration will optimize camera stitching and carry out a black and white and color calibration

35 Insert the calibration sheet

The wizard will now ask you to insert the Calibration Sheet that came with the scanner. **The printed side must be inserted face up with its midpoint arrow lined up with the midpoint arrow on the lid of the scanner.** Feed the sheet into the scanner.

Click the wizard *Next* button to continue.
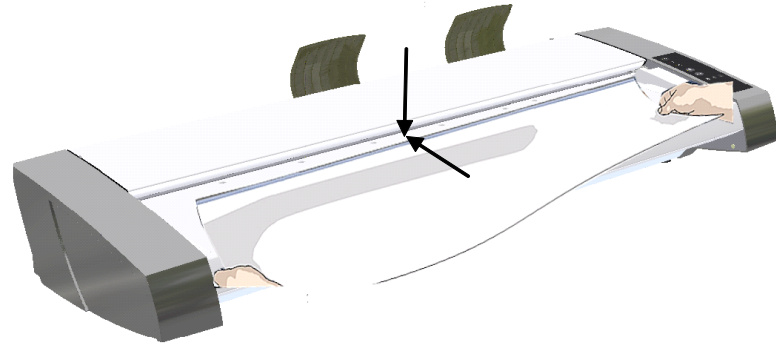
Calibration

36 Wizard controlled calibration

The calibration sheet will be rescanned a number of times and will take a few minutes to complete

After Calibration:

- Remove the scanner calibration sheet and place it in the storage folder provided

- Store the folder flat, in a dry place and out of strong light
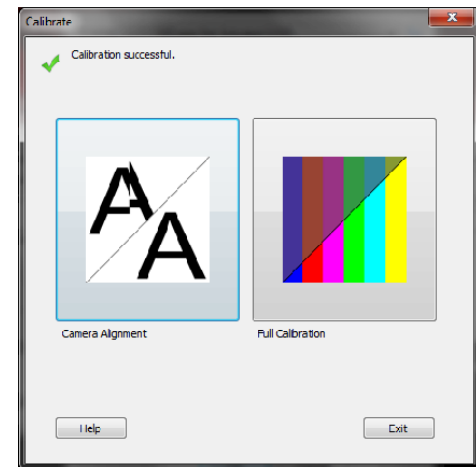
Replacing scanner parts

This section describes how to replace scanner parts that may wear down with prolonged use of the scanner (consumables). Replacing parts when needed is essential in order to retain optimal scanner image quality. WIDEsystem software monitors the scanner constantly and will announce when it is time to replace a component.

The following parts can be replaced:

- Scanner glass
- White background

WIDEsystem WARNING – Glass plate or white background plate replacement

- After replacing the scanner glass or the white background go to the Status tab in WIDEsystem and **reset** the warning flag.
- Because replacing these parts will change conditions in the scan area it is recommended to recalibrate by starting WIDEsystem and selecting Calibrate.
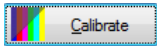
SAFETY: Before replacing any parts always turn the scanner power off and disconnect the power plug first.

Replacing the scanner glass

37 Turn the scanner power off and disconnect

- Turn off the power switch on the back of the scanner

- Disconnect the power plug
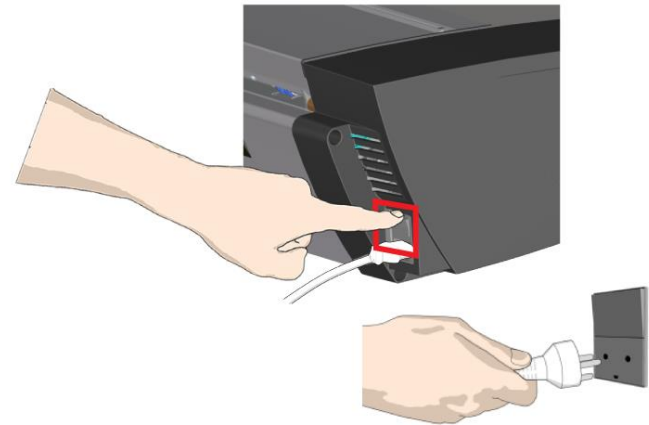
38 Open the lid with release levers

Access the scan area by releasing the levers at each side of the scanner lid then lift the lid upwards.

- Stand at the front of the scanner

- Place a thumb or finger under each lid release lever and pull it upwards

Pull each lever up to release the scanner lid
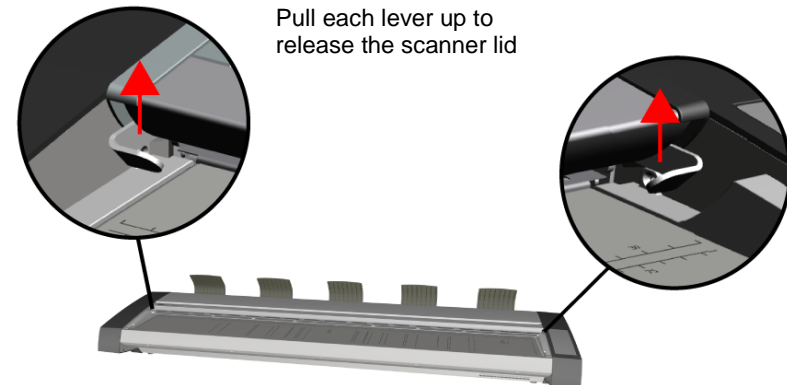
39 ## Push the lid up and backwards

- The lid will begin to move upwards when the levers are released

- Open the lid all the way back to expose the internal scan area

---
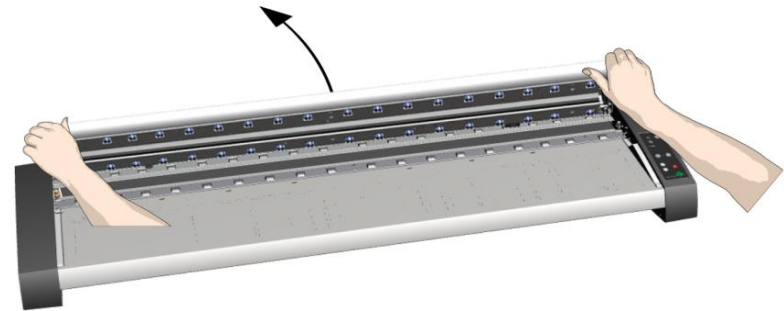
Replacing the scanner glass

40 ## Locate the scanner glass

- The scanner glass is located between the two lines of rubber rollers behind the feed tray inside a removeable protective plastic extrusion

- Magnetic strips along the length of the scanner glass hold it in place inside the scanner during operation and allow easy removal and replacement

Scanner Glass

Glass

Magnetic strips

Plastic extrusion
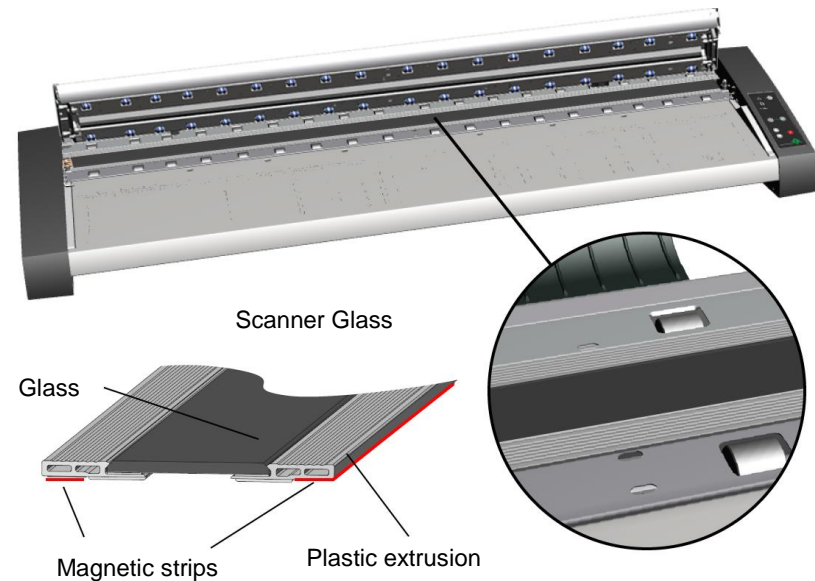
Removing scanner glass

Replacing the scanner glass

41 **Remove scanner glass**

- Place an index finger under each end of the glass then starting at one end apply moderate upwards pressure to begin separating it from the scanner body

- Lift each end of the glass no more than 10mm / 0.5". **SEE NEXT PAGE FOR FULL INSTRUCTIONS.**

WARNING: DO NOT LIFT THE GLASS FULLY OUT OF THE SCANNER AT THIS POINT.

FAILURE TO OBSERVE THE CORRECT SCANNER GLASS REMOVAL METHOD MAY BREAK THE GLASS.

WARNING

10mm / 0.5"

10mm / 0.5"
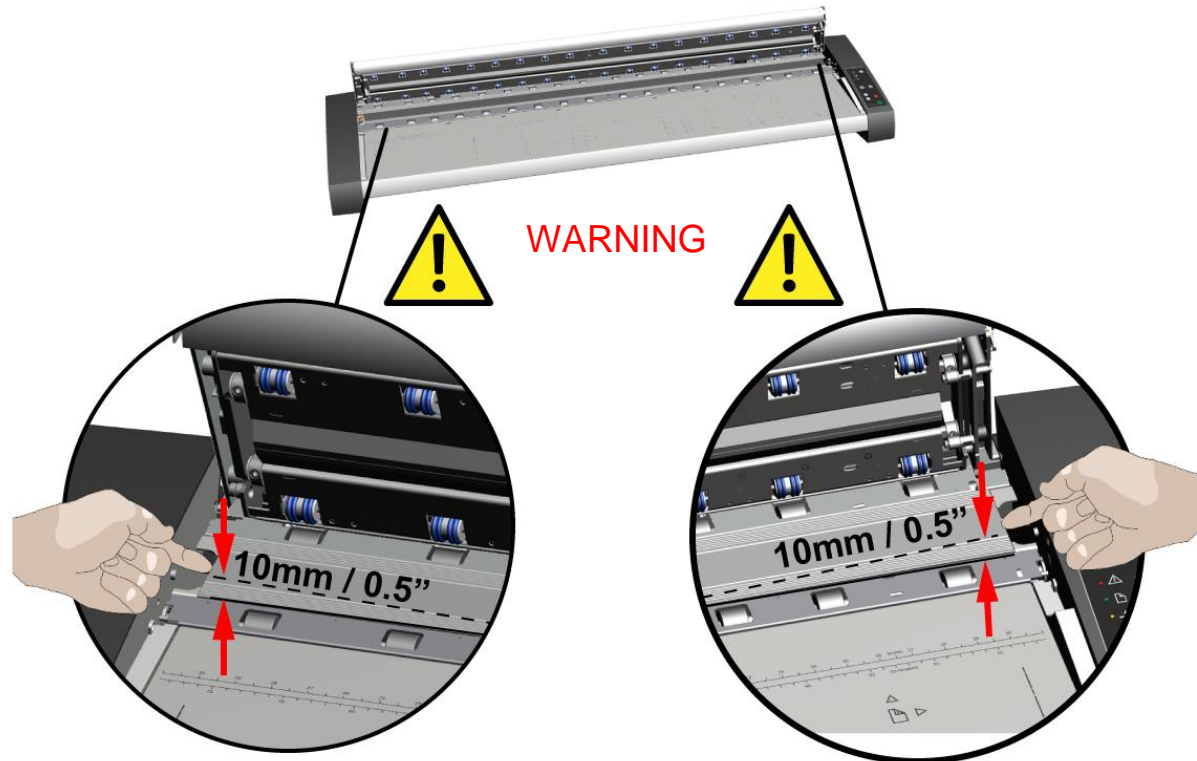
Replacing the scanner glass

42   **Remove scanner glass**

- Move your fingers to the 1/3 and 2/3 points BEFORE LIFTING the scanner glass away from the scanner.

- Ensure the new replacement scanner glass is clean and not chipped or scratched before using it in the scanner. **AS REMOVAL**, ALWAYS LIFT THE NEW GLASS AT THE 1/3, 2/3 POINTS AS SHOWN.

- Scanner glass is symmetrical in the paper direction and can be inserted either way around.

WARNING

AFTER RELEASING GLASS ENDS, REPOSITION HANDS TO SUPPORT GLASS AT THE 1/3 AND 2/3 POINTS. ALWAYS SUPPORT NEW GLASS IN THE SAME WAY.
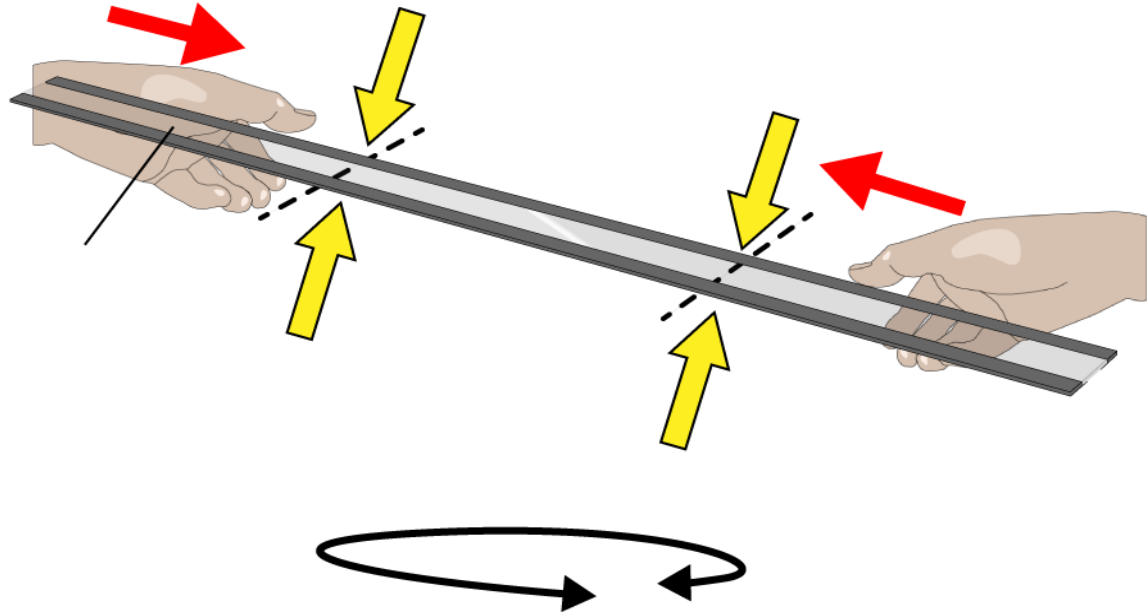
THE SCANNER GLASS CAN BE FITTED EITHER WAY AROUND

Inserting scanner glass

Replacing the scanner glass

43 **Insert new scanner glass**

- Check that the flat magnetic surfaces inside the scanner are clean and free from dirt or dust. Use a small vacuum device if necessary.

- Carefully bring the new scanner glass near to the open scan area

- TAKE CARE NOT TO ACCIDENTALLY BRUSH DIRT OR CONTAMINANTS INTO THE SCANNER

- Using both hands support the glass by the fingertips then carefully lower it into position taking care to locate each end plate (up-side of glass) onto its four corresponding location points inside the scanner body

- The magnetic strips on the underside of the glass serve to maintain the position of the glass once located. Use the fingertips to confirm the glass is properly seated.

NOTE: You may need to clean **both sides** of the scan glass if it has become marked during handling.

Recalibration is recommended after changing the scanner glass

Calibrate
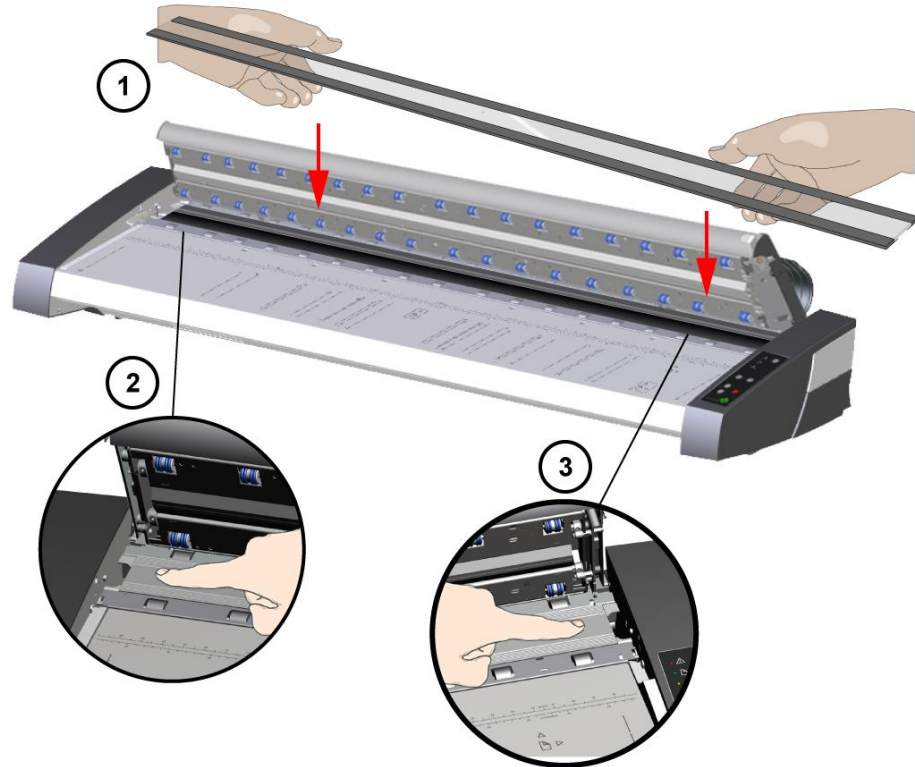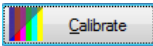
Replacing the white background

The white background can become worn and discolored after extended use and should be replaced. WIDEsystem software monitors the scanner constantly and will alert the operator when it is time for a replacement.

Replacing the white background

44 **Turn scanner power off and disconnect the power**

- Turn off the power switch on the back of the scanner

- Disconnect the power plug
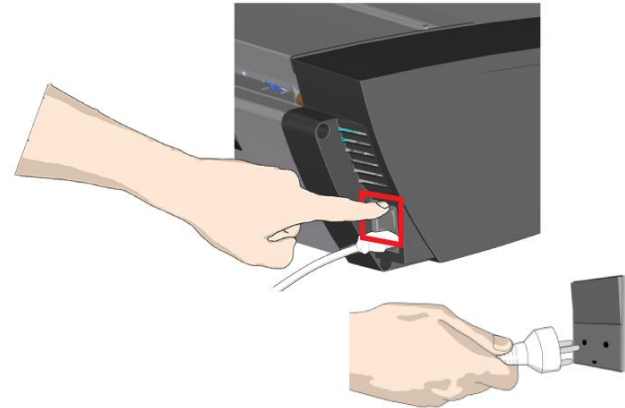
Replacing the white background

45 **Open the lid with release levers**

Access the scan area by releasing the levers at each side of the scanner lid then lift the lid upwards.

- Stand at the front of the scanner

- Place a thumb or finger under each lid release lever and pull it upwards
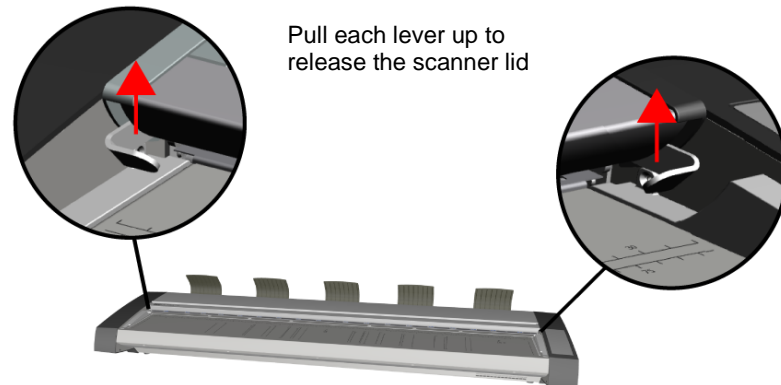
Pull each lever up to release the scanner lid

Replacing the white background

46

Push the lid up and backwards

- The lid will begin to move upwards when the levers are released

- Open the lid fully backwards to expose the internal scan area

---
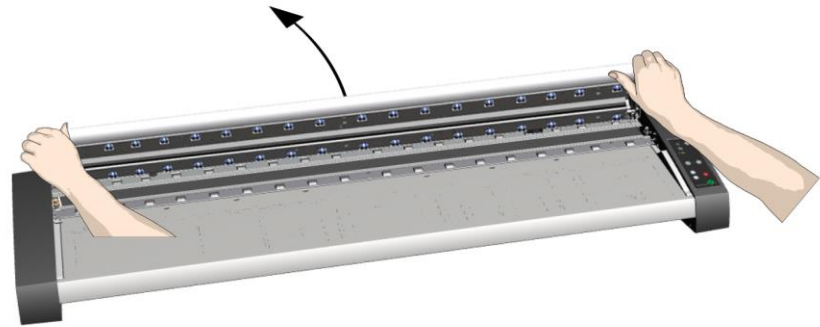
Replacing the white background

47

Locate the white background

White background

- The white plastic background strip is a consumable item and forms part of the scanner lid. The background is sprung into place and must be squeezed at one end in order to remove it.

- Tap the white background. You will feel that it moves freely inside the scanner lid
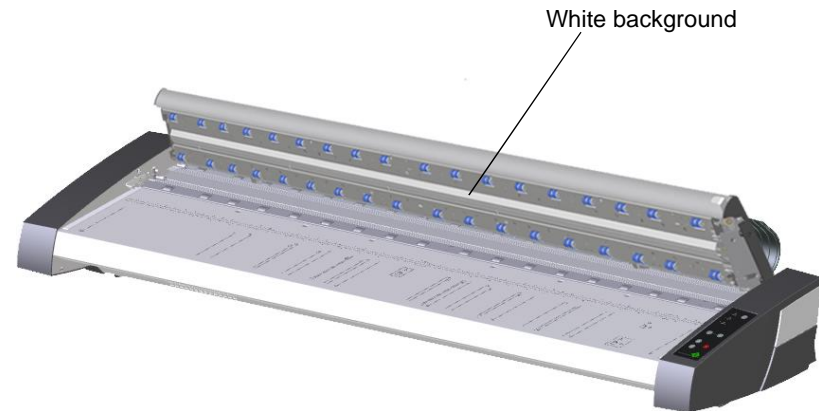
Replacing the white background

48

Remove the white background

- Use a flat-bladed screwdriver tip wrapped in a soft cloth or similar and gently push it into the gap between the metal and the white background at one end

- With a gentle levering action, compress the side edge of the plastic background to release it over the lower edge. Work the tool along the edge towards the opposite end until it is completely released

- Remove the white background free by lifting it up and rotating it.

NOTE: Do not use excessive force on the background or pull it from the lid before enough has been released using the tool.

Remove by levering at A to release lower edge then rotating whole part about B

White background (colored red for identification)

B

A
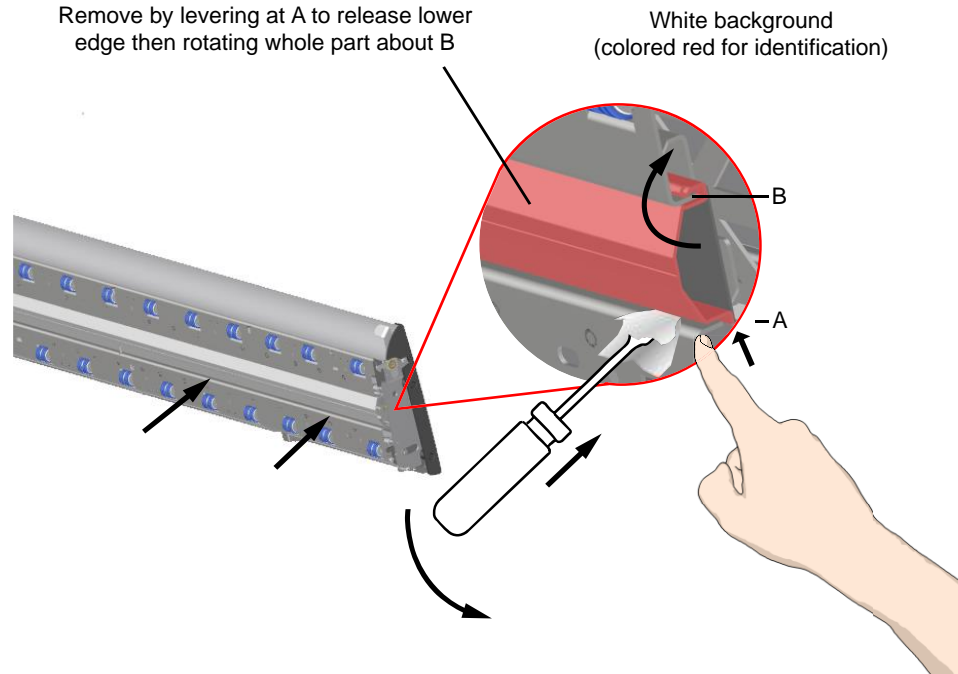
Replacing the white background

49 **Install the new white background**

- Make sure the area in the lid and the new white background is clean and free from dust

- Offer the white background up to the gap in the scanner lid - the part is symmetrical in the paper direction axis and can be used either way around

- Hook the top edge of the white background into the lid along its entire length. Now using your fingers or the soft tool gently push the lower edge into the lid so that it hooks under the inside. Work from one end along the length of the part until all of the white background is snapped into the lid.

NOTE: Check free movement. A properly inserted white background will move freely in and out of the scanner lid under fingertip pressure.

Insert by rotating whole part about A then pushing lower edge (dotted line) into the lid. Some levering with a soft tool may be necessary

White background (colored red for identification)

A

B
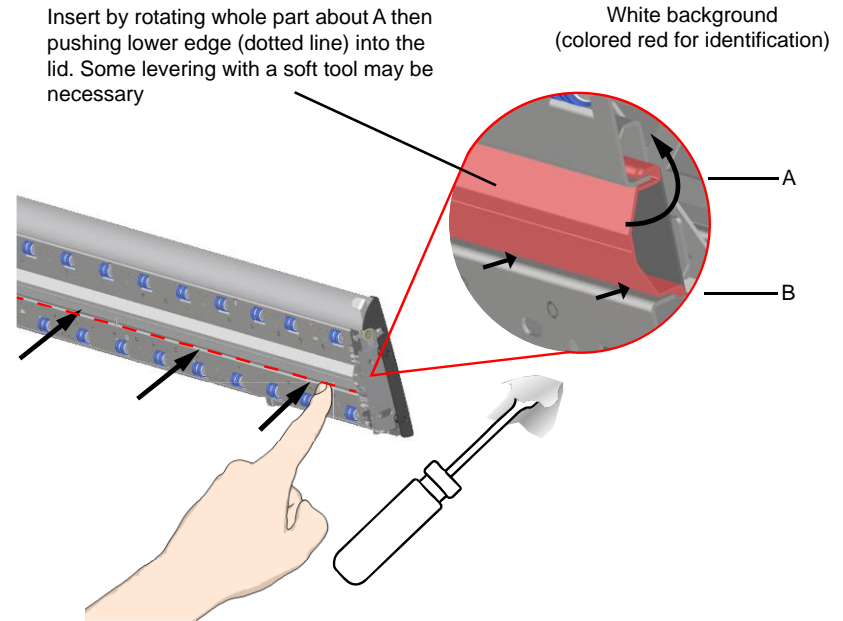
Replacing the white background

50 Prepare the scanner

- Close the scanner lid

- Recalibrating the scanner is recommended after changing the white background to ensure that no dirt or scratch information from the old white background remains in calibration memory for the new part.

Calibrate
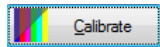
Downloading new firmware

Scanner firmware

Like a computer, your scanner needs an operating system in order to work. This operating system is called firmware and runs inside the scanner to link its processors with the PC software running the scanner.

Upgrading firmware

Your scanner is shipped with the latest firmware available but you are permitted to upgrade this with newer firmware and can continue to do this for as long as new ones are released. Firmware upgrades can be downloaded from the Contex website or obtained from your dealer.

Upgrade your firmware:

- When one or more new features are released or other improvements are made to the scanner firmware.

- When an error is discovered in the firmware version you are running and the manufacturer recommends installation of new firmware to correct the problem.

NOTE: Firmware release notes contain the details of what has been corrected or added in the new release.

Identifying scanner firmware

- Start WIDEsystem by double-clicking the WIDEsystem icon
- Select the **Info** tab to display:
    - Release number of installed firmware
    - Installation date of installed firmware

If the firmware release number is lower than the newest release number on the manufacturer website it can be upgraded.

Installing new firmware

The downloaded firmware .exe file must exist on the pc connected to the scanner. Select the Save target (or Save Link) option if downloading from the web.

To install the firmware file on your scanner:

1. Go to the website and locate the new firmware for your scanner
2. Download/Save the firmware .exe file into a folder on your machine
3. Double click the .exe file to start the installation wizard
4. Follow the wizard instructions on your screen
5. Installation can take up to one minute. The WIDEsystem scanner icon on your system tray will blink red.

NOTE: Update WIDEsystem - When upgrading firmware always update WIDEsystem to the latest version. WIDEsystem is available on your manufacturer website.

Troubleshooting

This section describes the most common issues that might occur with your scanner. Please look for a problem description that matches your situation and follow the recommendations before requesting a service call.

Error reporting

A yellow flashing led on the keypad or an error message box onscreen and a WIDEsystem Status tab error report means an error has occurred.

Correcting common errors

- Read the error message box onscreen and look for more information in WIDEsystem to try and remedy the problem
- Look for a description of the error in the following troubleshooting section and try to remedy the problem that way

Assistance

Contact your service provider if the:

- Problem cannot be remedied through the action suggested onscreen

- Type of problem and its remedy is not described in this guide

- System fails to report the error on your screen

Before seeking help write down the:

- Scanner model and serial number from the label on the back of the scanner.

- Firmware version. See the section on downloading new firmware above.

NOTE: Look on the scanner manufacturer website for your service provider contact information.
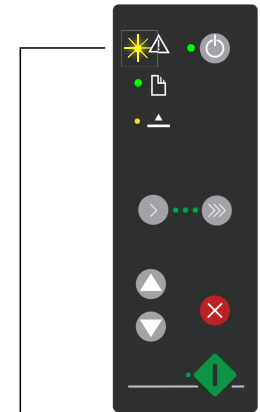
Error detected - yellow led blinks

Serial number

Model number

Solving Scanner Installation Issues

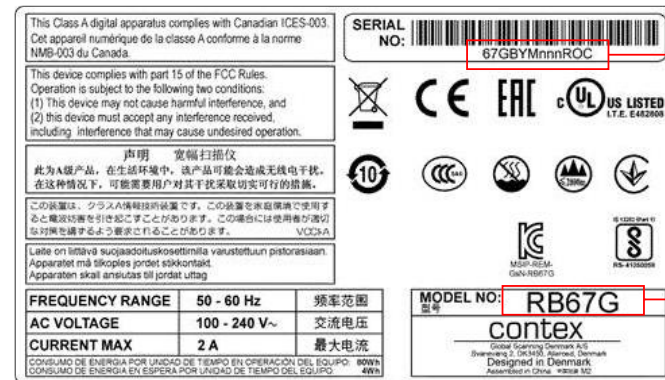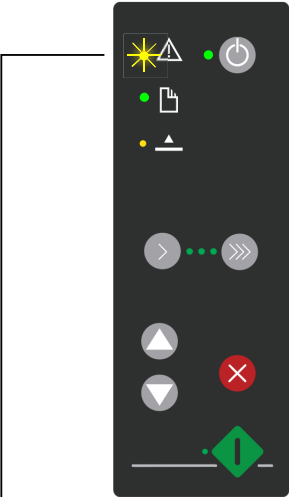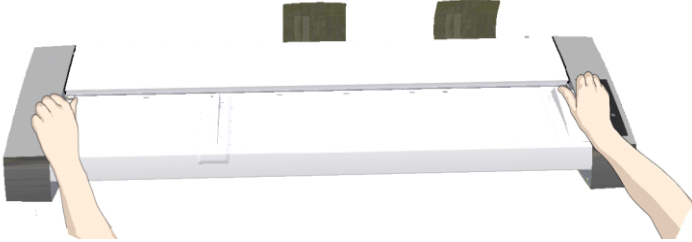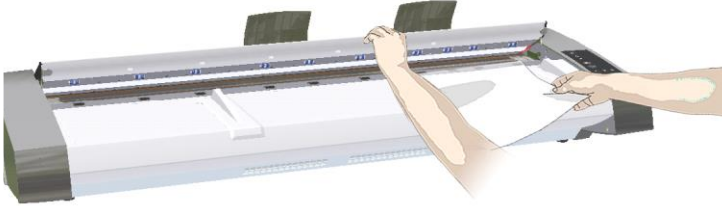| Problem	Possible Causes and Remedies
"Unknown device is found" message	• The interface is not enabled on the PC or set up correctly. Check the interface has been installed correctly and the scanner is connected using the cable supplied in the box • WIDEsystem drivers were not installed before connecting the scanner. Shut down the scanner and PC, unplug power and USB or Ethernet connections and restart the installation from the beginning as described in the installation section of this guide. If you continued installation BEFORE installing WIDEsystem, see the troubleshooting instructions below • Loose interface connection. Unplug both ends and reconnect • System needs rebooting - shut down the scanner and PC then unplug power and USB/Ethernet connections. Reconnect the USB/Ethernet connections and turn on the PC. When Windows is ready, plug in the power to the scanner and turn on the scanner main power switch
No functional drivers found – yellow error icon on scanner in Device Manager	If you connected and tried to install the scanner before installing WIDEsystem, the "unknown device found message" will appear. If you ignored this and continued to step through the dialogs from there, the scanner will be entered on the system as a new device without functional drivers. If this is the case, the scanner will be displayed in the Windows Device Manager with a yellow error icon. The scanner entry must be removed from the Device manager before re-installing correctly. • In the Windows Device Manager, remove the scanner entry. • Shut down the PC. Shut down and unplug the scanner. Disconnect the scanner from the PC. • Perform the installation from the beginning as described in the installation section of this guide. Be sure to install WIDEsystem before connecting the scanner.
WIDEsystem does not detect the scanner	• The scanner may be in sleep mode. Press the power button to wake up the scanner • The WIDEsystem driver version installed on your PC is older than your scanner model. Install the WIDEsystem drivers from the WIDEsystem TOOLS USB drive that came with your scanner. If not available, download the newest version from the manufacturer website or contact your dealer to obtain the correct WIDEsystem version. • WIDEsystem drivers were not installed before connecting the scanner. Shut down the scanner and PC, unplug the connections and restart the installation from the beginning as described above • Loose interface connection. Unplug both ends and reconnect System needs rebooting - shut down the scanner and PC then unplug power and USB/Ethernet connections. Reconnect the USB/Ethernet connections and turn on the PC. When Windows is ready, plug in the power to the scanner and turn on the scanner main power switch

Solving common scanning issues

Problem	Possible Causes and Remedies
Error Indicator LED blinking Error detected - yellow led blinks	An error was detected The error may be reported immediately through a message on your screen. If not, open WIDEsystem (scanner icon on your system tray) and select the Status tab to view additional information about the error. Perform one of the following: • The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen • Look for a description of the error in this users guide. Follow the instructions provided. Contact your service provider if one or more of the following cases is true • The error cannot be remedied through the action suggested on your PC screen • The error and its remedy is not described in this user guide • The system fails to report the error on your screen
Technical assistance required	In order to get the best and fastest solution to your problem prepare as much information as possible before calling your service provider for technical assistance. Look on the scanner manufacturer website for your service provider contact information

Problem	Possible Causes and Remedies
Error message: Paper Jam	A paper jam condition will turn off the paper ready lamp and a paper jam report will appear in the WIDEsystem status tab. • Remove the document from the scanner by pressing the paper reverse or paper forward button on the keypad • If the paper movement buttons fail to move the document open the scanner lid Raise the lid slightly using one hand then use the other hand to pull the document free of the scanner Hold the lid open and remove the document • Close the lid and wait for the ready light to turn on again • Reload the document • If the paper jam occurs a second time select the soft handling option in Nextimage and try again

Problem	Possible Causes and Remedies
Error message: Correction of Camera X failed	• This is often caused by dirt or scratches on the white background or dirt or glue on the scan glass. Clean both of these surfaces then reboot the scanner by turning it on and off. Now carry out an alignment and calibration maintenance procedure as described earlier in this guide • Check for any torn pieces of paper or other loose objects lying in the scan area. Even the smallest loose objects will cause the scanner to fail to calibrate • Call your technical service provider if the problem persists
Error message: Stitching of Camera X/Y failed	• This is often caused by dirt or scratches on the white background or dirt or glue on the scan glass. Clean both of these surfaces then reboot the scanner by turning it on and off. Now carry out an alignment and calibration maintenance procedure as described earlier in this guide • Check for any torn pieces of paper or other loose objects lying in the scan area. Even the smallest loose objects will cause the scanner to fail to calibrate • Call your technical service provider if the problem persists
Error message: Unable to Adjust Camera	• Check that the scanner is set at its normal or lowest media thickness. Press the lid-lowering button on the back of the scanner lid to move the lid to its lowest position then restart the alignment and calibration procedure • If the thickness setting is set to normal then there could be dirt or scratches on the white background or dirt or glue on the scan glass. Clean both of these surfaces then reboot the scanner by turning it on and off. Now carry out an alignment and calibration maintenance procedure as described earlier in this guide • Check for any torn pieces of paper or other loose objects lying in the scan area. Even the smallest loose objects will cause the scanner to fail to calibrate • Call your technical service provider if the problem persists
Scanner is not found by the computer or fails to run properly after a failed firmware upgrade	This can be caused by an interruption of the power supply during the upgrade process where only part of the scanner firmware is transferred or the firmware has become corrupted. If this happens, switch the scanner on and off again to start the scanner in safe mode and try to install the firmware upgrade again. The scanner safe mode status can be confirmed in WIDEsystem by double-clicking on the system tray icon. **NOTE**: Safe mode is only for repairing a corrupted or interrupted firmware installation. Do not use the scanner in safe mode.

Solving common image issues

Problem	Possible Causes and Remedies
Incomplete image or copy	• Check in Nextimage that the input size is set for auto detection or set for a paper size large enough to cover the whole of the original • Check that the original is centered if using centered scanning or fully against the keypad end of the scanner if using side-justified scanning
Stitching problems – sections of image not joining properly or parts of image repeating or missing	Normal mode • Remove the original and switch the scanner off and then on again. Powering on the scanner runs the stitch maintenance procedure, which should correct the problem. • Remove the original from the scanner and run the cleaning and calibration maintenance procedure OTAC mode • The scanner stitch settings must be changed for best results when using thick media. See the section about modifying the stitch values for OTAC earlier in this guide • Call your technical service provider if the problem persists
Edge distortion with thick originals	• Image distortion caused at the edges of thick media is excluded from thick media scans by default. It can be included in the scan by turning the exclusion feature OFF in Nextimage
One or more thin vertical lines appear in the scanned image but are not present in the original (paper movement direction).	Dirt, glue or dust on the scan glass • Clean the scan area and rollers • Particles from dirty documents can be carried into the scan area and remain on the scan glass before rolling away. Wipe badly contaminated documents with a dry lint-free cloth before feeding them into the scanner. These lines are usually green • The scanner may have been calibrated with a dirty glass or white background last time and it has memorized the dirt specs. Clean the scanner then use WIDEsystem to recalibrate the scanner. These lines are usually white • If the glass plate or white background are badly scratched, replace them following the instructions in this guide. • The calibration sheet might be creased, damaged or worn out. Obtain a new sheet and recalibrate the scanner

Appendix

Important Safety Instructions

⚠️ Read all of these instructions and save them for later use. Follow all warnings and instructions marked on the scanner.

A. Do not place the scanner on an unstable surface, stand, cart or table. Serious damage can be caused if the unit falls.

B. When cleaning, do not spray/apply liquid cleaners directly onto the scanner parts. Apply liquids to your cloth and then use the dampened cloth to clean.

C. Before **cleaning** or replacing any **user-replaceable parts**, be sure to turn the scanner power off and disconnect the power plug.

D. The scanner should be operated from the power source type indicated on the marking label. If you are unsure of the type of power available, consult your dealer or local power company.

E. The scanner is intended for use on IT, TT and TN power distribution systems, and is equipped with a three-wire grounding type plug. This plug will fit only into a grounding-type power outlet. This is a safety feature which relies on building installation. If you are unable to insert the plug into the outlet contact your electrician to replace your obsolete outlet. Do not defeat or ignore the purpose of the grounding-type plug.

F. Do not allow anything to rest on the power cord. Do not locate the scanner where persons will walk on the cord.

G. If an extension cord is used with the scanner, make sure that the total ampere ratings of the products plugged into the extension cord does not exceed the extension card ampere rating. Make sure that the total rating of all products plugged into the wall outlet does not exceed 15 amperes.

H. Slots or openings in the cabinet at the back or bottom are provided for ventilation. This ensures reliable operation of the product and protects it from overheating. These openings must never be blocked or covered. The openings should never be blocked by placing the unit on a bed, sofa, rug, or other similar soft surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

I. Never push objects of any kind into the scanner through cabinet slots since they may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Avoid any possibility of spilling liquid of any kind on the scanner.

J. Do not attempt to service the scanner yourself. Opening or removing those covers requiring tools may expose you to dangerous voltage points or other risks. Refer all servicing in those compartments to authorized service personnel.

K. Unplug the scanner from the wall outlet and refer servicing to authorized service personnel under the following conditions:

- When the power cord or plug is damaged or frayed.
- If liquid has been spilled into the scanner.
- If the scanner has been exposed to rain or water.
- If the scanner does not operate normally when operating instructions are followed then adjust only those controls covered by the instructions in this manual. Improper adjustment of controls other than those mentioned in this manual may result in permanent damage and will at best require extensive work by a qualified technician to restore this product to its normal operation.
- If the scanner has been dropped or the cabinet has been damaged.
- If the scanner exhibits a distinct change in performance, indicating a need for service.

Regulations

FCC Regulations

USA
NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.
Caution: Pursuant to Part 15.21 of the FCC Rules, any changes or modifications not expressly approved by the manufacturer may cause harmful interference and void the use's authority to operate the equipment.

CE Regulations

EU
This equipment has been tested and found to comply with the limits for a Class A product according to EN55032.

VCCI Regulations

Japan

This equipment has been tested and found to comply with the limits for a Class A product according to Agreement of VCCI:2008 (CISPR 32).

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。　　　ＶＣＣＩ－Ａ

Toxic or hazardous substances and elements 有毒有害物质或元素名称及含量

RoHS information for users in China

Part Name 部件名称	Toxic or hazardous Substances and Elements 有毒有害物质或元素					
	Lead (Pb) 铅	Mercury (Hg) 汞	Cadmium (Cd) 镉	Hexavalent Chromium (Cr (VI)) 六价铬	Polybrominated biphenyls (PBB) 多溴联苯	Polybrominated diphenyl ethers (PBDE) 多溴二苯醚
Scanner LED 灯条	O	O	O	O	O	O

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T11363-2006.

O: 表示该有毒有害物质在该部件所有均质材料中的含量均在 SJ/T11363-2006 标准规定的限量要求以下。

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in SJ/T11363-2006.

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。

(Enterprises may further provide in this box technical explanation for marking "X" based on their actual conditions.

企业可在此处根据实际情况对上表中打" X"的技术原因进行进一步说明。)

RoHS information for users in Taiwan

單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent Chromium (Cr^{+6})	多溴聯苯 PolyBrominated Biphenyls (PBB)	多溴二苯醚 PolyBrominated Diphenyl Ethers (PBDE)
內置電源電路板	○	○	○	○	○	○
主控制電路板	○	○	○	○	○	○
電源模組 (插接器、開關)	○	○	○	○	○	○
風扇	○	○	○	○	○	○
馬達	○	○	○	○	○	○
掃描玻璃 (原稿檯面)	○	○	○	○	○	○
掃描鏡頭組件 (鏡頭玻璃)	○	○	○	○	○	○
左右兩側塑膠殼	○	○	○	○	○	○
上下蓋金屬外殼	○	○	○	○	○	○
LED 燈條	○	○	○	○	○	○

備考 1. 超出 0.1 wt %〞及〝超出 0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。

Note 1: "Exceeding 0.1 wt %" and "exceeding 0.01 wt %" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3. 〝－〞係指該項限用物質為排除項目。

Note 3: The "–" indicates that the restricted substance corresponds to the exemption.

Scanner dimensions
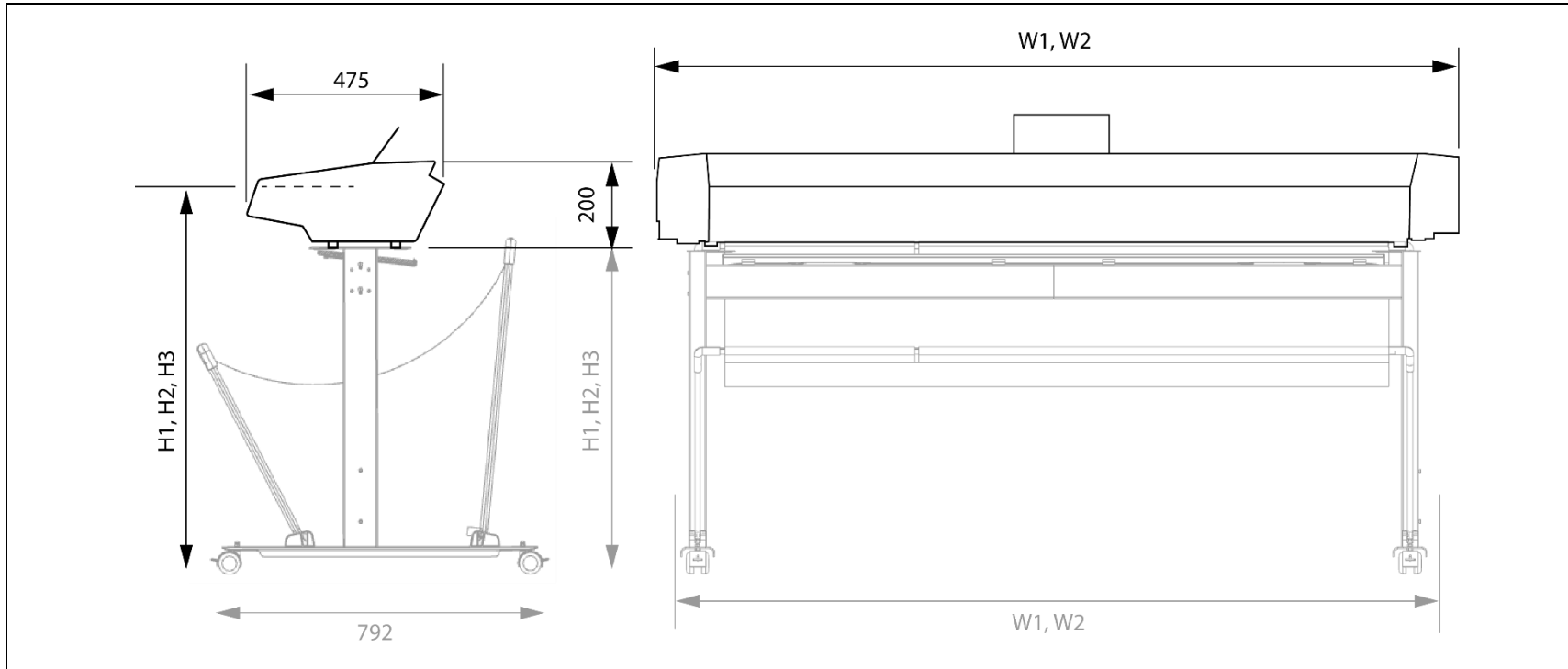
Scanner	Height mm (inches)			Width mm (inches)	
	H1	**H2**	**H3**	**W1 (36/42" model)**	**W2 (60" model)**
Feed tray height (H) and scanner width (W)	96.6 (38)	99.1 (39)	1016 (40)	1360 (53.5)	1810 (71.3)

NOTE: The stand is adjustable for three different heights. See instructions included with stand for more details.
The low adjustable stand accessory is not standard equipment for the HD Ultra X Series scanners and must be ordered separately.

Low adjustable stand dimensions
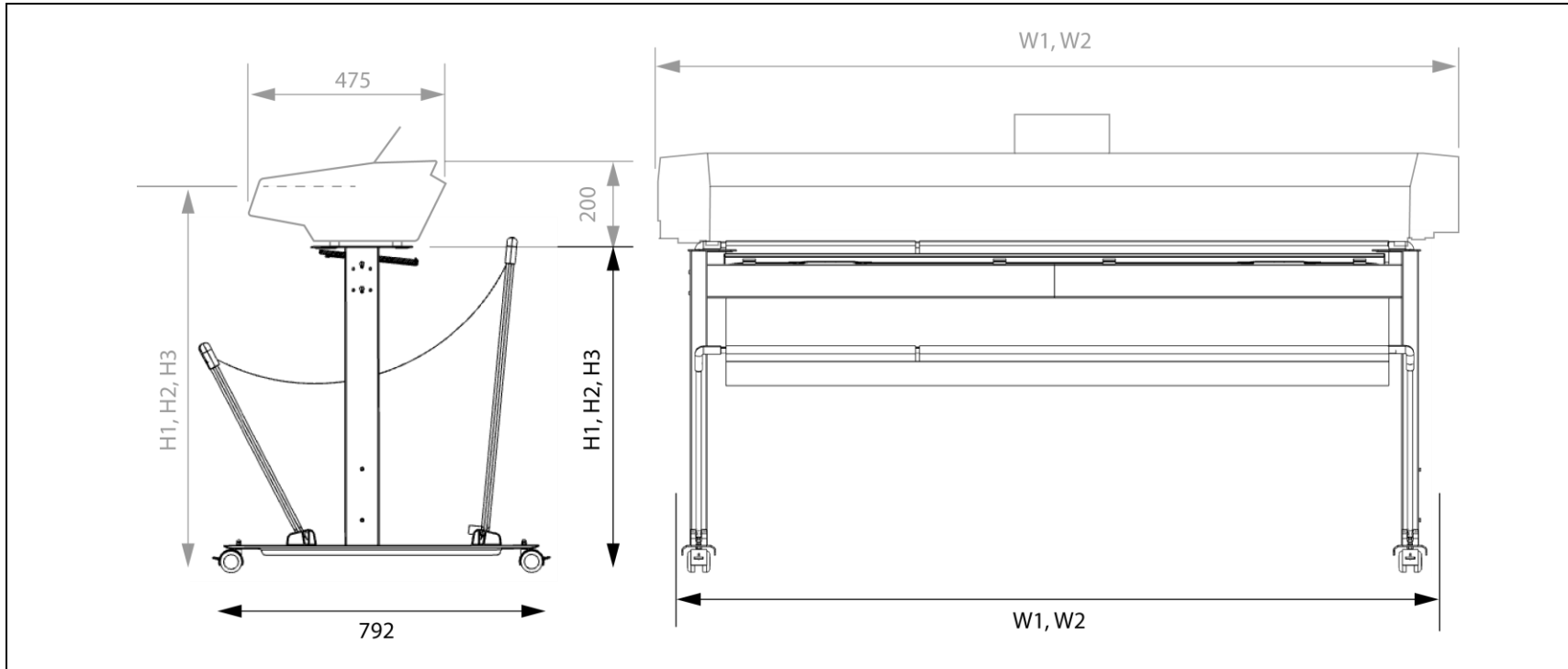
Low Adjustable Stand	Height mm (inches)			Width mm (inches)	
	H1	**H2**	**H3**	**W1 (36/42" model)**	**W2 (60" model)**
Height (H) and Width (W)	766 (30.1)	791 (31.1)	816 (32.1)	1274 (50.2)	1796 (70.7)

NOTE: The stand is adjustable for three different heights. See instructions included with stand for more details.
The low adjustable stand accessory is not standard equipment for the HD Ultra X Series scanners and must be ordered separately.

Scanner unpacked weight

Scanner	Weight kg (lbs)	
HD Ultra X	**36" / 42" model**	**60" model**
	49 (108)	63 (139)