



User Guide

Wide Format Scanners



Model: SD One MF

UG13119-1C SEP 2017

Contents

Contents	2	<i>Sleep mode</i>	25
About this Guide	4	<i>Document Positioning</i>	26
Overview of the Scanner	5	<i>Scanning one or a set of documents</i>	26
<i>Scanner front view</i>	5	<i>The basic steps of scanning to file</i>	27
<i>Scanner rear view</i>	6	<i>Scan destinations</i>	28
<i>Touch screen interface (scroll menu)</i>	7	<i>USB and email (independent) scan destinations</i>	28
Installation	8	<i>User and Personal scan destinations – PC and Cloud services</i>	29
<i>Getting to know your scanner</i>	8	<i>Scan to file settings</i>	30
<i>Cleaning the scanner</i>	8	<i>Color Validation (draw line)</i>	31
<i>Opening the scanner lid</i>	9	<i>Color Validation (add text)</i>	32
<i>Checking and cleaning the scan glass</i>	10	<i>Color Validation (change brightness)</i>	33
<i>Closing the lid</i>	10	<i>Gray Validation (change brightness)</i>	34
<i>Connecting power to the scanner</i>	11	<i>Black and White Validation (darken lines)</i>	35
<i>Preparing the screen and network connection</i>	12	<i>The Context LINK scan client software</i>	36
<i>Turning the scanner ON during installation</i>	13	rainforest365	38
<i>Installation Wizard</i>	14	<i>About rainforest365</i>	38
<i>Scanner Activation</i>	21	<i>rainforest365 is a web application (app)</i>	38
.....	24	Copying	39
Scanning	25	<i>The basic steps of copying</i>	39
<i>Turning the scanner ON and OFF</i>	25	<i>Copy settings</i>	40
		<i>Color Validation (add line)</i>	41
		<i>Wi-Fi Setting Up the Wireless Router</i>	42



- Settings and preferences 43**
 - WIDEsystem..... 44*
 - Nextimage 44*
 - Administrator console 45*

- Scanner Maintenance 46**
 - Maintenance tasks..... 46*
 - Cleaning the scan area..... 46*
 - Overview - Key maintenance points - Cleaning..... 47*
 - Scanner Calibration..... 56*
 - Replacing the glass plate 60*
 - Updating your scanner software..... 69*
 - Updating the Contex LINK client software..... 70*
 - Troubleshooting your scanner 71*
 - Technical Service 71*
 - Problems related to scanner operation..... 73*
 - Problems related to the scanning results..... 76*

- Appendices 78**
 - Important safety instructions..... 78*
 - Regulations 79*
 - FCC Regulations..... 79*
 - Toxic or Hazardous Substances or Elements..... 79*

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 information that would be covered in their own user documentation.

Be sure to refer to:

1. The *Installation and Setup* sections – describe how to correctly install and activate your scanner.
2. The *Scanning and Copying* sections – describe how to operate your scanner.
3. The *Scanner Maintenance* section – describes how to get the best results from your scanner.

This user guide applies to the following models:

Scanner Model	Description
SD One MF 44	44" color scanner
SD One MF 36	36" color scanner
SD One MF 24	24" color scanner

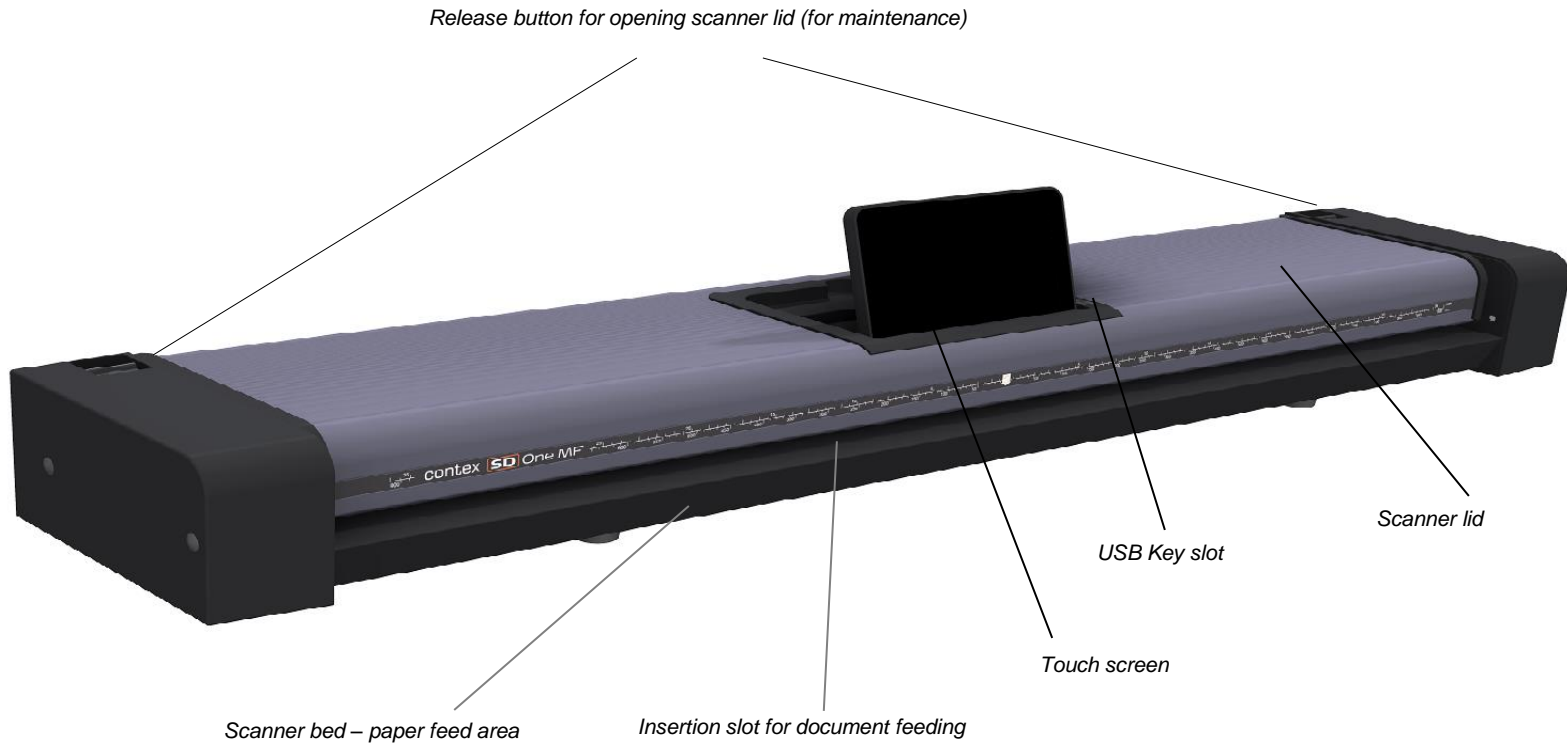


All models are ENERGY STAR[®] compliant.

Overview of the Scanner

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

Scanner front view



Scanner Setup

Scanner rear view



Power and connections

Main power ON / OFF switch

Main power connection socket

Wi-Fi network adapter (do not remove)

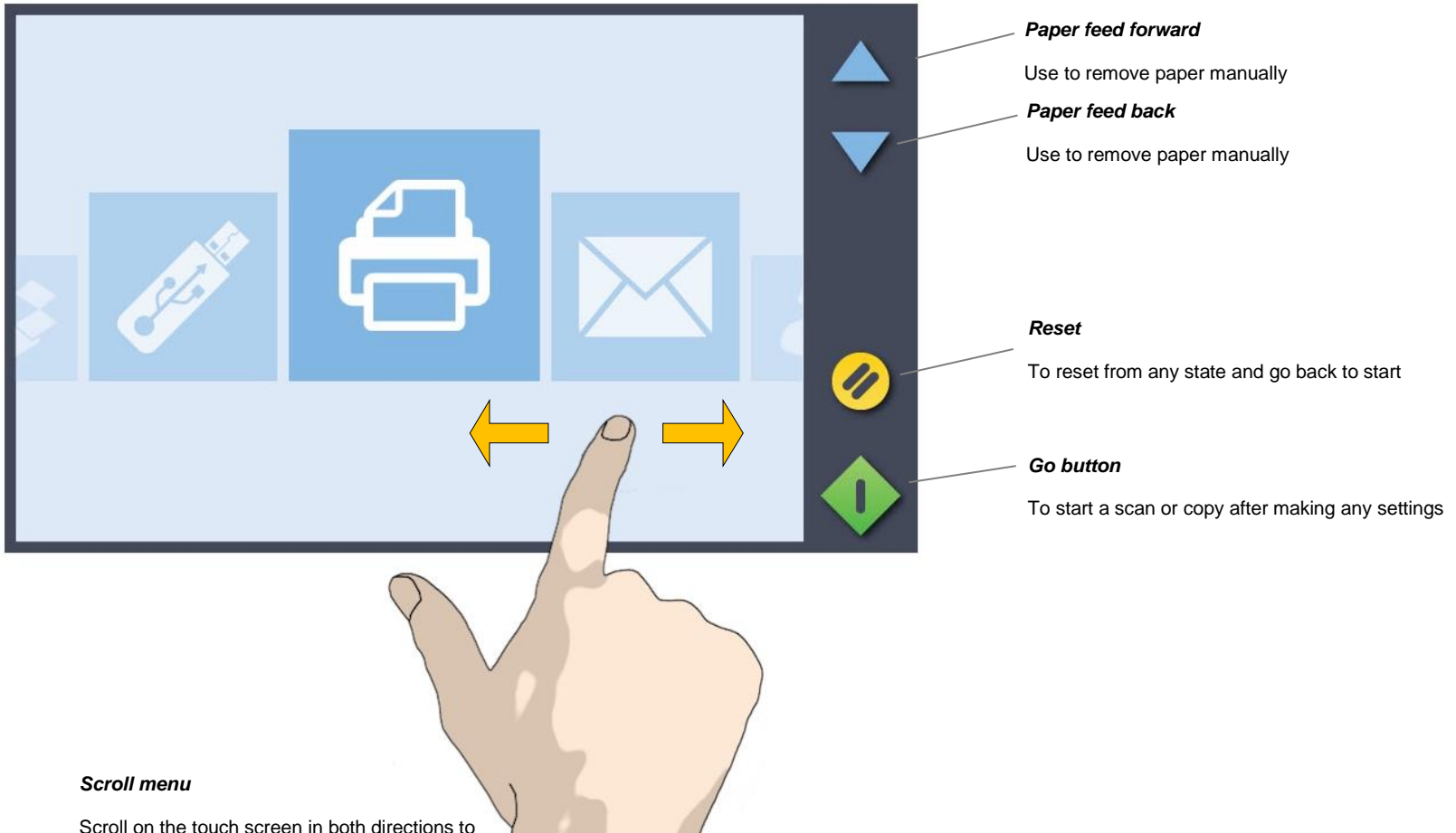
USB port for 3rd party software and test purposes.

Ethernet LAN port connection - for copying, emailing and scanning to PC and cloud. PC and Cloud destinations require use of the Contex LINK client (supplied).



Scanner Setup

Touch screen interface (scroll menu)



Installation

Getting to know your scanner

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

Positioning the scanner

1

Positioning the scanner

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 pass through and out the back of the scanner.

! **IMPORTANT:** DO NOT CONNECT THE SCANNER TO POWER OR THE NETWORK (LAN) AT THIS STAGE!

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

Cleaning the scanner

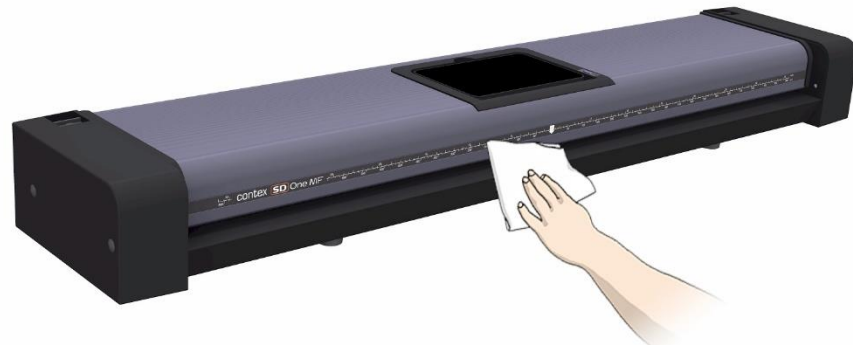
Cleaning the scanner

2

Clean the scanner feed tray

Lightly clean the scanner exterior surfaces to remove any dust that might have accumulated during transportation. Start with the feed 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

3

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 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.

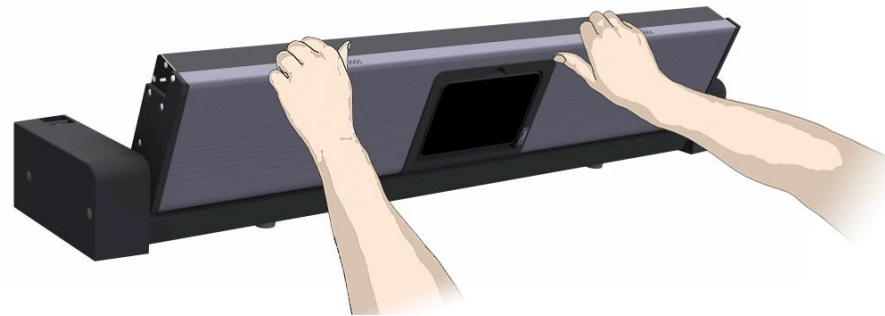


Cleaning the scanner

4

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

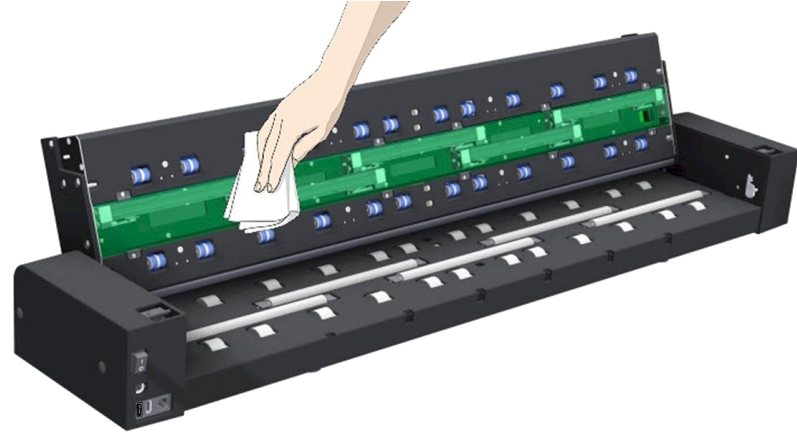
Cleaning the scanner

5

Clean the internal scan area

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

If you see smudges on the glass that cannot be wiped clean with the 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

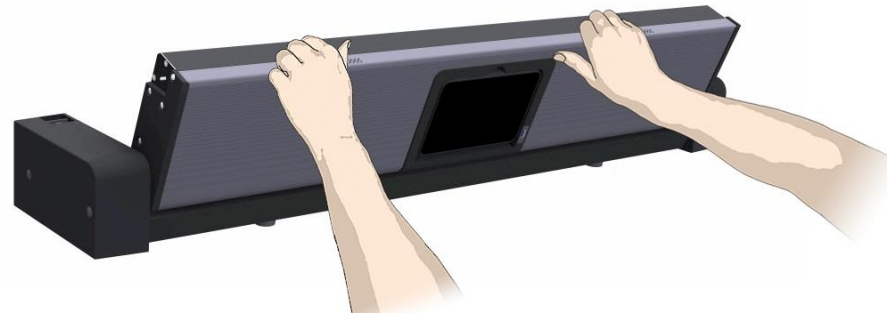
Cleaning the scanner

6

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 slightly and try to gently pull the lid open again to ensure that it is properly closed.



Connecting power to the scanner

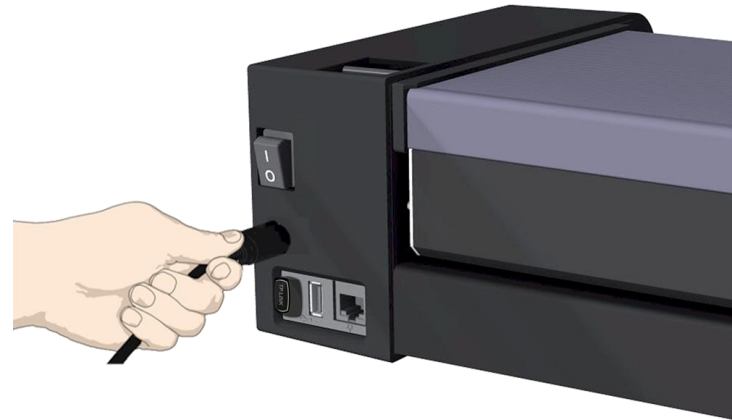
Connect power cable

7

Connecting the power cord to the scanner

Connect the power cord to the scanner power connection socket.

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.




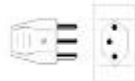
Connect power cable

8

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.



Preparing the screen and network connection

Cleaning the scanner

9

Fold up the touch screen

Grasp the top edge of the screen and fold it into the upright position.



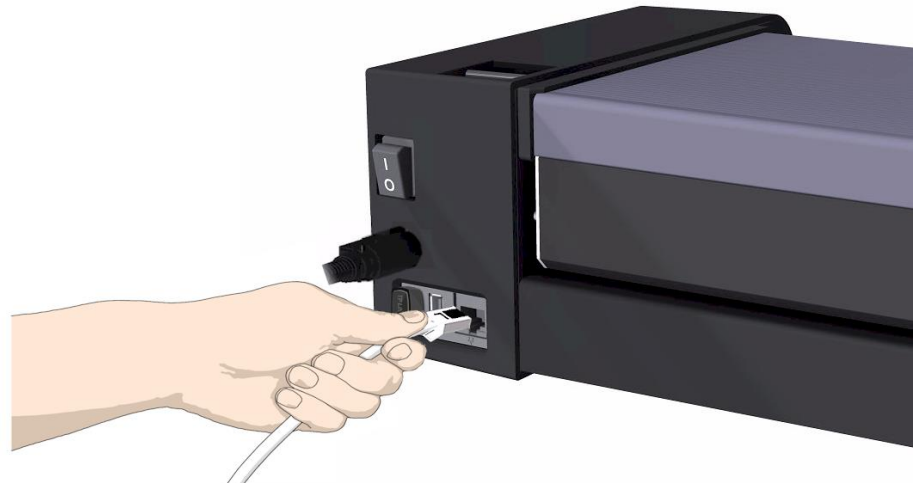
Connect LAN cable

10

Connect to the LAN

Connect the scanner to the LAN (local area network). The LAN socket is at the back of the scanner.

Connecting the scanner to a network using the LAN socket will automatically disable wireless networking and switch the scanner into wired LAN (networking) mode.



Turning the scanner ON during installation

Scanner power ON

11

Turning the scanner ON for the first time

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



NOTE: When the scanner is switched on for the first time the SD One MF Wizard will take the user through a series of configuration pages on the touch screen.

The Wizard sets up:

Network Connection (for communication to printer(s), cloud and network computers)

Languages (keyboard and screen can be different)

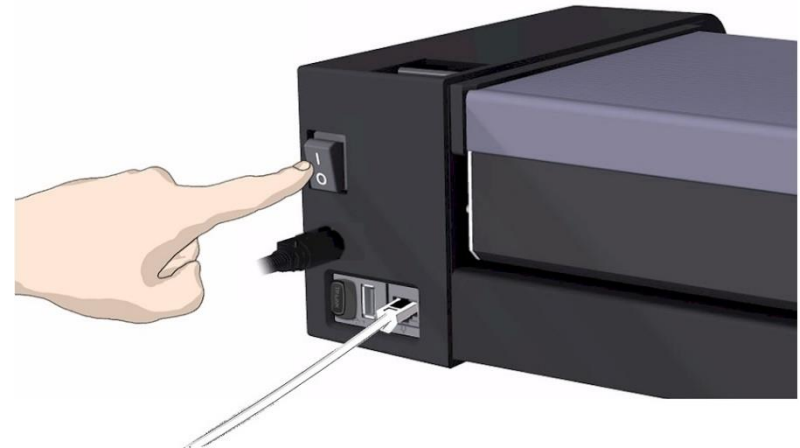
Date and Time

Email Server settings (for sending scans to recipients via email)

Printer (for copying)

Activation of the scanner

Any of these settings can be skipped and returned to at a later time by touching the Settings icon on the front screen.



Installation Wizard

Scanner installation

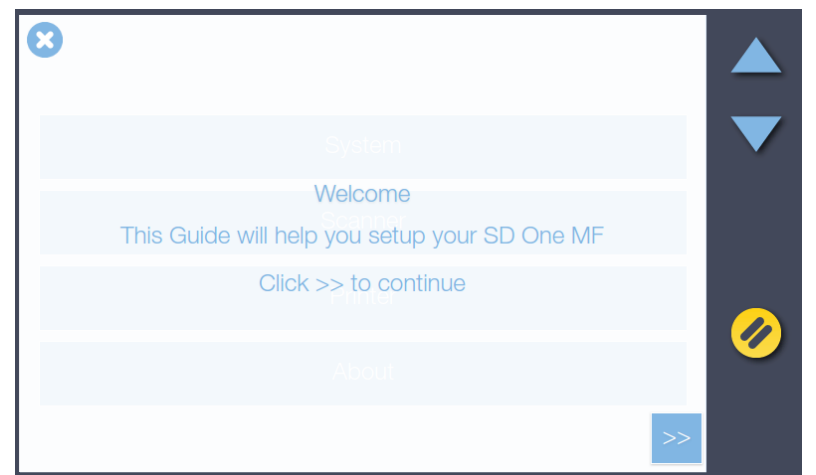
12 The Installation Wizard starts

The SD One MF Welcome screen signals that the scanner installation process has begun.

The following screens contain the various installation steps required to set up the scanner. Follow the screens shown in [path] below to return to this area after the wizard has completed.

Press the Next button >> to proceed.

Use the Back << button to go back a step (where displayed).



Scanner installation

13 LAN network settings (DHCP)

By default the scanner will automatically try to obtain an IP address using DHCP if cable connected to a local area network (LAN). Connecting via Wi-Fi is not possible when the scanner is connected to a working LAN.



[settings > system > network]



Scanner installation

14

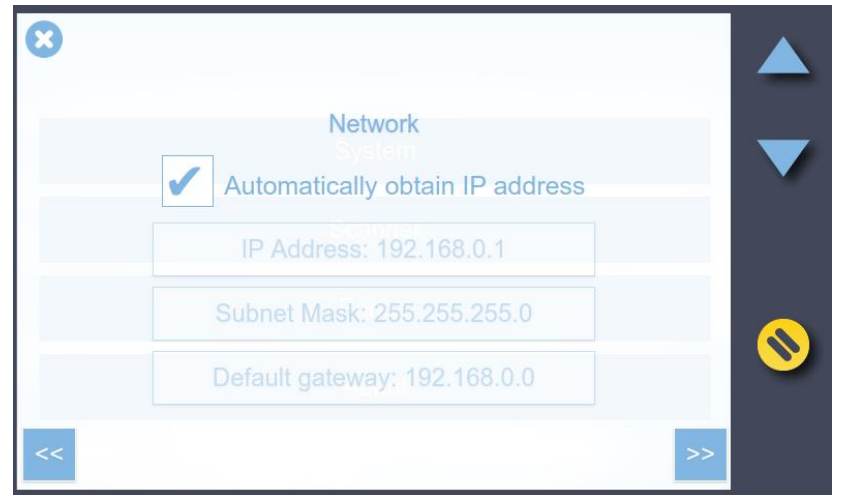
LAN network settings (static)

To manually set a static network IP address follow the screens shown in [path] below to uncheck 'Automatically obtain IP address'. A static address and subnet mask can now be set. Consult your IT person if necessary.



[settings > system > network]

Press the Next button >>



Scanner installation

15

Using Wi-Fi

If a Wi-Fi network is in range and the physical LAN is disconnected, the scanner will automatically display a highlighted 'Select Wi-Fi Network' button. Touch the highlighted button to connect using Wi-Fi. See Using the Wi-Fi Connection later in this manual for more information.



[settings > system > network]



Scanner installation

16

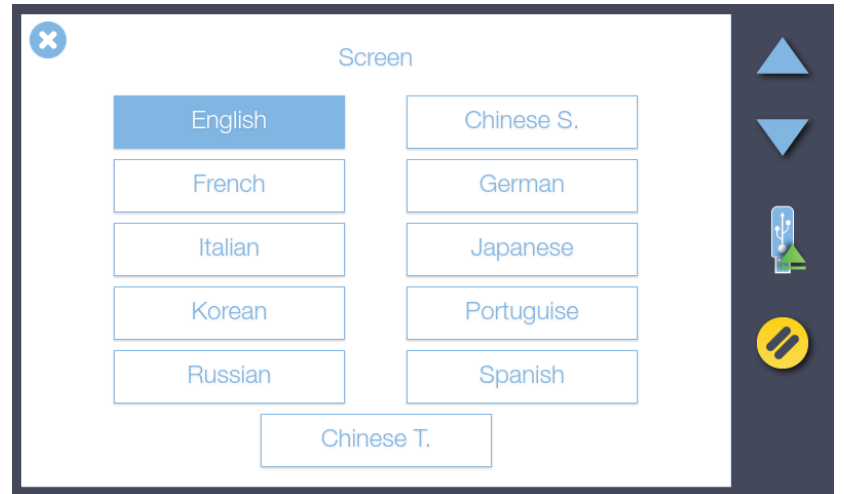
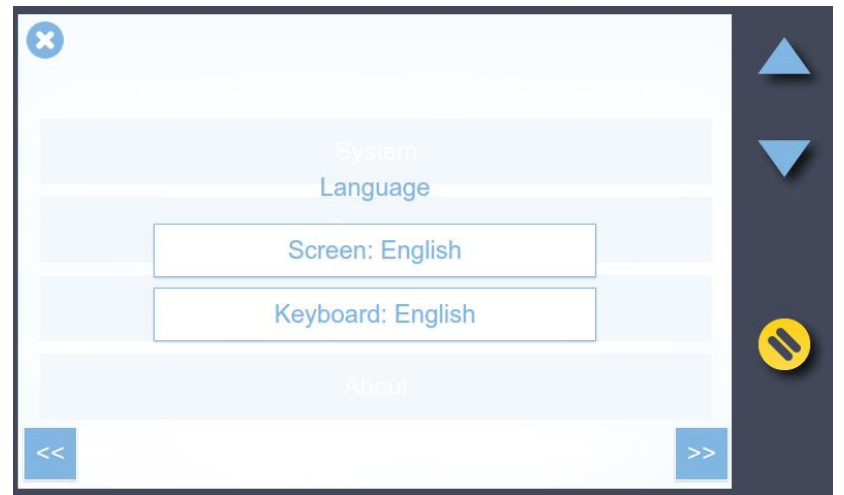
Select your language

Select the preferred language for the screen and keyboard. Different languages can be combined as the screen and keyboard languages do not have to be the same. Selecting a new language updates the current setting.



[settings > system > language]

Press the Next button >>



Scanner Installation

17

Set your region date and time

1. Set the date.

Touch the Date area onscreen to bring up the numerical touch keypad then enter today's date in dd.MM.yyyy (day.short-month.year) format. Press Enter to store the value.



[settings > system > regional]

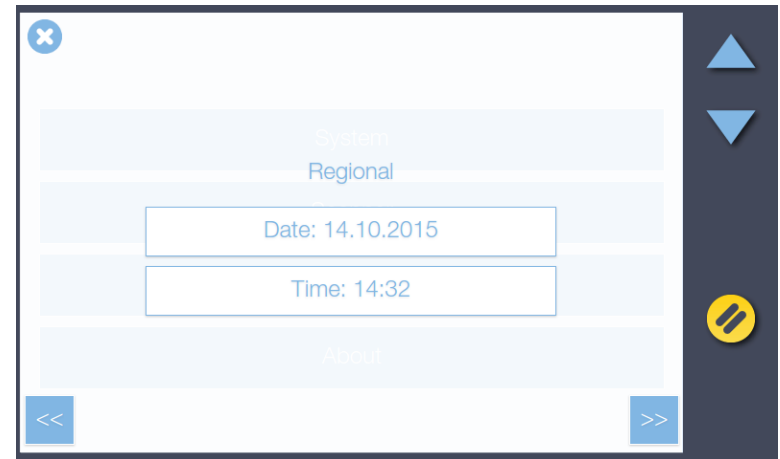
2. Set the time.

Touch the Time area onscreen then using the numerical touch keypad enter the time in 24-hour format. Press Enter to store the value.



[settings > system > regional]

Press the Next button >>



Scanner Installation

18

Entering the email server settings

Enter your email server details to have scans sent directly via email:

1. *Host* (server name), *Port* (port number) and *Connection* (security type).
2. *Account* and *Password* - for the target email account.
3. *Name* – email account name of the person to receive the scans.
4. *Max MB* - the maximum size of email the server should allow (including the attachment)
5. *Test* - checks the email account settings entered above.
6. *Address Book* - if set to yes all email addresses sent to will be collected in an address book for easy re-selection.

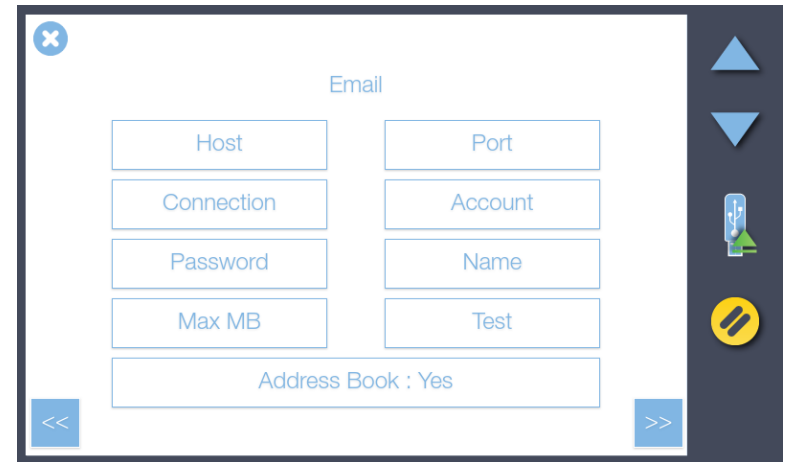


[settings > system > email]

Contact your IT administrator if you don't know the exact settings.

You can skip this step during installation and complete it later if you want to.

Press the Next button >>



Scanner Installation

19a

Setting up the printer

1. Press *Setup* to select and set up your printer for making copies.
2. Enter the printer IP address (preceding zeros can be ignored, for example 050 can be entered as 50) and allow the scanner to locate it. Contact your IT administrator if you don't know the IP address settings for your printer.
3. Enable *Compensate for the printer margin* to have the scanner allow for the outer paper edges that cannot be reached or printed on by the printer. This ensures the unused margins in the printed original are not reproduced in the copy.
4. Press the *Media Profiles* button to start the media profile wizard.

You will need to create media profiles for every type of media that will be used with the printer. Media profiles ensure optimal color copy results.

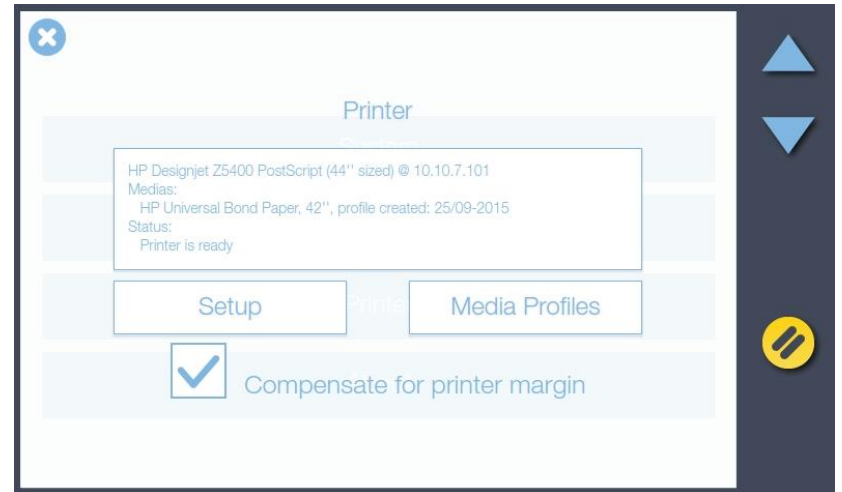
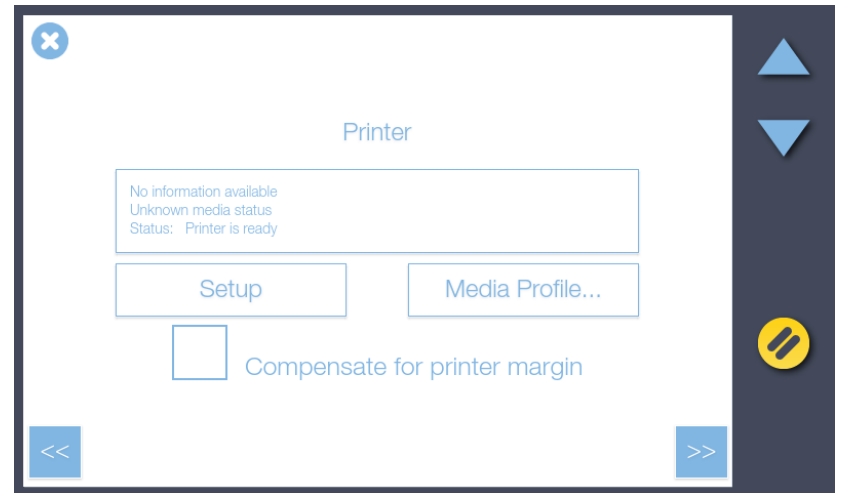
Press the Next button >>



[settings > system > printer]



NOTE: For Epson printers please select the media type loaded in the printer through the printer's control panel then choose the same media type from the choice of medias displayed in the scanner media list. For optimal copying performance the profile media-type chosen at the scanner should match the media-type loaded in the printer.



Scanner Installation

19b

Create printer media profiles

Step 1

On the Printer screen (previous page) press *Media Profiles* then select the current media type loaded in the printer (Plain Paper in this example).

Step 2

Now press the *Print* button to print the color calibration page. It is important that the printer is working properly for this operation.

Step 3

Load the printed color calibration page into the scanner taking care to align the black arrow with the scanner center load point. Now press the *Scan* button to scan the printed color calibration page.



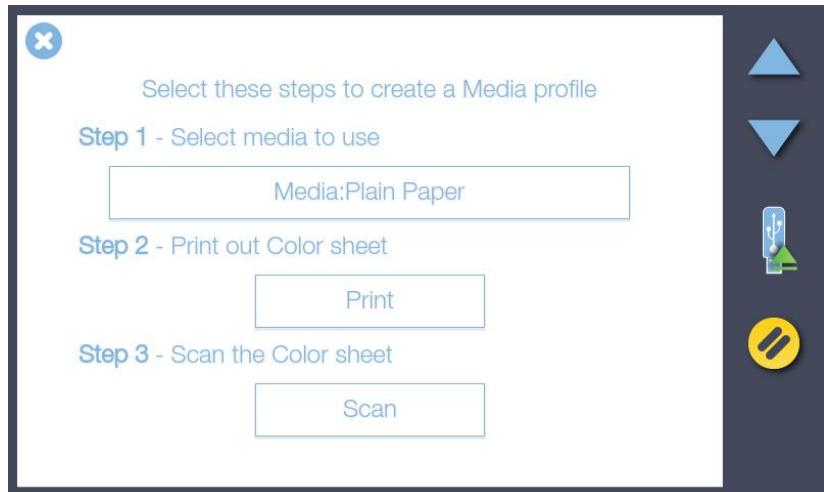
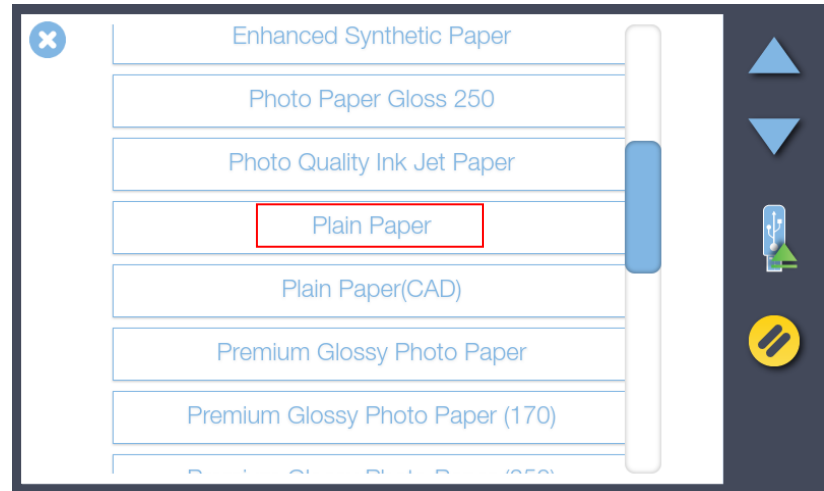
Step 4

Press OK when you see the *Media Profile Created* message.

Make a new profile for each different type of paper used in the printer you wish to copy to.



NOTE: If the scanner reports that it cannot find the calibration page reload it and press the Scan button again to repeat the process.



Scanner Activation

Scanner Installation

20

Join the Product Improvement Program

Help us make your system even better through future updates. Selecting the *Product Improvement Program* option will let us collect data about scanner performance. No personal user information is collected.

Press the Next button >>




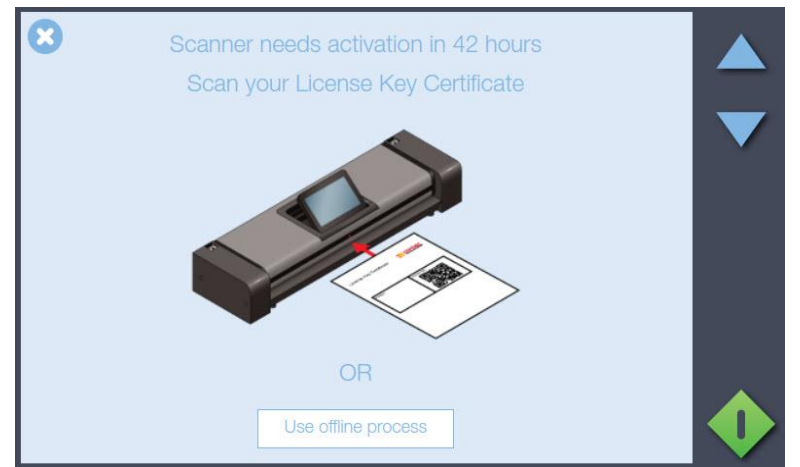
Scanner Activation

21a

Activate your scanner

You must activate your scanner with its license key before it can be used. The easiest way is through your scanner network connection.

1. Make sure your scanner is connected to the network.
2. Locate your activation sheet. The license key is in the QR code and will be read by the scanner.
3. Load the sheet in the scanner and press the scan button  to activate the scanner
4. If the activation sheet fails to activate the scanner use the offline option instead and manually type in the license key.



Scanner Activation - Manual

21b

Offline scanner activation

You can still activate your scanner manually if it is not directly connected to the internet via your network. You will need a separate device or computer with an internet connection.

1. Have your *License Key* ready before proceeding. If you don't have one, contact your dealer.
2. Manual activation uses an online web interface to generate the Activation Code using the License Key from your dealer and the Hardware ID from the scanner.
3. Using the browser of your internet device follow the instructions below:

(On your internet device)

go to www.licenseactivate.com

#1 Enter the *Serial Number or Hardware ID* key for the scanner.

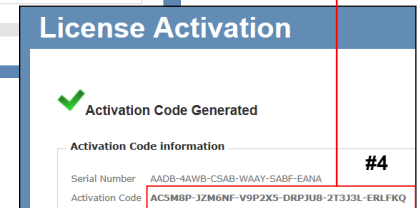
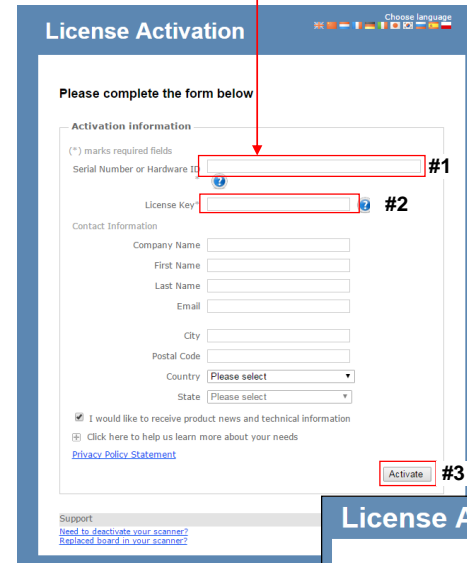
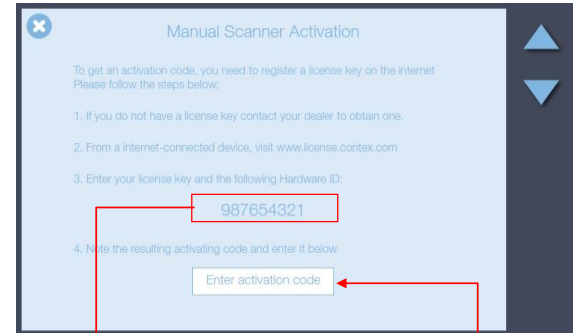
#2 Enter the License Key

#3 Press the Activate button to generate the Activation Code and write it down

(At the scanner)

#4 Enter the Activation Code into the white area at the bottom of the blue Manual Activation screen where the wording 'Enter activation code' is displayed.

THE SCANNER SYSTEM WILL NOW ACTIVATE

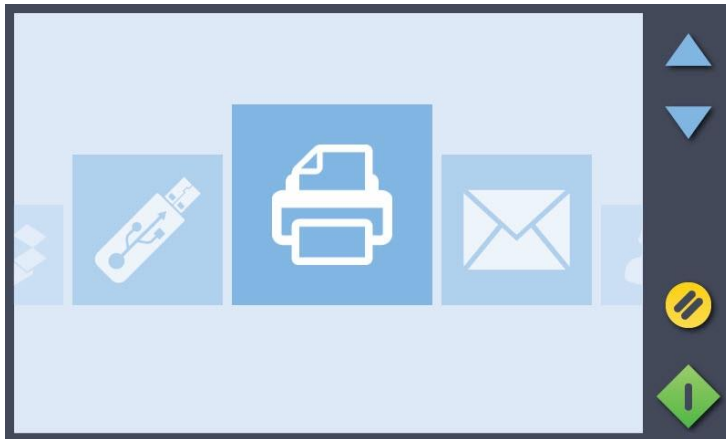
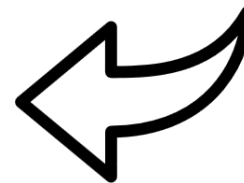
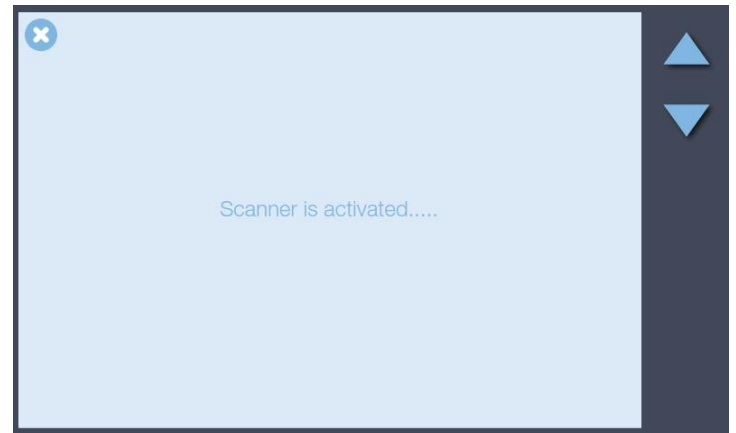


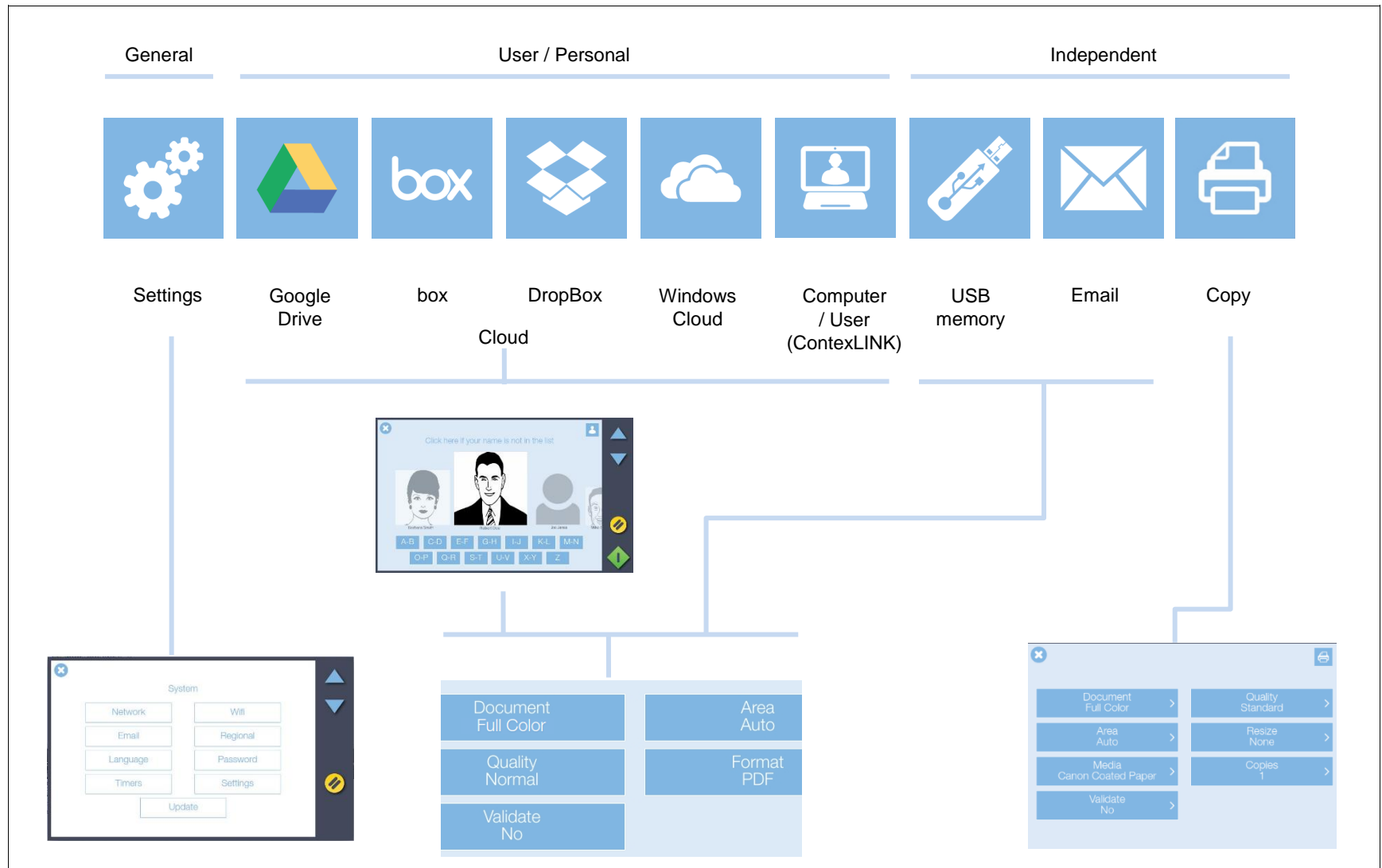
Scanner Installation & Activation

22

Installation and Activation completed

When the scanner has been correctly installed the screen will briefly show the “Scanner is activated” message and then switch to the normal start screen where the full range of scanner options will be displayed.





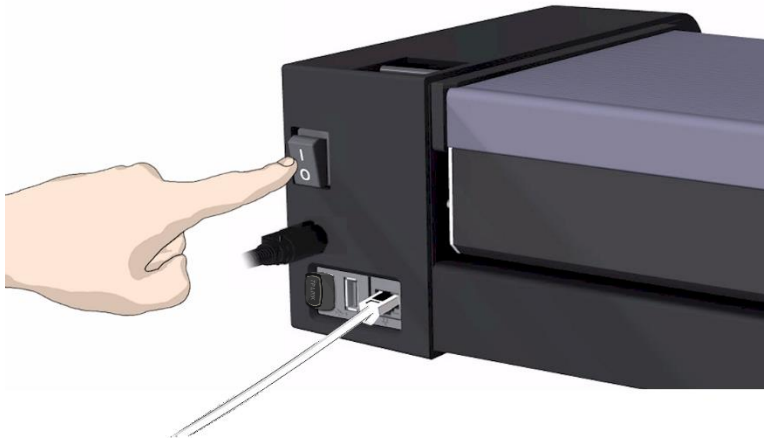
Scanning

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 mode

Sleep mode is an energy saving mode. The scanner cannot scan when in the *Sleep* mode. When first powered on the scanner is set to automatically go into *Sleep* mode after a preset period of inactivity (idle time). This period of inactivity can be extended or shortened to match your normal workflow.

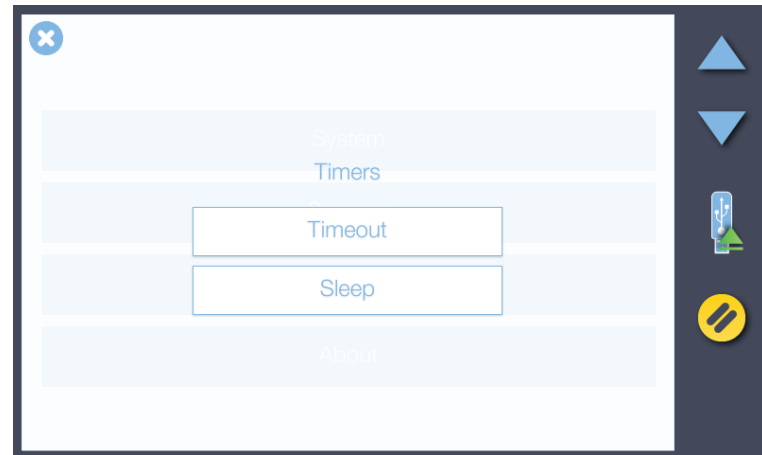


Scroll to select the Settings button

1. Select *System*, then *Timers*.
2. Press the *Sleep* button to set the idle time.
3. A setting of 0 means that the scanner does not go to sleep.



NOTE: When the scanner main power is ON but in Sleep mode, the scanner can be woken by inserting a document.



NOTE: *Timeout* is not a power save feature. *Timeout* is a configurable time limit after which the scanner resets back to the default settings for quality, file format, color mode and scan area ready for the next user.

Document Positioning

Position the document face up in the center of the scanner

1. Load your document with the image side facing upwards.
2. Align the center of the document with the triangular arrow above the scanner feed tray.
3. Push the original into the insertion slot until you feel it touch the rollers.
4. The scanner will take the original and automatically move it into position ready to begin scanning.

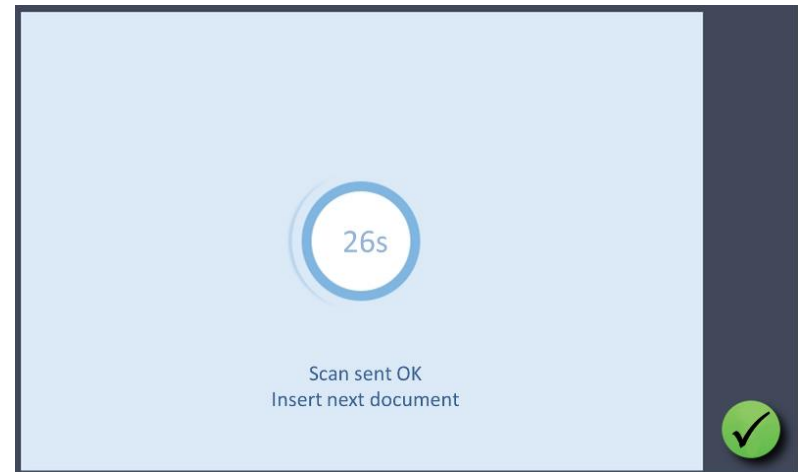


5. Load the paper, face up. Hold it with both hands and align the center of the document with the mark on the center of the scanner

Scanning one or a set of documents

Using the 'Set-Ready' scanning system



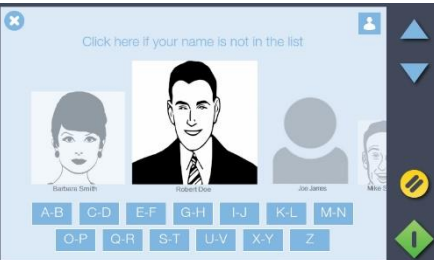
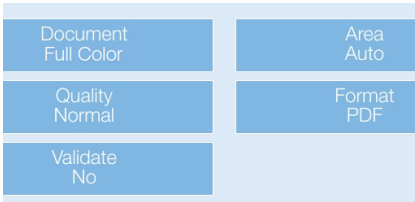

1. If you have several similar documents that all require the same scan settings you can load them into the scanner one after the other without needing to touch the green button.
2. Insert your next document before the counter reaches zero to keep the scanner working in 'Set-Ready' mode.
3. Touch the green button when:
 - you get to end of the set
 - you only want one scan
 - you wish to change the scan settings



4. The scanner will return to the top menu if:
 - you touch the green button early
 - you wait for the countdown to reach zero

The basic steps of scanning to file

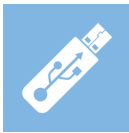
Scanning with SD One MF is easy. Scan to USB memory sticks, email accounts, to your own PC and even to personal cloud services.

<p>1</p>  <p>Load the document</p> <p>Position the document face up in the center of the scanner</p> <p>See the section <i>Loading Documents</i></p>	<p>2</p>  <p>Select a Scan destination</p> <p>Scan to USB memory sticks, email accounts, to your own PC and even to personal cloud services.</p> <p>See the section <i>Scan Destinations</i></p>	<p>3</p>  <p>Select user and enter PIN*</p> <p>This step is only required when scanning to your PC or to a cloud service. The list shows all users that have the scan client installed on their PC.</p> <p>*PIN will only be required if setup by the user in <i>Contex LINK</i></p> <p>See the section <i>Contex LINK</i> scan client</p>	<p>4</p>  <p>Choose your scan settings</p> <p>Select document type, scan quality, file format or press the green button and simply use the default settings.</p> <p>See this section for details</p>	<p>5</p>  <p>Press the button</p> <p>Press the green button to start scanning</p>
---	---	--	---	--

Scan destinations

Scan destinations can be independent or they can be related to a specific user that you select on the scanner screen. The following scan destinations are available:

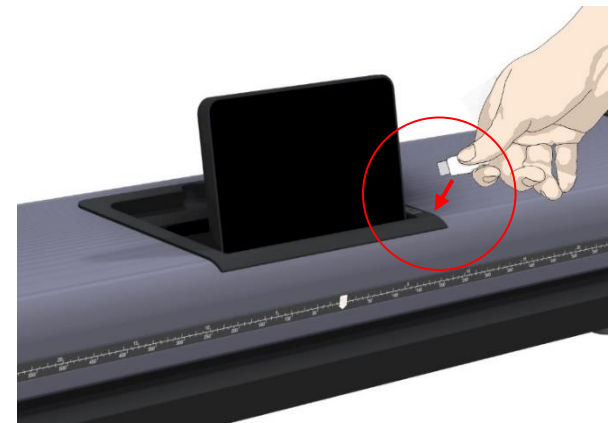
USB and email (independent) scan destinations



Scan to USB

Save the scan file to a USB memory stick.

1. Insert the USB stick into the USB slot on the top of the scanner.
2. Select the USB memory stick option in the scroll menu.
3. Choose your settings then press the scan button. The DCIM folder is the always the default location for scans to memory stick.
4. After scanning be sure to touch the USB safe-ejection button if displayed onscreen before removing the memory stick.



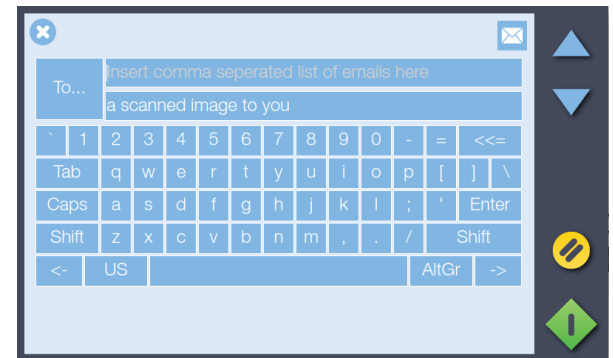
Scan to Email

Send the scan to an email address.

1. Press the email option.
2. Enter the target email address using the onscreen keyboard.
3. Choose your settings then press the scan button.



NOTE: Set up the scanner outgoing email parameters before using this option. See section *Installation - Enter your email server settings*.



User and Personal scan destinations – PC and Cloud services

In order to use the following destinations the Contex LINK  client software must be installed and configured correctly on your PC. The PC must be on the same network (LAN) as the scanner.


When you have installed and configured the Contex LINK client software on your PC, the scanner will detect your PC on the LAN, and add you to the user list on the scanner. The Contex LINK client facilitates scanning to the PC and to the cloud services that you have connected to through the client. You can also scan to other user's PCs or their cloud services if you know their PIN codes. This is especially useful for sharing scans during projects.




NOTE: See details about setting up Contex LINK and the cloud service connections in the section *The Contex-LINK scan-client*.

Scan to your PC



1. On the scanner, select the User icon  and select yourself or another user from the list.
2. Enter your PIN code if prompted (NOTE: *PIN will only be required if setup by the user in Contex LINK).
3. Configure your scan settings then scan.
4. To locate the scan on your PC:

- On your PC, press the Contex LINK icon on your system tray to open the Contex LINK scan client 
- Select the folder icon at the top of the Contex LINK scan client interface to find the scans sent to your PC / User



Scan to a cloud service – Box, Dropbox, Google Drive, OneDrive

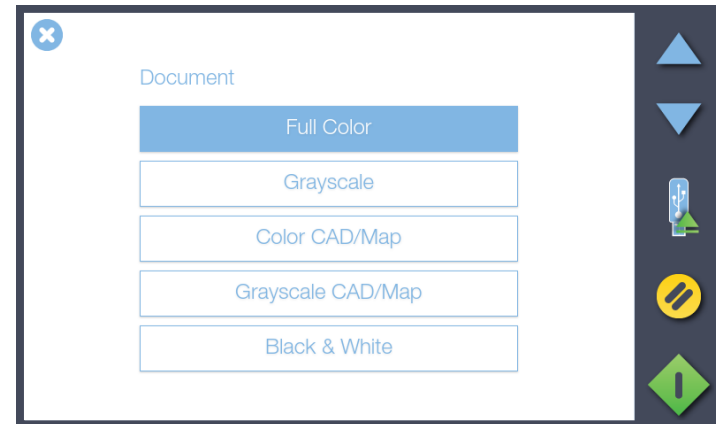
1. On the scanner screen, scroll and select the relevant cloud service option.
2. Select the relevant user from the list.
3. Enter your PIN code if prompted (NOTE: *PIN will only be required if setup by the user in Contex LINK).
4. Configure your scan settings then scan.
5. Locate your scan in the local or online folders for the cloud service you selected.
The scans default to a folder named "Contex Solutions". In Dropbox this folder will be in the "Apps" folder and in all other clouds it will be in the root folder.

Scan to file settings

Setting	What does it mean?
Document	The type of document you are scanning Full Color Color photos, posters etc. Grayscale Photo or image with gray shades Color CAD/Map Color line drawing or map Grayscale CAD/Map Line drawing or map gray shades Black & White Line drawing or map solid black lines
Quality	Determines the scan resolution Low 150 dpi resolution where speed counts most Normal 300 dpi resolution for most common tasks High 600 dpi resolution for optimal quality. Slower
Size	Determines the scanner capture area Auto Scanner detects the size automatically. All Scan the full width of the scanner Manual User input of scan width and scan length
Format	The file type of the output file: TIF, JPG, PDF, PDF/A with percentage quality (default is 80).
Validate	Open a scan preview for validation and to add small edits before saving to file. YES Opens the preview NO Bypasses the preview A. SELECT– select validation entity B. CROP – drag green border, press green button to save C. DRAW – add freehand lines and mark-ups D. TEXT – add text to the image E. ADJUST – change brightness to improve copy



(Above) Menu to change Document Color, Scan Area, Scan Quality, File Format and Validate (annotate) scan.











Full Color (selected), Grayscale, Color CAD/Map, Grayscale CAD/Map and Black & White options for scanning to file.

Color Validation (draw line)


Preview, Adjust, Crop and Annotate

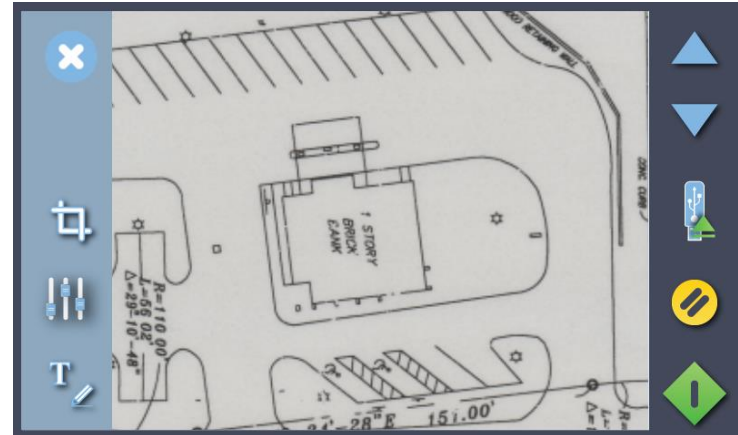
Validate opens a preview of the document before it is sent to file. Use this screen to clean up the scanned image by cropping or adjusting the brightness. Also add freehand lines and text annotations to the scanned image if required.

-  Proceed or Save validation changes
-  Zoom the onscreen image
-  Remove image data outside of the crop lines
-  Adjust scanned image using white and black levels (improve brightness)
-  Go to annotation screen to add text and/or freehand lines
-  Return to validation screen from annotation screen
-  Select text for change or deletion. See note below
-  Cancel validation changes

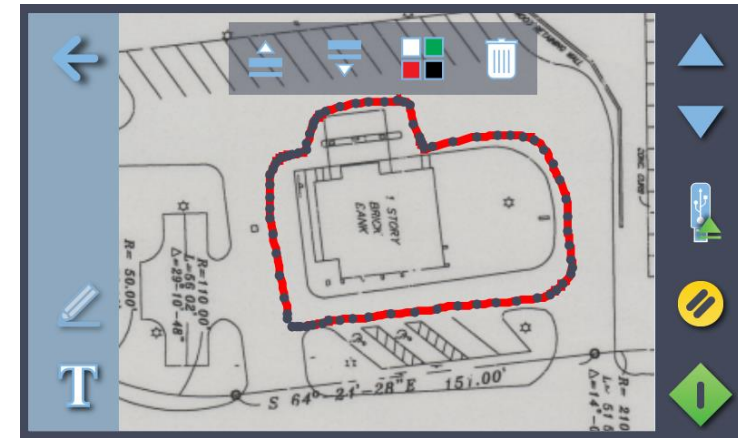
Active Edit Controls (appear when annotation selected)

- | | | | | | |
|--|--|--|--|--|--|
|  |  |  |  |  |  |
| Increase line thickness | decrease line thickness | increase text size | decrease font size | change text or color | delete |

 **NOTE:** Pressing the green button stores any validation edits permanently into the scan file. Changes **cannot be reversed** after leaving the validate screen.



(Above) Validation Screen with Cancel, Crop, Adjust and Annotate controls



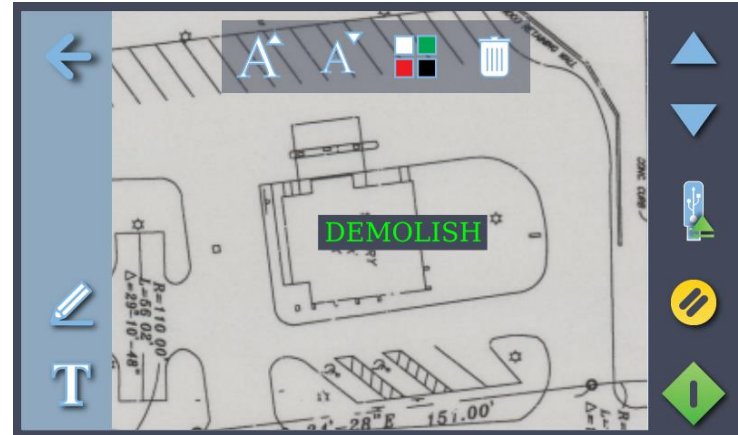
Adjust Screen with Return, Freehand Line (selected) and Text controls

Color Validation (add text)

Preview, Adjust, Crop and Annotate

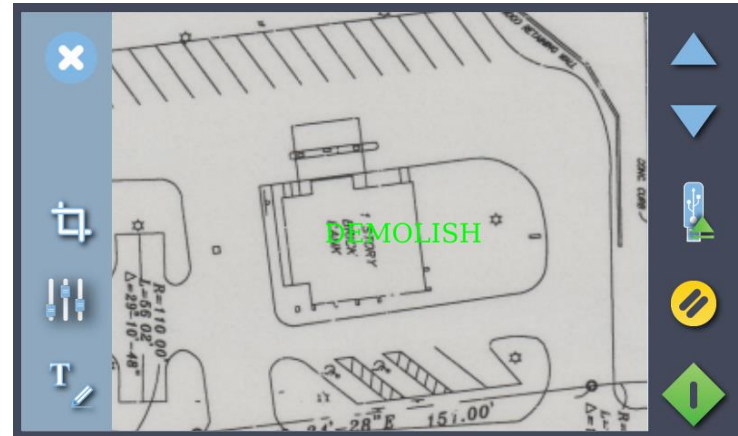
Validate opens a preview of the document before it is sent to file. Use this screen to clean up the scanned image by cropping or adjusting the brightness. Also add freehand lines and text annotations to the scanned image if required.

Annotations and changes are temporary until the green button is pressed.



(Above) Annotation Screen showing Return, Freehand Line and Text (selected) controls

Annotations can be selected by touching them. Once selected annotation objects can be moved, re-sized, re-colored or deleted.



Validation Screen showing Cancel, Crop, Adjust and Annotate controls with added text annotation



NOTE: Pressing the green button stores any validation edits permanently into the scan file. Changes cannot be reversed after leaving the validate screen.

Color Validation (change brightness)

Preview, Adjust, Crop and Annotate

Validate opens a preview of the document before it is sent to file. Use this screen to clean up the scanned image by cropping or adjusting the brightness. Also add freehand lines and text annotations to the scanned image if required.

Color of annotations is not affected.



CANCEL brightness adjustment

Moving top slider down **CHANGES NEAR-WHITE COLORS TO WHITE**

Moving lower slider up **CHANGES NEAR-BLACK COLORS TO BLACK**

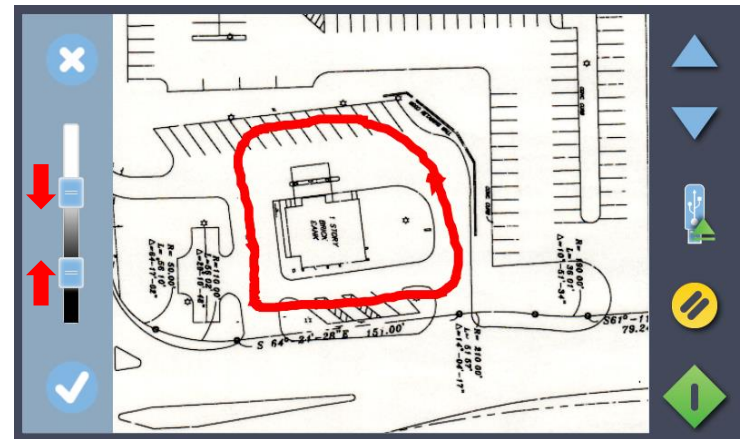
ACCEPT BRIGHTNESS CHANGES and return to Validation screen



NOTE: Pressing the green button stores any validation edits permanently into the scan file. Changes cannot be reversed after leaving the validate screen.



(Above) Validation Screen with annotated image before adjustment



Adjust Screen adjusted for bightness

Scanning

Gray Validation (change brightness)

Preview, Adjust, Crop and Annotate

Gray level of annotations is not affected.



CANCEL brightness adjustment

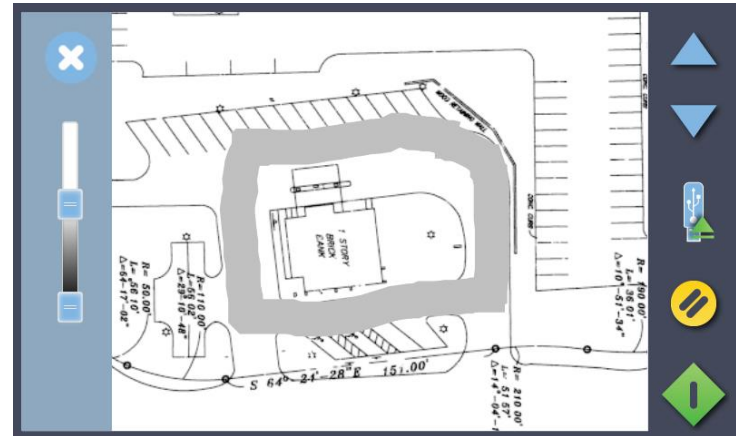
Moving top slider down **CHANGES NEAR-WHITE GRAYS TO WHITE**

Moving lower slider up **CHANGES NEAR-BLACK GRAYS TO BLACK**

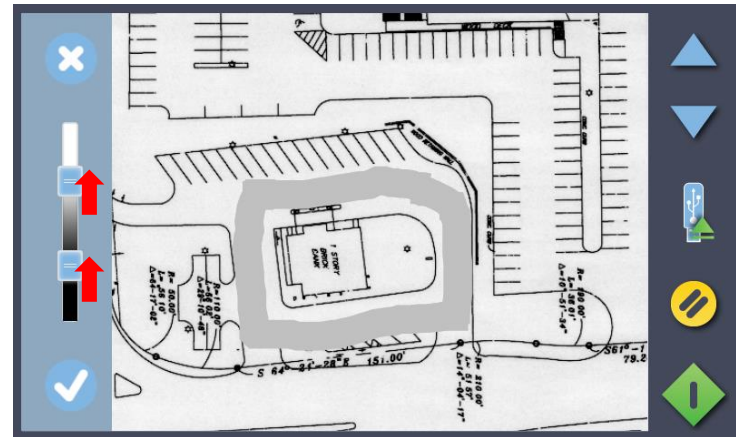
ACCEPT BRIGHTNESS CHANGES and return to Validation screen



NOTE: Pressing the green button stores any validation edits permanently into the scan file. Changes cannot be reversed after leaving the validate screen.



(Above) Adjust Screen showing default brightness setting



Adjust Screen showing darker lines and darker background

Scanning

Black and White Validation (darken lines) Preview, Adjust, Crop and Annotate

Black level of annotations is not affected.



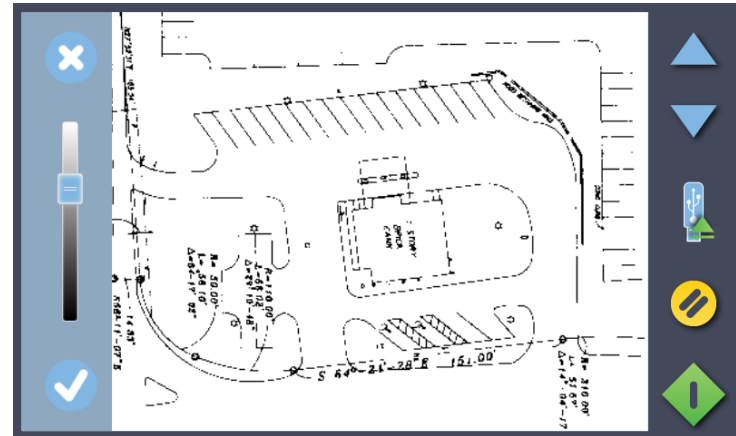
CANCEL brightness adjustment

Moving slider down **DISPLAYS MORE BLACK LINES**.
WHITE areas are not affected

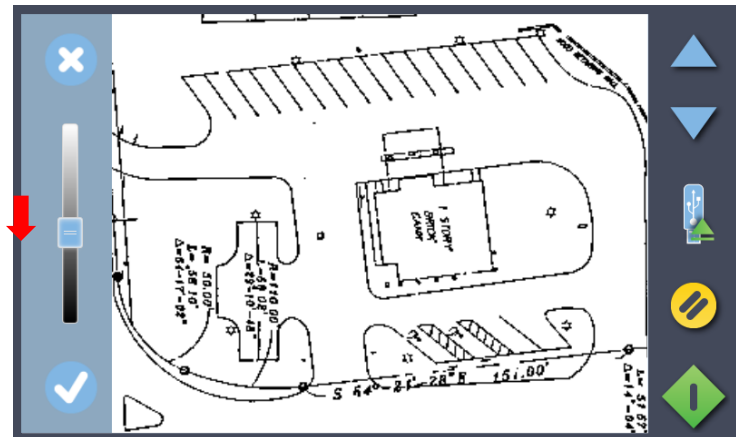
ACCEPT BRIGHTNESS CHANGES and return to Validation screen



NOTE: Pressing the green button stores any validation edits permanently into the scan file. Changes cannot be reversed after leaving the validate screen.



(Above) Adjust Screen showing weak black line density



Adjust Screen showing stronger black line density


The Contex LINK scan client software

The Contex LINK scan client makes it easy to share one scanner in a user group. Users can create personal profiles to store their own file destinations and really personalize their use of the scanner.

Contex LINK is a simple client software application installed on the user PC. Once configured the scanner will find the PC client and then handle all connections back to the user pc and to any cloud accounts such as Box, Dropbox, Google Drive and OneDrive that the user wants to connect to.

Networking software

1 At the scanner


1. Locate the scanner network IP address:  -> About
Wired LAN IP address

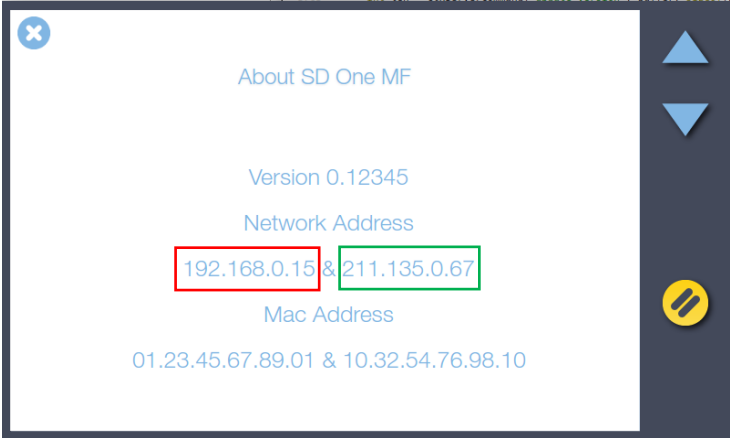
Wired LAN IP address

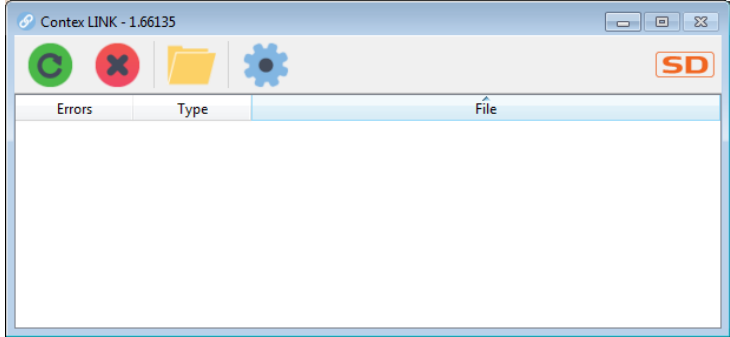
Wireless Wi-Fi IP address

At the computer:

Use an internet browser to download the Contex LINK software from the scanner or from the internet.

1. Go to <http://<your scanner IP address>> or <http://www.contex.com/SD-One-MF> and click on the blue link icon or 'click here to install'
2. Install the software.
3. The Contex LINK icon will appear in your PC programs and system tray areas.
4. Click on the  icon to open the program.






Networking software

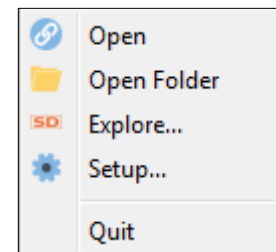
2

Connect scanning to cloud services

1. Start Contex LINK on your PC and press the setup icon 
2. Enter your name, email address.
3. Enter a personal PIN code of your choice if you want to enforce authentication at the scanner (optional).
4. Select your language preference.
5. Connect to your personal cloud services:
 - Select a cloud service by pressing its icon e.g. the Dropbox icon.
 - The service's authentication screen will be displayed.
 - Enter your credentials to authenticate your cloud service account and create the connection between the scanner and the cloud service.
 - Repeat for any other cloud services you subscribe to.
 - The connection setup will be saved and applied for all future scans.



The ContexLINK pc screen



The ContexLINK right-click menu

rainforest365

About rainforest365

Any rainforest365 enabled Context scanner can send documents directly to your preferred destinations. Rainforest365 does not require a PC. Instead it simply utilizes your smart phone or tablet to control the process.



Load the document, scan the QR code on the scanner and send the document directly to your desired destination.



Email



Dropbox



HP ePrint



Google
Drive



Microsoft
SkyDrive



Box.com



NOTE: Destinations may be added or removed from the web app. No updates required.





rainforest365 is a web application (app)

1. As a web app rainforest365 is supported by any smartphone or tablet with a QR reader and a browser.
2. iOS Devices (iPad, iPhone or iPod): rainforest365 can be added in your iOS device as a web App. Once you have scanned the QR code simply select "Add to home screen" in your iOS browser to create the Web App icon. Now you can bring up rainforest365 directly from you iOS device whenever you need a scan.
3. On your Android device the same is possible. Simply add the webpage to your favorites. From there you can add them to your start menu

Copying

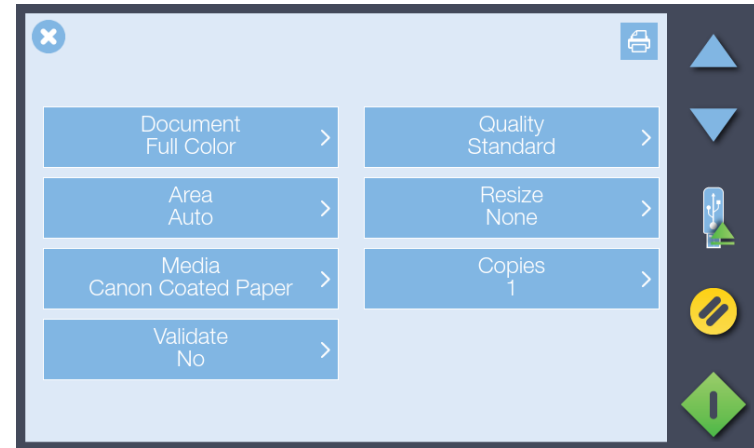
The basic steps of copying

Making copies with the SD One MF is easy. Here's how you make copies:

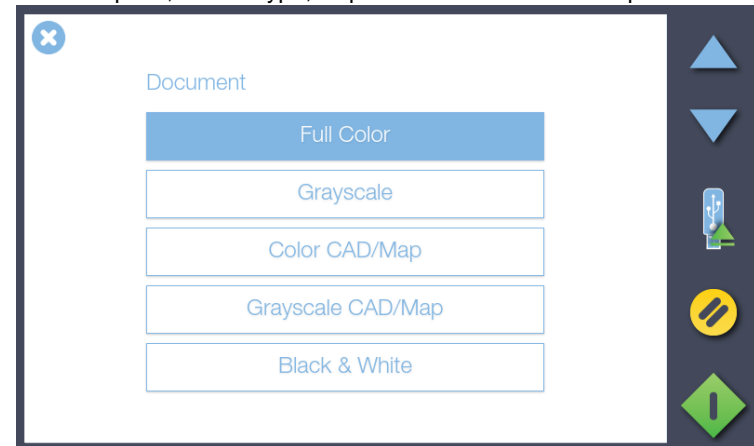
<p>1</p>  <p>Load the document</p> <p>Load, face up, aligned center to the scanner center.</p> <p>See the section on <i>Loading Documents</i></p>	<p>2</p>  <p>Select the Copy option</p> <p>In order to make copies a printer and media profile for used media must be set up in the scanner settings.</p> <p>See the section <i>installation - Set up your printer</i></p>	<p>3</p>  <p>Choose your copy settings</p> <p>Select document type, scan quality, file format or press the green button and simply use the default settings.</p> <p>See this section for details</p>	<p>4</p>  <p>Press the button</p> <p>Press the green button to start copying</p>
--	--	---	---

Copy settings

Setting	What does it mean?
Document	The type of document you are copying Full Color Color photos, posters etc. Grayscale Photo or image with gray shades Color CAD/Map Color line drawing or map Grayscale CAD/Map Line drawing or map gray shades Black & White Line drawing or map solid black lines
Quality	Determines the copy output quality Draft 150 dpi resolution for fast copies Standard 300 dpi resolution suitable for most copies High 600 dpi resolution for best quality but slower
Size	Determines the scanner capture area Auto Scanner detects the size automatically All Scan the full width of the scanner Manual User input of scan width and scan length
Media	The type of media or paper you are using The media in the printer. If there is no option that matches your media then you will need to create a media profile. See installation - Set up your printer's media profiles
Copies	The number of copies you want output Select the number
Validate	Open a copy preview for validation and to add small edits before making the copy. YES Opens the preview NO Bypasses the preview A. SELECT– select validation entity B. CROP – drag green border, press green button to save C. DRAW – add freehand lines and mark-ups D. TEXT – add text to the image E. ADJUST – change brightness to improve copy



(Above) Menu to change: Document Color, Copy Quality, Copy Size Resize Option, Media Type, Copies and Validate COPY options.











Full Color (selected), Grayscale, Color CAD/Map, Grayscale CAD/Map and Black & White options for scanning to file.







Color Validation (add line)


Preview, Adjust, Crop and Annotate

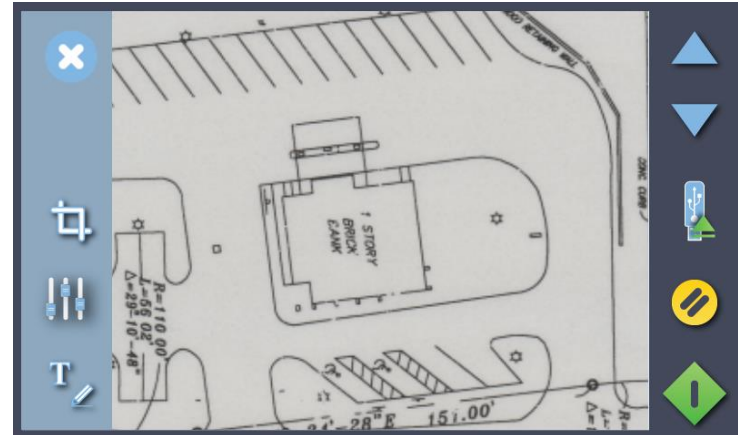
Validate opens a preview of the document before it is copied. Use this screen to clean up the scanned image by cropping or adjusting the brightness. Also add freehand lines and text annotations to the copy if required. Refer to Scanning section for more details.

-  Proceed or Save validation changes into the copy
-  Zoom the onscreen image
-  Remove image data outside of the crop lines
-  Adjust scanned image using white and black levels (improve brightness)
-  Go to annotation screen to add text and/or freehand lines
-  Return to validation screen from annotation screen
-  Select text for change or deletion. See note below
-  Cancel validation changes

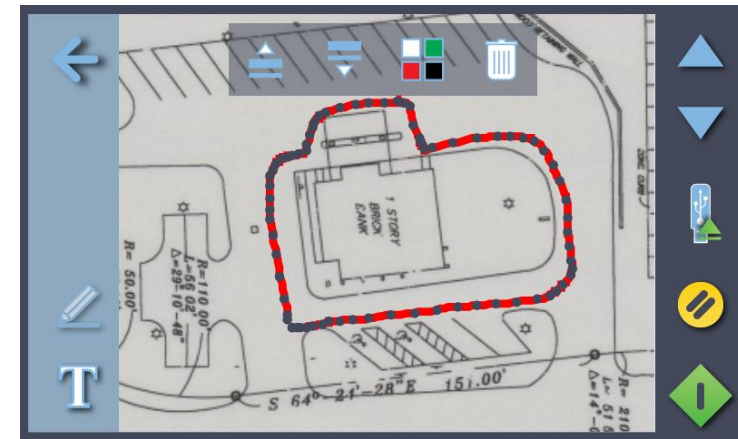
Active Edit Controls (appear when annotation selected)

-  Increase line thickness
-  decrease line thickness
-  increase text size
-  decrease text size
-  change text or color
-  delete

 **NOTE:** Pressing the green button stores any validation edits permanently into the scan file. Changes **cannot be reversed** after leaving the validate screen.



(Above) Validation Screen with Cancel, Crop, Adjust and Annotate controls



Adjust Screen with Return, Freehand Line (selected) and Text controls

Wi-Fi Setting Up the Wireless Router

The scanner will show the wireless networks that are in wireless range of the scanner. Select the wireless network you wish to attach to.

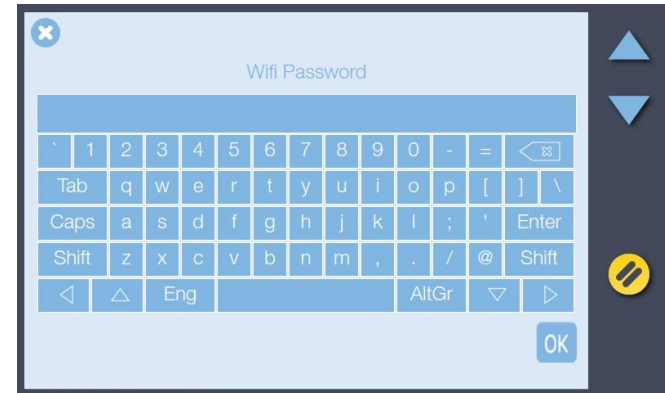


For hidden networks where the SSID (Service Set Identifier) is known but not visible it can be typed in manually using the Manual SSID option.

A password can be used to prevent unauthorised scanner connection to a wireless network. Leave the password line blank and press OK if you do not want to use this option.



NOTE: After inserting the Wi-Fi dongle it can take up to 2 minutes for the scanner to fully detect all available networks and for them to be displayed. Hidden SSID networks are not supported.




Wi-Fi password screen



Manual SSID input screen

Settings and preferences



The SD One MF offers a wide range of setting options to match the scanner to your specific needs. Press the *Settings* icon  to reach the available options. The available settings are grouped under **System** settings, **Scanner** settings, **Printer** settings, and **About**.

Options Group	Group	
System	Network	LAN settings - to add the scanning system to the local network. Select DHCP for automatic connection (recommended). Or, contact your network administrator for information. See also Installation - Enter your network settings. You can also view your scanner IP address here.
	Email	Setup the outgoing email server for sending scans to email destinations. Some of the settings, or the need for these will depend on your system's server configuration. Please contact your network administrator for information. See also Installation - Enter your email server settings.
	Language	Select preferred languages for Screen and Keyboard. They do not need to be the same.
	Timers	Timeout is the time the scanner will stand idle before the scanner resets itself to its default settings so that it is ready for the next user. Sleep is the time the scanner can stand idle before going into sleep mode.
	Wifi	Displays Wi-Fi networks in range of the scanner. Use screen touch keyboard to enter SSID, password etc.
	Regional	Set your local date, time, metric system (inch or mm.), and paper series (ANSI, ISO, ISO B, ARCH).
	Password	You can set up a password to control access to the scanner. Leave empty if you don't need password protection.
	Settings	Save settings or reset settings to defaults
Scanner	Update	To update your system software with the latest version. The system will search for a newer version and install through the internet if available.
	Calibrate	Start the Scanner Calibration Wizard. See section Maintenance – Scanner Calibration for instructions and more details
	Paper Handling	Eject paper to rear or front
	Service	Distribute the log data from the scanner for service and support. Send info by email to support@contex.com or Save info to USB.
Printer	Upgrade	Scanner activation – scan the license certificate
	Printer	Displays make, model, IP address, media, media profile and busy status of the selected printer
	Setup	Enter the printer IP address – the scanner will detect the printer on the LAN and connect. Contact your IT support for information.
	Media Profile	Create a media profile for the chosen media by printing the color then scanning it using the scanner.
About	Compensate for printer margins	Make the scanner account for outer paper edges that cannot be reached /printed on by the printer. Ensures margins are not increased or the scale of the copy is affected.
		Information about your current scanner firmware, software versions and network addresses

WIDEsystem

Connect a LAN cable and power on the scanner. After installing the software WIDEsystem will show a grey icon in the system tray area (near Windows clock).

Right-click the icon and click Restore WIDEsystem

The Status tab will show 'No scanners found'

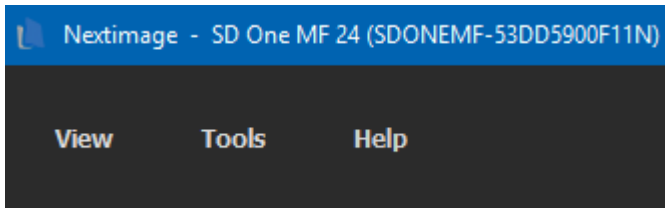
Go to the Network tab and click Add... and follow the prompts to start the scanner detection Wizard.

When you see your scanner appear in the list click Next. The wizard will now complete and display a message that the scanner SDONEMF 53Dxxxxxxx has been successfully installed. The Status and Info pages will now show information from the scanner.

An orange WIDEsystem icon indicates a connected scanner.

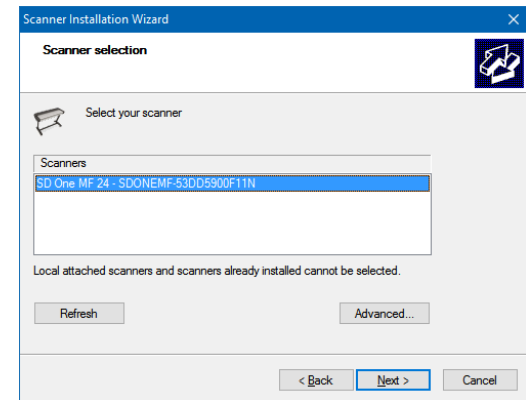
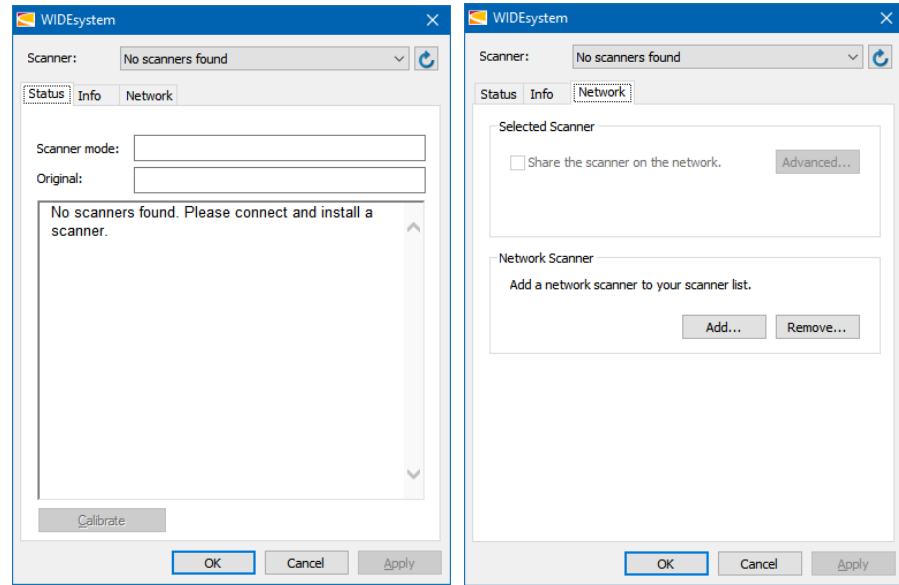
Nextimage

Start Nextimage software from the icon or the program menu. During startup Nextimage will begin searching and then connect to the scanner found by WIDEsystem. Nextimage will display the scanner name in the top-left corner of the program interface.



NOTE: When Nextimage first loads you will be asked to supply your email address and company name in order to continue.

SD One MF can now be controlled from Nextimage using Wi-Fi or a cabled network connection.



Administrator console

The SD One MF scanner permits remote configuration and access to scanner activity logs through its Administrator console using any web browser with access to the same network as the scanner.

Connect by typing the scanner IP address into any web browser address line.

http://192.168.50.93/admin

Administrator provides the following functions:

- HOME**Homepage with serial number of scanner and installed firmware level.
- WIFI**Lists all visible Wi-Fi networks and permits selection and connection with password. Hidden networks not supported.
- EMAIL**.....Enables remote configuration of email host, port, security, account, password, name and maximum size of attachment.
- CONTACTS**.....Lists email contacts already in use with the device. New contacts can be added.
- DATE/TIME**Display and correct the date and time stored in the scanner.
- SIZES**Display and control the paper size standard and measurement units used by the scanner
- LANGUAGE**Choose the language of the user interface and the keyboard independently.
- TIMERS**Display and control the 'revert to defaults' and 'scanner enter sleep mode' timers.
- SYSTEM**Access to reset, reboot, set password and set hostname (service engineer only) functions.
- LOGS**.....Scanner activity logs (service engineer only)



[Settings > About]

Scanner Maintenance

Maintenance tasks

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. 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:

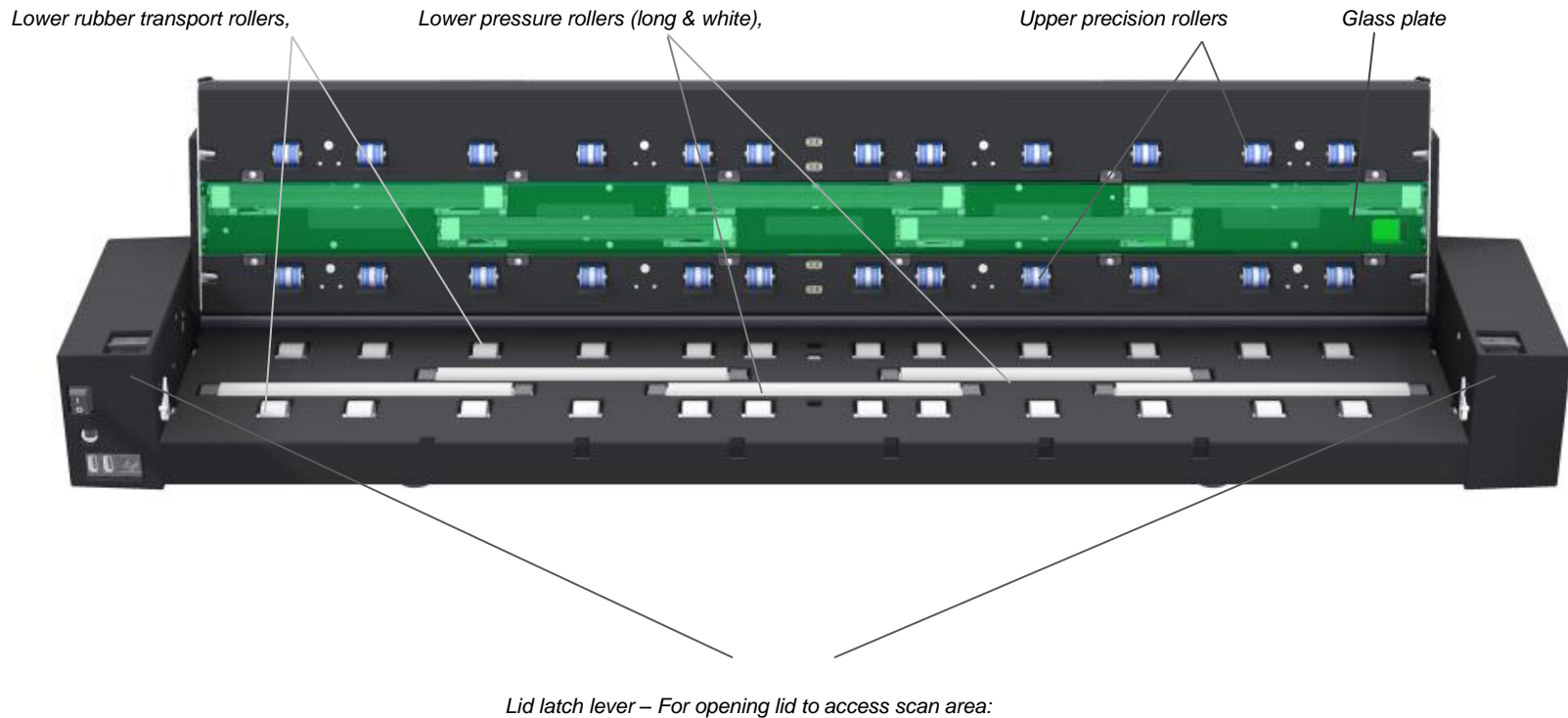
1. The scanner bed
2. Glass plate
3. Upper precision rollers
4. Lower pressure rollers
5. Lower rubber transport rollers



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.

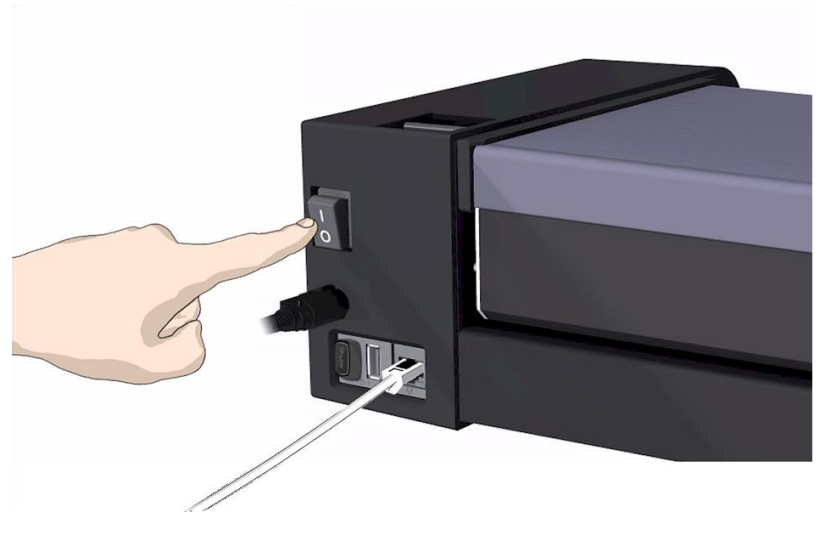


Cleaning the scanner

1

Turn the scanner main power to OFF

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

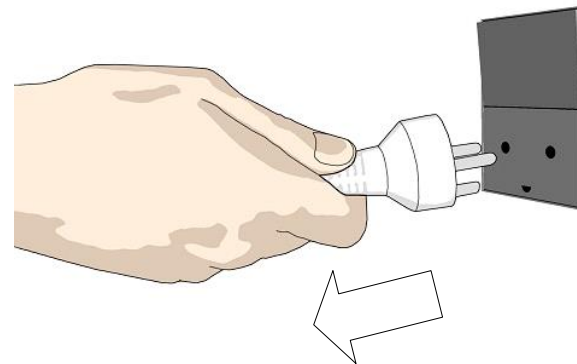


Cleaning the scanner

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

Fold down the touch screen

To protect the touch screen during scanner maintenance grasp the top edge and fold it down.

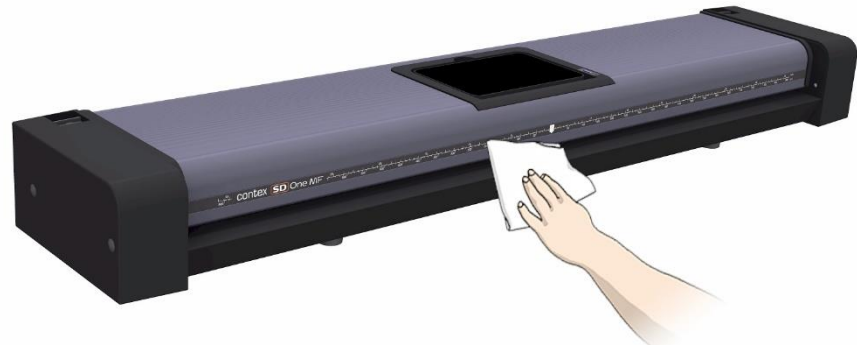


Cleaning the scanner

4

Clean the scanner feeding bed

Clean your scanner flat feed tray surface so dirt and dust are not dragged into the scan area with the original.



Cleaning the scanner

5

Release the lid by pressing the lid release buttons

Open the scanner lid using the release buttons at the back of each scanner side cover.

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

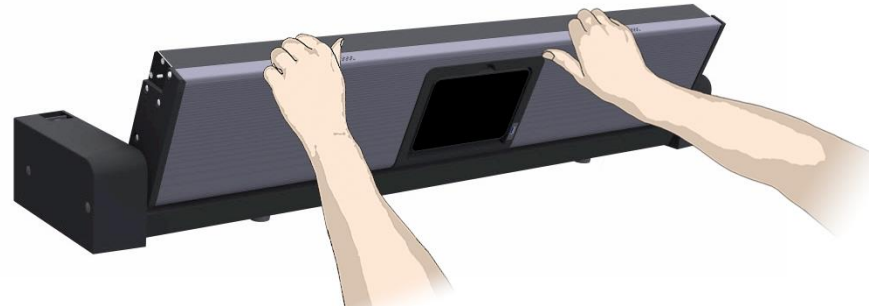


Cleaning the scanner

6

Open the scanner

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.




Cleaning the scanner

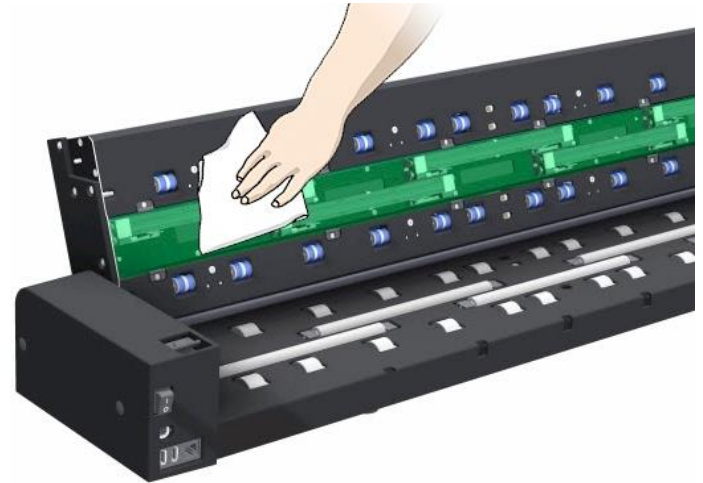
7

Clean the scanner glass plate

Use two 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

8

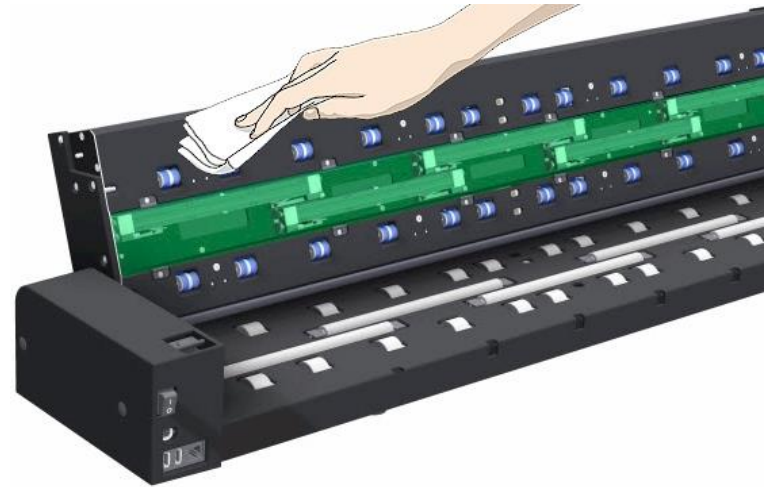
Clean the upper precision rollers

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

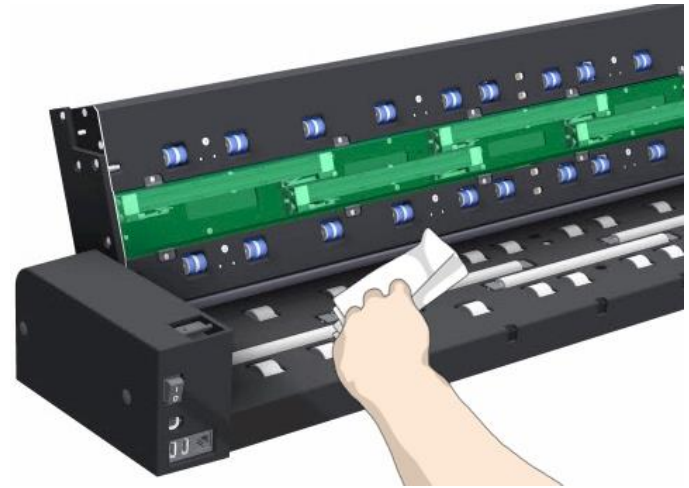
9

Clean the white pressure rollers

The white pressure rollers are the long rollers between the black transport rollers. Their job is 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

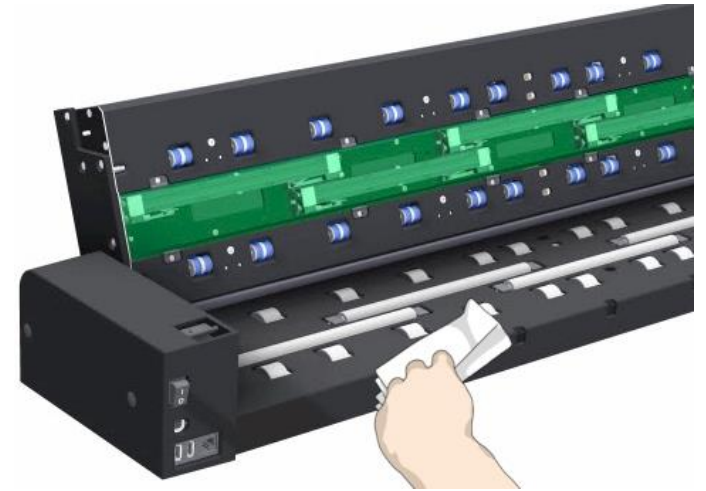
10

Clean the transport rollers

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

1. Spray/apply a mild, streak-free, glass cleaner on to a lint-free cloth.
2. Gently wipe the surfaces of the transport rollers.
3. Use the cloth to turn the rollers so you wipe all sides. The transport rollers are all connected on the axles (turning one turns 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.

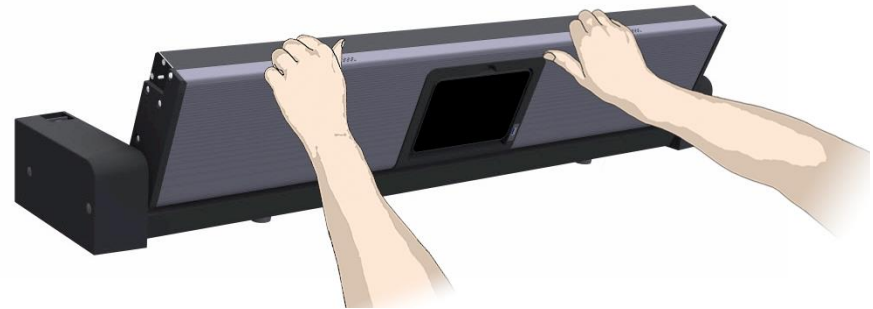


Cleaning the scanner

11

Close the lid

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



Cleaning the scanner

12 Your scanner is clean

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

1. Lift the touch screen back to its upright position.
2. Plug in the scanner
3. Turn the main power switch to ON.



Scanner Calibration

Scanner calibration is easy to do. 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:

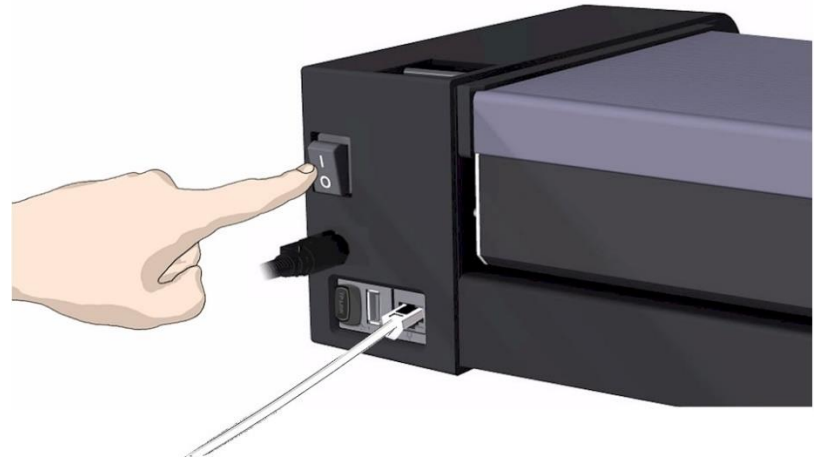
Calibration

1

Turn the scanner power ON

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

The scanner is ready for calibration once it is fully powered up.



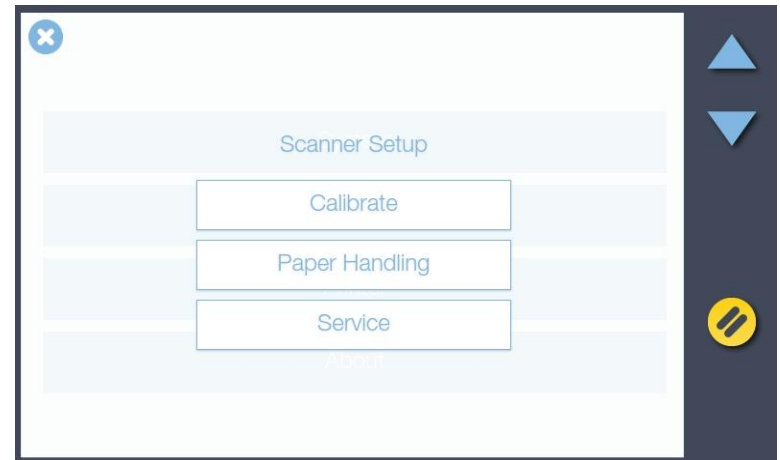
Calibration

2

Launch the scanner calibration wizard



[settings > scanner > calibrate]



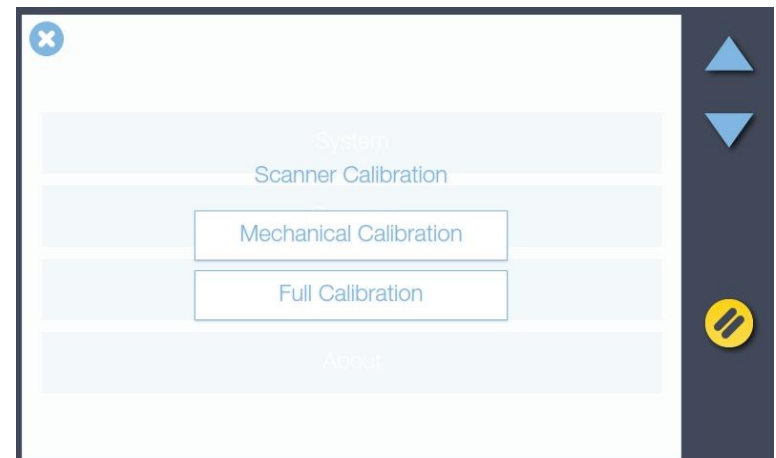
Calibration

3

Select the Calibration type

Select either Mechanical Calibration or Full Calibration.

- Mechanical Calibration will only align horizontal capture for correct image stitching.
- Full Calibration will perform Mechanical Calibration (alignment) plus B&W calibration and Color calibration.



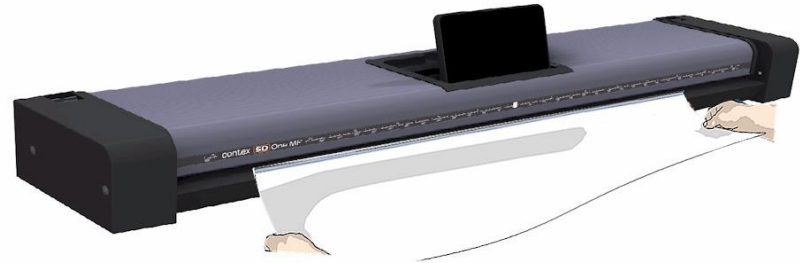
Calibration

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

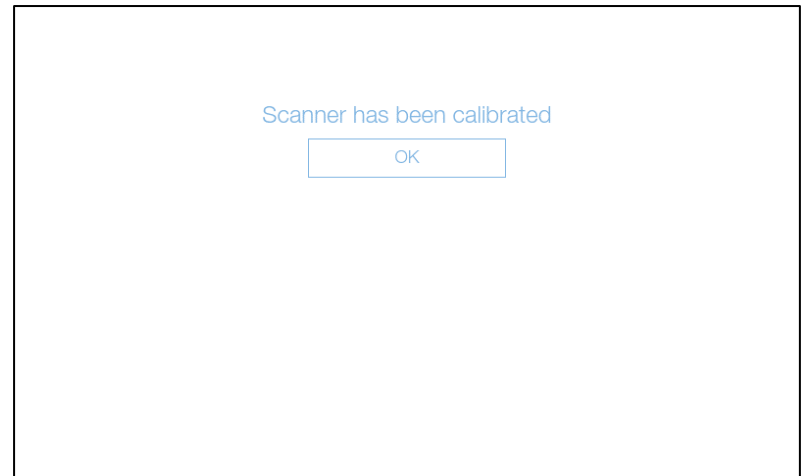
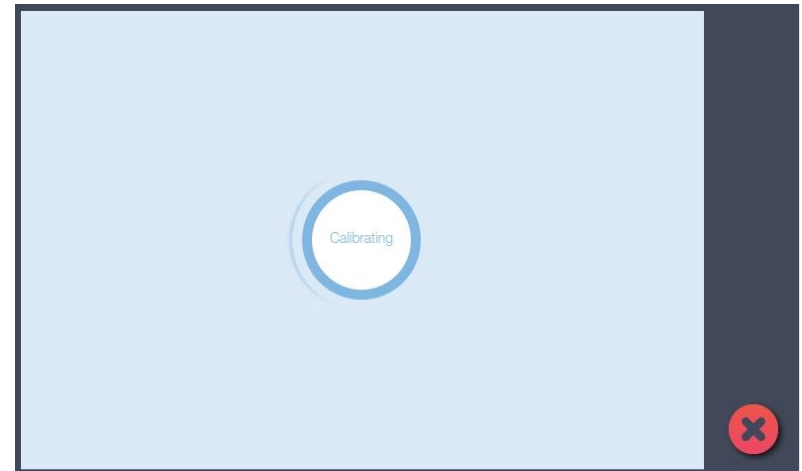
The program calibrates the scanner

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

Let the program complete the calibration steps you requested.

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.



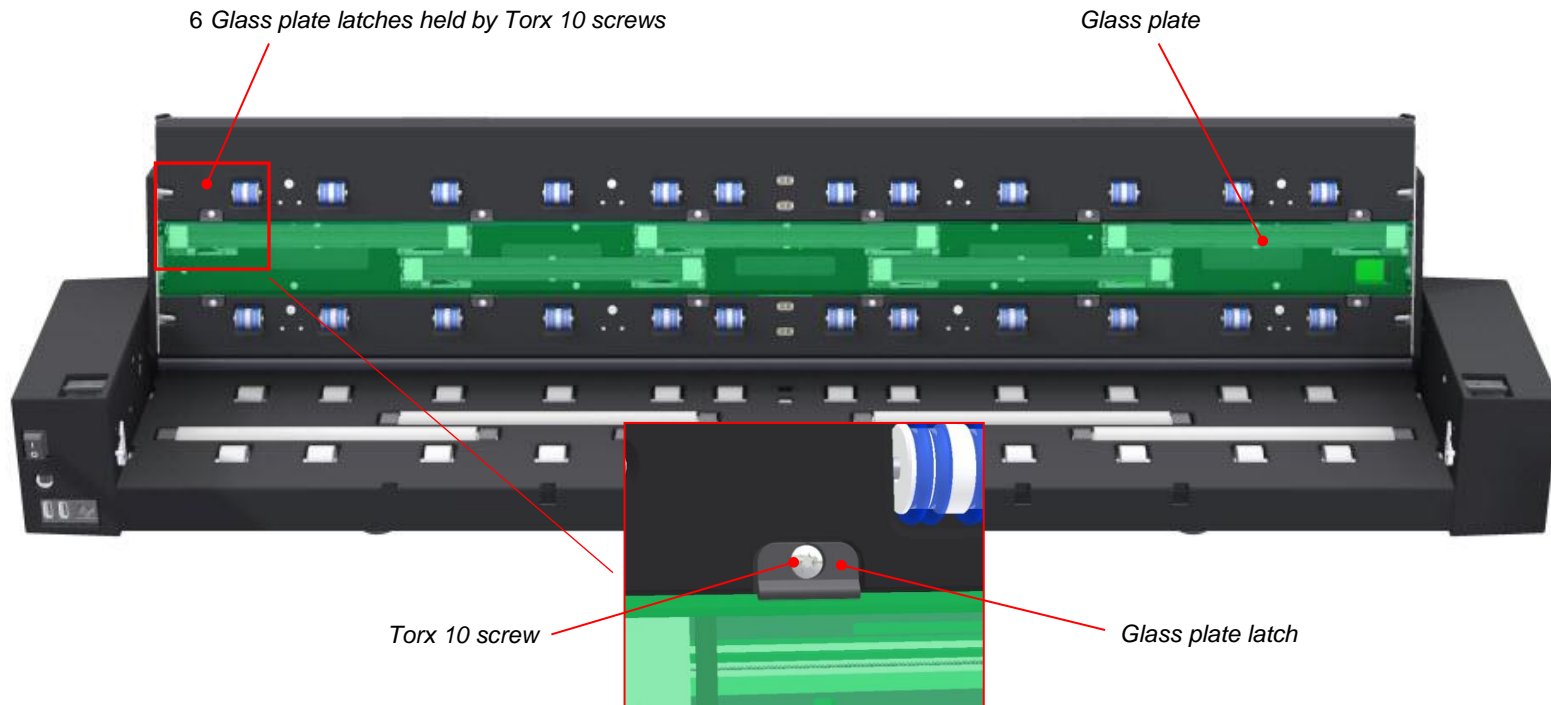
Replacing the glass plate

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

Key parts you need to know for replacing the glass plate:

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.

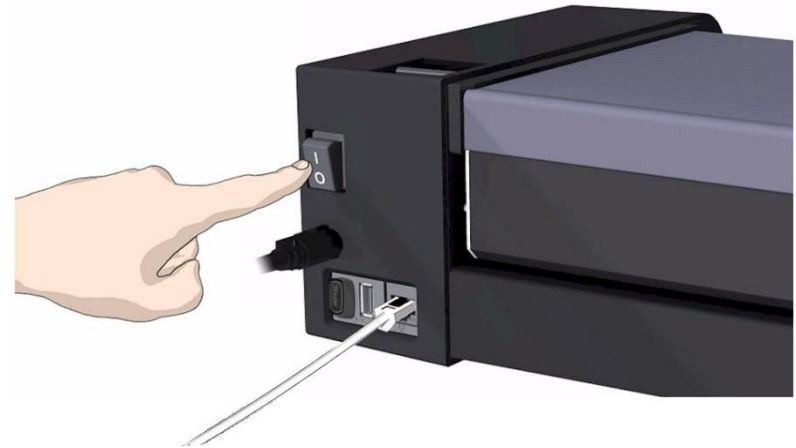


Replacing the glass plate

1

Turn the scanner power switch to OFF

Press the main power switch at the back of the scanner to the OFF position then disconnect the Ethernet and power cable.

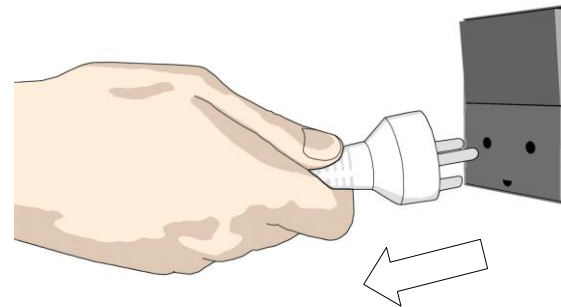


Replacing the glass plate

2

Pull out the scanner power plug

⚠ CAUTION: Do not ignore this instruction. This step is to ensure your own personal safety and to help protect your device from potential damage.



Cleaning the scanner

3

Fold down the touch screen

Protect you touch screen while changing the glass. Grasp the top edge and fold it down.



Replacing the glass plate

4

Release the lid by pressing the lid release buttons

The internal scan area should be wiped clean of any dust that may have settled on it during packaging and shipping. Open the scanner lid using the release buttons at the back 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.

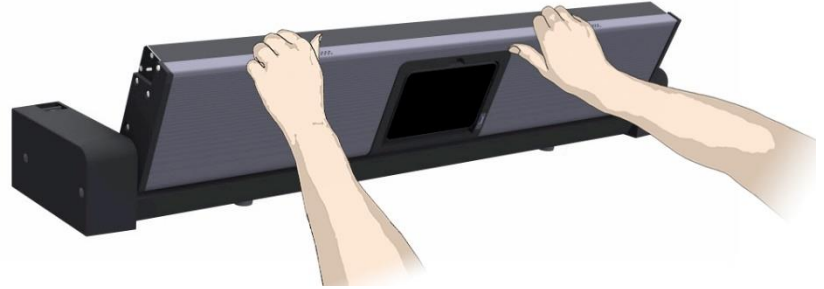


Replacing the glass plate

5

Open the scanner

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



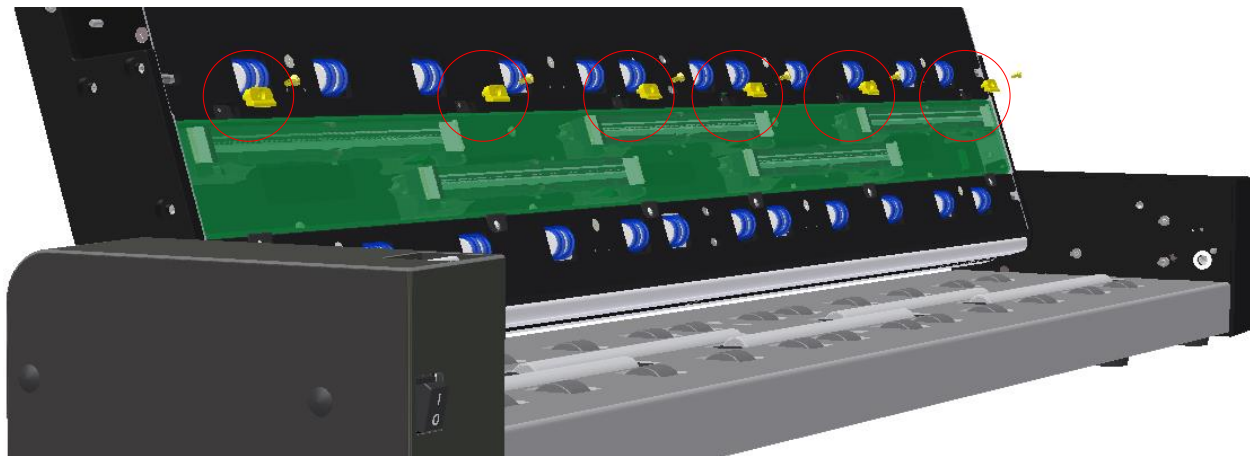
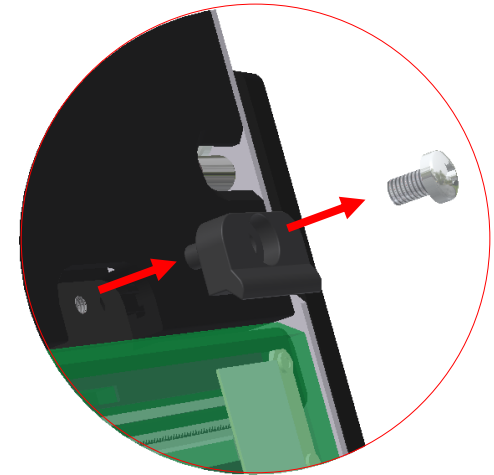
Replacing the glass plate

6

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

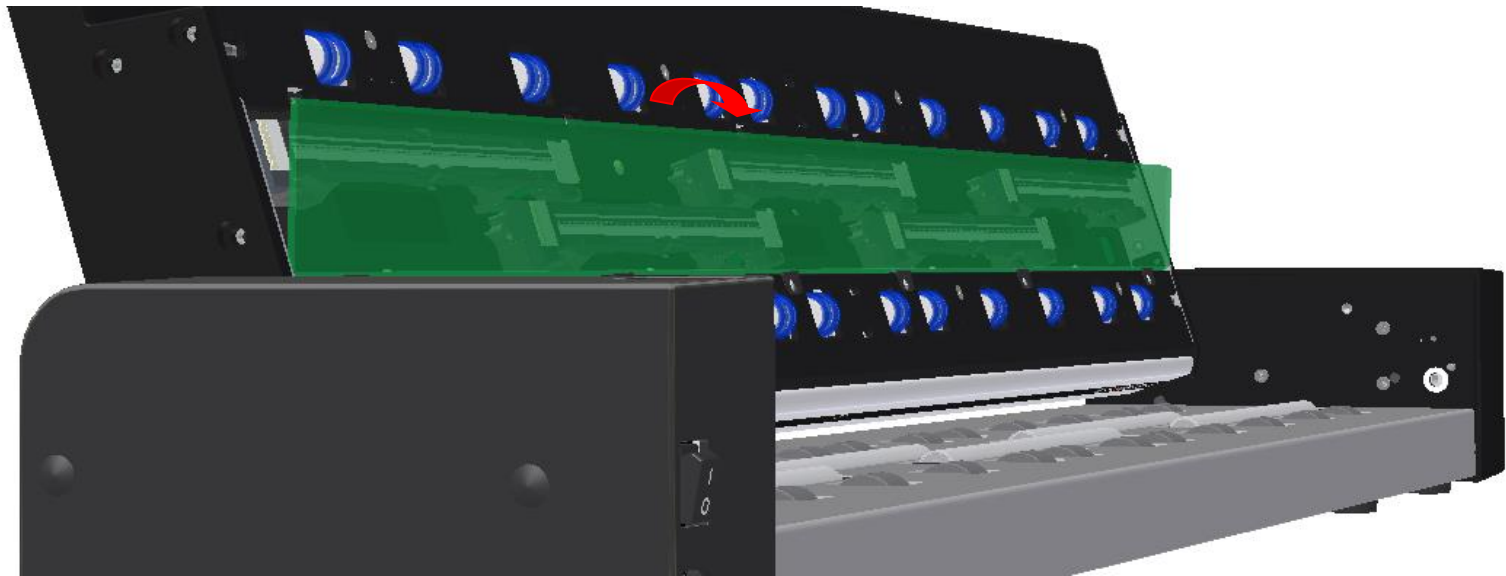
7

Removing the glass plate

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

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

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



Replacing the glass plate

8

Install the new glass plate in the scanner

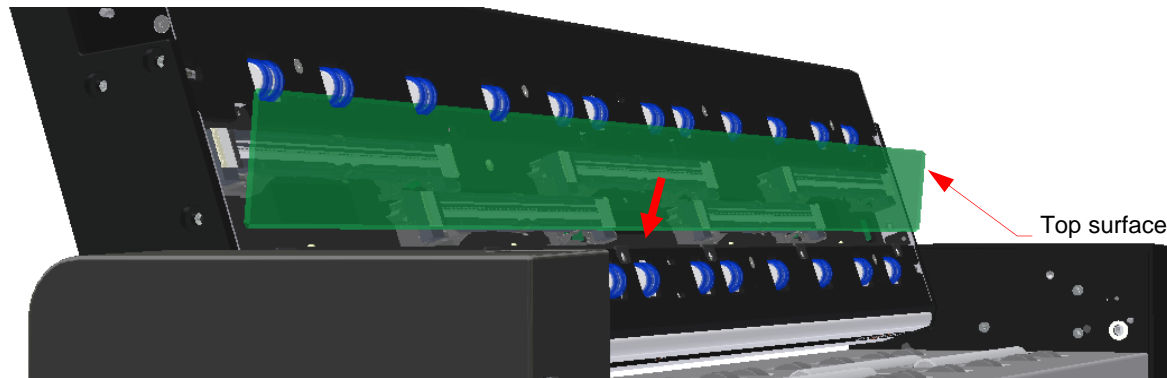
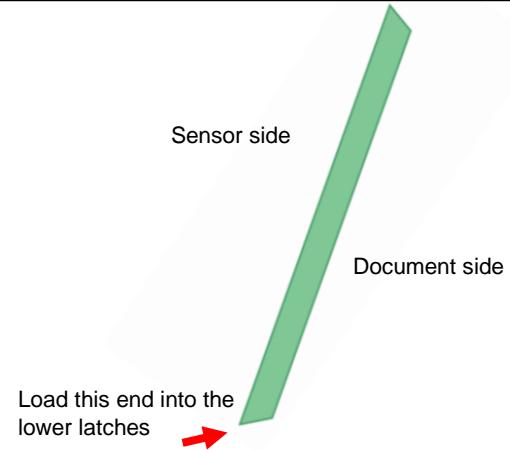
1. Pick up the new glass plate with two hands holding it at each end to avoid touching the glass surface.
2. **Take special care** to avoid touching the glass plate's bottom surface which normally will not be cleaned during maintenance.
3. Stand at the rear of the scanner as you hold the glass.
4. Make sure you hold the glass for insertion with the surfaces facing correctly. Note the direction of the faceted edges that indicate which is the document side of the glass. See the glass plate profile illustration (right.).
5. Hold the glass so that it faces as shown below.
6. 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

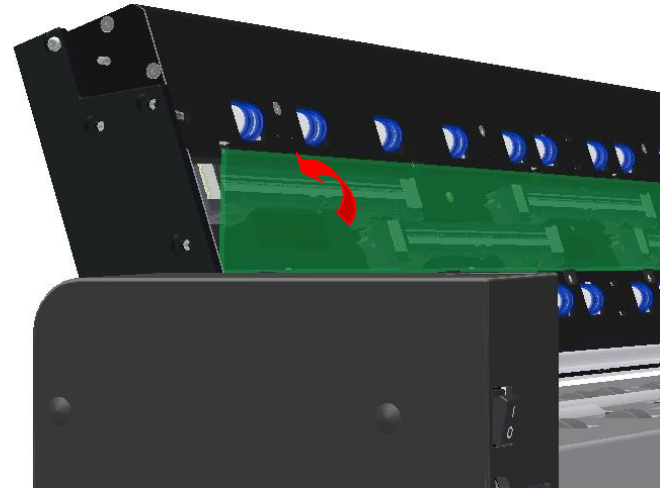


Replacing the glass plate

9

Tilt the upper edge to place glass plate

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



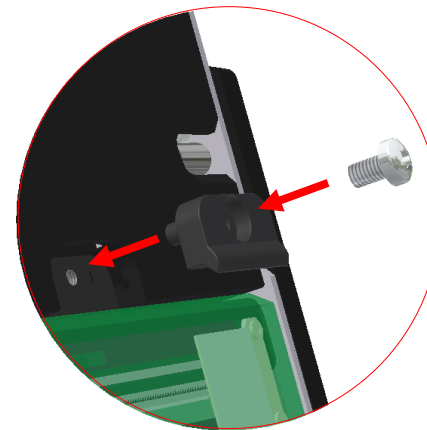
Replacing the glass plate

10

Lock the glass plate in place

Replace the 6 latches and 6 screws (4 on the SD one MF 24).

1. Insert latches and screws, start at the right side.
2. Gently tighten the screws, do not overtighten.
3. Check that the latches are now holding the glass plate.



Replacing the glass plate

11

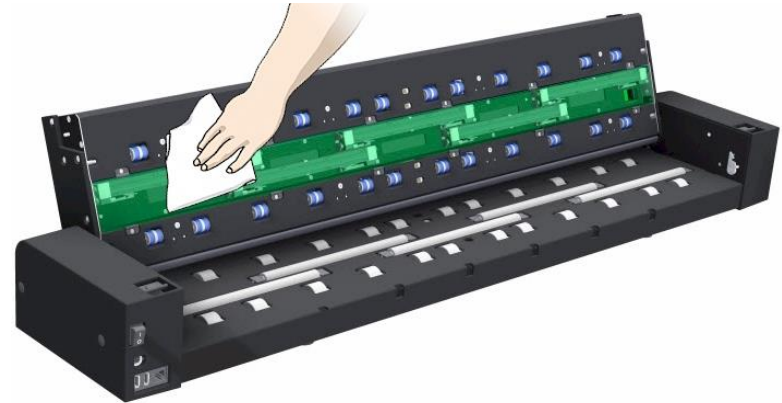
Clean the glass plate

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

1. Spray/apply a mild, streak-free, glass cleaner onto one side of the cloth.
2. Gently wipe the glass plate clean. Look for fingerprints and smudges that may have been applied during replacement.
3. Dry the glass plate completely using the other (dry) side of the cloth.
4. 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

12

Glass plate replaced successfully

1. 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.
2. Pull up the touch screen.
3. Plug in the scanner and turn the main power switch to ON.



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.



Updating your scanner software

Updates for your scanner software will be made available through your internet connection. Updating your software can take place automatically or manually.

Automatic updates

- The first time an update will be made available for your scanner, a notification will appear on your screen asking you to register for updates.
- Once you register, all future updates will be sent to your system automatically.
- When an update is available, you will receive a notification and can choose to activate the update immediately or wait until it is convenient.



Updating manually

You can also update your software manually through the scanner screen.



[settings > system > update]

Updating the Contex LINK client software

1. Make sure your PC is connected to the internet.
2. Start Contex LINK on the PC 
3. Press the setup icon. 
4. If the *Update* button is active, press the button to initiate the download and installation wizard.
5. Follow the instructions on your screen.



NOTE: You can also install Contex LINK from: <http://www.contex.com/LINK>



The screenshot shows the 'Setup' window for Contex LINK. It features a profile picture of a man on the left. To the right, there are input fields for 'Name' (Luis), 'Email' (LuisP@ntv.com), 'Pin Code' (Pin code for your LINK), 'Scanners(s) IP' (172.16.27.173; 192.168.50.93), and 'Language' (Portuguese). Below these fields is a section titled 'LOGON TO:' with five icons representing different cloud storage services: Box, OneDrive, Google Drive, Dropbox, and a local folder icon. At the bottom, there are three buttons: 'Cancel', 'Update', and 'OK'. The 'Update' button is highlighted with a blue border, indicating it is the active button.

Contex LINK scan client software update: Press the **Update** button.

Troubleshooting your scanner

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.

Technical Service

In some cases you may need technical assistance. You should 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 screen.
- The error and its remedy is not described in this users guide.
- The system fails to report the error on your screen.



NOTE: See your manufacture's website for service provider contact information.

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.

1. Write down your scanner **model name and serial number**. The serial number is printed on the label on the underside of the scanner's lid. Open the lid to view the label.
2. **Write down your Firmware and software versions:** If your software interface is up and running select:



-> About

3. Write down your **Contex LINK (client software) version** – Open the Contex LINK software on your PC. The version number is displayed at the top.
4. Write down **the scanners IP address**. This could be useful for getting remote support online. To see the scanner's IP select



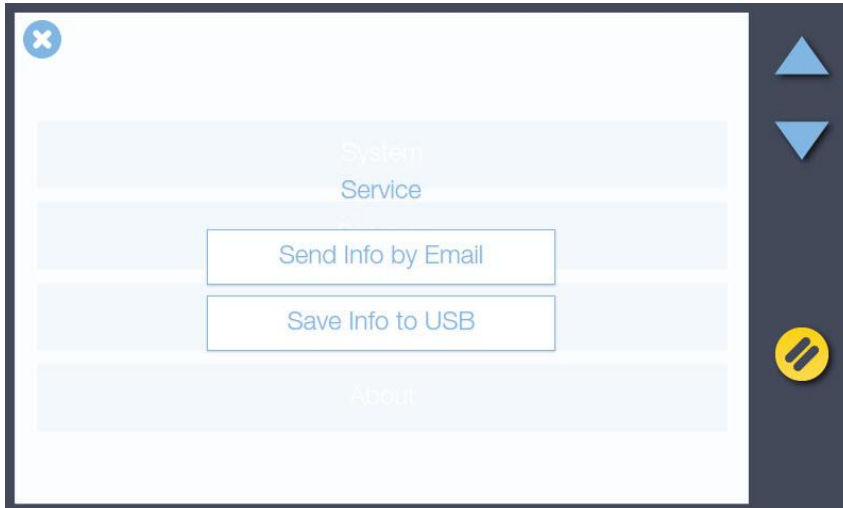
-> Scanner -> Network

5. To help technical service solve the issue as fast as possible, **you can additionally provide log files** containing important data from your scanner.
6. To supply the scanner logs:




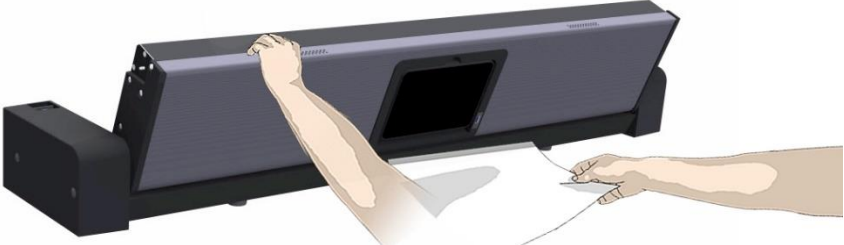
7. Select the Settings icon: -> Scanner -> Service

8. Select your method for saving or sending the log files:
 - Select **Send info by email** to send log files to support@contex.com. This requires that the outgoing email server settings are applied and your scanning is running. See section *Installation* for details.
 - Choose **Save info to USB** to copy the log files to a USB key that you insert in the scanner top.



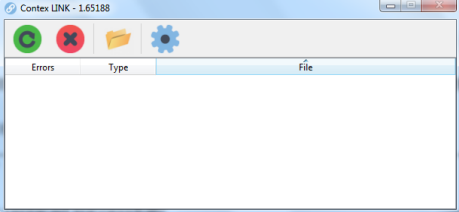






Send or save the scanner's log files. These will help your service technician locate and solve the problem.


Problems related to scanner operation

Problem	Possible Causes and Remedies
Error message: Paper Jam	<p>You will know that a Paper jam error has occurred when the scanner stops scanning while the document is still engaged in the drive system. To remedy:</p> <ol style="list-style-type: none"><li data-bbox="546 354 1850 401">1. Open the scanner lid. Simultaneously press the lid release buttons towards the center of the scanner until you feel them unlock. Grip the edge of the lid as it opens.  <p><i>Press the lid release buttons to open the lid.</i></p> <ol style="list-style-type: none"><li data-bbox="546 782 1850 829">2. Pull the lid backwards to open, hold it with one hand and use the other hand to pull out the document so it comes completely free of the scanning area.  <ol style="list-style-type: none"><li data-bbox="546 1103 1251 1158">3. Close the lid. When the scanner is ready again, reload the document again to scan.

<p>Error message during Scanner Calibration:</p> <p><i>Stitching failed</i></p>	<p>This message may appear when running the <i>Calibration</i> wizard.</p> <p>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 <i>Scanner Calibration</i> in this guide.</p> <ol style="list-style-type: none">1. 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 adjustment function.2. Contact your technical service provider if the problem persists.
<p>Cannot scan to a cloud service</p>	<p>You get a message on the scanner screen: "Welcome to Context LINK, <cloud service name> is not enabled"</p> <p>Ensure that you have installed the Context LINK client software on your PC, and that you have setup the parameters for the specific cloud service. See the section <i>The Context LINK scan client software</i> for instructions.</p> <ol style="list-style-type: none">1. If you have made the settings, test your login credentials to the cloud service from your PC.2. Repeat the cloud service setup in Context LINK.3. Ensure that you have the latest version of the Context LINK software on your PC. If not, update Context LINK and repeat above steps. See <i>Updating the Context LINK client software</i>
<p>Can't find myself as a user on the scanner</p>	<p>You scroll through the available users on the scanner screen and cannot find yourself as a user. Try the following steps.</p> <p>Ensure that you have installed the Context LINK client software on your PC, and that you have setup the user parameters correctly. See the section <i>The Context LINK scan client software</i> for instructions on installing the client software and connecting to your cloud services.</p> <ol style="list-style-type: none">1. Restart the scanner to let it redetect all users on the LAN.2. If the above fails, update the Context LINK software on your PC and repeat above steps. See <i>Updating the Context LINK client software</i>

<p>I can't find my scan files after scanning</p>	<p>You selected scan to PC or scan to a cloud service but you cannot locate your scan file.</p> <ol style="list-style-type: none">1. If is running correctly you can locate your files in the following location for each destination:<ul style="list-style-type: none">• Scan to PC: Select the folder icon at the top of the Contex LINK scan client interface to access the file • Scan to cloud service Box: the <i>Contex Solutions</i> folder in the root• Scan to cloud service Google Drive: the <i>Contex Solutions</i> folder in the root• Scan to cloud service OneDrive: the <i>Contex Solutions</i> folder in the root• Scan to cloud service Dropbox: the <i>Contex Solutions</i> folder in the <i>Apps</i> folder2. If the file transfer failed you will see the file listed in the Contex LINK error log. Start Contex LINK on the PC  to view.  <p><i>Contex LINK error log</i></p>
<p>I cannot scan to email</p>	<p>You selected scan to email and entered the right email address. But you receive an error and the scanner email icon is marked with a red dot. </p> <p>The outgoing mail may not be configured correctly in the scanner.</p>  <p>Go to  -> <i>System</i> -> <i>Email</i> to control the outgoing email settings See <i>Enter your email server settings</i> for details about the parameters.</p> <p> NOTE: The Email settings relate to the company's IT and its email solution and usually will require support from the IT expert.</p>

Problems related to the scanning results

Problem	Possible Causes and Remedies
<p>Scanning: The colors in my scan are not correct in relation to the original document</p>	<p>You need to run full calibration of the scanner. Full calibration includes color adjustment. Thoroughly clean the scanning area. See Cleaning the scan area for instructions.</p> <ol style="list-style-type: none"> 1. Run the calibration wizard and follow the steps described in the section <i>Scanner Calibration</i> in this guide 2. Be sure to choose full calibration.
<p>Copying - The colors in my printed output were not copied correctly in relation to the original document</p>	<ol style="list-style-type: none"> 1. Make sure that the <i>Media</i> setting matches the media loaded in the printer. See Copy settings for more details. If they are wrong correct to the right media. 2. If you have used the correct <i>Media</i> setting in the Copy settings, you should recreate a new media profile: <ul style="list-style-type: none"> • Thoroughly clean the scanning area. See Cleaning the scan area for instructions. • Run the calibration wizard and steps as described in the section <i>Scanner Calibration</i> in this guide. Be sure to choose full calibration. <p>Now create a new Media profile:</p> <ul style="list-style-type: none"> • Select  -> <i>Printer</i> • Select <i>Media Profile</i> to start the media profile wizard to create a new media profile. <p>Follow the instructions on your screen. See more in Set up your printer media profiles.</p>
<p>Entire image is not scanned</p>	<p>Make sure that you are loading the original correctly:</p> <ol style="list-style-type: none"> 1. Be sure to align the center of the original with the scanner center arrow mark. 2. Load with the printed side face up.
<p>Large empty areas on both sides of the image</p>	<p>Go to the <i>Area</i> option in your scan settings before pressing the green go button.</p> <ol style="list-style-type: none"> 1. The All setting means that the scanner will disregard the original's size and capture the whole scanner width which will add white space on both sides of the document. 2. Select Auto if you only want to scan the width of the loaded document.

<p>Image stitching problems:</p> <p>Image sections misaligned (at points between the sensors -overlapping pixels)</p>	<ol style="list-style-type: none">1. Remove the original from the scanner and calibrate the scanner.2. Select the <i>Mechanical</i> Calibration to correct stitching errors.3. If the problem persists after calibration the scanner sensors may need readjusting. Contact your technical service provider.
<p>One or more thin vertical lines (in the direction of paper feeding) show up in the scanned image, but not in the original document.</p>	<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 cause a streak along your entire scan. To remedy:</p> <ol style="list-style-type: none">1. Clean your glass plate and rollers as described in this users' guide under <i>Cleaning</i>.2. Most of the dirt on the glass plate comes from the documents that are passed against it. Wipe the document clean with a dry lint-free cloth before feeding the document into the scanner.3. If the problem persists after cleaning, calibrate the scanner. The scanner may have memorized dirt specs and you will need to recalibrate after removing the dirt.4. 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.5. A damaged calibration sheet can also cause streaks. Obtain a new sheet and recalibrate the scanner.

Appendices

Important safety instructions



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

CAUTION:

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.

DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.



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.

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 is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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 22)

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 or Elements

有毒有害物质或元素名称及含量

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	O	O	O	O	O
<p>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。</p> <p>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。</p> <p>(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。)</p>						