

# User Guide

Wide Format Scanners



**Model: SD One+**

UG13142-1C EN SDONEPLUS OCT 2019

# About this Guide

2

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# About this Guide

## About this Guide

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

The guide assumes basic knowledge of your computer and operating system and does not repeat material from their documentation.

### Be sure to refer to:

1. The [Installation section](#) – describes correct installation of your scanner drivers.
2. The readme.htm file in the WS folder on the *WIDEsystem TOOLS* USB. Contains the most current installation and OS compatibility issues.
3. *WIDEsystem TOOLS Help* – After installing your drivers, [open WIDEsystem](#) and press F1. This contains information on using the WIDEsystem application software with your scanner.

### This user guide covers the following models:

Scanner Model	Description
SD One+ 36	36" color scanner
SD One+ 24	24" color scanner



All models are ENERGY STAR® compliant.



**IMPORTANT:** Be sure to use the WIDEsystem TOOLS USB that came with your scanner or a newer version. Out-of-date versions of WIDEsystem software may not detect your scanner model.

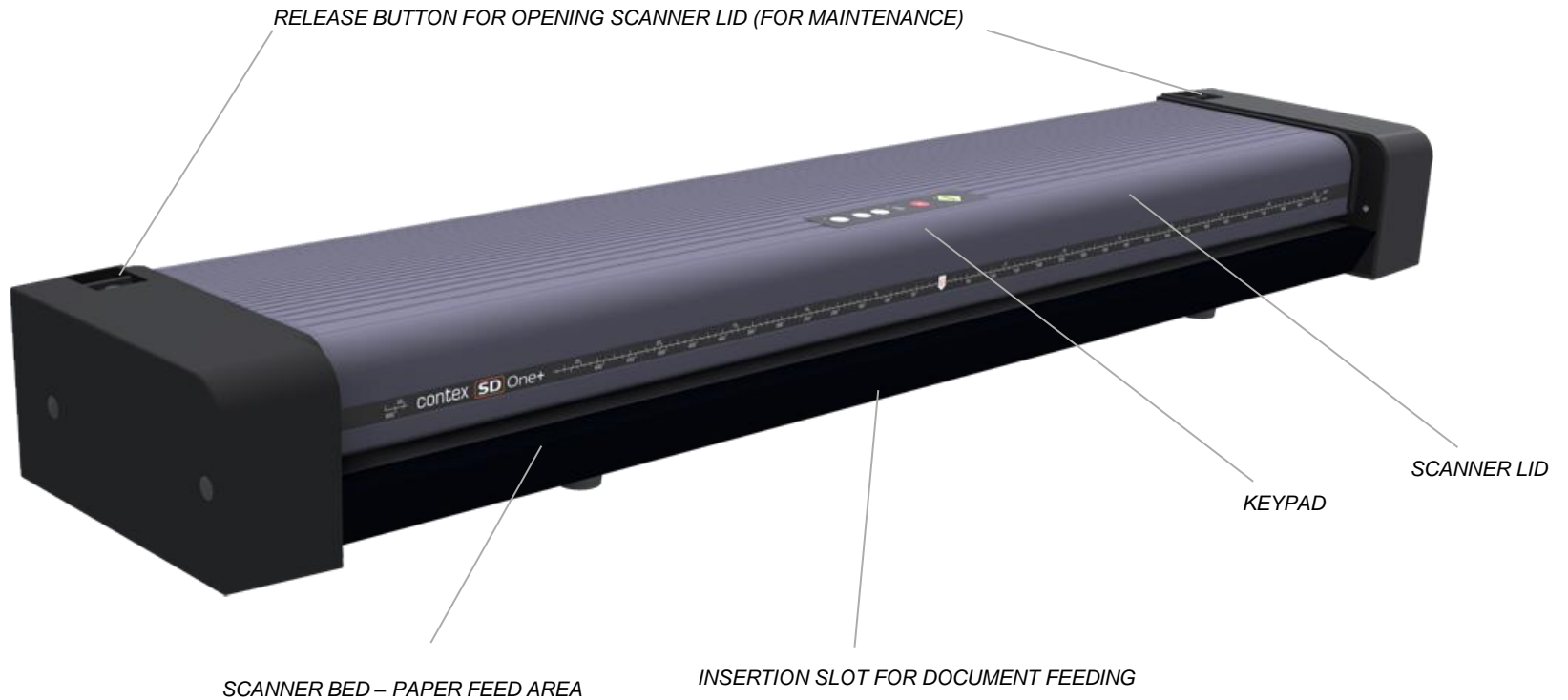


**NOTE:** Windows Compatibility. Your scanner and drivers are tested and developed to support the most current active Microsoft Windows version OS systems. Drivers and interface support for specific Windows versions follow the Microsoft Support Lifecycle Policy and compatibility will change accordingly. The most current OS compatibility specifications and drivers will be available on your manufacturer's website.

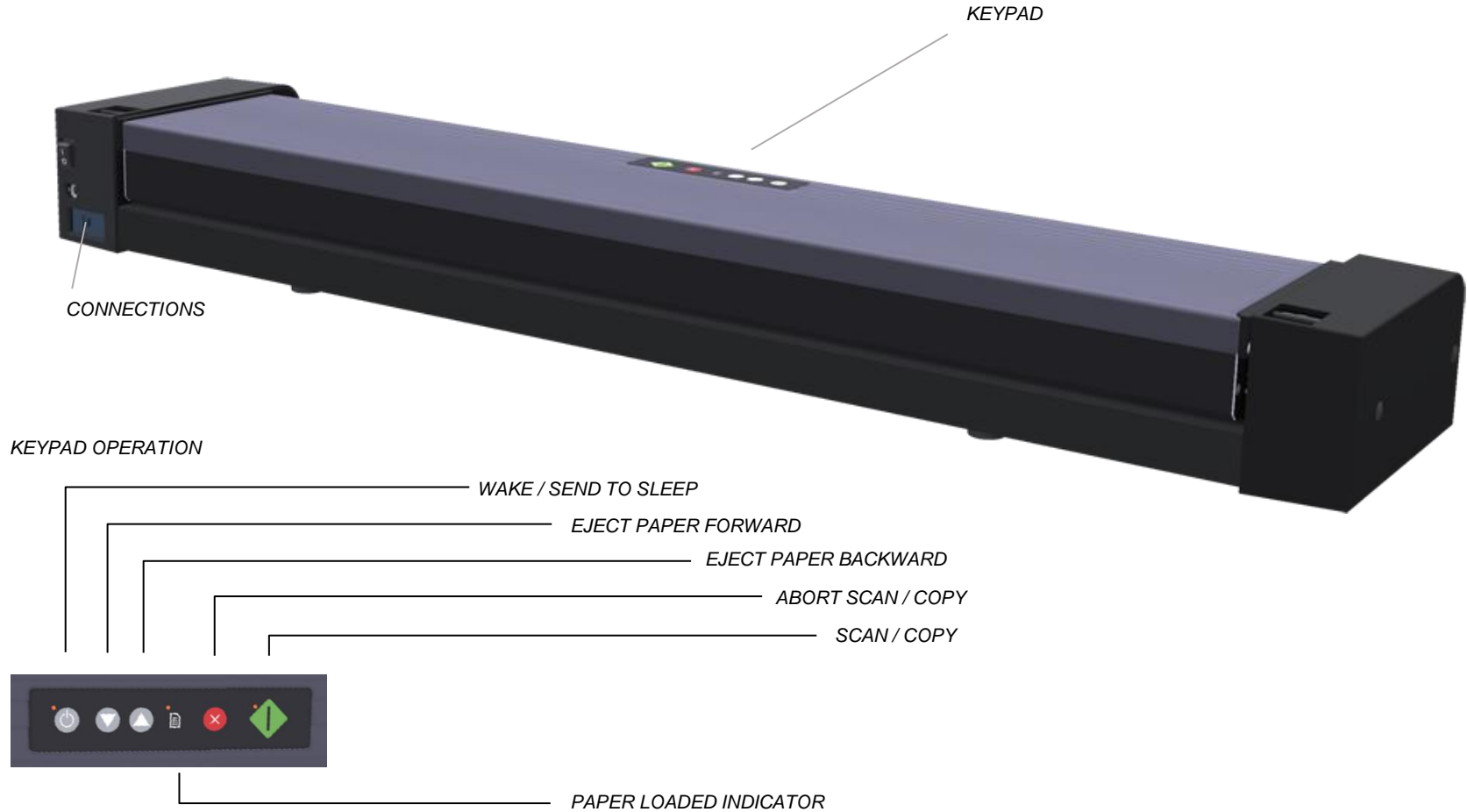
## Overview of the Scanner

Below: The parts, buttons and areas you need to recognize in order to use the scanner.

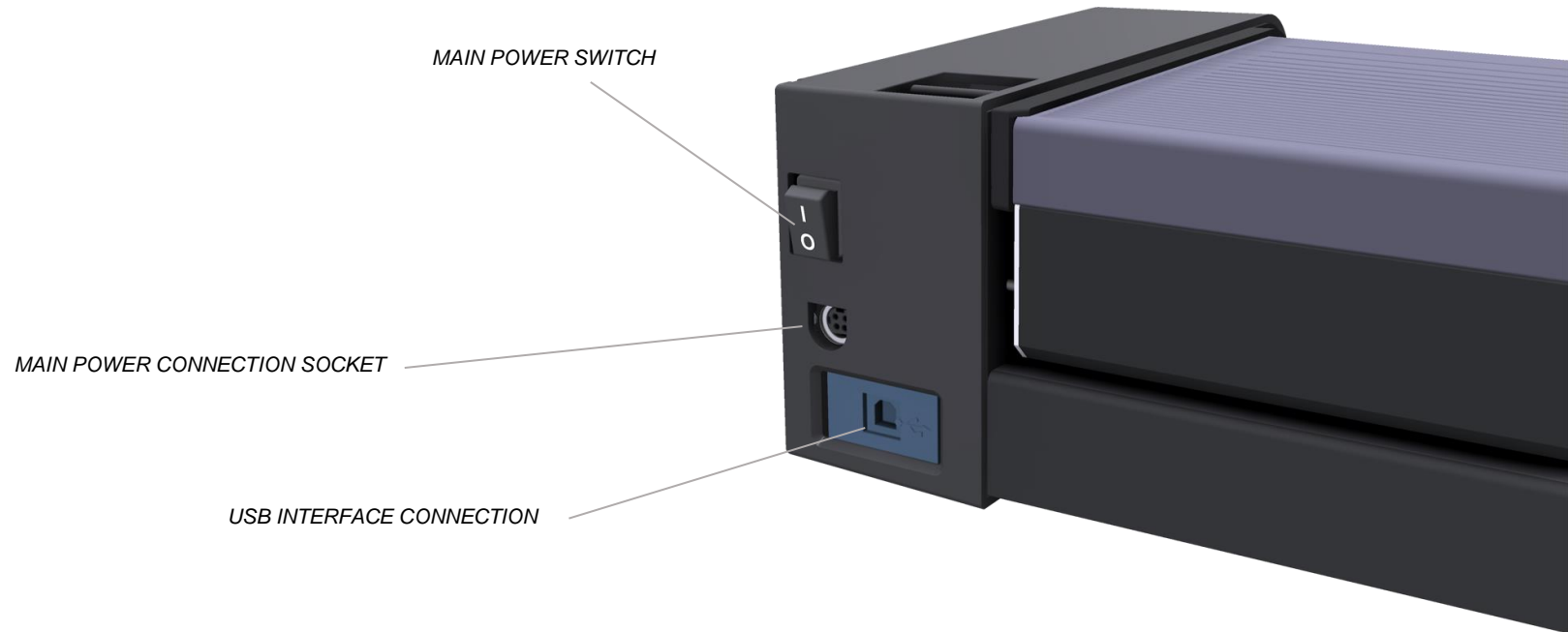
### Scanner front view:



## Scanner rear view:



## Scanner connections:





## Installation

Follow the steps below for quick and easy installation of your scanner and scanner drivers.

### System requirements

- PC or supported workstation. Recommended requirements: 1.6GHz Dual Core processor or better, 2 GB RAM, 5 GB of available hard drive space, USB 2.0 interface.
- Compatible Windows operating system – View the ws/readme.htm file on the *WIDEsystem TOOLS* USB.
- Enabled USB port on your PC.
- The *WIDEsystem TOOLS* USB supplied with your scanner.
- Scanning software and/or compatible third party software. [See the section on Software Applications for Scanning.](#)
- Grounded power outlet.

### Installation step by step

#### *Setting up the scan station*



#### **Set up the scanner station**

Your scanner should be placed either on the specially designed stand-alone floor stand or on a sturdy table. Make sure there is enough space behind the scanner to allow the media to run out.



**IMPORTANT:** DO NOT YET CONNECT THE SCANNER TO POWER OR PC.



See also the Safety Instructions at the end of this user guide


## *Installing scanner software – WIDEsystem, drivers, and Scan/Copy software*

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### Install WIDEsystem and scan/copy software on your PC



**IMPORTANT:** WIDEsystem contains your essential scanner drivers. You must install WIDEsystem **before you connect the scanner** or install any scanner software applications.

1. Insert the WIDEsystem TOOLS USB into your PC. Normally the setup program interface will start automatically. If it does not, locate the setup.exe file on the USB and start it manually.
2. Follow the instructions on your screen to install the software and scanner drivers. Reboot the PC when asked to do so to complete installation.
3. Remove the USB when done with installation.
4. To verify correct installation of WIDEsystem: the WIDEsystem icon will be visible in your system tray. 



**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 THE POWER SOCKET OR TO THE PC USING THE USB CABLE. This is to ensure your own personal safety and to help protect your device from potential damage during the cleaning procedure.

5. After installing software, leave the PC ON as you perform the next steps to prepare and set up the scanner.



## Getting to know your scanner

### *Cleaning the scanner*

3

#### **Clean the scanner feeding bed**

Lightly clean the scanner exterior and interior to remove any dust accumulated during transportation. Start with the feeding tray.

The feed tray is the flat surface in front of the insertion slot. Wipe the feed tray thoroughly. A clean feed tray prevents dirt and dust being dragged into the scan area with the original when you start to use the scanner.



## Opening the scanner lid

### *Cleaning the scanner*

4

#### **Release the lid by pressing the lid release buttons**

The internal scan area should now be wiped clean of any dust that may have settled on it during packaging and shipping. Start by opening the scanner lid using the release buttons at the back of each of the scanner side covers.

1. Stand at the front of the scanner.
2. Pull back on both of the release buttons with your fingers until you feel each of them unlock.

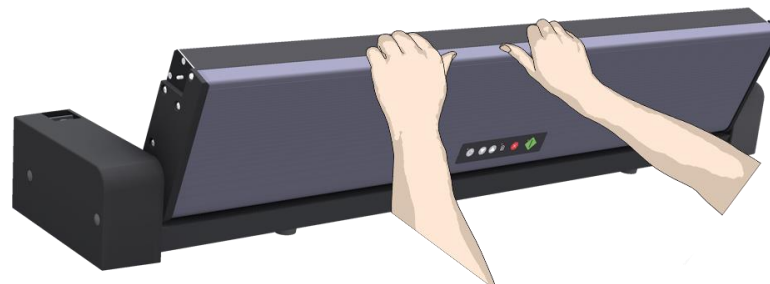


## *Cleaning the scanner*

**5**

### **Open the scanner lid**

Retaining your grip on the edge of the lid pull it upwards and backwards towards your body. Open it all the way back until it stops.



## **Checking and cleaning the scan glass**

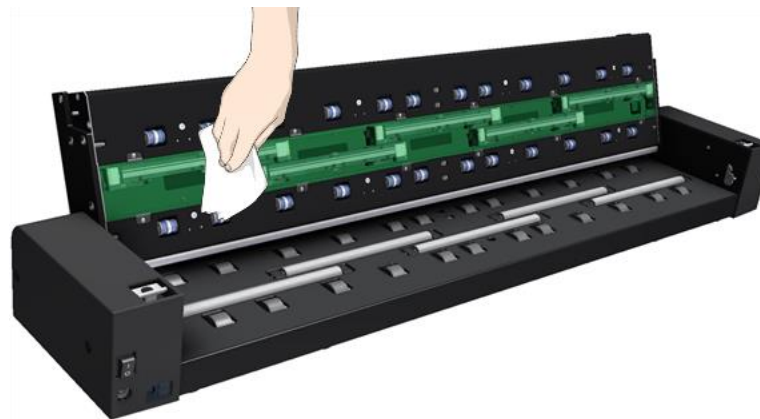
## *Cleaning the scanner*

**6**

### **Clean the internal scan area**

Using a clean, dry, lint-free cloth wipe the internal scan area free of dust.

If you detect difficult smudges on the glass that cannot be wiped clean with a dry cloth refer to the section [Cleaning the scan area](#) later in this guide for further instructions on how to clean the scan glass and surrounding areas.



## Closing the lid

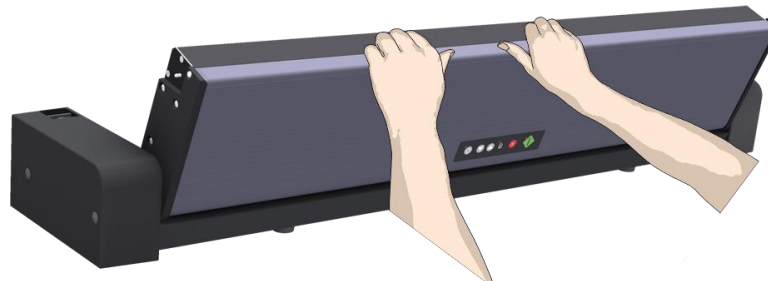
*Cleaning the scanner*

7

### Close the scanner lid

Close the lid after cleaning the internal scan area.

1. Push the scanner lid all the way down until you hear both release buttons click back into position.
2. Now move your fingers away from the release buttons and gently pull against the lid to ensure it is properly closed.



## Connecting power to the scanner

*Connect power cable*

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### Connecting the power cord to the scanner

With the flat side of the cord facing upwards, gently push the plug into the socket on the rear of the scanner. Take care not to force the plug into the socket.



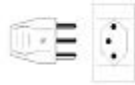
## Connect power cable

**9**

### Connecting the power cord to the electricity outlet

Connect the power plug end of the scanner power cord to a suitable power outlet.

**⚠ CAUTION:** The scanner is equipped with a three-wire (pin) earth grounded plug. If you are unable to use the plug with your outlet, contact a qualified electrician to replace the plug or outlet to ensure a grounded power connection. For your own electrical safety, do not try to defeat or ignore the purpose of the grounding-type plug.



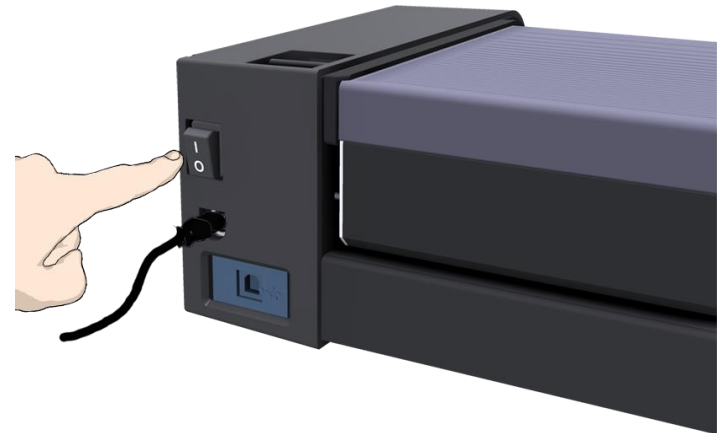
## Turning the scanner ON for the first time

### Scanner power ON

**10**

### Turn scanner power ON

Turn on the main power switch at the back of the scanner



## Connecting the scanner USB cable

*Connect USB cable*

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### Connect the USB interface cable to the scanner

Connect the B-connector (square shaped end) to the USB connection socket on your scanner.

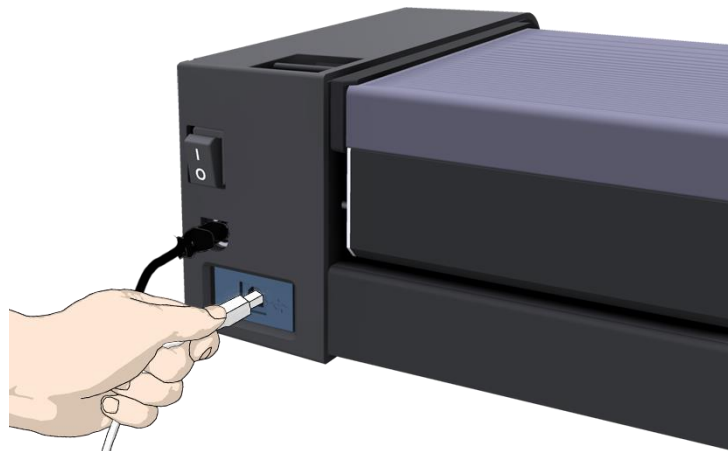
The USB interface is at the back of the scanner.



**IMPORTANT:** Do not connect the other end of the USB to the computer.



**Regulatory Notice:** Your scanner product has been tested to comply with the EMC Standards EN55022 and FCC, Part 15. To maintain compliance, only use the interface cables supplied with the scanner.




## Connecting the computer

Connect USB cable to PC

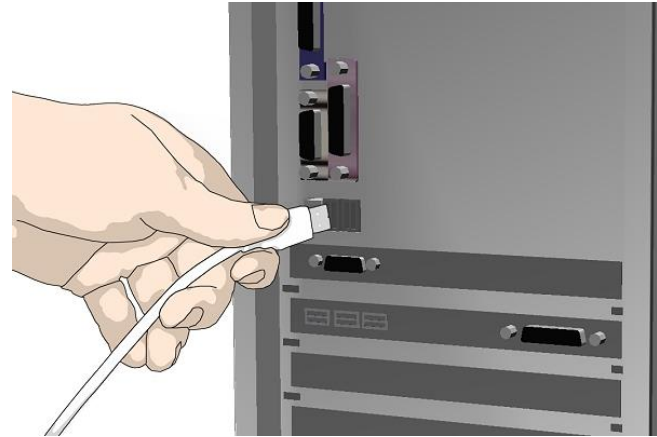
12

### Connect the USB interface cable to the PC

1. On the PC, check that WIDeSystem is running – the WIDeSystem icon should be visible in your system tray. 
2. If WIDeSystem is not running, locate the WIDeSystem entry under your *Programs* menu and start it manually.
3. Make sure the USB cable is connected to the scanner as instructed previously.
4. Connect the A-connector end (flat end) to a USB port on your computer.



**NOTE:** It is recommended to use an available USB port on the **back** of the PC. Using USB ports on the front can affect performance on some PC models.

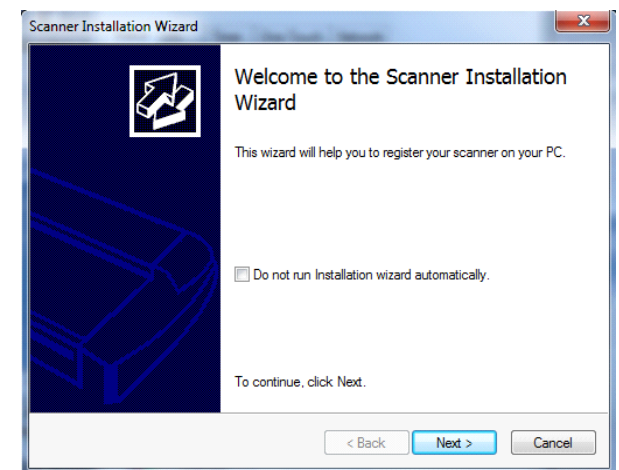


Scanner installation

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### The Installation Wizard starts up

1. The driver will detect the scanner and start the scanner installation wizard.
2. On first time installations, the WIDeSystem Scanner Installation Wizard should start after 20 seconds.
3. If the installation wizard does not start up perform one or more of the following:
  - a. Unplug and reinsert the USB connections to scanner and PC.
  - b. Ensure the USB cable is connected firmly at both ends.
  - c. Try a different USB port on the PC.
  - d. Make sure the USB is inserted into the port marked for USB at the back of the scanner.



## Scanner installation

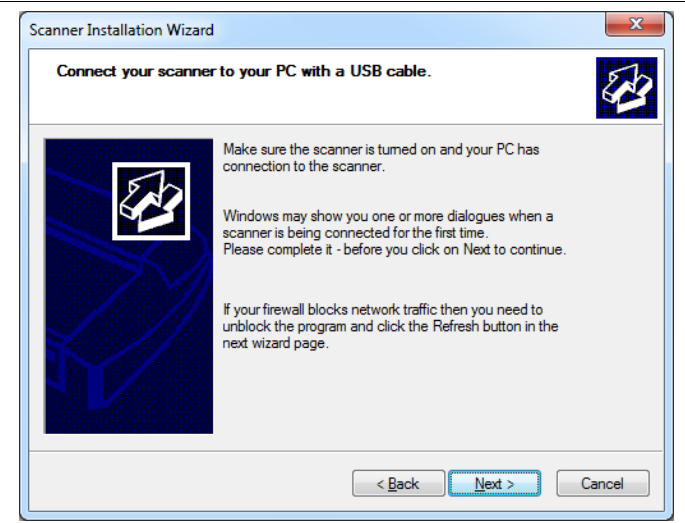
**14**

### 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.



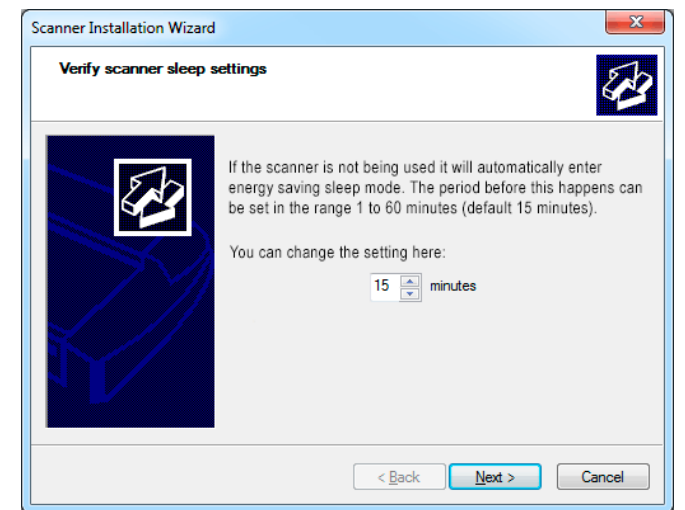
## Scanner Installation

**15**

### Set energy-star idle time preference

On delivery, 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 Activation

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### Activate the scanner

You must activate your scanner with its licence before you can use it. Please follow the *Scanner Activation Wizard's* instructions.



**NOTE:** Your supplier may have pre-activated the scanner for you. If the scanner is pre-activated, the wizard will skip this step and following steps 16a, 16b.

#### About license keys and activation codes:

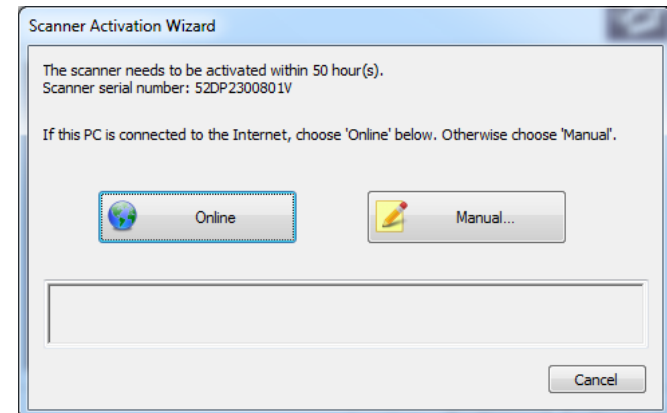
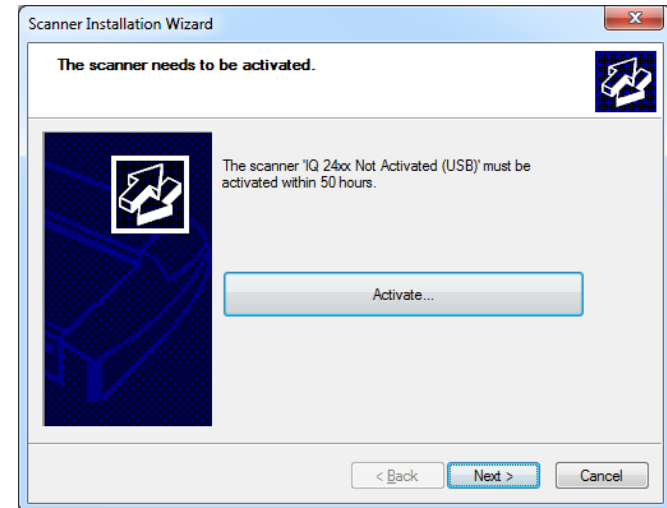
- You will need to enter your **license key** that came with your scanner.
- Contact your dealer if you do not have a license key.
- **Online** activation will only require the license key.
- **Manual** activation will additionally require an **activation code**. Activation codes can be obtained from your dealer or through the manufacturer's License website. Follow the instructions *Manual Activation* (below) to obtain an activation code through the manufacturer's License website.

#### To activate the scanner:

1. Press the *Activate* button to start the activation wizard.
2. You are presented with 2 ways to activate the scanner – *Online* and *Manual*.
3. If your PC is connected to the Internet, choose **Online** activation, otherwise choose **Manually**
4. If you chose *Online*, proceed to the instructions in step 16a (and skip 16b). If you chose *Manual*, proceed to the instructions in step 16b (skip 16a).



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





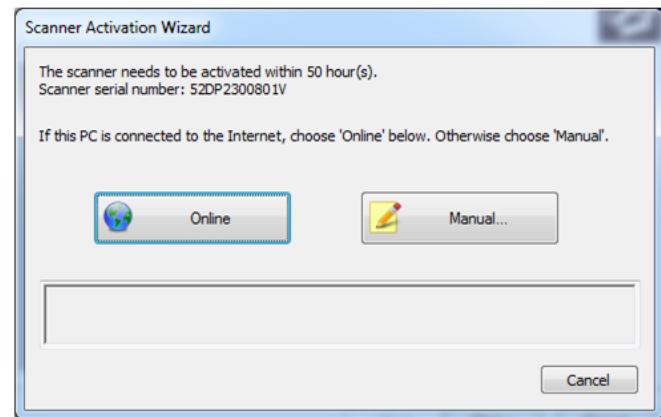
## Scanner Activation - Online

**16a**

### Online activation

Online activation is very easy. You only need your license key. When you choose *Online* as the activation method, the dialog shown on the top right appears.

1. Enter your license key in the designated field.
2. The key will be authenticated online right after it is entered and if valid, a green tick will appear as shown in the dialog shown on the right-middle.
3. Press the *Activate* button to continue.
4. The *Success* dialog will indicate successful activation.

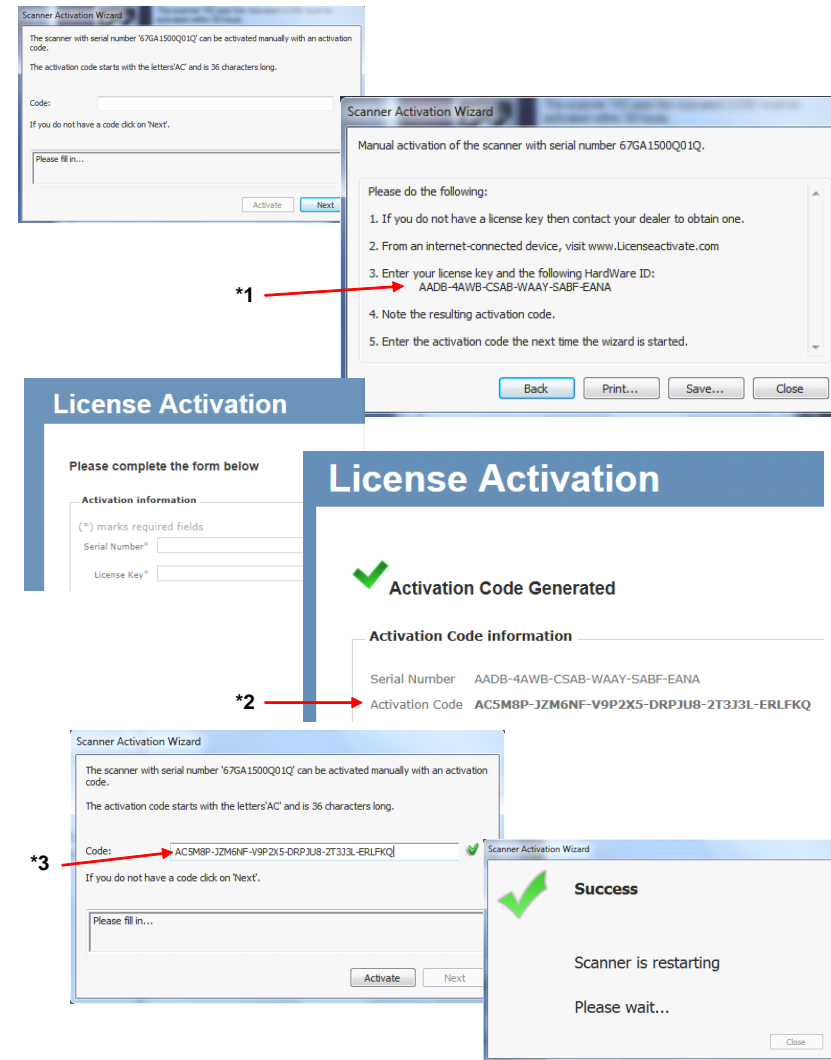


## Scanner Activation - Manual

16b

### Manual activation

- Have your license key ready before proceeding. If you don't have one, contact your dealer.
- Manual activation uses an *Activation Code*. To produce an activation code, you will need your *license key* and the scanner's *ID* which is a serial number or hardware ID. The scanner's *ID* is read off the scanner and displayed by the wizard (\*1).
- You will need to access the internet (from any device). Here you can enter the 2 values - *license key* and *ID* to get an *activation code*.
- Follow the instructions below:
  1. When you choose *Manual* as the activation method, you will be asked to enter an activation code in the empty field. Click *Next* to obtain an activation code.
  2. The *Manual* activation wizard will display instructions. Please note the actual scanner's ID - hardware ID or S/N (serial number) supplied by the wizard (\*1). You will need this ID to obtain the activation code in the next steps.
  3. Go to [www.Licenseactivate.com](http://www.Licenseactivate.com).
  4. In the web interface titled *License Activation*, enter your license key in the designated field.
  5. Enter the scanner's ID - hardware ID or S/N that is supplied by the wizard as describe in step 2.
  6. Note or copy the *Activation Code* produced by the Licenseactivate.com website (\*2).
  7. Enter or paste the activation code in the manual activation wizard dialog (\*3) and press *Next*.
  8. The system will activate the scanner. Upon completion, the system will display the success message.



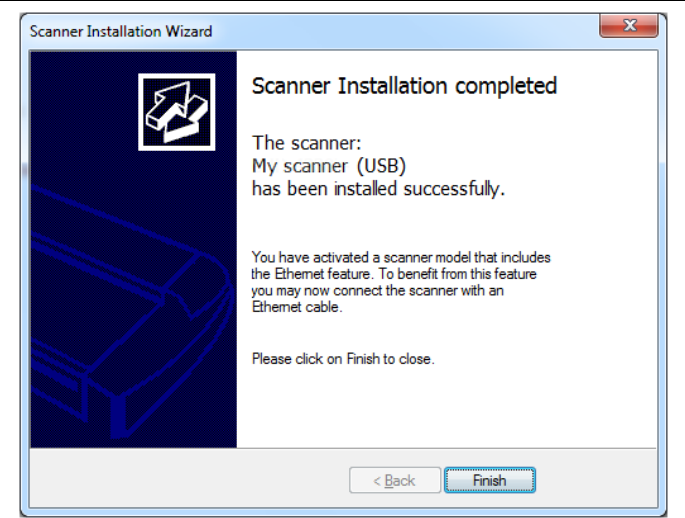
## Scanner Installation

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### Installation complete

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

Proceed to the final optional steps.




Set up scanner for sharing on the network

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## Set scanner for sharing on the network (Optional)

You can enable other PCs on the LAN to use the scanner. This is called “Sharing”. After activating the scanner, You can set it up as a “shared scanner” through WIDEsystem.

1. Double -click on the WIDEsystem program icon  and select the *Network* tab.
2. Select the option: *Share the scanner on the network*.
3. Press the *OK* button to accept the settings.

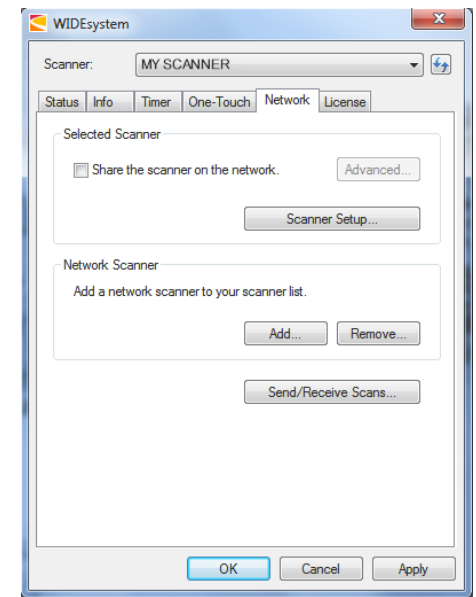
On most LAN systems, this is all you have to do. However, some systems will require *Advanced* settings, such as specific communication port numbers. Contact your LAN administrator for information regarding *Advanced* settings.



**NOTE:** Open WIDEsystem and press the <F1> key for viewing complete on-line help regarding the *Network setup* procedures and options.



**NOTE:** PCs on the LAN that will use the scanner must be installed with WIDEsystem and compatible scan/copy software.



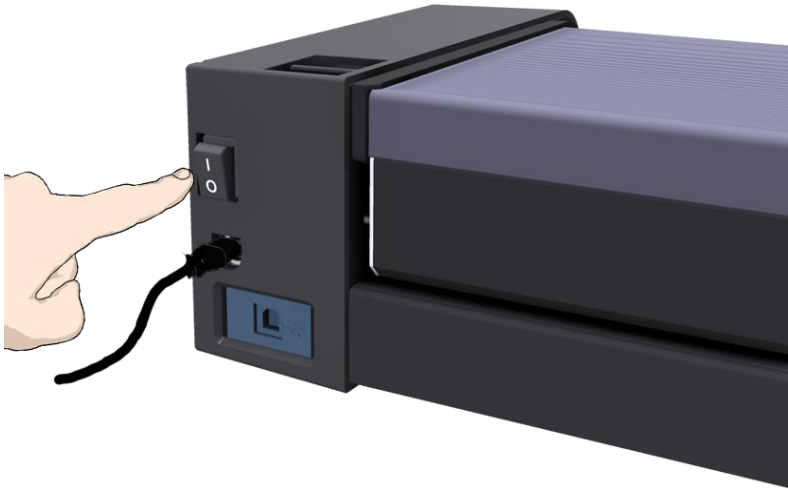
# Turning the Scanner ON/OFF

## Turning the Scanner ON and OFF

### Main power switch

The main power switch is at the back of the scanner.

- Press the top side of the switch (marked “I”) to turn the main power to ON.
- Press the bottom side of the switch (marked “O”) to turn the main power to OFF.



### Sleep and wake modes

With the main power switch ON, scanner power will go into *Sleep mode* and *Wake mode*. **Sleep** mode is the energy saving mode. The scanner cannot scan when in the *Sleep* mode. **Wake** mode is the full power ON mode for scanner operation.

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

- Automatically: after a set idle time (see [Sleep mode options](#) below).
- When you hold the power button down for 3 seconds

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

- When you feed a document into the scanner.

# Turning the Scanner ON/OFF

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## Sleep mode options - automatic entry and idle time

On delivery, 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. You can prolong or shorten the idle time value to match your normal workflow.



**NOTE:** The option for changing the idle time will appear during installation and therefore may have been reset by the user who installed the scanner.

### To change the sleep mode options:

1. Double-click on the WIDEsystem icon  in the system tray to open the WIDEsystem program.
2. Select the *Timer* Tab.
3. If you want to put the scanner into sleep mode *before the time set in the timer* option, you will need to use [the manual method for entering sleep mode](#).
4. Set the value *Idle time before entering sleep*. This is the number of minutes the scanner can stand idle before entering the sleep mode on its own.
5. Press *Apply* to download your settings into scanner memory.

Enter sleep mode automatically  
Idle time before entering sleep (minutes)

*Sleep Mode options in the WIDEsystem program – Timer tab*

## Manual activation – wake and sleep modes

With the scanner main power ON, the scanner can also be brought into Wake mode **manually** even while the *Enter sleep mode automatically* option is selected.

- **Wake** - by inserting a document for scanning.

You can choose to disable automatic entry into *Sleep mode* entirely if you want only manual activation of the sleep mode or, you can leave it enabled and retain both manual and automatic functions.

## Loading Originals into the Scanner

Position the document face up in the center of the scanner

- Load your document with the image side facing upwards.
- Align the center of the document with the center arrow marking on the scanner bed.



*Load the paper, face up. Hold with both hands and align the document's center with the scanner center marking.*

## Automatic loading

With **automatic loading**, the scanner takes the original as soon as you insert it in the paper slot. Automatic loading is reliable for most jobs and especially useful for batch scanning jobs.

1. Make sure the Paper handling option "*Auto load*" is set in your scanning application.
4. Align the center of the document with the center arrow marking on the scanner bed.
5. Push the original into the insertion slot until you feel it contact the rollers.
6. The scanner will grab the original automatically and move it into start-scan position.
7. A delay factor can be set in the scanning application. The delay will give you time to control straight positioning of the document if you feel the scanner is grabbing the original too fast.

# Scanning

## Scanning

### Software applications for scanning

Your scanner is controlled through scan, copy or imaging software installed on your PC.

**Optimal full featured scanning functionality** is obtainable through scan and copy software specifically developed for compatibility with your scanner model. See the scanner manufacturer's website for information on scanner software and compatible third-party applications.

### Monitoring your scanner with WIDEsystem

You installed WIDEsystem with the scanner drivers. WIDEsystem contains an application that monitors the scanner and reports on its functionality.

*Double click the system tray's scanner icon to open the WIDEsystem control interface.*

**With WIDEsystem you can:**

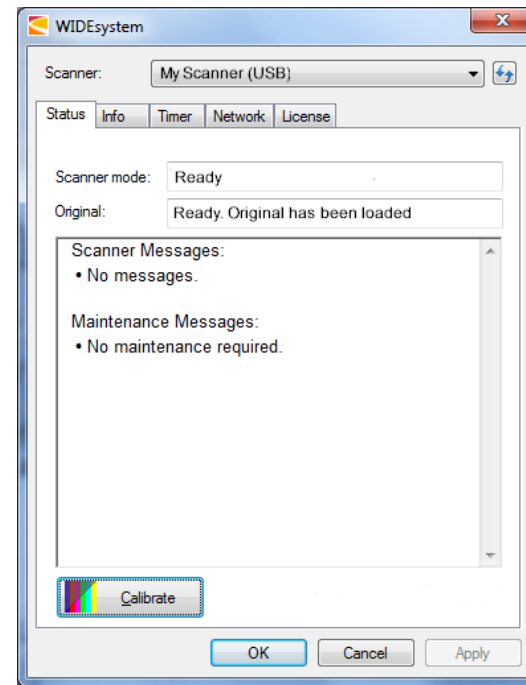
- **View the scanner status.** Move the mouse over the scanner icon on the system tray. Status messages include whether or not the scanner is detected, connection and runtime errors and readiness for scanning.



*Scanner status message on Windows system tray*

- **View Error messages and logs.** Runtime errors are reported immediately on your screen. You can also open the *Status* tab and *Log* tab for viewing error messages.
- **View information about the scanner device** in relation to firmware and hardware revisions. Open the *Info* tab.
- **Install new firmware** – You download new firmware to a folder on your machine and thereafter install it on your scanner.
- **Set up your scanner so it can be shared by other PC's on the network.** Open the *Scan to Net* tab to make settings. See also [Installation - Share the scanner on the LAN](#).

- **Set up your scan software so it can access shared scanners on the network.** Open the *Scan to Net* tab to make settings.
- **Launch the scanner calibration wizard.** Open WIDEsystem and select *Calibration*.
- **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.



*WIDEsystem program control interface*



## Maintenance

### About scanner maintenance

Scanner maintenance will ensure optimal performance of your scanner. There are 2 basic maintenance tasks:

#### 1. Cleaning

Keep your scanner clean – the next section describes how to thoroughly clean the internal scan area. How often you need to clean will depend on how often and the types of media you scan. If your work primarily involves scanning newspapers and old blueprints you may need to clean more often than users who only scan brochures and new drawings. Be sure to clean the scanner when results are not optimal. Particles of dust in the scan area can sometimes be the sole cause of streaks in the end result.

See more under the section [Cleaning the scan area](#)

#### 2. Calibration

Calibrate the scanner if your output is not optimal and cleaning (above) does not remedy the problem. Calibration will align the image capture sensors and renew the scanner's original color and BW precision. Scanner Calibration is easy to perform. Just insert a Calibration Sheet and run the Calibration Wizard in WIDEsystem. The rest is done by the program. Make sure the scanner is clean before calibrating.

See more under the section [Scanner Calibration](#).

### Cleaning the scan area

How often you should clean your scanner will largely depend on how much you use the scanner and the condition of your documents. Generally, be sure to clean at least once a month and always right before important jobs that require a high degree of precision.

#### You must clean the following scanner parts/areas:

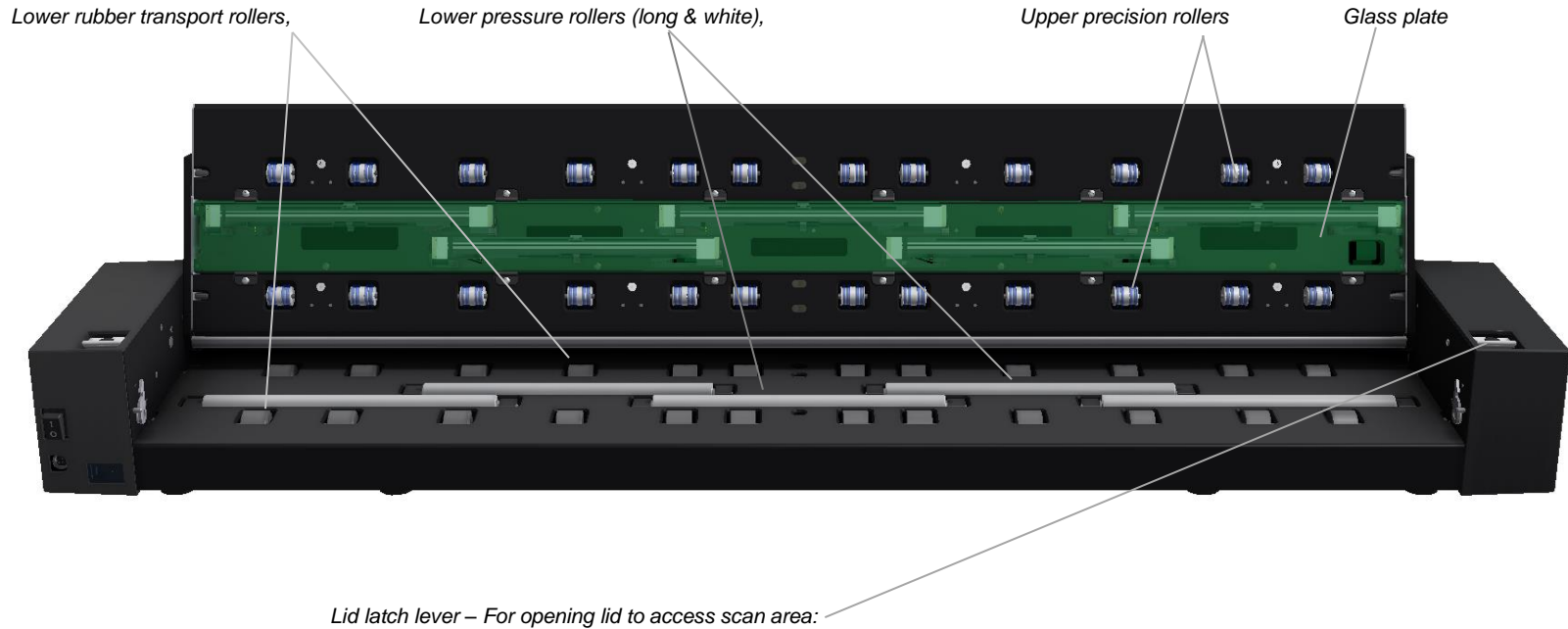
1. The scanner bed
2. Glass plate
3. Upper precision rollers
4. Lower pressure rollers
5. Lower rubber transport rollers



**NOTE:** To help locate these parts on the scanner, see the [Overview of key maintenance points – Cleaning](#) on the next page.

## Overview - Key maintenance points - Cleaning

The illustration below shows the scanner from above with its lid open. The illustration indicates the key points (parts and areas) you need to recognize when cleaning the scanner. Instructions regarding the cleaning tasks that involve these points follow below.



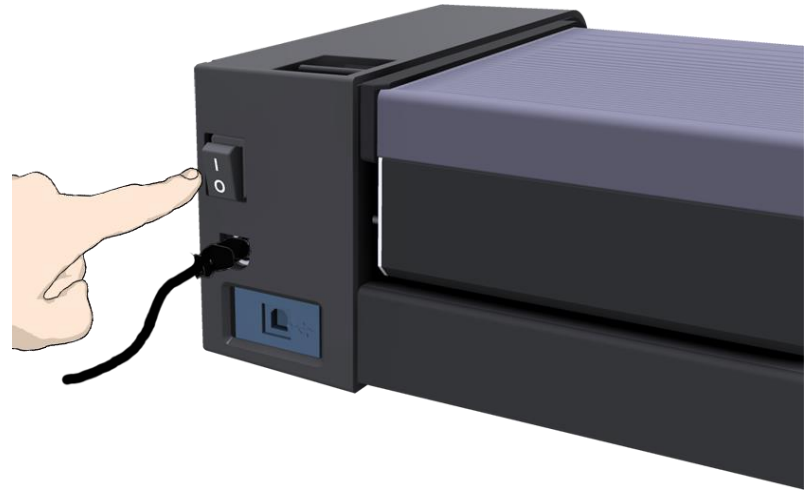
*To clean your scanner:*

*Cleaning the scanner*

1

## Turn the scanner main power OFF

Press the main power switch at the back of the scanner to the OFF position ("0").

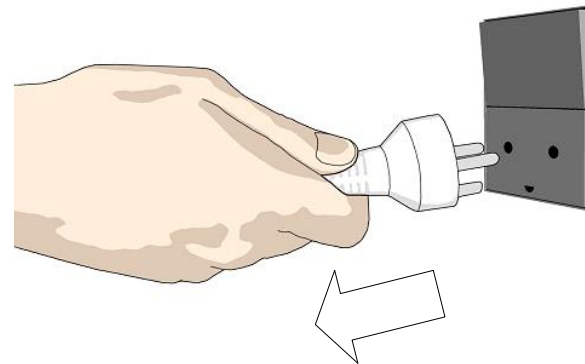


*Cleaning the scanner*

2

## Disconnect the scanner power plug

**CAUTION:** Always disconnect power before cleaning the scanner. This step is to ensure your own personal safety and to help protect your device from potential damage.



## *Cleaning the scanner*

**3**

### **Clean the scanner feeding bed**

Lightly clean the scanner exterior and interior to remove any dust accumulated during scanning. Start with the feed tray.

A clean feed tray prevents dirt and dust being dragged into the scan area with the original when you use the scanner.



## *Cleaning the scanner*

**4**

### **Release the lid by pressing the lid release buttons**

The next steps involve cleaning the scan area under the scanner lid so you have to open it. The scanner lid release button is at the back of the lid.

1. Stand at the front of the scanner.
2. Push down on the lid and simultaneously slide the release button towards the scanner's center with your fingers until you feel the lid latch unlock.
3. Use your other hand to grip the edge of the lid to ease it slowly back.

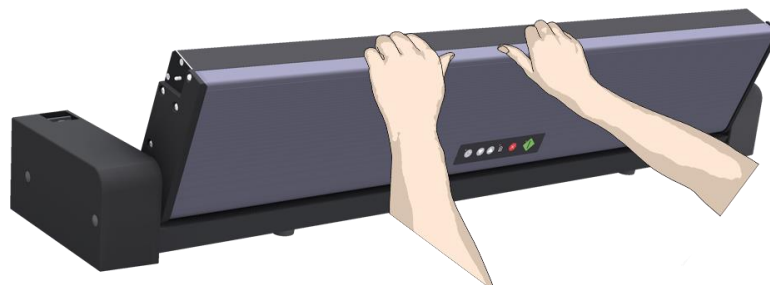


## *Cleaning the scanner*

**5**

### Open the scanner lid

Retain your grip on the lid edge as you pull the lid backwards towards your body. Open the scanner lid all the way back.



## *Cleaning the scanner*

**6**

### Clean the scanner glass plate

Use 2 fresh and clean lint-free cloths for cleaning the glass plate. Do not reuse the cloth you used to wipe the scanner bed.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the glass clean.
3. Dry the glass completely using the other clean, dry lint-free cloth.
4. Make sure that fluids do not get under the glass and that you leave the area dry.



**CAUTION:** Do not spray/apply cleaner fluids directly on the glass plate or anywhere else in the scan area.



## *Cleaning the scanner*

**7**

### Clean the upper precision rollers

The upper precision rollers are in the lid, aligned in two rows on each side of the glass plate. Their function is to keep the document on a straight path as it moves forward in the scanner. The upper precision rollers are in direct contact with the original's ink side and thus may require extra care when cleaning.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the rollers surface.
3. Use the cloth to turn the rollers so you wipe all sides.
4. Dry the rollers completely using another clean, dry lint-free cloth.
5. Make sure that you leave the area dry.



**CAUTION:** Do not spray/apply cleaner fluids directly to the rollers or anywhere else in the scan area.



## *Cleaning the scanner*

**8**

### Clean the white pressure rollers

The white pressure rollers are the long rollers between the black transport rollers. They function to hold documents flat in the scanner.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the white roller's surface.
3. Use the cloth to turn the rollers so you wipe all sides.
4. Dry the rollers completely using another clean, dry lint-free cloth.
5. Make sure that you leave the area dry.



**CAUTION:** Do not spray/apply cleaner fluids directly to the rollers or anywhere else in the scan area.



## *Cleaning the scanner*

**9**

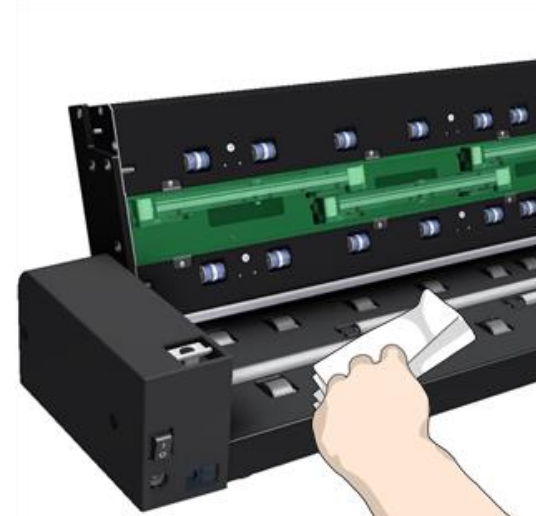
### Clean the transport rollers

The transport rollers are placed in two rows on each side of the white pressure rollers. The black transport rollers are motorized to move the document through the scanner.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the transport roller's surface.
3. Use the cloth to turn the rollers so you wipe all sides. The transport rollers are all connected on the axels so you only need to turn one to turn them all.
4. Dry the transport rollers completely using another clean, dry lint-free cloth.
5. Make sure that you leave the area dry.



**CAUTION:** Do not spray/apply cleaner fluids directly to the rollers or anywhere else in the scan area.

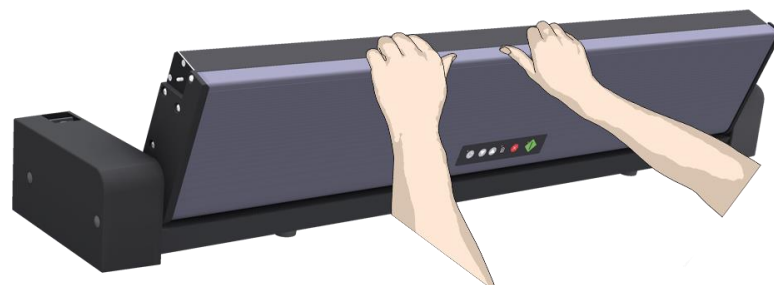


## *Cleaning the scanner*

**10**

### Close the lid

1. Push the scanner lid back all the way down until you hear the lid latch click.
2. Gently try to pull the lid open to ensure that it is locked in its "closed" position.



## *Cleaning the scanner*

**11**

### **Your scanner is clean**

You have completed the steps required for cleaning your scanner and the scan area.

Plug in the scanner and turn the main power switch to ON.





## Scanner Calibration

Scanner calibration is very easy to perform with your *WIDEs*ystem program. You just insert a calibration sheet and let the Calibration wizard take over.



**NOTE:** Be sure to clean the scanner and scan area before calibrating.

**To calibrate your scanner:**

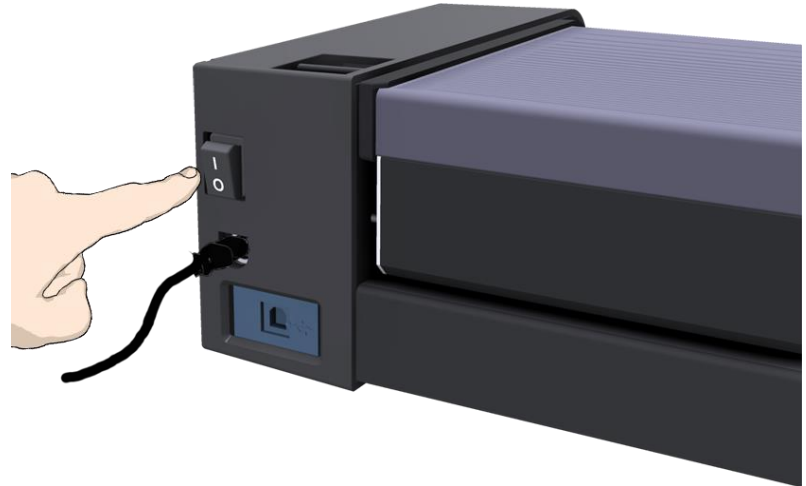
### Calibration

1

#### Turn the scanner power ON

If the main power is OFF, press the main power switch at the back of the scanner to the ON position. If the scanner is in *Sleep* mode, press any button to set it in *Wake mode*.


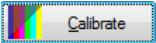
The scanner is ready for calibration when it is indicated as Ready in *WIDEs*ystem.

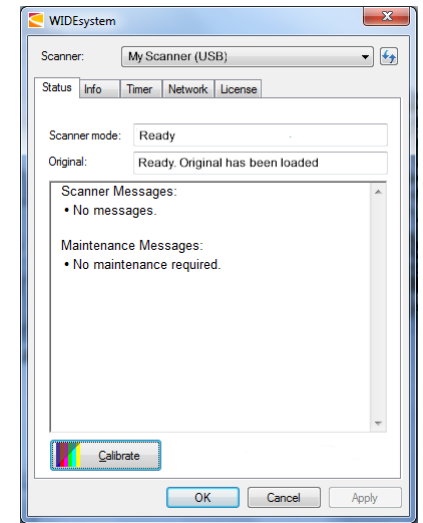


## Calibration

2

### Launch the scanner calibration wizard

1. On your PC – Double -click on the scanner icon  in the system tray to open the WIDEsystem program.
2. Press the Calibrate button. 



## Calibration

3

### Select the Calibration type

Select either Camera Alignment or Full Calibration.

- Camera Alignment will align horizontal capture for correct image stitching
- Full Calibration will perform Camera Alignment, B&W calibration and Color calibration



## Calibration

**4**

### Insert the calibration sheet

During the process, the wizard will ask you to insert the *Calibration Sheet* that came with your scanner. **The printed side of the sheet must be inserted face up.** Align the sheet midpoint arrow with the scanner midpoint arrow and feed the sheet into the scanner.

Click the wizard *Next* button to continue.



## Calibration

**5**

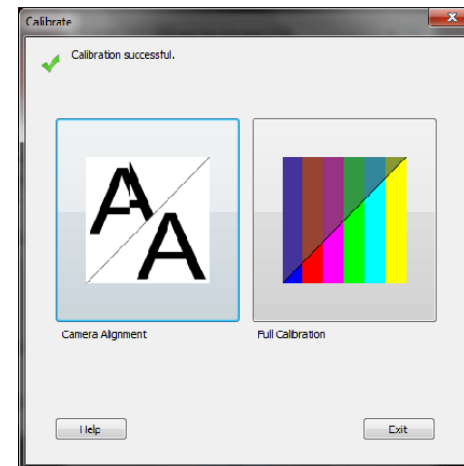
### The program calibrates the scanner

The program works in steps to analyze and correct the status of the sensors, calibrate black and white values and calibrate color (on color scanners). The calibration sheet will be rescanned a number of times as the program processes data.

Let the program complete the calibration steps you requested (Alignment or Complete).

The wizard will tell you when the process is finished.

1. Remove the Scanner Calibration Sheet from the scanner.
2. Return the Scanner Calibration Sheet to its protective cover and then place it in the storage folder.
3. Store the folder in a dry place and out of direct light.





# Maintenance

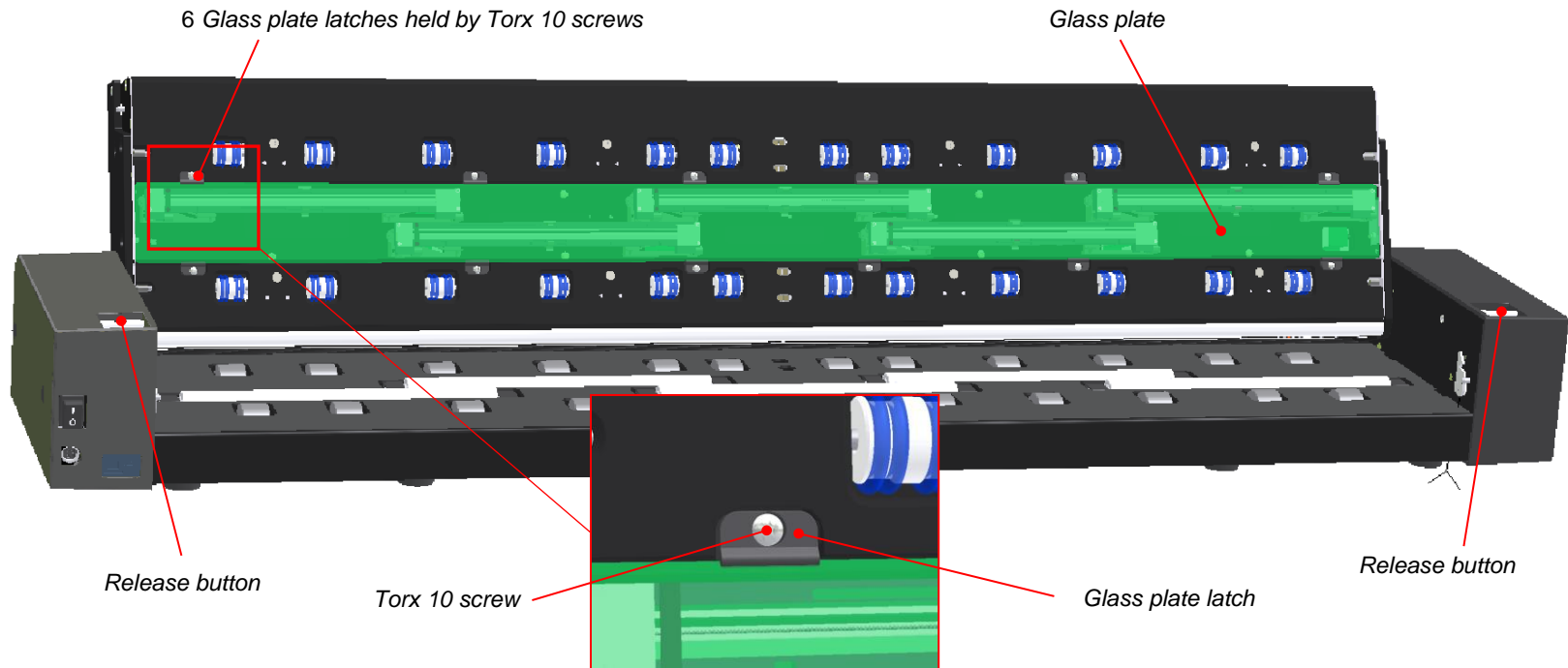
## Replacing the glass plate

**Replacing the glass plate:** During scanning, documents move against the glass plate as they pass over the scanner sensors. After long-term use the glass plate can become worn or scratched and this can affect image quality and capture precision. Changing the glass will renew your scanner and ensure optimal results.

## Replacing the glass plate – Overview of key parts

The illustration below shows the scanner seen from the rear with its lid open. It indicates the key parts and buttons you need to recognize when replacing a worn glass plate.

The glass plate is held and locked in place with small plastic *latches*. Each *latch* can be released from the glass plate by removing a Torx 10 screw. Instructions follow in the next pages.

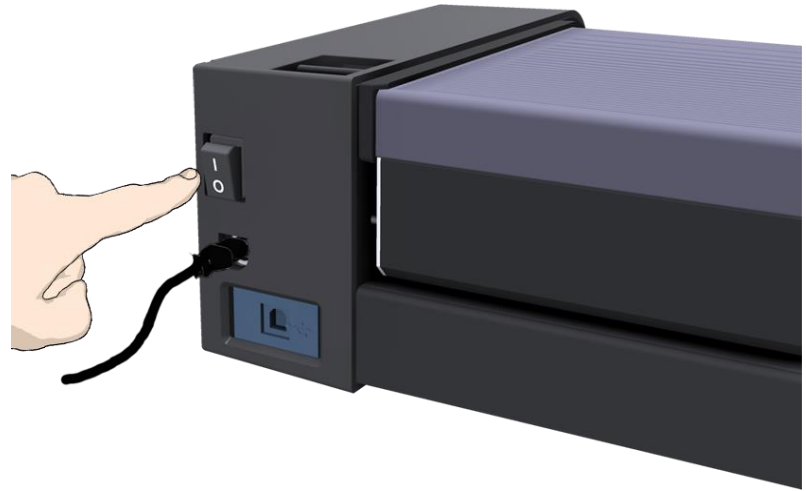


## Replacing the glass plate

**1**

### Turn the main power to OFF

Press the main power switch at the back of the scanner to the OFF position and disconnect the USB and power cables.

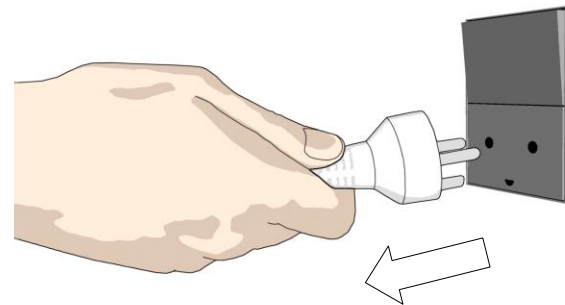


## Replacing the glass plate

**2**

### Disconnect the scanner power plug

**! CAUTION:** This step is to ensure your own personal safety and to help protect your device from potential damage.



## *Replacing the glass plate*

**3**

### **Press the lid release buttons**

The glass plate is in the scan area under the scanner lid. You need to open the lid to replace it.

1. Stand at the front of the scanner.
2. Pull the release buttons towards the front to disengage.
3. Open the lid.

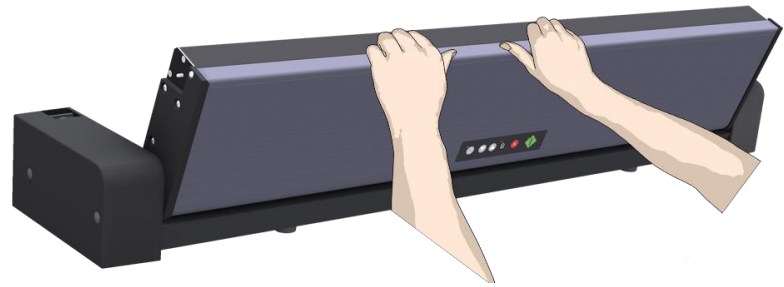


## *Replacing the glass plate*

**4**

### **Open the scanner lid**

Pull the lid backwards towards you and open the scanner lid all the way back to reveal the scan area and glass plate.



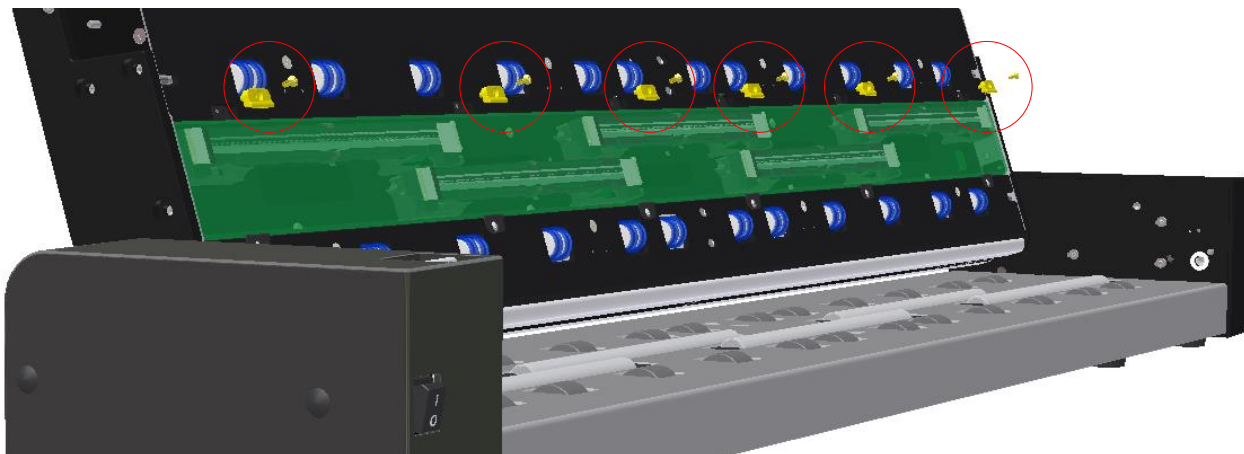
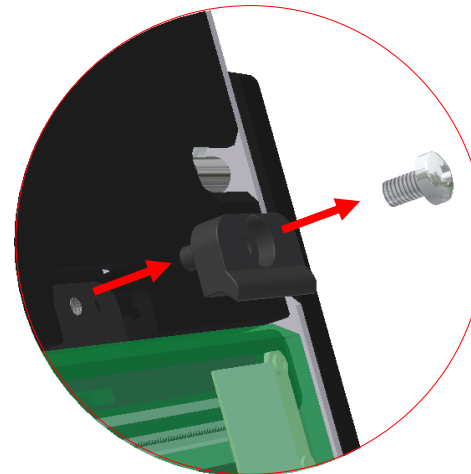
## Replacing the glass plate

**5**

### Remove the 6 Torx 10 screws and the 6 latches (4 on the SD One+ 24)

You will need to locate and recognize the key parts that you will access for replacing the glass plate, see the [overview of key parts](#) for glass replacement above.

1. Stand at the rear of the scanner. Start at the scanner's right side.
2. Remove all the screws and latches in the top row only.





## *Replacing the glass plate*

**6**

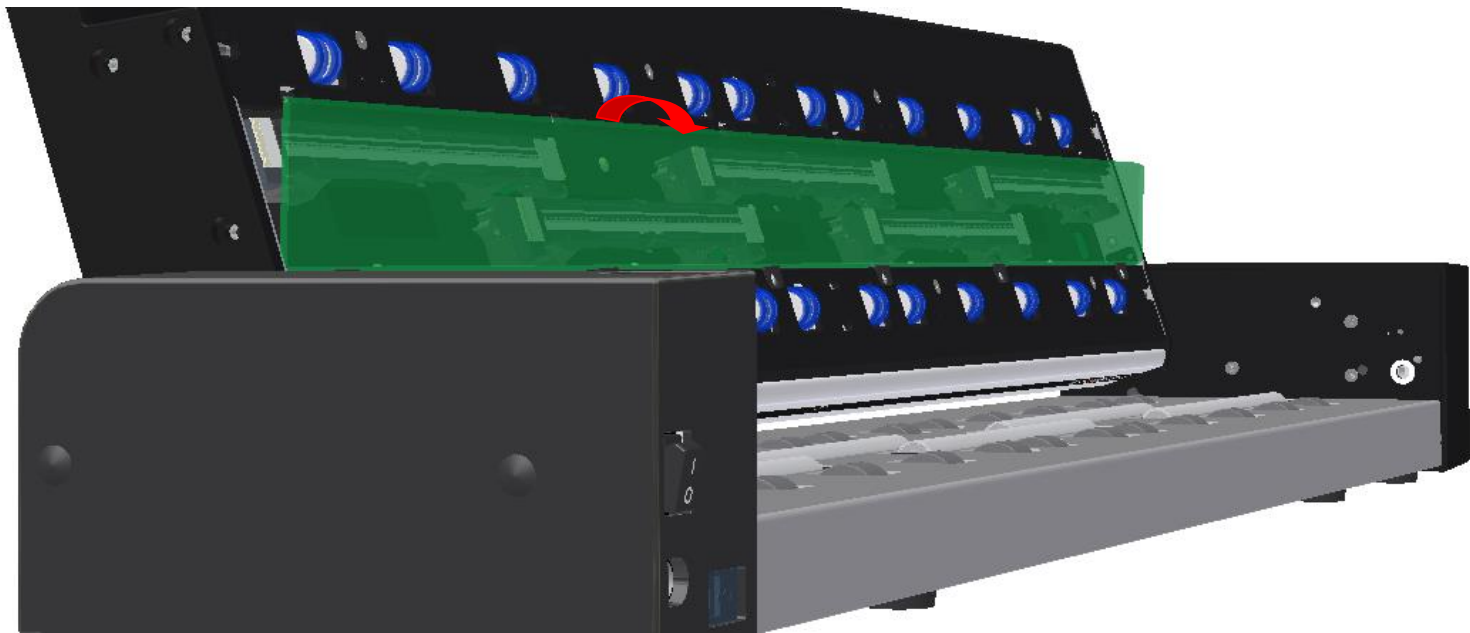
### Removing the glass plate

The glass plate is now free for removal from the scanner.

3. Swing the top edge of the glass plate out so it's free of the scanner.
4. Grip the glass plate edge and lift away it from the scanner.



**CAUTION:** The glass plate is long and thin, and thus fragile. Take care not to break it over the scanner.



## Replacing the glass plate

**7**

### Install new glass plate in scanner

5. Pick up the new glass plate with two hands holding it at each end to avoid touching the glass surface.
6. **Take special care** to avoid touching the glass plate's bottom surface which normally will not be cleaned during maintenance.
7. Stand at the rear of the scanner as you hold the glass.
- Make sure you hold the glass for insertion with the surfaces facing correctly. Note the direction of the faceted edges that indicate which is the bottom surface of the glass, see the illustration of the glass plate profile to the right.
8. Hold the glass so that it faces as shown below.
9. Lower the glass plate into the scanner at an angle as shown so that the glass plate lower edge rest in the lower latches (see next step).



**CAUTION:** The glass plate is long and thin and thus fragile. Take care not to break it.

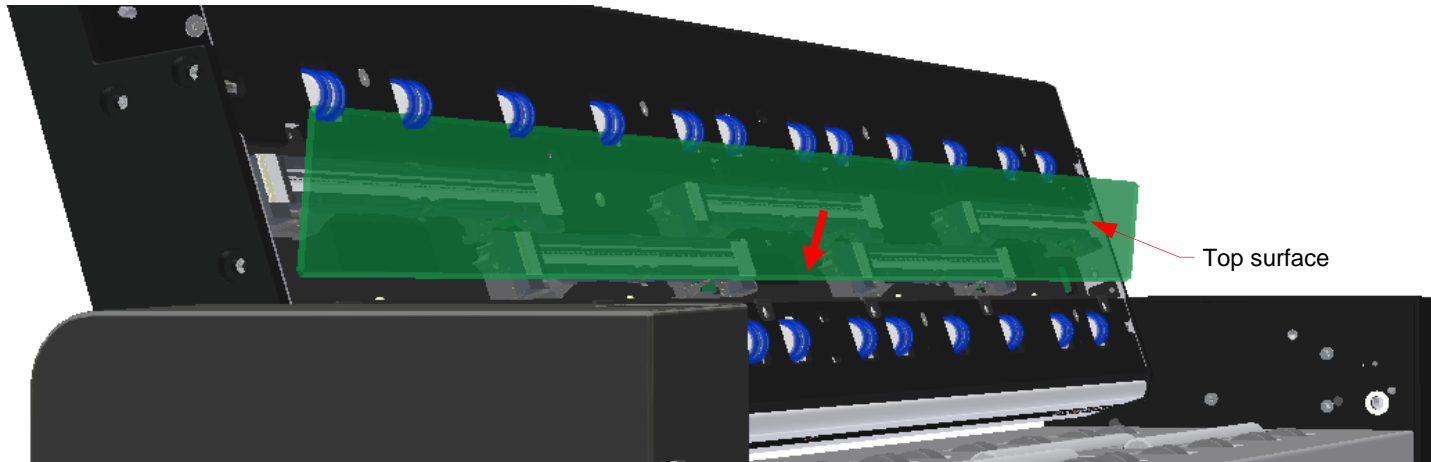
#### Glass Plate Profile View:

As you lower the glass plate into the scanner, hold it at an angle similar to that shown in the illustration.

Bottom surface

Top surface

Load this end into the lower latches

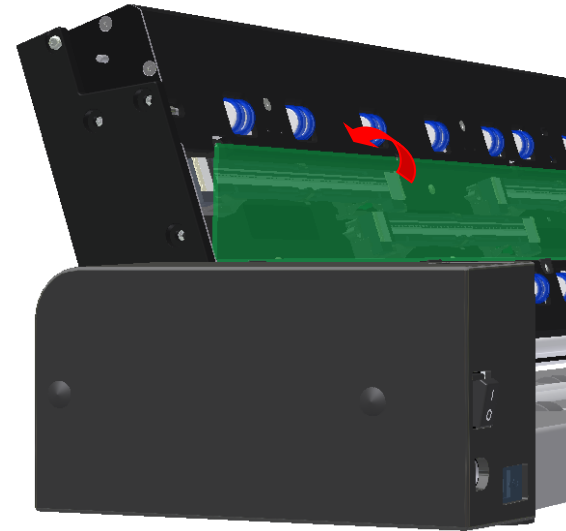


## Replacing the glass plate

**8**

### Tilt the upper edge to place glass plate

10. With the glass plate resting on the lower latches, carefully tilt the upper edge until the glass plate fully rests in the scanner lid.



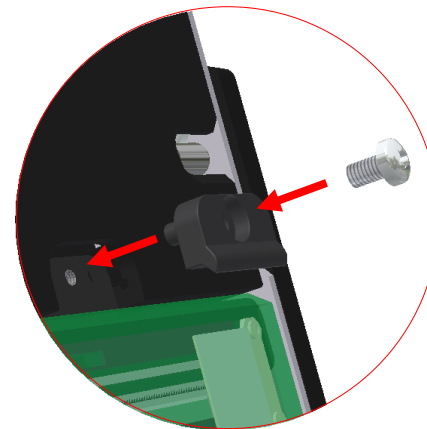
## Replacing the glass plate

**9**

### Lock the glass plate in place

Replace the 6 latches and 6 screws (4 on the SD One+ 24).

11. Insert latches and screws, start at the right side.
12. Gently tighten the screws, do not overtighten.
13. Control that the latches are now holding the glass plate.



## Replacing the glass plate

**10**

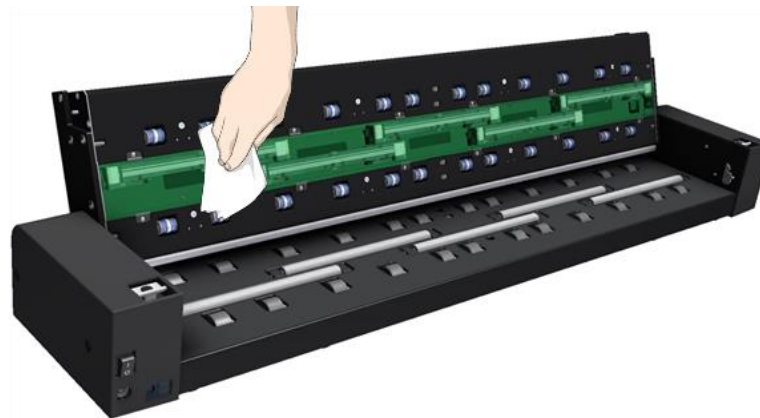
### Clean the glass plate

Make sure you use a fresh and clean lint-free cloth for cleaning the glass plate.

14. Spray/apply a mild, streak-free, glass cleaner onto one side of the cloth.
15. Gently wipe the glass plate clean. Look for fingerprints and smudges that may have been applied during replacement.
16. Dry the glass plate completely using the other (dry) side of the cloth.
17. Make sure that fluids do not get under the glass plate and that you leave the area dry.



**CAUTION:** Do not spray/apply cleaner fluids directly on the glass plate or anywhere else in the scan area.



## Replacing the glass plate

**11**

### Glass plate replaced successfully

18. Close the scanner lid all the way down until you hear the lid latches “click”. Gently try to pull open the lid to ensure it is locked in the “closed” position.
19. Plug in the scanner and turn the main power switch to ON.



20. **NOTE:** If your results are not optimal after changing the glass plate, try to [calibrate the scanner](#) to tune it to its new glass plate.



## Downloading new firmware

### What is Firmware?

Like a computer, your scanner needs an operating system in order to work. This operating system is called "Firmware". Firmware runs inside the scanner and links its processors with the PC applications running the scanner.

### When do I need new firmware?

Your scanner is shipped with the latest firmware available. You can afterwards upgrade your original firmware with newer firmware and continue to do so as they are released. Firmware upgrades can be downloaded from your manufacture's website or obtained through your dealer.


### Upgrade your firmware when:

1. One or more new features are released or other improvements are made to the scanner through its firmware.
2. An error is discovered in the firmware version you have in the scanner and your manufacturer recommends installation of new firmware in which the error is corrected.



**NOTE:** Your manufacture's website specifies improvements with every new firmware release.

### How to identify the firmware version running in the scanner?

1. Start WIDEsystem –Double -click on the system tray's WIDEsystem program icon. 
2. Select the **Info** tab.
3. The Info tab displays useful data about your scanner, including firmware details.
4. *Release* - Upgradeable firmware version.
5. *Timestamp* – The date the firmware was created.
6. *Downloaded*- The date/time the current firmware was downloaded.

You can upgrade your firmware if the *Release* number is lower than the newest firmware version number on your manufacture's website.

### How to install new firmware?

New firmware is installed by opening the firmware .exe file. The firmware .exe file must first reside on your machine. Select the Save target (or Save Link) option if downloading from the web.

### To install the firmware file on your scanner:

1. Go to your manufacture's website and locate the new firmware for your scanner.
2. Download/save the firmware .exe file in a folder on your machine.
3. Double click the .exe file to start the installation wizard.
4. Follow the wizard's instructions on your screen.
5. Installation can take up to 1 minute depending on the scanner model and firmware version.



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


## Trouble Shooting

This section describes trouble-shooting procedures for the most common issues that can arise with your scanner. Please look for a problem description that matches your actual situation. If found, perform the recommended trouble-shooting procedures before requesting a service call.

### How are errors reported on your system

WIDESystem will report the nature of the error on your screen.

### Correcting common errors

1. The actual nature and cause of the error may be reported immediately through a message on your screen. If not, open WIDESystem (double--click the WIDESystem icon  on your system tray) and select the Status tab to view additional information about the error.
2. The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen.
3. Look for a description of the error and remedy in this users guide's trouble shooting section. Follow the instructions provided.

### Technical assistance

In some cases you may need technical assistance. You should contact your service provider if one or more of the following cases is true:

- a. ... the error cannot be remedied through the action suggested on your PC screen.
- b. ... the error and its remedy is not described in this users guide.
- c. ... the system fails to report the error on your screen.

Before calling technical assistance prepare the following:

1. Write down your scanner model name and serial number. The serial number is printed on a label on the back of the scanner.
2. Write down your Firmware version. See the section [How to identify the firmware version running in the scanner?](#).

<p>This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:</p> <p>(1) This device may not cause harmful interference, and</p> <p>(2) this device must accept any interference received, including interference that may cause undesired operation.</p>	<p>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</p>	<p>警告</p> <p>此为A级产品。在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对干扰采取切实可行的措施。</p>	<p>MODEL NO: 型号/型號/모델 Tx53D</p>	<p>SERIAL NO: 53DxYMnnnROC</p>
<p>This Class A digital apparatus complies with Canadian ICES-003 Cet appareil numérique de classe A conforme à la norme NMB-003 du Canada</p>	<p>警告</p> <p>A급 기기(업무용 방송통신기자재) 이 기기는 업무용 (A급)으로 전자파적합 기기로서 판매자 또는 사용자는 이 점을 주의하시기 바랍니다. 가설외의 지역에서 사용하는 것을 목적으로 합니다.</p>	<p>警告： 這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。</p>	<p>Input: 24V === 2A 輸入/輸入/입력</p>	<p>WIDE FORMAT SCANNER 大幅面扫描仪 大幅面掃描儀 와이드 포맷 스캐너</p>
			<p><b>contex</b> Svanevang 2, DK3450, Allerød, Denmark Designed in Denmark Assembled in China 中国组装</p>	



**NOTE:** Your manufacture's website contains service provider contact information.

## Problems Related to Scanner Installation

Problem	Possible Causes and Remedies
<b>“Unknown device is found” message.</b>	<ul style="list-style-type: none"> <li>Your interface is not enabled on the PC or set up correctly. Control that the Windows device manager lists the interface option and that its drivers function correctly.</li> <li>WIDEsystem drivers were not installed before connecting the scanner. Shut down the scanner and PC, unplug power and USB connections and restart the installation from step 1 as described in the installation section of this guide. If you continued installation before installing WIDEsystem, see the troubleshooting instructions below.</li> <li>Loose interface connection – on both ends, unplug and then firmly plug-in the interface cable.</li> <li>System needs rebooting - shut down the scanner and PC, unplug power and USB connections. Then plug in the USB connections and turn on the PC. When Windows is loaded, plug in the scanner power and turn on the scanner main power switch.</li> </ul>
<b>No functional drivers found – yellow error icon on scanner in Device Manager</b>	<p>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.</p> <ol style="list-style-type: none"> <li>In the Device Manager - remove the scanner entry.</li> <li>Shut-down the PC, shut down and unplug the scanner, disconnect the scanner from the PC.</li> <li>Perform the installation from step 1 as described in the installation section of this guide. Be sure to install WIDEsystem before connecting the scanner.</li> </ol>
<b>WIDEsystem does not detect the scanner.</b>	<ul style="list-style-type: none"> <li>The scanner may be in sleep mode. Press the power button to wake up the scanner.</li> <li>The WIDEsystem driver version installed on your PC is older than your scanner model. Install the WIDEsystem drivers from the WIDEsystem TOOLS USB that came with your scanner. If not available, download the newest version from your manufacturer's website or contact your dealer to obtain the right WIDEsystem version.</li> <li>WIDEsystem drivers were not installed before connecting the scanner. Shut down the scanner and PC, unplug the connections and restart the installation from step 1 as described above.</li> <li>Loose interface connection – on both end, unplug and then firmly plug-in the interface cable.</li> <li>System needs rebooting - shut down the scanner and PC, unplug the connections. Then plug in the interface connections, turn on the PC and when Windows is loaded, turn on the scanner.</li> </ul>



# Trouble Shooting

## Problems Related to Operation of the Scanner

Problem	Possible Causes and Remedies
<b>Need to contact Technical assistance</b>	In order to get the best and fastest solution to your problem, you should prepare as much information as possible before calling your service provider for technical assistance. Your manufacture's website contains service provider contact information. <a href="#">See instructions above.</a>



## Error message: Paper Jam

You know a Paper jam error has occurred when the scanner stops scanning while the document is still engaged in the drive system. Your software will report the *Paper Jam error*. To remedy:

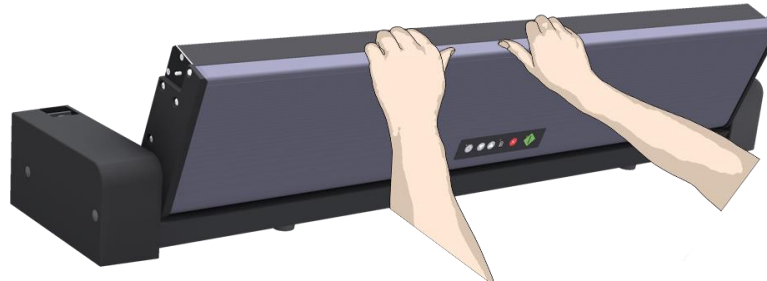
4. Open the scanner lid to remove it.

Simultaneously press the lid release buttons towards the scanner's center with your fingers until you feel them unlock. Use your other fingers to grip the edge of the lid.




*Open the lid – Press the lid release buttons.*

5. Pull the lid backwards to open and use the other hand to pull out the document so it comes completely free of the scanning area.



*Hold the lid open and remove the document.*

6. Close the lid.
7. When the scanner is ready again, reload the document again to scan.
8. If you still get a paper jam error, repeat the steps above but select the *Soft-handling* option in your software before reloading.

<p><b>Scanner Calibration</b>  <b>Error message:</b>  <b><i>Stitching .... failed</i></b></p>	<p>This message may appear when running the <i>Calibration</i> wizard.</p> <ol style="list-style-type: none"> <li>9. The most common cause is a dirty or smudged glass plate. Clean the scanning area, reboot the scanner and then complete the calibration steps as described in the section <a href="#">Calibration in this guide</a>.</li> <li>10. If the problem persists after cleaning the scanning area - The problem could be caused by a loose object in the optical path. Remove any torn pieces of paper or other loose objects from the scanning area. Even the smallest loose objects will disturb the scanner's adjustment function.</li> <li>11. Summon your technical service provider if the problem persists.</li> </ol>
<p><b>Cannot operate or contact scanner after firmware upgrade failure.</b></p>	<p>A power failure could interrupt an ongoing firmware upgrade process. The scanner will not run correctly after an interrupted firmware update process. Only part of the intended firmware may be loaded, rendering the scanner inaccessible. You need reboot the scanner to <i>Safe Mode</i> to reapply the firmware.</p> <p>Restart the scanner. If the scanner detects corrupted firmware, it will start up in <i>Safe Mode</i>.</p> <p>Confirm <i>Safe Mode</i>: Open WIDEsystem – double-click the WIDEsystem scanner icon on your system tray. The “<i>Scanner:</i>” field should show “Scanner is in Safe Mode”.</p> <p>Follow the steps for <a href="#">firmware installation</a>.</p> <p> <b>NOTE:</b> <i>Safe Mode</i> is only for repairing a corrupted or interrupted firmware installation. Do not attempt to use the scanner when it is in <i>Safe Mode</i>.</p>

## Problems Related to the Scanning Results

Problem	Possible Causes and Remedies
<b>Entire image is not scanned</b>	<ol style="list-style-type: none"> <li>12. Check in your scanning application that your size settings are either for Auto detection or correspond to the size of the whole original.</li> <li>13. Check in your scanning application that you are loading the original correctly. Be sure to align the center of the original with the scanner's center arrow marking.</li> </ol>
<b>Stitching problems – Image sections misaligned (at points between the sensors -overlapping pixels)</b>	<ol style="list-style-type: none"> <li>14. Remove the original from the scanner and calibrate the scanner.</li> <li>15. The Alignment Calibration includes correction of stitching errors.</li> <li>16. If the problem persists after calibration – Your sensors may need readjusting. Summon your technical service provider.</li> </ol>
<b>One or more thin vertical lines (in the direction of paper feeding) show up in the scanned image, but not in the original drawing.</b>	<p>This is often caused by an unclean glass plate. Even a single spec of dirt in the wrong spot on the glass plate can apply a streak along your entire scan. To remedy:</p> <ol style="list-style-type: none"> <li>17. Clean your glass plate and rollers as described in this users' guide.</li> <li>18. Most dirt on the glass plate is introduced by the documents that are passed against it. Wipe clean the document with a dry lint-free cloth before feeding the document into the scanner.</li> <li>19. If the problem persists after cleaning, start WDEsystem and calibrate the scanner. The scanner may have memorized dirt specs and you need to recalibrate after dirt-removal.</li> <li>20. If the problem persists after cleaning and calibration –Check the glass plate for scratches. A damaged glass plate should be replaced. Obtain a new glass plate from your service provider. Follow the steps in the user's guide to replace the glass plate with a new one.</li> <li>21. A damaged calibration sheet can also cause streaks. Obtain a new sheet and recalibrate the scanner.</li> </ol>

## Appendixes

### Important safety instructions



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



**Warning:** Keep fingers away from holes on the bottom side of 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 cord 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.

This equipment has been tested and found to comply with the limits for a Class A product according to Agreement of VCCI:2008 (CISPR 22).

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 荧光灯管	○	○	○	○	○	○

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.

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.

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。)