

User's Guide

HD iFLEX Scanner



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About This Guide

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

This user's guide covers:

Model: HD iFLEX

18" (A2) wide format flatbed 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* CD-ROM. Contains the most current installation and OS compatibility issues.
3. *WIDEsystem TOOLS Help* – After installing your drivers, [open WIDEsystem](#) and press F1. Contains information on using the WIDEsystem software.



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 Out-of-date versions of WIDEsystem software may not detect your scanner model.

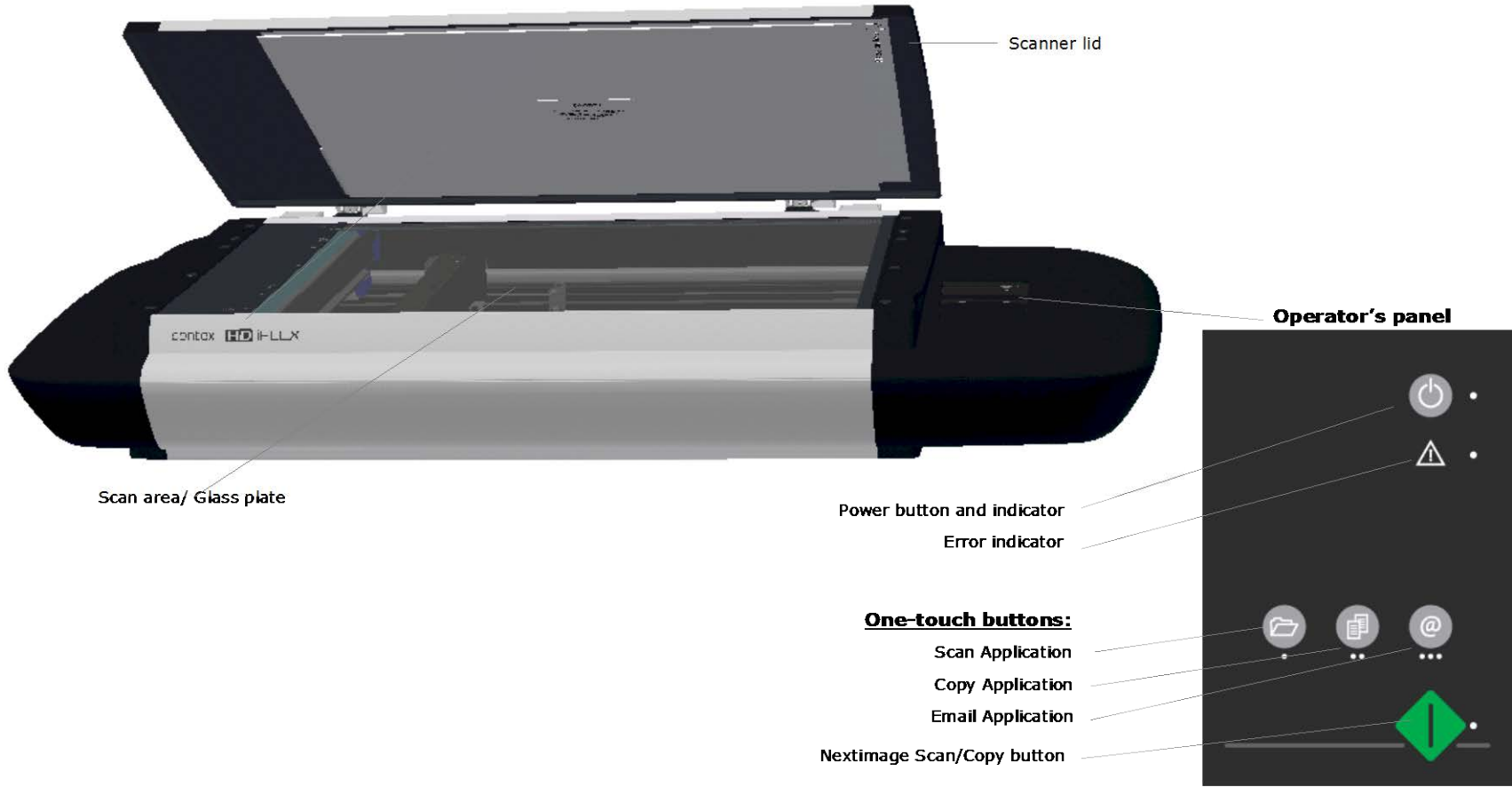


NOTE: Windows Compatibility - Your scanner and drivers are tested and developed to support the most current active Microsoft Windows version OS systems. Drivers and interface support in regard to specific Windows versions will follow the Microsoft Support Lifecycle Policy. The compatibility specifications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

Overview of Scanner

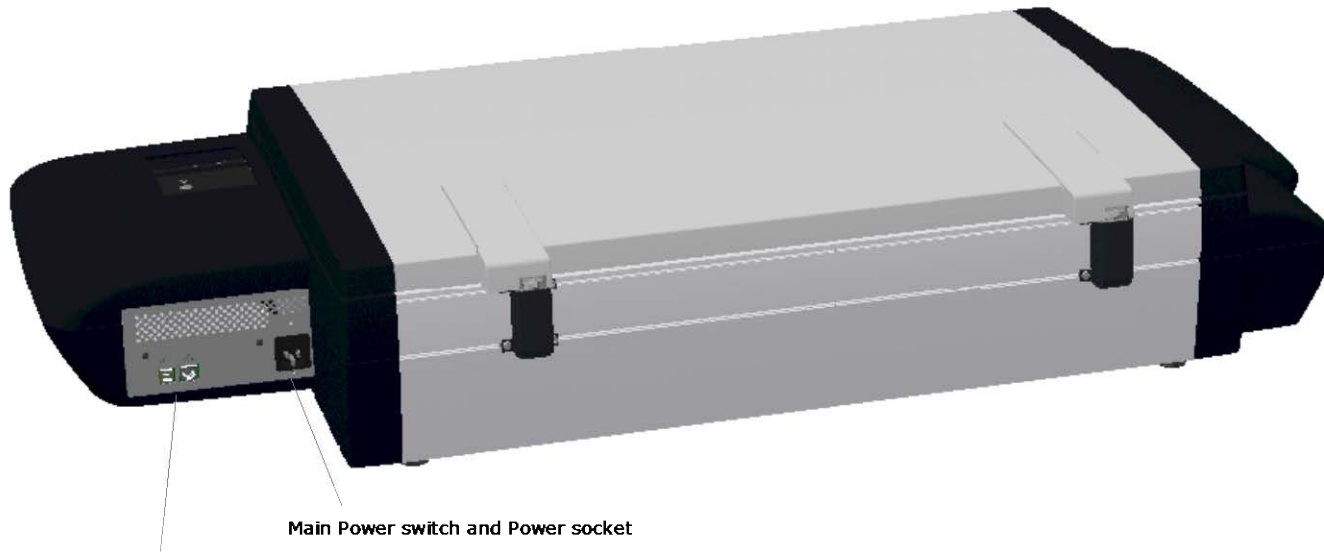
Scanner Front View

Parts, you need to recognize when installing and using the scanner



Scanner Rear View

Parts you need to recognize when installing and using the scanner



Main Power switch and Power socket

Interface connections – USB, Gigabit

Installation

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 CD-ROM.
- The WIDEsystem TOOLS CD supplied with your scanner.
- Scanning software or compatible third party software.
- Grounded power outlet.
- PC with USB port or enabled Gigabit port.

Installation Steps

To get your scanner up and running, follow the steps below in their written order.

1

Set up the scan station

Your wide format flatbed scanner should be placed on a stable, level and completely flat (plane) surface such as a sturdy table. If convenient, you can place the backend of the scanner against a wall. The lid will not open all the way back and stops at an approximate 65° angle.

It is very important to follow the instructions below to ensure the scanner is setup with optimal stability and without tension on the scanner's frame. Failure to do so can produce poor scanning results and cause damage to the scanner device over time.



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



See the Safety Instructions at the end of this operator's guide

2

Adjust the scanner's feet for sturdy placement

The scanner rests on feet placed at the bottom of the scanner. There are 3 fixed feet and 2 adjustable feet (total of 5 feet). See the instructions below for feet adjustment.

1. The two outer feet closest to the operator's panel side are adjustable. The middle foot on the same side and the two feet on the other side are fixed.
2. The 2 adjustable feet should be positioned (tightened) all the way up when setting up the scanner on its new surface. They are delivered in that position from the manufacturer.
3. The 2 adjustable feet (in their original position as described in step 2) are slightly shorter than the 3 fixed feet. Therefore the scanner will at first rest only on the 3 fixed feet (1 on the operator panel side and 2 on the opposite side).
4. Use a screwdriver or an alternative long slim object to access and rotate the 2 adjustable feet until they touch the surface so all 5 feet are in contact with it.
5. If the scanner is moved, the 2 adjustable feet must be retightened to their original (shortest) position and the steps above must be repeated.

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




Installing scanner software – WIDsystem, drivers, and Scan/Copy software

3

Install WIDsystem and scan/copy software on your PC

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

1. Insert the WIDsystem TOOLS CD-ROM into your PC. Normally the setup program interface will start automatically. If it does not, locate the setup.exe file on the CD and start it manually.
2. Follow the instructions on your screen to install the WIDsystem software and scanner drivers. Reboot the PC when asked to do so to complete installation.
3. Remove the CD when done with installation.
4. To verify correct installation of WIDsystem: the WIDsystem icon will be visible in your system tray. 
5. After installing WIDsystem, install the Scan & Copy software you will be using with the scanner. Select the required installation options for the Scan & Copy software from the WIDsystem TOOLS CD or from a third-party installation CD.

! **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 YET CONNECT THE SCANNER TO POWER OR TO THE PC. This is to ensure your own personal safety and to help protect your device from potential damage during cleaning in the next steps

6. After installing software, leave the PC ON as you perform the next steps to prepare and setup the scanner.



Cleaning the scanner

4 Open the scanner lid

The internal scan area (glass plate) should be wiped clean for any dust accumulated during packaging and shipping. The scan area is under the scanner lid so you have to open it.

Pull back the scanner lid to expose the scan area (glass plate).



Cleaning the scanner

5 Clean the internal scan area

Lightly wipe the internal scan area's glass plate free of dust. Use a dry lint-free cloth.

If you detect difficult smudges on the glass that cannot be wiped clean with a dry cloth, refer to this guide's section [Cleaning the scan area](#) for instructions on thoroughly cleaning the scan area.

Close the lid after cleaning the internal scan area.



Connect power cable

6

Connect the power cable to the scanner

Connect the scanner power cable to the scanner's main power connection socket. The main power connection socket is at the scanner's back.



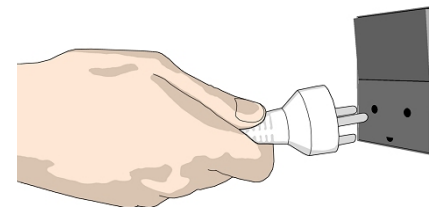
Connect power cable

7

Connect the scanner to a power outlet.

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

! CAUTION: The scanner is equipped with a three-wire (pin) grounding type plug. If you cannot insert the plug into your outlet, contact your electrician to replace the plug or outlet to ensure a grounded power connection. Do not try to defeat or ignore the purpose of the grounding-type plug.

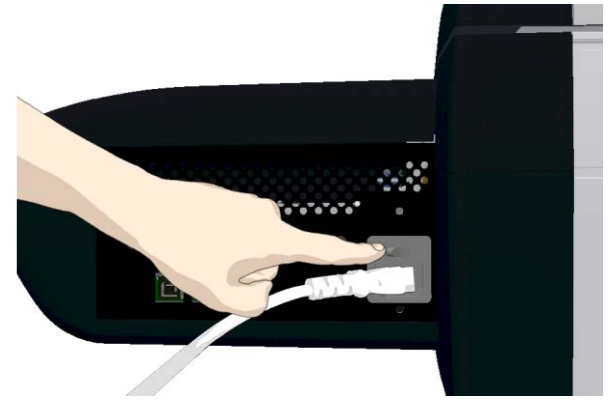


Power ON the scanner

8

Turn ON scanner power

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



Connect Cables

9

Connect the USB interface cable to the scanner

Initial installation and activation of the scanner is easiest using the USB connection. This applies also for Gigabit enabled models.

1. The interface-connection-panel is found at the back of the scanner – on its left side when facing the back.
2. Connect the B-connector end (square shaped) end to a USB port on the scanner.



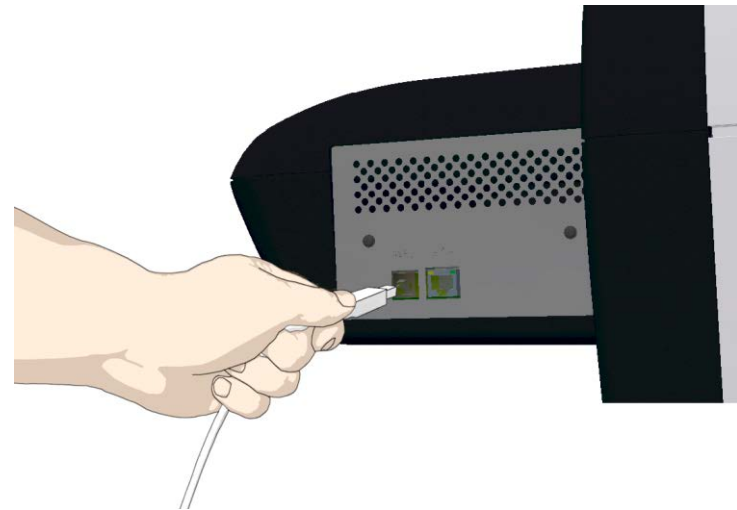
NOTE: For Gigabit enabled scanner models: The installation wizard will instruct you on installation and activation of the gigabit interface **later** in the installation process. For now – only connect the USB.



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.




IMPORTANT: Do not yet connect the other end of the USB to the PC.



Connect USB cable to PC

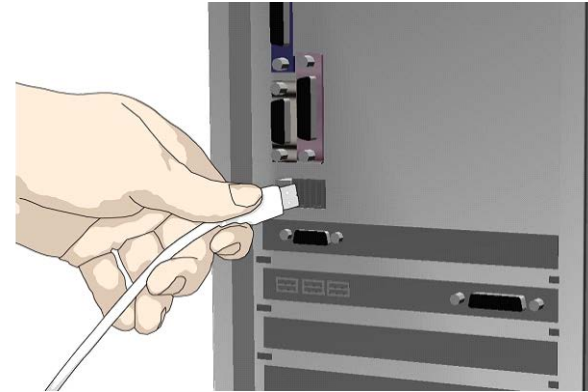
10

Connect the USB interface cable to the PC

1. On the PC, verify 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 in a previous step.
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.

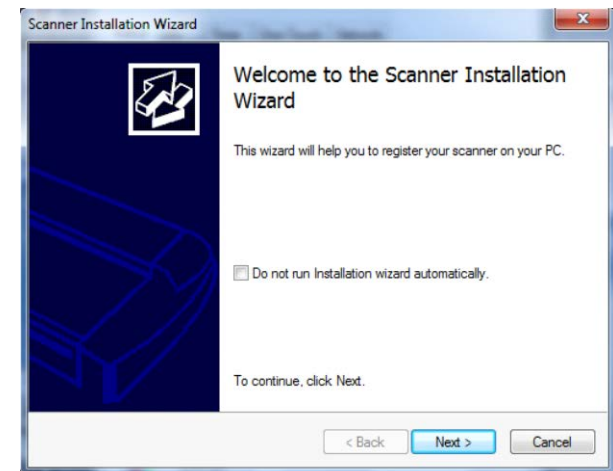


Scanner installation

11

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 (and not, for example, the Ethernet port).




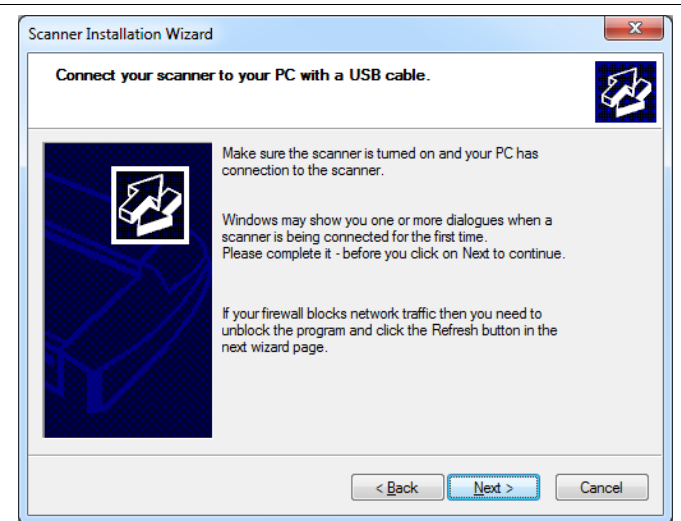
Scanner installation

12

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

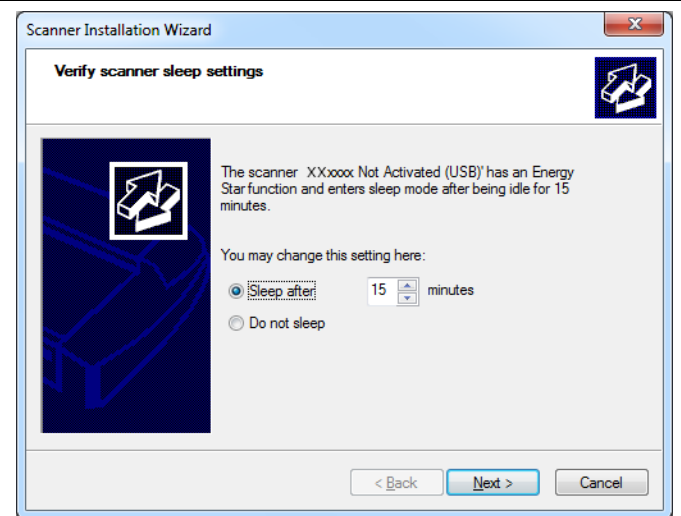
13

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 may wish to prolong it to avoid frequent automatic shutdowns.

Set a new idle time or select *do not sleep* to deactivate automatic entry into sleep mode.



Scanner Activation

14

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 both this step 14 and the following steps 15a, 15b.

About license keys and activation codes:

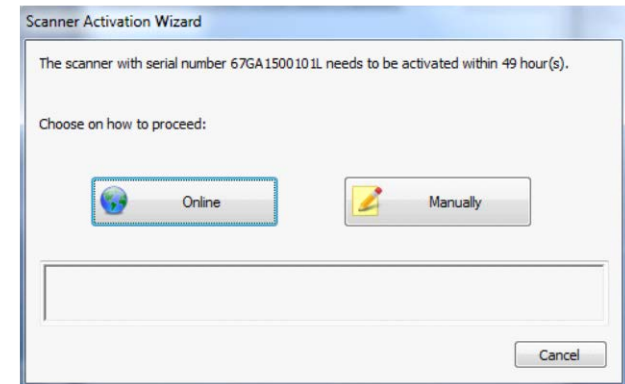
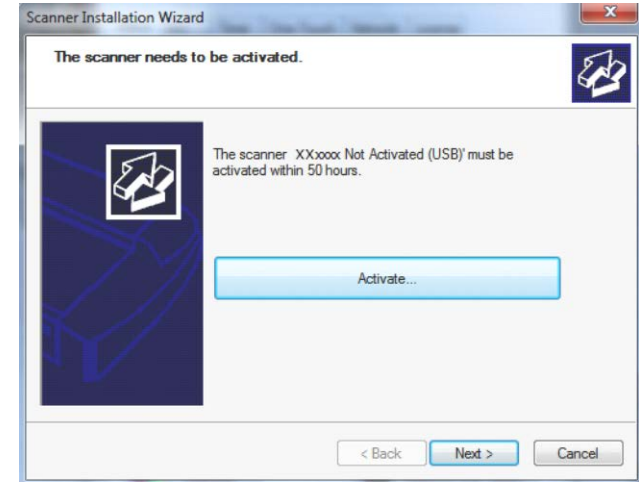
- You will need to enter your **license key** that came with your scanner.
- Contact your dealer if you do not have a license key.
- **Online** activation will only require the license key.
- **Manual** activation will additionally require an **activation code**. Activation codes can be obtained from 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 15a (and skip 15b). If you chose *Manual*, proceed to the instructions in step 15b (skip 15a).



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



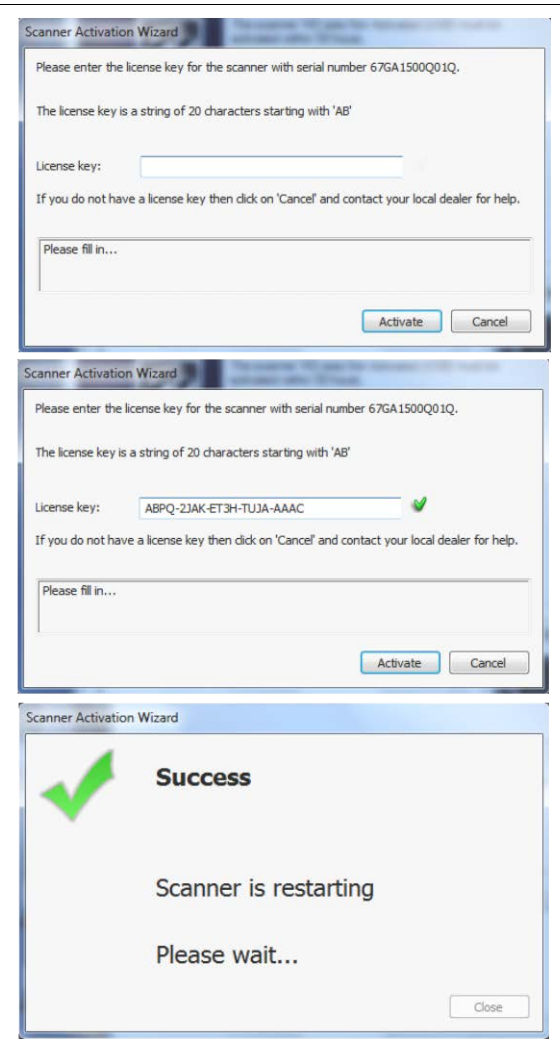
Scanner Activation - Online

15a

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 you 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

15b

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.
 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 – Change network name

16

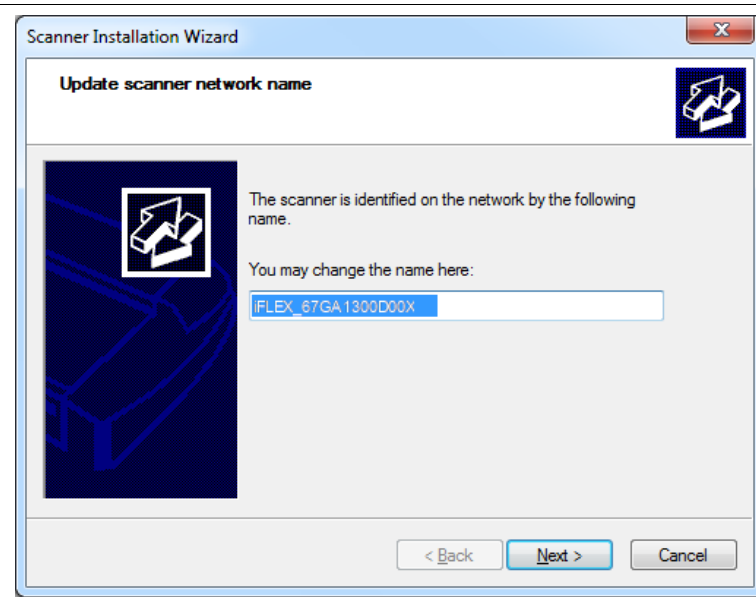
Change the scanner's network name (optional)



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

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

Click *Next* when done.



Scanner Installation

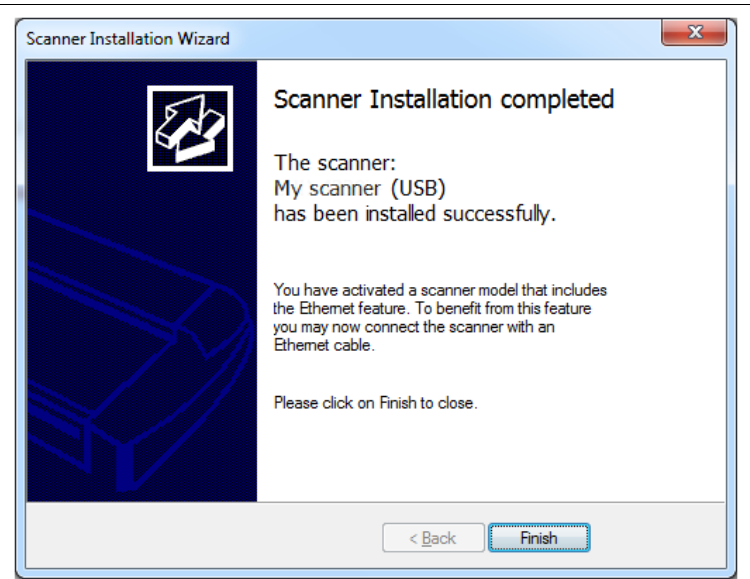
17

Installation complete

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

For using the optimal Gigabyte interface, proceed to the steps for enabling gigabyte on the scanner plus sharing it on the network.

If using only the USB interface - you can also choose to share the scanner on the network. Instructions for sharing USB scanners on the network follow below.





Enabling Gigabit Interface

18

Enable Gigabit Ethernet Interface (optional)

Optimal speed according to specifications will require you connect the scanner to a gigabit connection.

To enable gigabit interfacing:

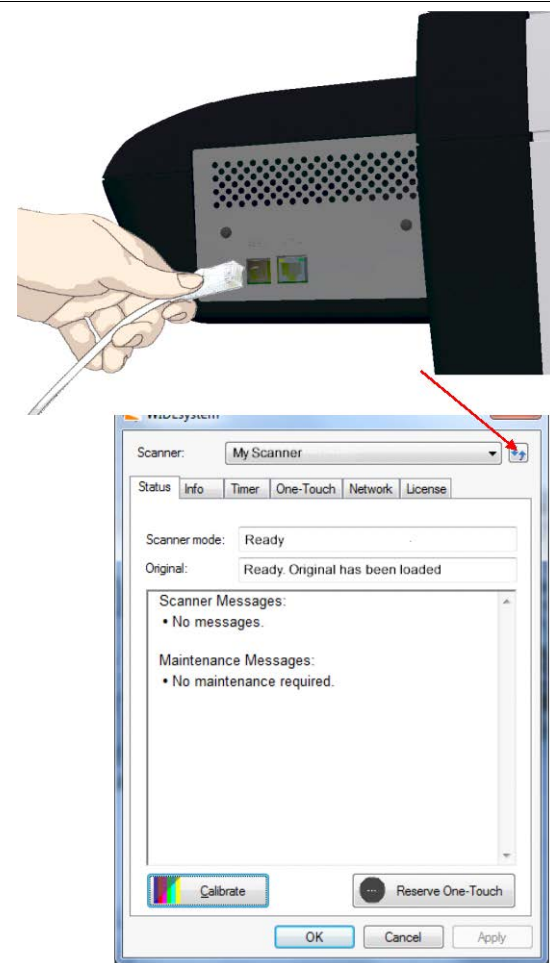
1. Disconnect the USB connection to your PC
2. Connect an approved gigabit cable to the scanner Ethernet interface socket at the scanner's back.
3. Connect the other end of the gigabit cable to your LAN.
4. Open WIDEsystem – if not already open, double-click the WIDEsystem icon  in the system tray.
5. Press the Refresh Scanner List button 
6. The system will automatically include and share the scanner on the network and enable scanning at gigabit speeds.



NOTE: Use only an approved gigabit cable. Full specified performance cannot be guaranteed with other cables or normal LAN cables.



NOTE: WIDEsystem will provide a warning if you are running on a gigabit scanner without a gigabit connection.



Set up USB connected scanner for sharing on the network


19

Set USB scanner for sharing on the network (Optional)

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



NOTE: These instructions apply only for scanners using USB interfacing to PCs. Gigabit interfaced scanners will be shared automatically.

1. Make sure your PC with the scanner connected via USB is connected to the LAN.
2. Double -click on the WIDEsystem program icon  and select the *Network* tab.
3. Select the option: *Share the scanner on the network*.
4. Press the *OK* button to accept the settings.

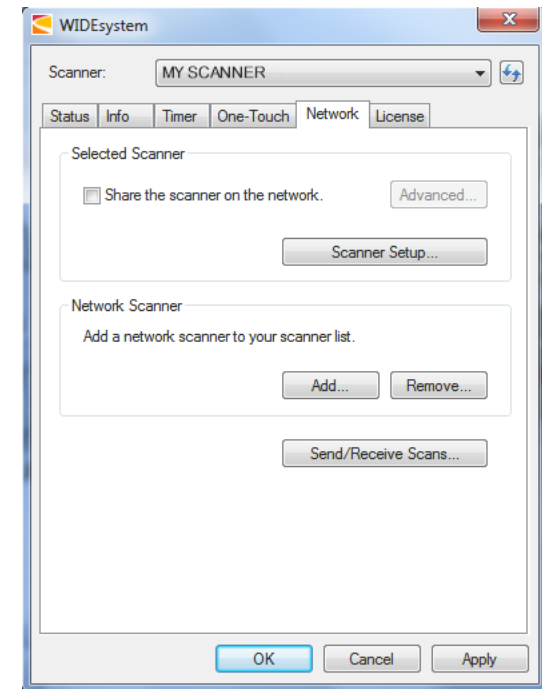
On most LAN systems, this is all you have to do. However, some systems will require *Advanced* settings, such as specific communication port numbers. Contact your LAN administrator for information regarding *Advanced* settings.



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



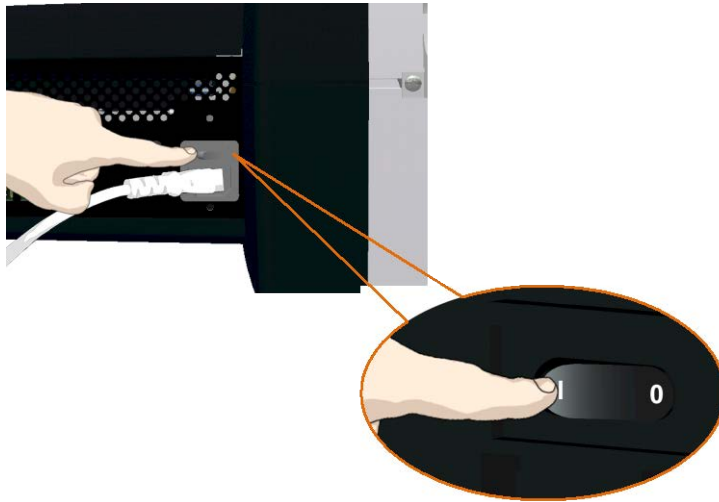
NOTE: PCs on the LAN that will use the scanner must be installed with WIDEsystem and compatible scan/copy software.



Turning Power ON/OFF

Main power switch

The main power switch is at the back of the scanner on the right. Press the upper half of the switch (marked “I”) to turn the main power to ON. Press the lower half of the switch (marked “0”) to turn the main power to OFF.

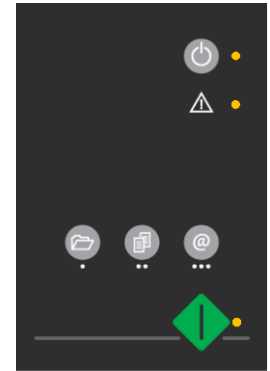


Main power switch is at the back of the scanner. Press “I” for ON and “0” for OFF.

The scanner’s Self-Test Procedure

When you turn the main power ON, the scanner runs a short self-test procedure. This takes less than one minute. The LEDs on the panel will be on during the self-test procedure.

Both LEDs are ON during self-test



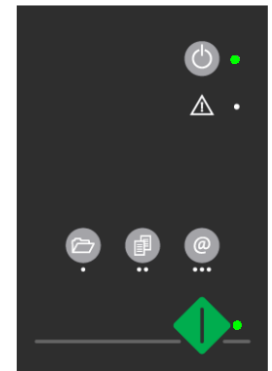
Error detected – Error indicator blinks

Scanner ready to scan

The scanner is ready for scanning when the power and Nextimage LEDs turn green. The scanner starts up in Wake mode (see next section).

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

Panel when Scanner is Ready – in Wake mode



Wake and Sleep modes

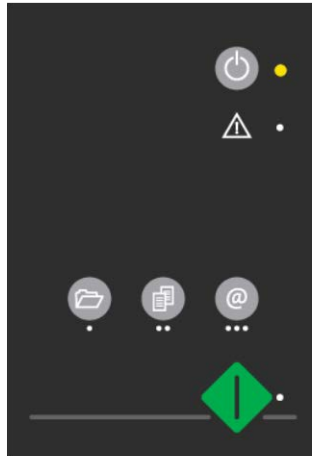
With the main power switch ON, scanner power can be set in *Sleep mode* and *Wake mode*. **Sleep** mode is the energy saving mode. The scanner cannot scan when in the *Sleep* mode. **Wake** mode is the full power ON mode for scanner operation.

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

- Automatically: after a set idle time (see section: [Automatic shut down after idle time](#)).
- Manually: when you hold the power button down for 3 seconds.



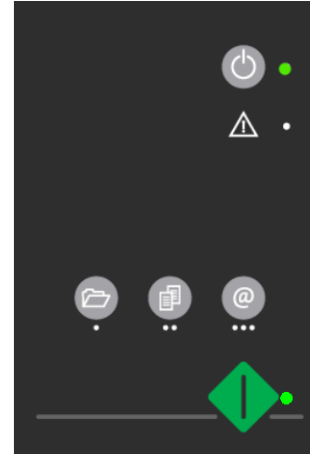
Hold down the power button to enter Sleep mode



Scanner in Sleep mode—Power LED is orange, Nextimage LED is off

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

- When you press any button on the panel.



Scanner in Wake mode – LEDs green

Advantages with using Wake-up and Sleep modes:

Ready faster: You turn the scanner OFF and ON (sleep/wake-up) by pressing the power key on the panel. The scanner skips its init sequence and is ready to scan sooner than with *Main Power OFF* to *ON*.

Convenience: When OFF (LED is yellow) the scanner can be powered up (Wake-up) easily by pressing the power key thereby indicating you wish to scan.

Save energy: Sleep mode runs at low power values.

Sleep/Wake mode options – automatic power management

Automatic power management lets you schedule your scanner's up-time optimally and helps save energy.

You can set the scanner for automatic power OFF (Sleep) and power ON (Wake-up). Automatic power management functionality is set and controlled through your WIDEsystem software.


Your scanner supports one automatic power function:

1. Enter Sleep mode automatically (*Automatic shut down after idle time*).


In order to use automatic power management functionality: the scanner Main Power switch at the scanner's back must be turned ON.

Automatic shut down after idle time

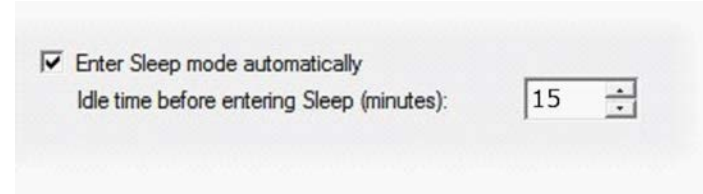
On delivery, the scanner is set for automatic entry into sleep mode after a preset default *idle* time, i.e. the length of time the scanner is not active. You can prolong or shorten the idle time value to match your normal workflow.

 **NOTE:** You will be prompted to change the idle time during installation. If you have done this you can omit this step unless you wish to reset.


To change/set the sleep mode options:

1. Open WIDEsystem - double-click the WIDEsystem icon  in the system tray.
2. Select the *Timer* Tab.
3. Select or deselect the *Enter Sleep mode automatically* option.
4. If you do not select the *Enter Sleep mode automatically* option, you will need to use the manual method for entering sleep mode by holding the power button down for 3 seconds.
5. If you do select *Enter Sleep mode automatically* option, proceed to the next step to set the *Idle time* value.
6. 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.

7. Press *Apply* to download your settings into the scanner's memory.

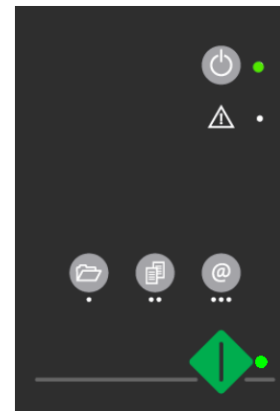


Sleep Mode options in the WIDEsystem program – Timer tab

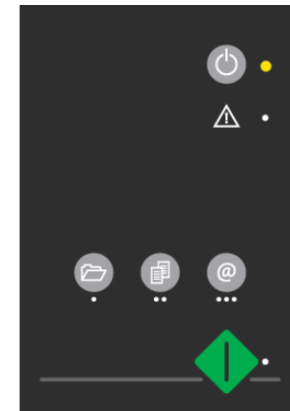
 **NOTE:** With the scanner main power ON, the scanner can be also be brought into Wake-up and Sleep modes **manually** even while the *Enter sleep mode automatically* option is selected.

- **Wake** - by pressing any button on the panel.
- **Sleep** – by pressing and holding down the power button for 3 seconds.

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.



Scanner in Wake mode – LEDs are green



Scanner in Sleep mode – Power LED is orange

Loading Originals into the Scanner

Load, face down, align at the scanner's left side

1 Open the scanner lid

Pull back the scanner lid to expose the scan area (glass plate).



2 Place your document

Place your document, face down, on the glass plate.



3

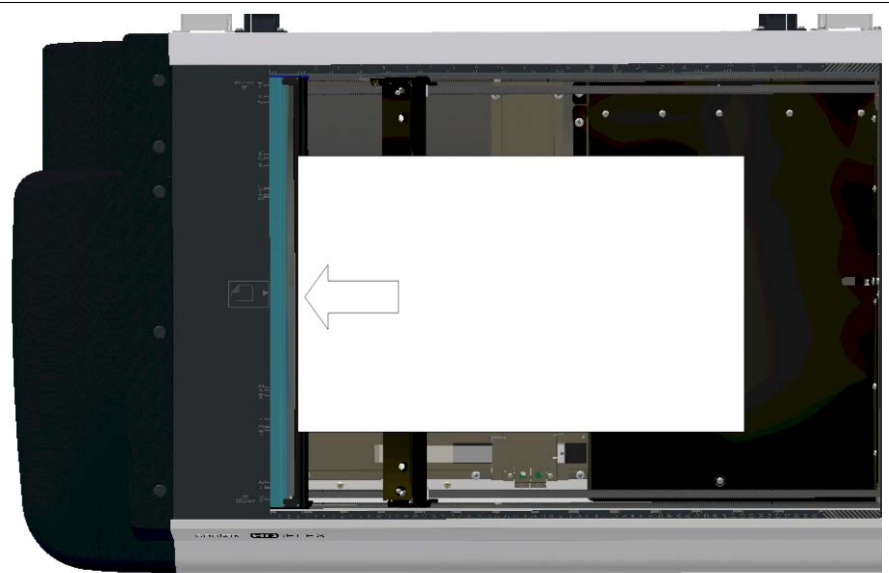
Align and center

Align the document edges against the alignment guide bar at the scanner's left side for a straight scan.

Align the document middle with the center arrow marking on the alignment bar.



You can use the standard size markings to position the original and determine its standard size.



4

Close the lid

Carefully close the lid over the document without disturbing its position and alignment.



Setting the input size

The *Input size* defines the scan area. You enter the input size in your application's input size dialogs.



NOTE: The availability of the *Input size* options described below will depend on your [scan/copy software](#) and its level of compatibility with the scanner model.

3 ways to set find and set the input size:

1. **Use automatic size detection** - The scanner will detect the edges of the document and calculate the input size for you.
2. **Set a standard size** - common standard sizes are marked on the left side of the scan area at the scanner alignment bar. Use these markings to determine which standard size matches the original and then select that size in the application's *input size* dialog.
3. **Set the size manually** for irregular sizes. To measure your document - use the scanner's ruler on the edge of the scanning area. Enter your width measurement in the *width* setting field in your application's *input size* setup dialog. You can measure and set a *length* value or choose automatic length detection.

Scanning

Software applications for scanning

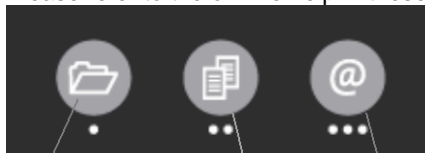
Your scanner is controlled through scan, copy or imaging software installed on your PC.

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.

Simple scanning functionality - Many common imaging applications support TWAIN and WIA interfacing and will thereby support simple scanning tasks through a limited range of settings and control options.

Running applications from the scanner panel

Normally you would control the scanner from your PC through your scan software user interface. However, your scanner also supports one-touch buttons that enable you to trigger your software and actions from the scanner panel. When a button is pressed, a scan is initiated and the result is loaded into the application triggered. You configure your one-touch buttons through WIDEsystem and your compatible scanning software. Please refer to the on-line help in these applications for instructions.



Scan Application button

Copy Application button

Email Application button

The one touch buttons on the panel

Nextimage Scan/Copy button

The green button duplicates the scan/copy button in the Nextimage software. Once you set Nextimage to scan or copy with the right settings, pressing the green Scan/Copy button on the scanner activates the process from the scanner rather than from the PC. This is useful for example to facilitate fast and convenient feeding and scanning of multiple pages (see *Batch scanning* below).



NEXTimage button

Batch scanning

Batch scanning involves jobs where you want to feed and scan a whole set of originals that require equal scan settings. The basic steps are:

1. In Nextimage, set your scan or copy settings (size, type, image adjustments..) for the batch. Your settings will apply to ALL the documents in the batch.
2. Feed the batch's documents one by one, pressing the green Nextimage Scan/Copy button at the scanner for each document.
3. If using a scan or copy software other than Nextimage, you can configure and use the one-touch buttons to batch scan.

Read you scan software's on-line help pages for specific information on batch scanning with the application.



NOTE: The availability of Batch scanning options will depend on your scan/copy software and its level of compatibility with the scanner model.


Scanning Thick Media

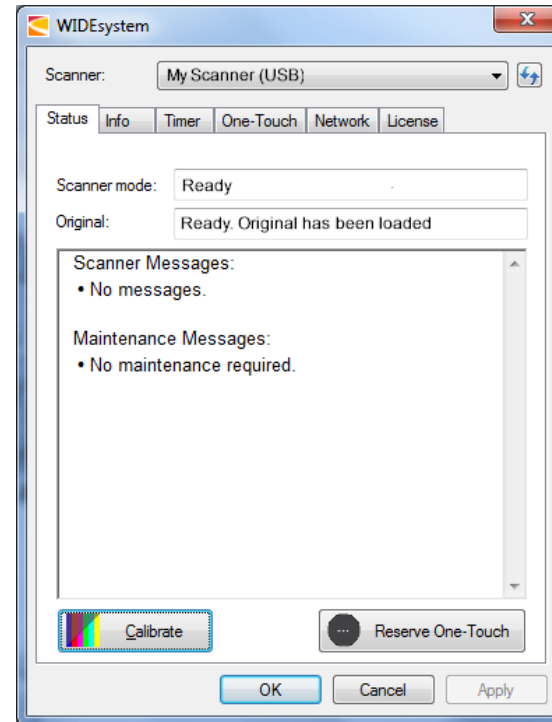
You may need to scan documents and drawings printed or pasted on thick media such as cardboard, foamboards, gatorboards etc.

- Your flatbed scanner can accommodate originals up to 1,5" (38 mm,) thick while still allowing you to close the cover.
- You can also scan very thick originals by placing the original on the scanner bed and leaving the cover completely open.

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 left click the system tray's WIDEsystem icon  to open the WIDEsystem control interface.



WIDEsystem program control interface

With WIDEsystem you can:

View the scanner's 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. Then right click on the scanner icon, select *Advanced Options > Update Scanner Firmware* to install it on your scanner.
 - **Initiate a scan of the system's hardware bus** for re-establishing the interface. Right click on the scanner icon, select *Advanced Options > Rescan Hardware Bus*.
 - **Assign/reassign applications to the scanner's one-touch-scan buttons**, or disable the one-touch-scan buttons altogether. Open the *One-Touch* tab to make settings.
 - **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 WIDEsystem on-line help.** To find instructions on trouble shooting and using WIDEsystem with your scanner. Open WIDEsystem and press the F1 key.
 - **Activate and upgrade your scanner.** Open the License tab. You will need to have a valid license for the activation/upgrade
 - **Launch the scanner calibration wizard.** Right click on the scanner icon, select *Calibrate*.
 - **Launch the WIDEsystem on-line help.** To find instructions on trouble shooting and using WIDEsystem with your scanner. Open WIDEsystem and press the F1 key.

Maintenance

About scanner maintenance

Scanner maintenance will ensure optimal performance of your scanner. There are three 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 the scanner 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 often be the cause of streaks in the end result.

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

2. **Calibration and camera alignment**

Scanner Calibration is easy to perform and most of it is completely automatic. Scanner calibration includes camera alignment and calibration of B&W and color parameters. To run, you insert a Calibration Sheet, and start the Scanner Maintenance program. Be sure to calibrate if your output is not optimal. Make sure the scanner is clean before calibrating.

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

3. **Replacing worn parts**

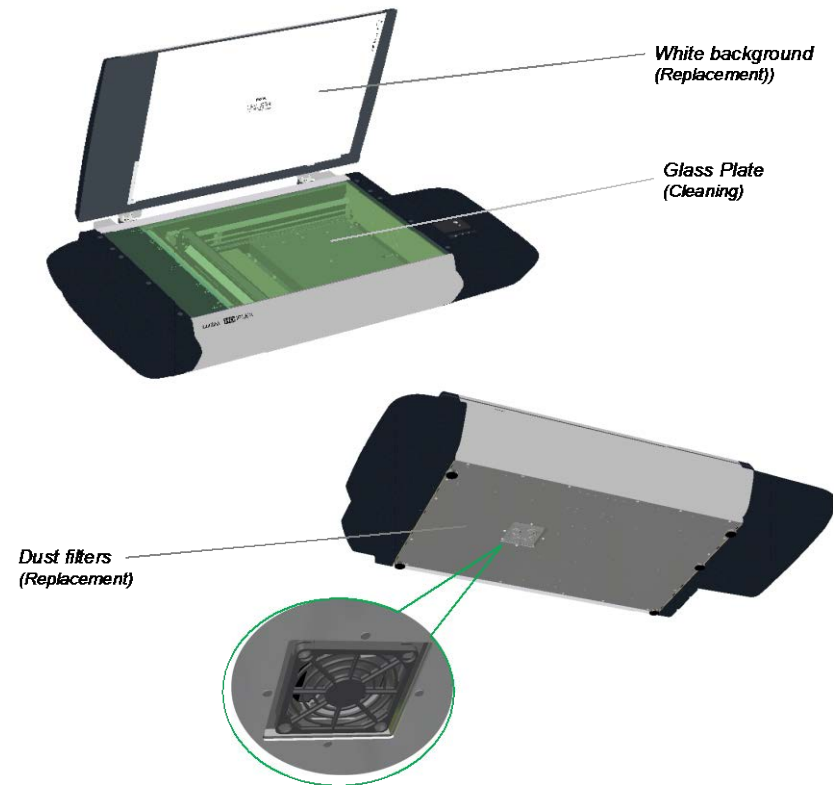
This should be carried out when you get a warning on your screen or when a worn part affects your results. Replaceable parts are:

- a. the white background platen
- b. The air vent's dust filters

See more under the section [Replacing scanner parts](#).

Overview – key maintenance points

The illustrations below indicate the parts and areas you need to recognize when cleaning the scanner or changing parts. Instructions follow in the next sections.





Cleaning the scan area (glass)

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

To clean the scan area

You need to open the lid to access and clean the glass. Follow the instructions below.

 **Caution:** do not use abrasives, acetone, benzene or fluids that contain these chemicals. Do not spray liquids directly onto the scanner glass-plate or anywhere else in the scanner.

 **Caution:** Before cleaning the scan area, be sure to turn the scanner power off and disconnect the power plug.

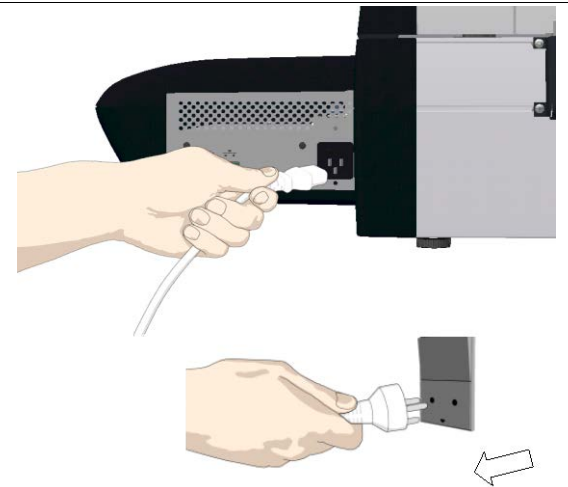


Cleaning the scan area

1

Turn scanner power off and disconnect

1. Press the main power switch (scanner back) to OFF
2. Disconnect the power plug.



Cleaning the scan area

2 Open the scanner lid

Pull back the scanner lid to expose the scan area (glass plate).



Cleaning the scan area

3 Clean the glass

1. Clean the glass with a lint-free cloth and a mild, streak-free, glass cleaner.
2. Dry the glass completely using a separate clean, dry lint-free cloth like the one provided with the maintenance kit.
3. Close the scanning area lid when finished.




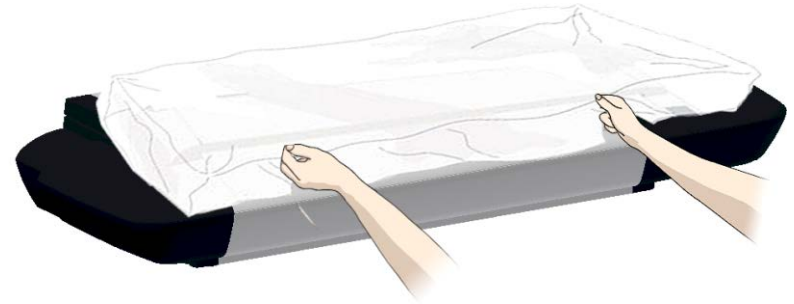
Cleaning the scan area

4

Cover when not in use

Cover the scanner with its plastic dust cover when not in use.

 **Caution:** Make sure the scanner power is OFF when using the dust cover.



Calibration

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



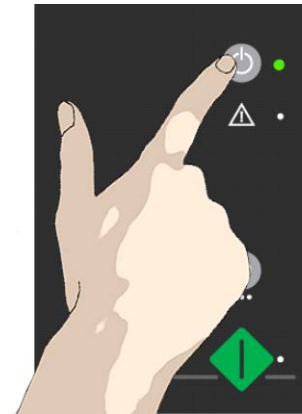
NOTE: Cleaning and calibration are tied together. Cleaning the scanner creates the need for renewed calibration and correct calibration will always require a clean scan area.

Calibration



1 Turn the scanner power ON



Make sure that the scanner has been turned ON and in *Wake* mode for at least **5 minutes** prior to calibration. The short warm-up time will ensure that camera and light conditions have stabilized.

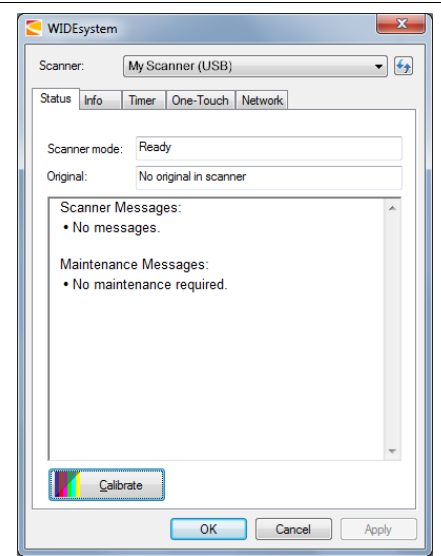


Calibration

2

Launch the scanner calibration wizard

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



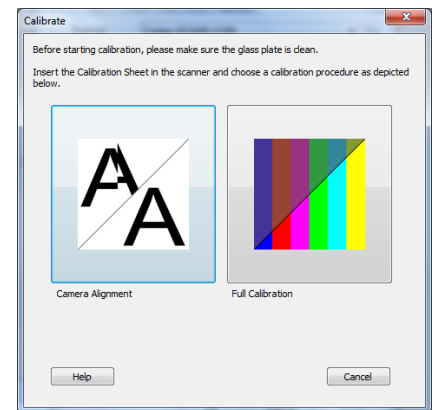
Calibration

3

Select the Calibration type

Select either Camera Alignment or Full Calibration.

- Camera Alignment will align the camera horizontally to the first scan line
- 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 sheet's printed side must be inserted face down on the glass.**

Click the wizard's *Next* button to continue.



Calibration

5

The program calibrates the scanner

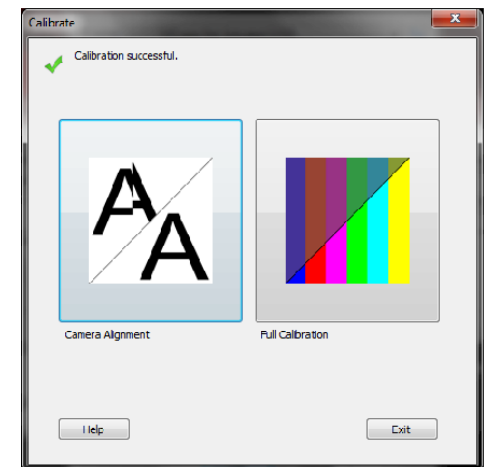
The program works in steps to analyze and correct the status of the sensors, calibrate black and white values and calibrate color. The calibration sheet will be rescanned a number of times as the program processes data.

Let the program complete the calibration steps you requested.

The wizard will tell you when the process is finished.

After Calibration:

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 Scanner Parts

This section describes how to replace scanner parts that are liable to wear down over long-term use. Changing parts will renew your scanner and reestablish optimal results. WIDeSystem monitors scanner usage and will warn you when it is time for a replacement.

The following parts can be replaced:

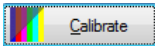
1. The White Pressure/background platen
2. The dust filters.



NOTE: Regarding *WIDeSystem WARNING FLAG - White background platen replacement*: After receiving a warning by WIDeSystem and replacing the part, be sure to reset the part replacement warning flag through WIDeSystem's "Status" tab.



NOTE: Regarding *RECALIBRATION - White background platen*: Replacing this part will change conditions in the scan area. Therefore, it is recommended to recalibrate right after changing the White background platen and cleaning the glass. Start WIDeSystem and select *Calibrate*.



Important Safety Instruction: Before replacing any parts, be sure to turn the scanner power off and disconnect the power plug.



Replacing the White-Background-Platen

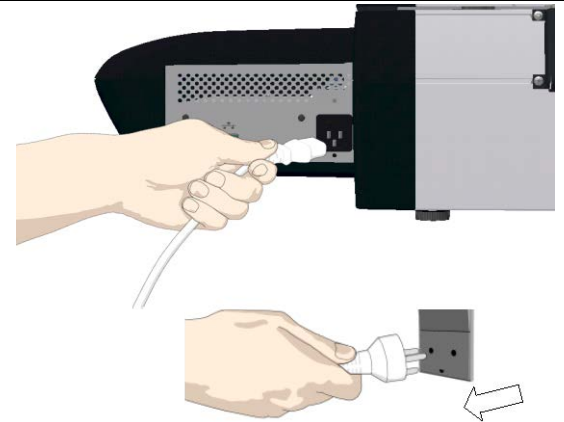
Your white-background-platen can become worn and discolored after long periods of use and in such cases; replacement with a fresh white-background-platen is recommended. WIDEsystem monitors scanner usage and will warn you when it is time for a replacement.

Replacing the white-background-platen

1

Turn scanner power off and disconnect

1. Press the main power switch (scanner back) to OFF
2. Disconnect the power plug.



Replacing the white-background-platen

2

Open the scanner lid

Pull back the scanner lid to expose the scan area (glass plate).

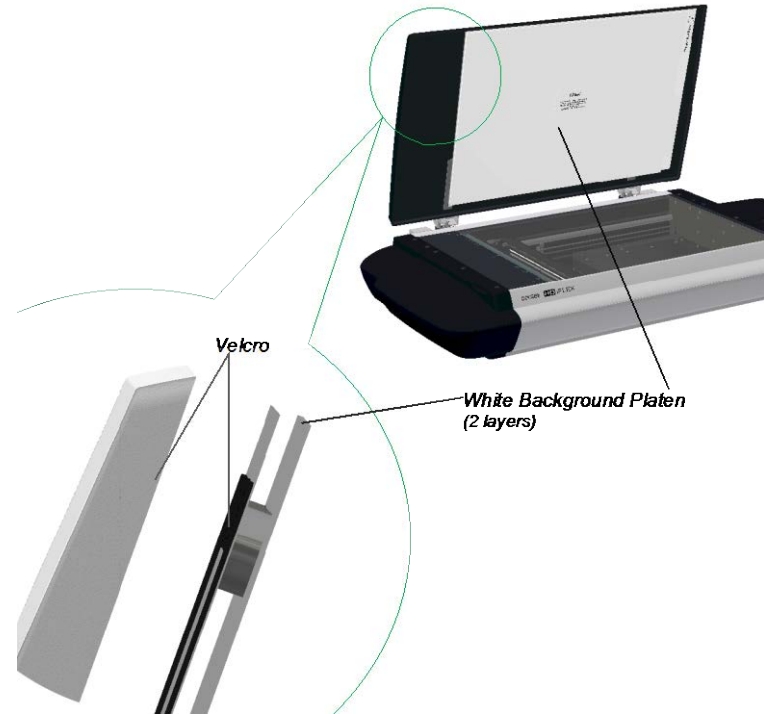


Replacing the white-background-platen

3 Locate the white background platen

The white background platen is attached to the lid's underside. It is constructed as two layers - upper layer and lower layer. The lower layer faces the glass.

The upper layer is attached to the bottom side of the lid with Velcro at its corners and edges.

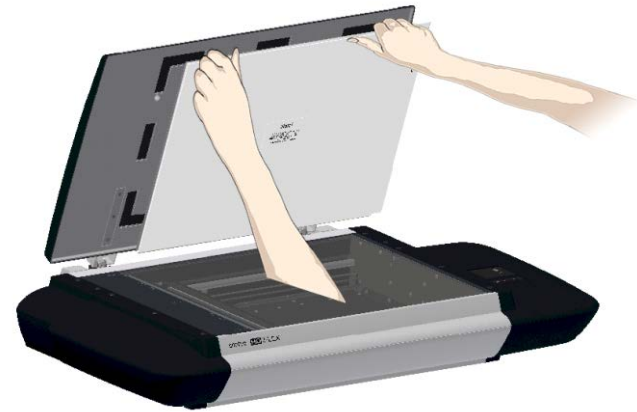


Replacing the white-background-platen

4 Remove the old white background platen

Use both hands to place your fingers between the bottom side of the lid and the top edge of the upper layer.

Pull the platen free.



Replacing the white-background-platen

5 Place the new white background platen on the glass

Place the new white background platen on the glass plate with its Velcro corners facing up.

Align the new white background platen on the glass by making sure there is an equal amount of space around all four edges of the lower layer (the layer resting on the glass).

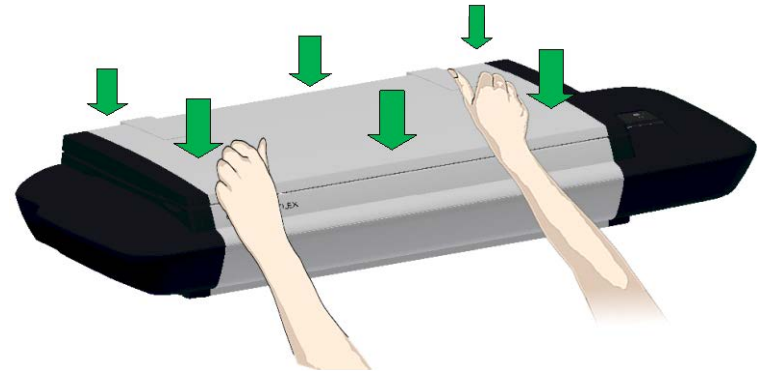


Replacing the white-background-platen

6

Gently close the lid

Press the lid firmly at all its corners and edges to ensure contact between the lid's Velcro and the white background platen's Velcro.



Replacing the white-background-platen

7

Press on the white background platen

Make sure your hands are clean. Open the lid and press firmly on the new white background platen corners and edges to make sure the Velcro is properly in contact in all places.

Recalibrate the scanner as described under Maintenance – Calibration.



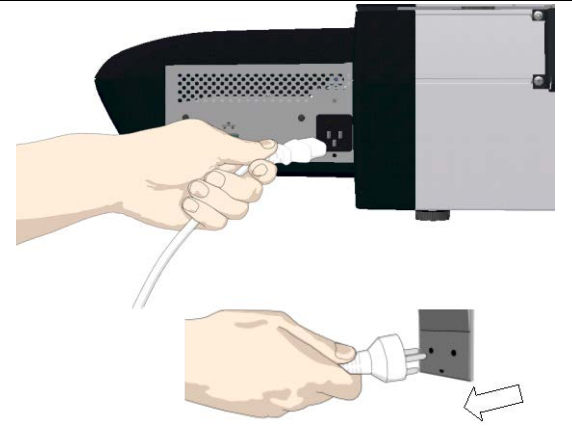
Replacing the Dust Filters

Fresh dust filters can reduce the amount of time spent on cleaning and calibration. The dust filters protect your scanner's air-cooling vents. Your scanner monitors usage of the filters and will warn you when it is time for a replacement through WIDEsystem.

Replacing the Dust Filters

1 Turn scanner power off and disconnect

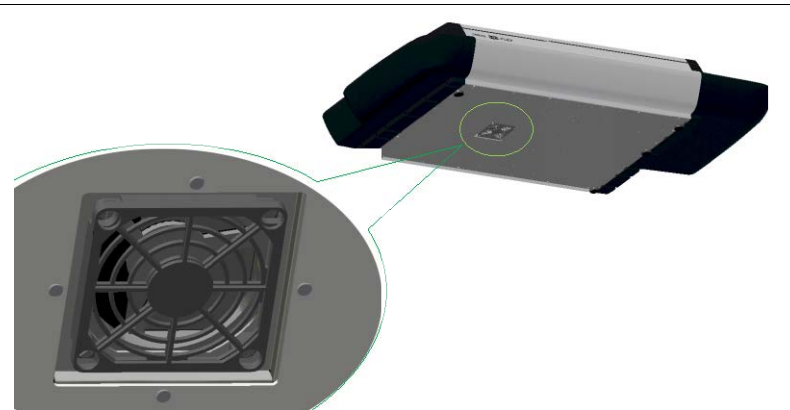
1. Press the main power switch (scanner back) to OFF
2. Disconnect the power plug.



Replacing the Dust Filters

2 Locate the air vent and dust filter bin

Locate the square-shaped dust filter bin on the underside of the scanner.



Replacing the Dust Filters

3

Detach the bin

Insert a screw-driver or other flat tool under one of the bin's corners to snap it down and detach it from its frame.

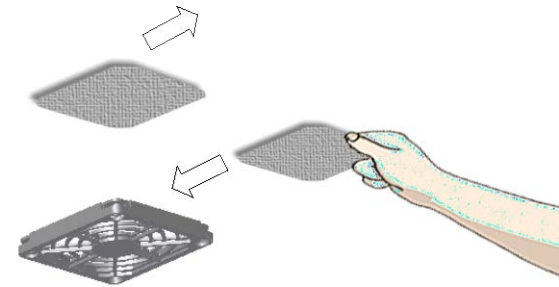


Replacing the Dust Filters

4

Replace the filter

The filter (soft material) is inside the bin. Remove the old filter and replace with a fresh one..

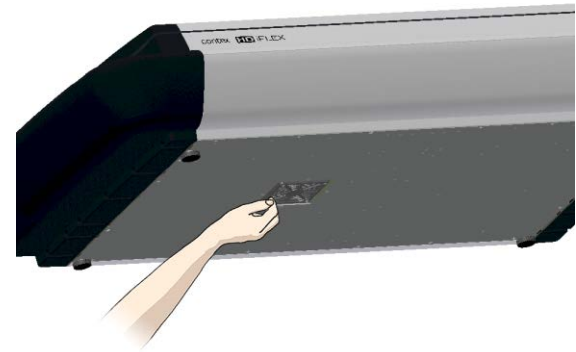


Replacing the Dust Filters

5

Reattach the bin

Reattach (click on) the bin to its frame on the underside of the scanner



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 for 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 icon. 
2. Select the **Info** tab.
3. The Info tab displays useful data about your scanner firmware.
4. *Firmware release* - Upgradeable firmware version.
5. *Firmware download time* - The date/time the current firmware was downloaded.

You can upgrade your firmware if the *Firmware 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. The WIDeSystem scanner icon on your system tray blinks red during the process.



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


Trouble Shooting

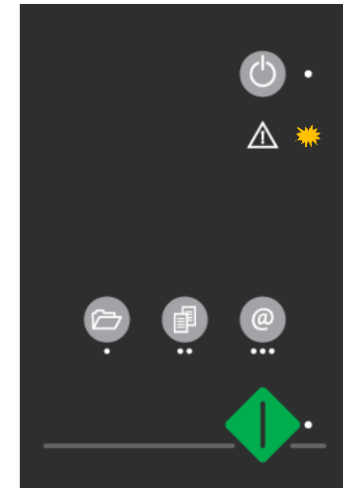
This section describes trouble-shooting procedures for the most common issues that can arise with your scanner. Please look for a problem description that matches your actual situation. If found, perform the recommended trouble-shooting procedures before requesting a service call.

How are errors reported on your system

The scanner panel's *Error Indicator* will blink when the scanner detects an error. 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.



Error detected – Error indicator blinks

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:

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



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

This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A conforme à la norme NMB-003 du Canada.		SERIAL NO:  51DAYMnnnROC	
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.		CE, FCC, UL LISTED (T.E. E125496), AR12, 10, CCC, S, 3M	
声明 富福扫描仪 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。		A074309 富福扫描仪	
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必要が生じることがあります。VCCI-A		富福掃描儀 A074309 富福掃描儀	
Laitte on tilillä suojadokumentaatioita vauvatehtaan pistoraasiaan. Apparätet må ikkopplas jordat stikkontakt. Apparaten skall anslutas till jordat uttag.		MODEL NO: BA51D 型号 BA51D contex	
FREQUENCY RANGE 50 - 60 Hz 频率范围		MODEL NO: BA51D	
AC VOLTAGE 100 - 240 V~ 交流电压		型号 BA51D	
CURRENT MAX 2 A 最大电流		contex	
CONSUMO DE ENERGIA POR UNIDAD DE TIEMPO EN OPERACION DEL EQUIPO: 80W/h CONSUMO DE ENERGIA EN ESPERA POR UNIDAD DE TIEMPO DEL EQUIPO: 4W/h		Sørenvang 2, DK-3450, Allerød, Denmark Made in Denmark 丹麥製造商有限公司	

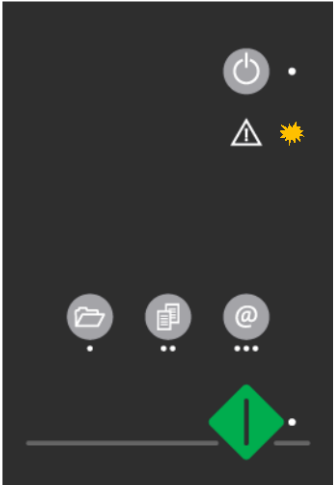
Serial Number


Model Number

Problems Related to Scanner Installation

Problem	Possible Causes and Remedies
<p>“Unknown device is found” message.</p>	<ul style="list-style-type: none"> • 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. • 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. • Loose interface connection – on both ends, unplug and then firmly plug-in the interface cable. • 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.
<p>No functional drivers found – yellow error icon on scanner in Device Manager</p>	<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"> 1. In the Device Manager - remove the scanner entry. 2. Shut-down the PC, shut down and unplug the scanner, disconnect the scanner from the PC. 3. Perform the installation from step 1 as described in the installation section of this guide. Be sure to install WIDEsystem before connecting the scanner.
<p>WIDEsystem does not detect the scanner.</p>	<ul style="list-style-type: none"> • The scanner may be in sleep mode. Press the power button to wake up the scanner. • The WIDEsystem driver version installed on your PC is older than your scanner model. Install the WIDEsystem drivers from the WIDEsystem TOOLS CD-ROM 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. • 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. • Loose interface connection – on both end, unplug and then firmly plug-in the interface cable. • 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.

Problems Related to Operation of the Scanner

Problem	Possible Causes and Remedies
<p>Error Indicator LED blinking</p> 	<p>An error was detected.</p> <p>The error may be reported immediately through a message on your screen. If not, open WIDEsystem (scanner icon on your system tray) and select the Status tab to view additional information about the error. Perform one of the following:</p> <ul style="list-style-type: none"> • The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen. • Look for a description of the error in this users guide. Follow the instructions provided. • In some cases you may need technical assistance. You should contact your service provider if one or more of the following cases is true: <ol style="list-style-type: none"> 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.
<p>Need to contact Technical assistance</p>	<p>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.</p> <p>See instructions above.</p>

<p>Error message: Correction of Camera X failed</p>	<ol style="list-style-type: none"> 1. Your scanner is continuously monitoring its cameras. This error message often appears when the internal glass plate or white background platen is dirty or smudged. Clean the scanning area, reboot the scanner and then complete the maintenance steps as described in the section <i>Maintenance</i> in this guide. 2. If the problem persists after cleaning the scanner 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. 3. Summon your technical service provider if the problem persists.
<p>Error message: Unable to Adjust Camera</p>	<ol style="list-style-type: none"> 1. There could be 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. 2. If the problem persists after controlling for loose objects in the optical path – the problem is often caused by an unclean or smudged internal glass plate or white background platen. Clean the scanning area, reboot the scanner and then complete the maintenance steps as described in the section <i>Maintenance</i> in this guide. 3. If the problem persists after cleaning the scanner area and all above possibilities have been attempted - summon your technical service provider.
<p>Application control keys (one touch) do not work</p>	<ol style="list-style-type: none"> 1. Check the One Touch setup entries in WIDEsystem. Click on the scanner icon to open WIDEsystem and select the <i>One Touch</i> tab. View WIDEsystem Help for instructions. 2. Check that the applications defined in the WIDEsystem One Touch setup entries are installed on your PC 3. Make sure that the applications defined in the WIDEsystem One Touch setup entries are actually designed to work with (compatible with) your scanner's application control keys. See the application's documentation or contact the application software dealer.
<p>Can't operate or contact scanner after Firmware upgrade failure.</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 <i>Safe Mode</i>”.</p> <p>Follow the steps for firmware installation.</p> <p> NOTE: <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
<p>Not whole image scanned</p>	<ol style="list-style-type: none"> 1. Check in your scanning application that your size settings are either for Auto detection or correspond to the size of the whole original. 2. Check that you are loading the original correctly from the scanner's right side.
<p>One or more thin vertical lines show up in the scanned image, but not in the original drawing.</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 apply a streak along your entire scan. To remedy:</p> <ol style="list-style-type: none"> 1. Clean your glass plate as described in this users' guide. 2. Most dirt on the glass plate is introduced by the documents. Wipe clean the document with a dry lint-free cloth before feeding the document into the scanner. 3. If the problem persists after cleaning, start WIDEsystem and calibrate the scanner. The scanner may have memorized dirt specs and you need to recalibrate after dirt-removal. 4. If the problem persists after cleaning and calibration –Check the glass plate for scratches. A damaged glass plate should be replaced. Contact your service provider for information. 5. A damaged calibration sheet can also cause streaks. Obtain a new sheet and recalibrate the scanner.

Appendix B: Important Safety Instructions



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

- A.** Do not place the scanner on an unstable surface, stand, cart or table. Serious damage can be caused if the unit falls.
- B.** For cleaning, do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- C.** Before **cleaning** or replacing any **user-replaceable parts**, be sure to turn the scanner power off and disconnect the power plug.
- D.** The scanner should be operated from the power source type indicated on the marking label. If you are unsure of the type of power available, consult your dealer or local power company.
- E.** The scanner is intended for use on IT, TT and TN power distribution systems, and is equipped with a three-wire grounding type plug. This plug will fit only into a grounding-type power outlet. This is a safety feature which relies on building installation. If you are unable to insert the plug into the outlet contact your electrician to replace your obsolete outlet. Do not defeat or ignore the purpose of the grounding-type plug.
- F.** Do not allow anything to rest on the power cord. Do not locate the scanner where persons will walk on the cord.
- G.** If an extension cord is used with the scanner, make sure that the total ampere ratings of the products plugged into the extension cord does not exceed the extension card ampere rating. Make sure that the total rating of all products plugged into the wall outlet does not exceed 15 amperes.
- H.** Slots or openings in the cabinet at the back or bottom are provided for ventilation. This ensures reliable operation of the product and protects it from overheating. These openings must never be blocked or covered. The openings should never be blocked by placing the unit on a bed, sofa, rug, or other similar soft surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- I.** Never push objects of any kind into the scanner through cabinet slots since they may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Avoid any possibility of spilling liquid of any kind on the scanner.
- J.** Do not attempt to service the scanner yourself. Opening or removing those covers requiring tools may expose you to dangerous voltage points or other risks. Refer all servicing in those compartments to authorized service personnel.
- K.** Unplug the scanner from the wall outlet and refer servicing to authorized service personnel under the following conditions:
 - When the power cord or plug is damaged or frayed.
 - If liquid has been spilled into the scanner.
 - If the scanner has been exposed to rain or water.
 - If the scanner does not operate normally when operating instructions are followed then adjust only those controls covered by the instructions in this manual. Improper adjustment of controls other than those mentioned in this manual may result in permanent damage and will at best require extensive work by a qualified technician to restore this product to its normal operation.
 - If the scanner has been dropped or the cabinet has been damaged.
 - If the scanner exhibits a distinct change in performance, indicating a need for service.

Appendix C: 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 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

Warning

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).

Toxic or Hazardous Substances or Elements

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
Fluorescent Lamp 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。 (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>						