User's Guide

Wide Format Scanners
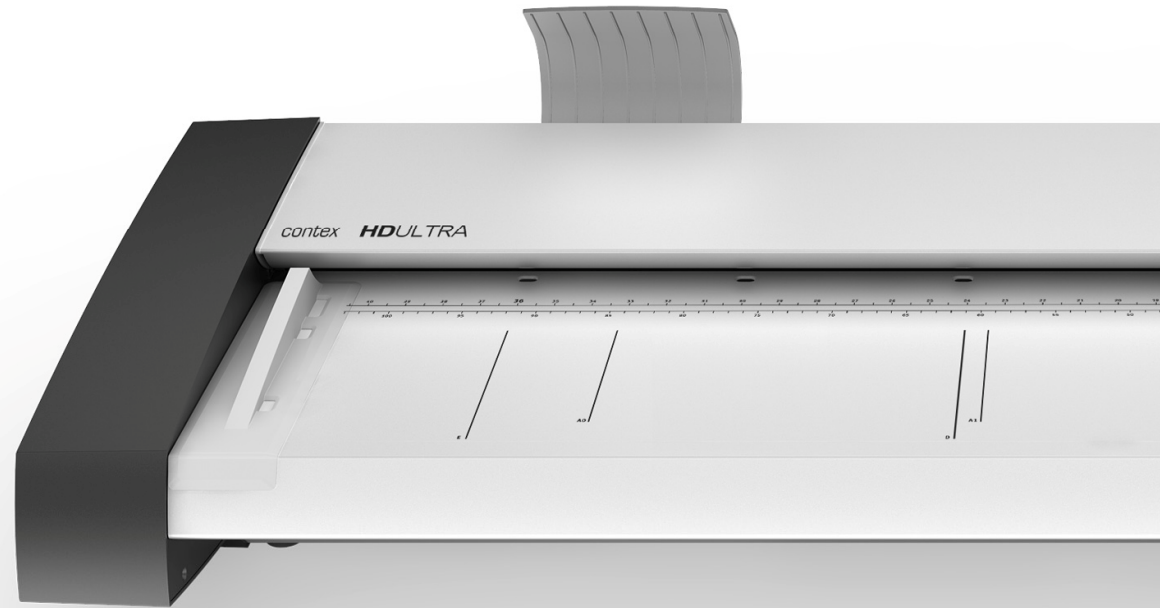
Model: HD Ultra series

Contents

About This Guide

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

This user's guide covers:

HD Series Scanner models

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 Out-of-date versions of WIDEsystem software may not detect your scanner model.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

Release buttons for opening scanner lid (for maintenance)

Paper return guides

Paper feeding guides

Insertion slot – document feeding

Power button and indicator

Error indicator

Paper ready indicator

Operator's panel

ATAC up button (Thick media)

One-touch buttons:

Scan Application

ATAC down button (Thick media)

Copy Application

Email Application

Paper Forward button

Paper backwards button
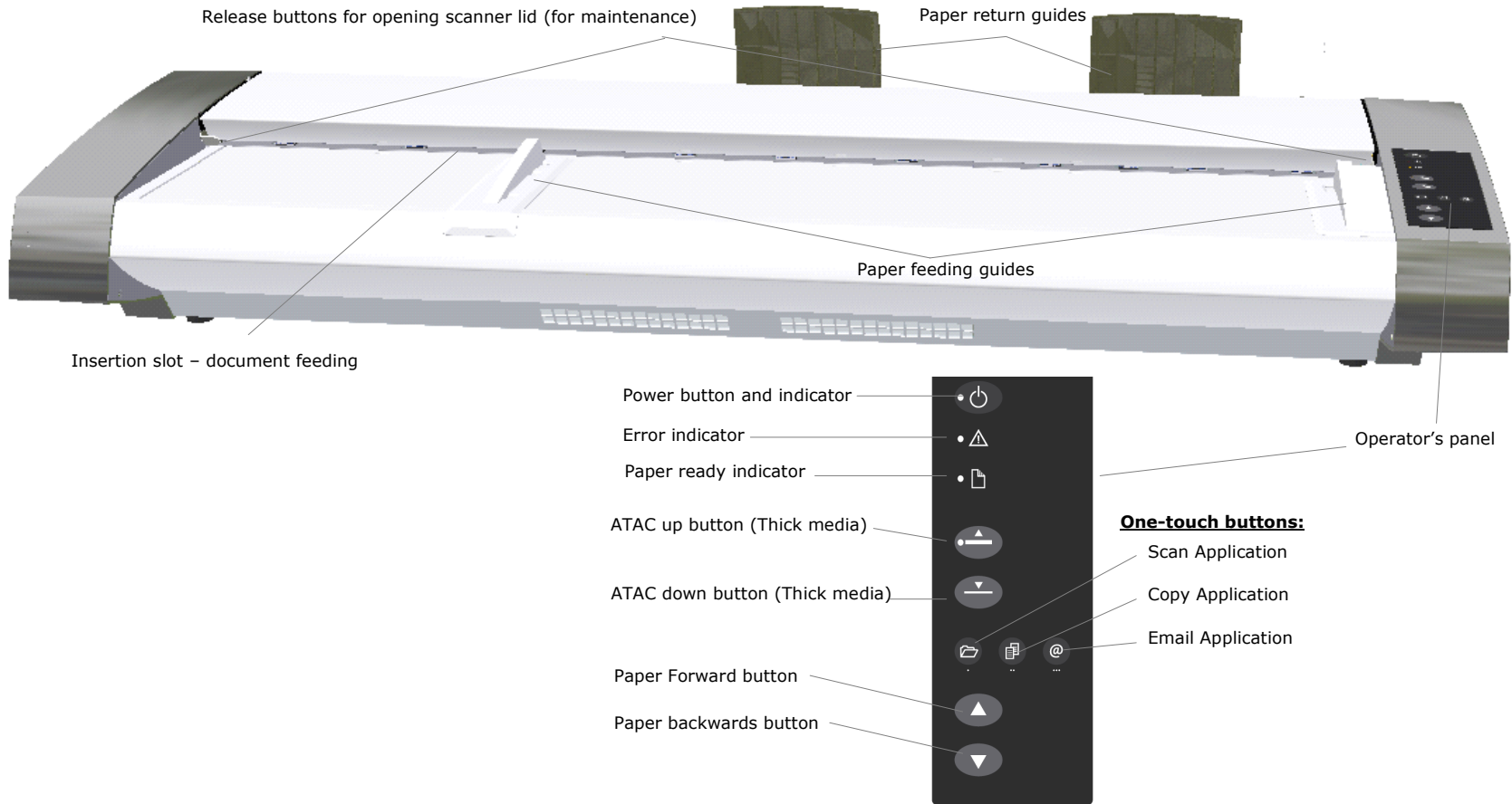
Scanner Rear View:

Parts you need to recognize when installing and using the scanner

Paper Pressure Adjustment lever

Paper return guides

Main Power switch and power socket

Interface connections – USB, Gigabit
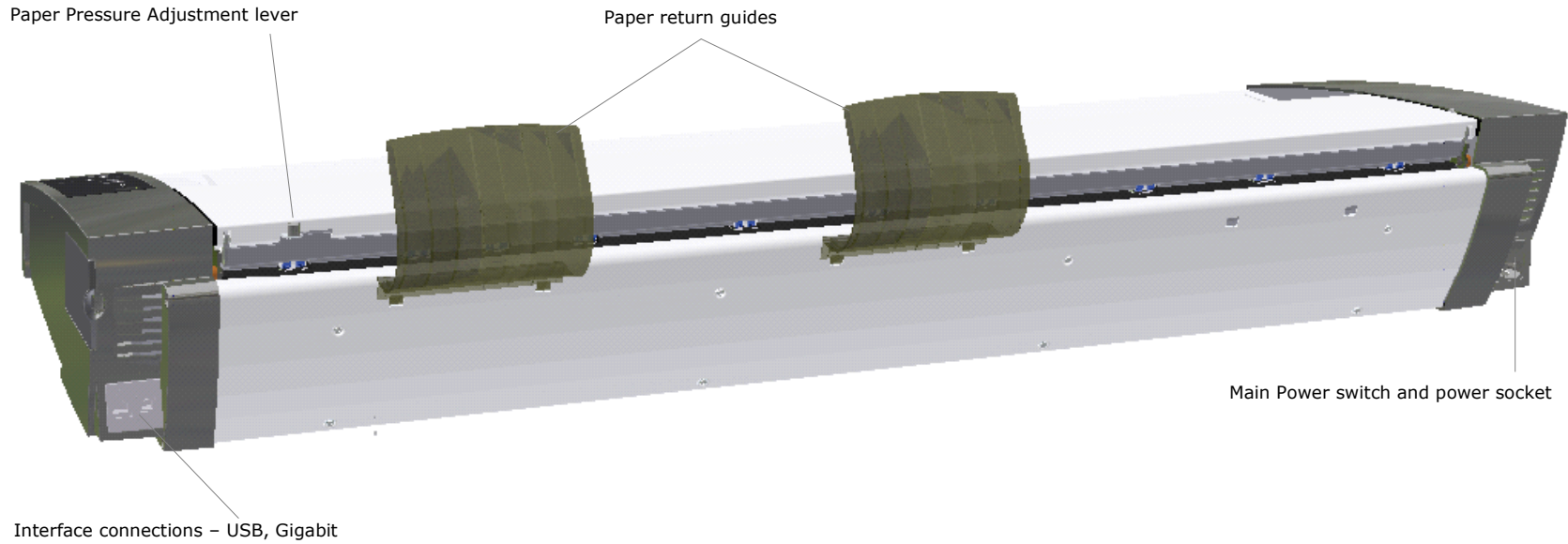
Installation

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.

    NOTE: Gigabit interface compatibility and speeds depend on your scanner model.

Installation Steps

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

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1 **Set up the scan station**

Your scanner should be placed either on the specially designed stand-alone floor stand or on a sturdy table. Make sure there is enough space behind the scanner to allow you to access to plug in cables.

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

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

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

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

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

1. Insert the WIDEsystem TOOLS 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 WIDEsystem 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 WIDEsystem: the WIDEsystem icon will be visible in your system tray.

5. After installing WIDEsystem, install the Scan & Copy software you will be using with the scanner. Select the required installation options for the Scan & Copy software from the WIDEsystem 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.
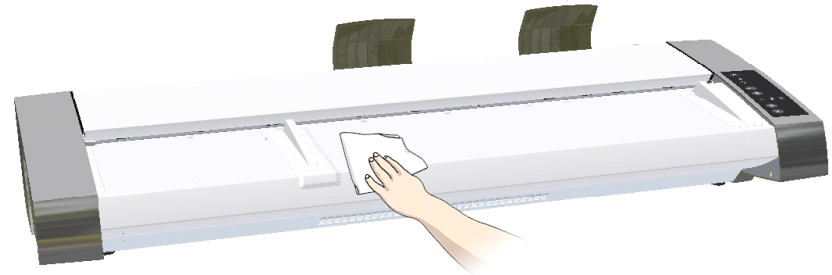
Cleaning the scanner

3 **Clean the scanner feeding bed**

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

The feeding bed is the flat surface in front of the insertion slot. Wipe the feeding bed thoroughly so dirt and dust are not dragged into the scan area with the original.

Cleaning the scanner

4 **Open the scanner lid –**
Press the lid release buttons upwards

The internal scan area 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. The scanner lid release buttons are at each side of the scanner lid.

    1. Stand at the front of the scanner.
    2. Simultaneously place a thumb under each lid release button and push
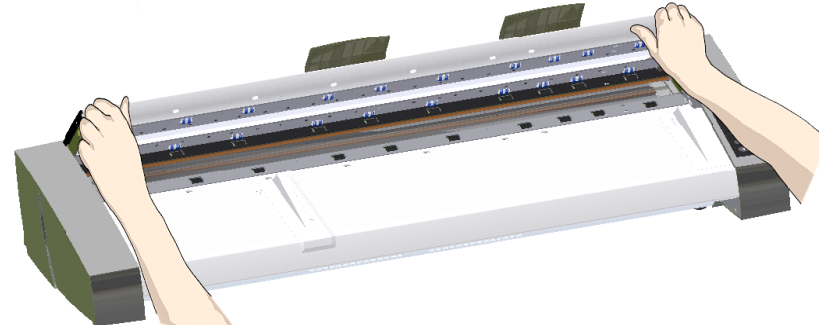   them upwards until you feel the lid's latch unlock. .

1 and 2. Push the two release buttons upwards

Cleaning the scanner

5 **Open the scanner lid –**
Pull the lid all the way back

1. The lid is on springs and will pop upwards when released..
2. Hold the lid as you ease it all the way back to expose the scan area.

Cleaning the scanner

6 **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.

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.
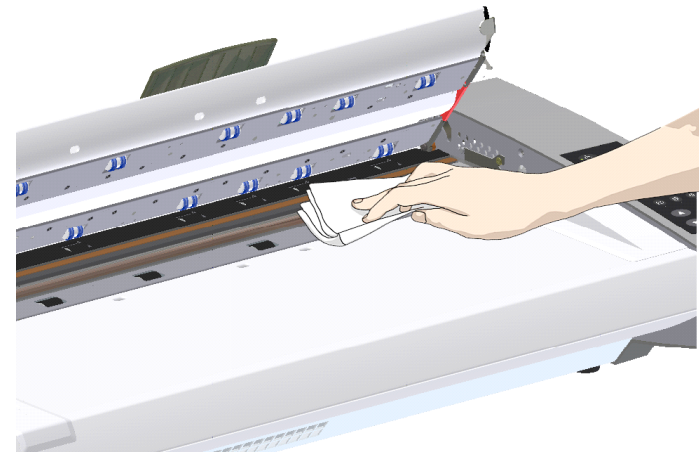
Connect power cable

7 ## 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

**8** ## 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.
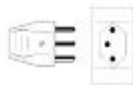
Power ON the scanner

9 **Turn ON scanner power**

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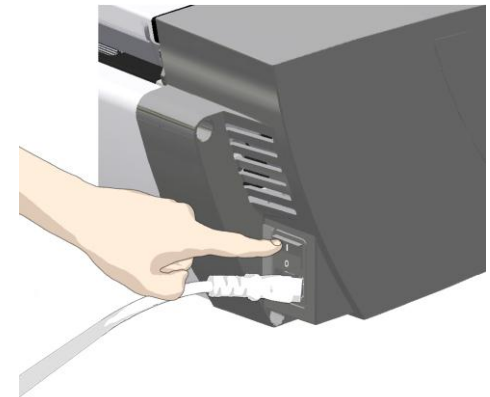
Connect Cables

10 **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.
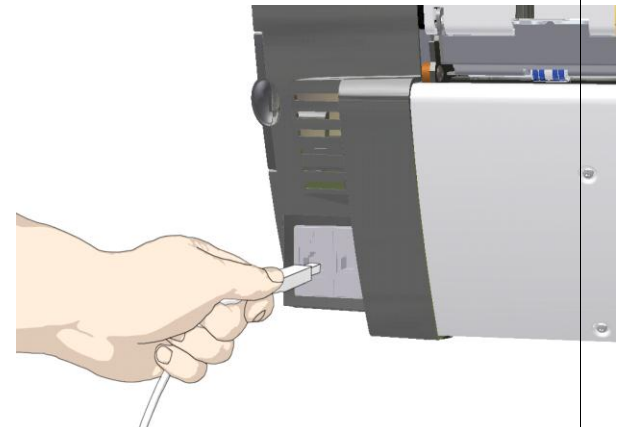
Connect USB cable to PC

11 **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.
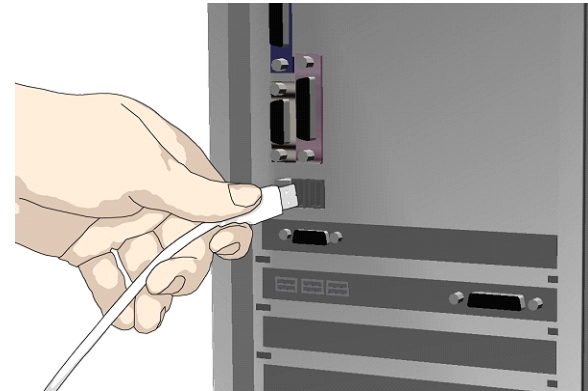
3. Make sure the USB cable is connected to the scanner as instructed in a previous step.

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

12 **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).
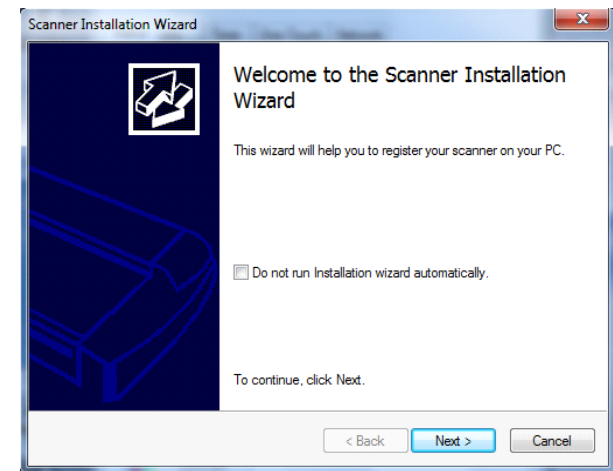
Scanner installation

13 ## 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.
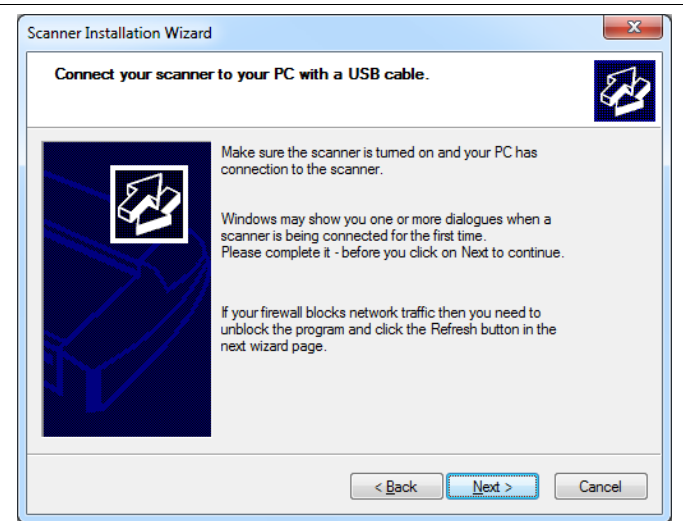
Scanner Installation

14 ## 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

15 Activate the scanner

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

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

About license keys and activation codes:

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

To activate the scanner:

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

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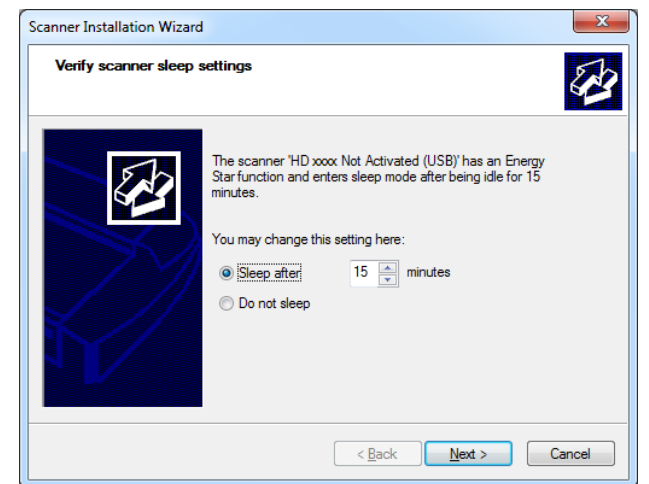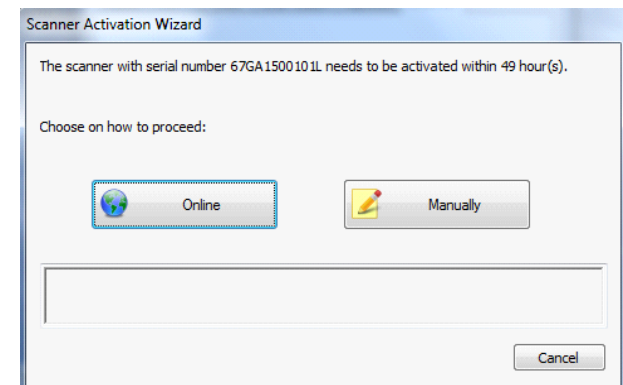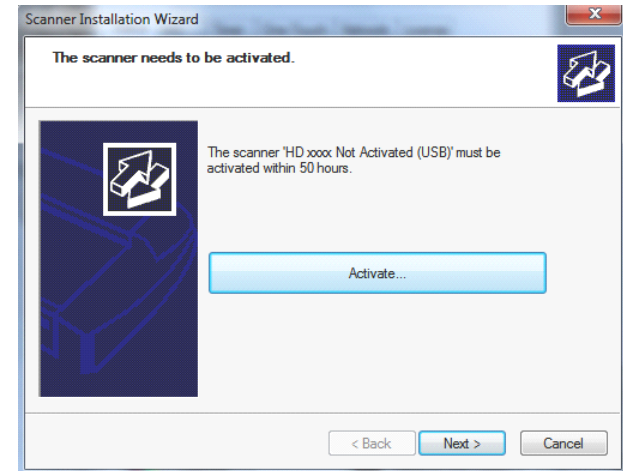
Scanner Activation - Online

16a   Online activation

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

1. Enter 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.
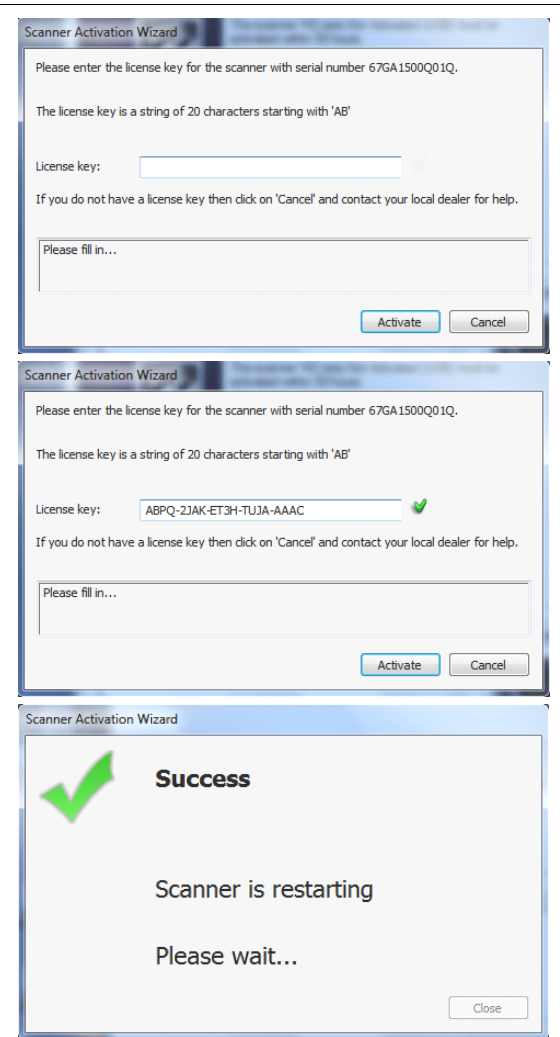
Scanner Activation - Manual

16a **Manual activation**

- Have your license key ready before proceeding. If you don't have one, contact you 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

17 ## 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 Wizard

Update scanner network name

The scanner is identified on the network by the following name.

You may change the name here:

`eHD_4230i+_67GA1300D00X`

[< Back] [Next >] [Cancel]
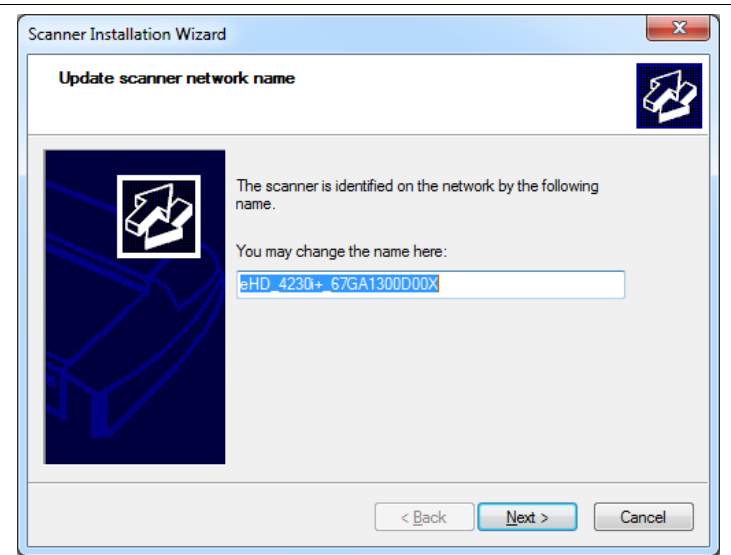
Scanner Installation

18 **Calibrate the scanner – camera alignment**

Transportation of your scanner could have slightly moved the cameras and they need to be realigned.

1. Press *Calibrate* to start the wizard.

2. Follow the wizard's instructions to perform camera alignment.

3. If you did not clean the internal scan area/glass as instructed in the previous installation steps, then do so now.

4. You will be asked to insert your calibration sheet that came with the scanner.

5. Be sure to align the sheet arrow with the scanner middle arrow.

6. Press the Camera Alignment button. The system will do the rest.

7. The wizard will notify you when calibration has completed successfully.

8. Upon successful completion, remove the calibration sheet.

9. See also the *Scanner Maintenance and Calibration Guide* for complete and illustrated instructions.
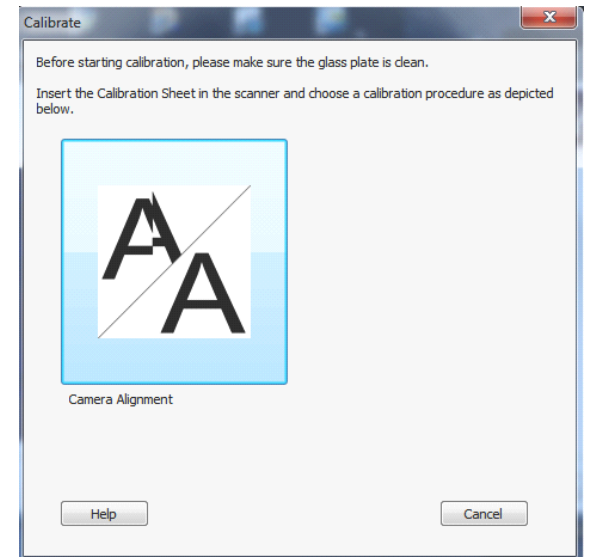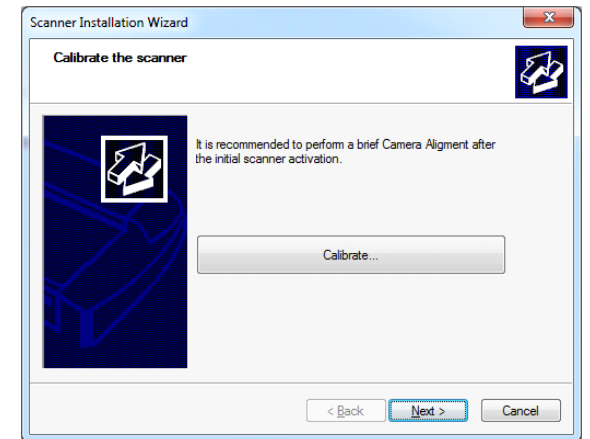
Scanner Installation

19 **Installation complete**

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

For models that supports Gigabyte, proceed to the steps for enabling gigabyte on the scanner plus sharing it on the network.

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

Scanner Installation Wizard

Scanner Installation completed

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

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

Please click on Finish to close.

< Back   Finish
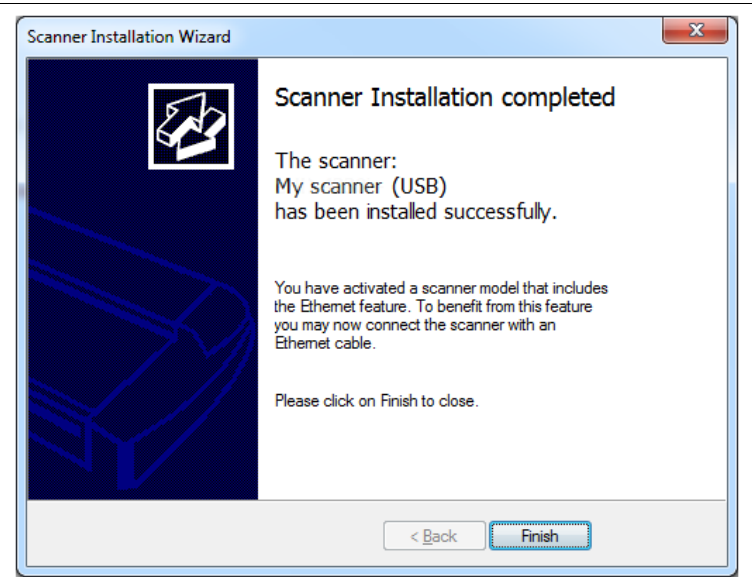
Enabling Gigabit Interface

20

Enable Gigabit Ethernet Interface (optional)

For scanner models with gigabit interface support

For gigabit enabled scanners - 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.
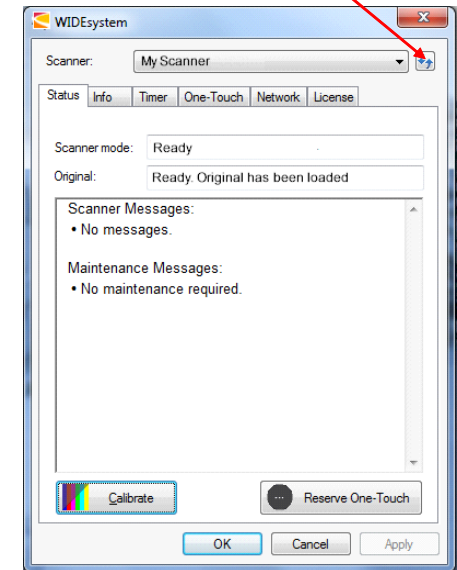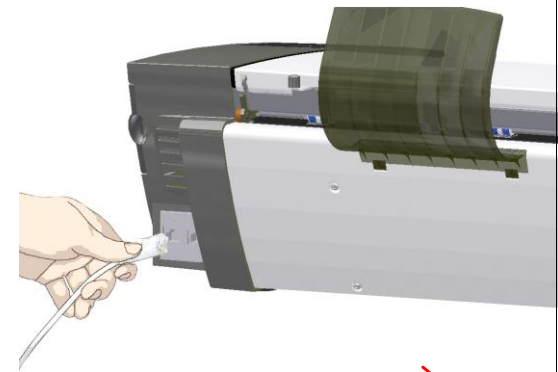
Set up USB connected scanner for sharing on the network

21 **Set USB scanner for sharing on the network (Optional)**

For USB only (non-gigabit) scanner models

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 scanners will be shared automatically. See the previous instructions for enabling gigabit on models that support it.

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.
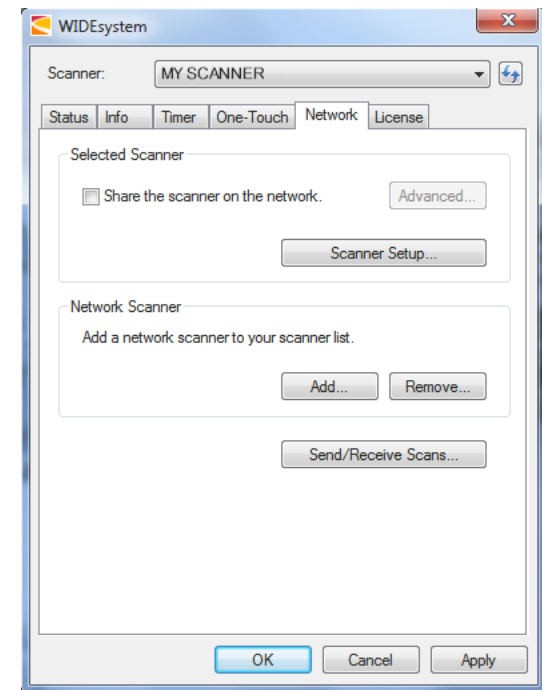
Turning Power ON/OFF

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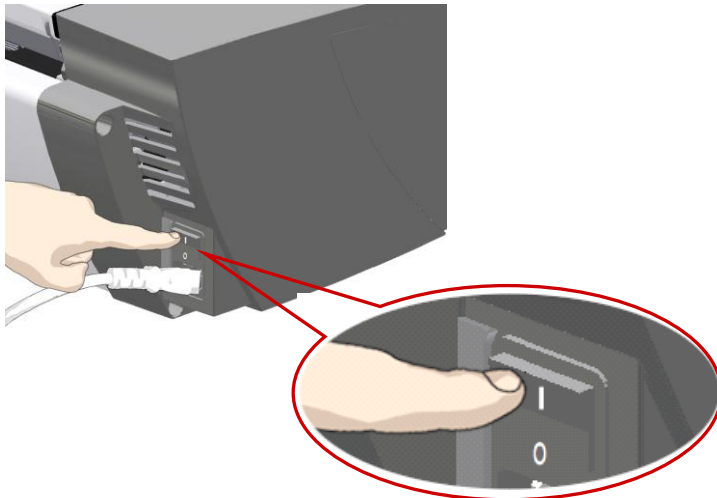
Main power switch is at the back of the scanner. Press "I" for ON and "0" for OFF.

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 3 LEDS on the panel will be on during the self-test procedure.

All LEDs are ON during self-test

Scanner ready to scan

The scanner is ready for scanning when the power LED runs 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
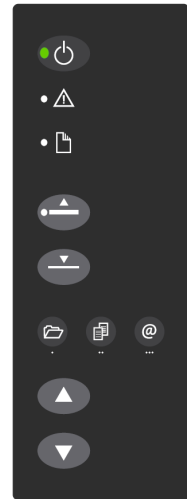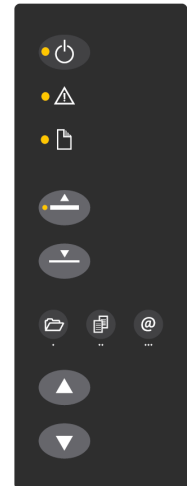
Wake and Sleep modes

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).
- Automatically: with the Timer (see section: Timer functions).
- Manually: when you hold the power button down for 3 seconds.
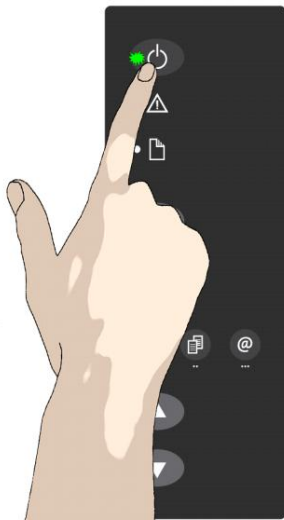
Hold down the power button to enter Sleep mode
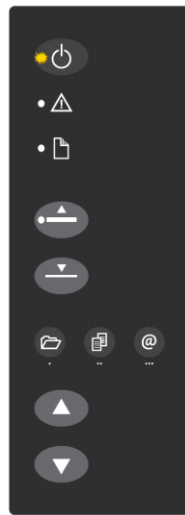
Scanner in Sleep mode – Power LED is orange

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

- Automatically: with the Timer (see Automatic Power functions).
- When you feed a document into the scanner.
- When you press any button on the panel.
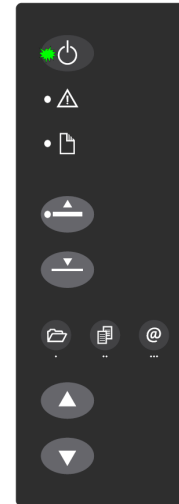
Scanner in Wake mode – Power LED is green

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 or just by inserting paper into the scanner, thereby indicating you wish to scan.

Timer function: Scanner power with **Wake-up and Sleep**, can be setup and controlled through the WIDEsystem software timer week schedule feature or through an idle time setting.

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.

There are two automatic power functions:
1. Timer function
2. Enter Sleep mode automatically (after idle time) option.

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

The power LED on the operator's panel will light orange when the scanner is in Sleep Mode (powered OFF) and green when in Wake Mode (powered ON).
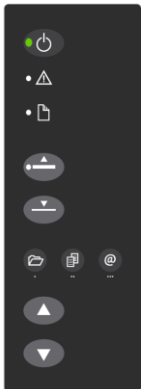
Scanner in Wake mode – Power LED is green
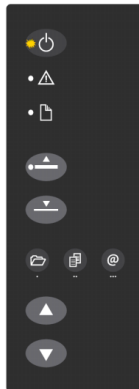
Scanner in Sleep mode – Power LED is orange

Timer Function – Scheduling ON/OFF Times

You can program your whole weekly schedule into the scanner so it powers ON and OFF (wake – sleep) on its own. You enter your schedule's wake-up and sleep times in WIDEsystem's *Timer* tab as shown in the example below. .
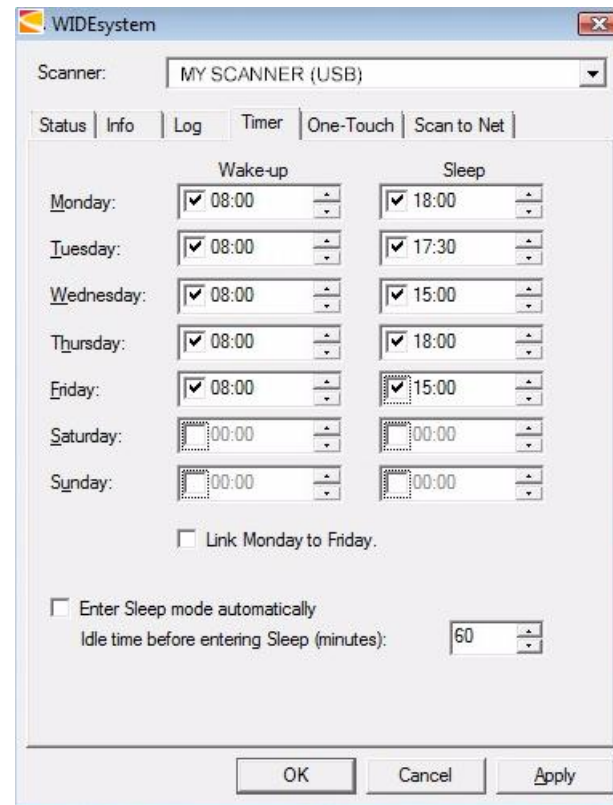
To set the Timer:

1. Open WIDEsystem - double--click the WIDEsystem icon in the system tray.
    Select the *Timer* Tab.
2. Click the checkmark fields for each day you want automatic wake-up and sleep actions.
3. Under the *Wake-up* column - Click on the hour digits in the day's edit field to highlight them. Use the arrow box to increase or decrease the hour value or use your keyboard to write the value in the field.
4. Move to the *Wake-up* column's minute digits for the same day - Click on the minute digits in the day's edit field to highlight them. Use the arrow box to increase or decrease the hour value or use your keyboard to write the value in the field.
5. Repeat this process in the *Sleep* column for the same week-day.
6. Make settings for the other week-days in the same manner or….
7. You can use the Link Monday to Friday option to make your settings for Monday apply for the whole work-day-week.
8. **NOTE** that the *Idle time before sleep time* setting will still apply and may conflict with your *Timer* settings. Change or disable the *Idle time before sleep time* setting if it does.
9. When you have filled out the dialog, press *Apply* to download your settings into the scanner's memory.

When the Timer is active:
Your scanner will store and remember your settings so you have them after you turn off your PC and shutdown the WIDEsystem program. When you restart WIDEsystem, the *Timer* tab will display the values currently stored in the scanner.

If the scanner is being used, it will delay entry into *Sleep* mode. The power LED on the panel will blink just before entry into a scheduled sleep mode. You can cancel entry into Sleep mode by pressing the power button.

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 WIDEsysem icon in the system tray.
4. Select the *Timer* Tab.
5. Select or deselect the *Enter Sleep mode automatically* option.
6. 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.
7. If you do select *Enter Sleep mode automatically* option, proceed to the next step to set the *Idle time* value.
8. 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.
9. Press *Apply* to download your settings into the scanner's memory.
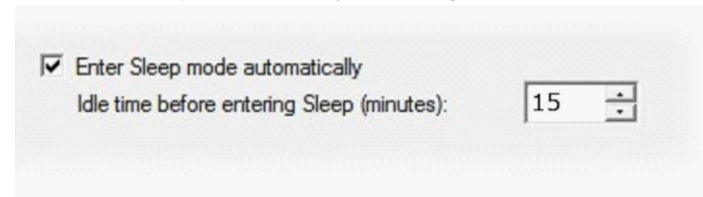
Sleep Mode options in the WIDEsystem program – Timer tab

 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 or inserting a document for scanning.
* **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.

Loading Originals into the Scanner

Load, face down, at the scanner's right side

Load your document with the image side facing **downwards**. Align the right edge of the document with the right edge paper guide. Adjust the left paper guide against the paper's left edge to help Align the document for a straight scan path. Detailed instructions regarding loading and special loading features follow in the next sections.

Feed the original at the scanner's right edge

Paper ready LED lights green when paper is engaged.

Adjust the left paper guide to support a straight scan path.
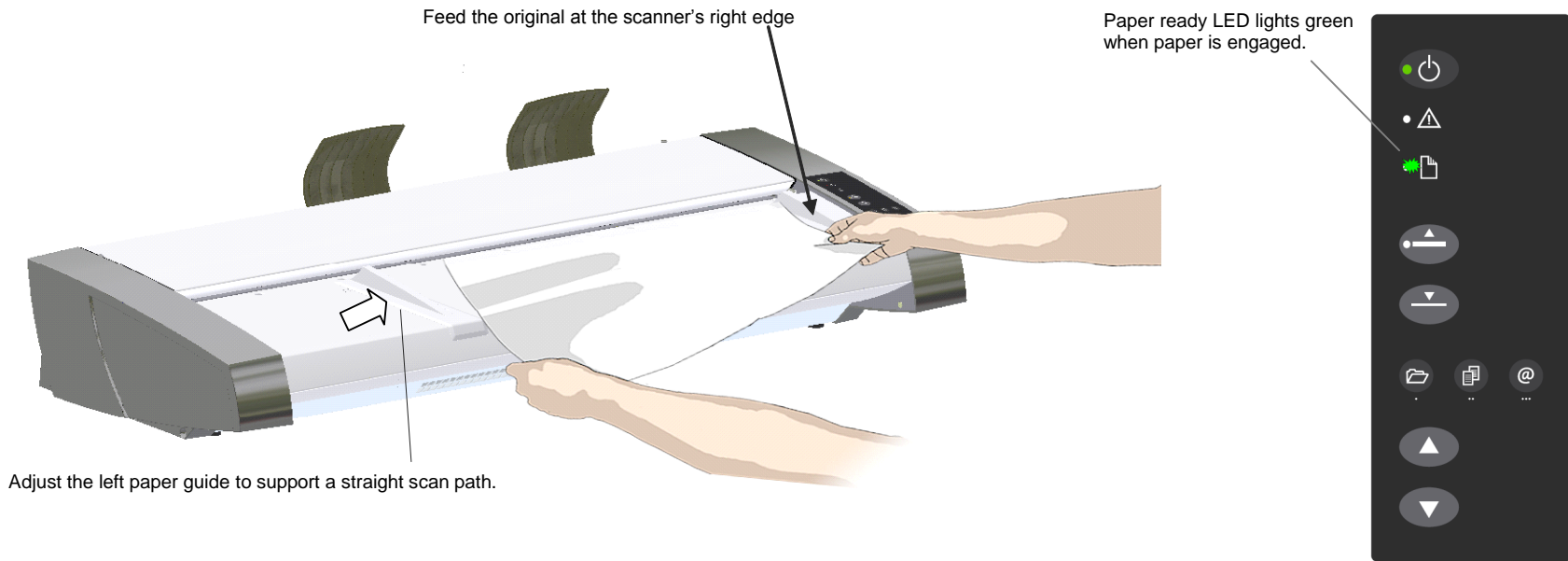
You can use automatic loading or manual loading. These 2 loading options are selected in the scan/copy application dialogs on your PC. Read the instructions about *Automatic* and *Manual* loading n the next sections.

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

NOTE: See also this guide's section on Scanning Thick Media for instructions on **loading thick media originals**.

Paper-guides

The *left* paper guide can be moved to match the width of the paper you will load. The *right* side paper-guide position is fixed. However, the *right* paper-guide can be removed for oversize scanning (see next section).

Left (adjustable) paper guide   Right side paper guide
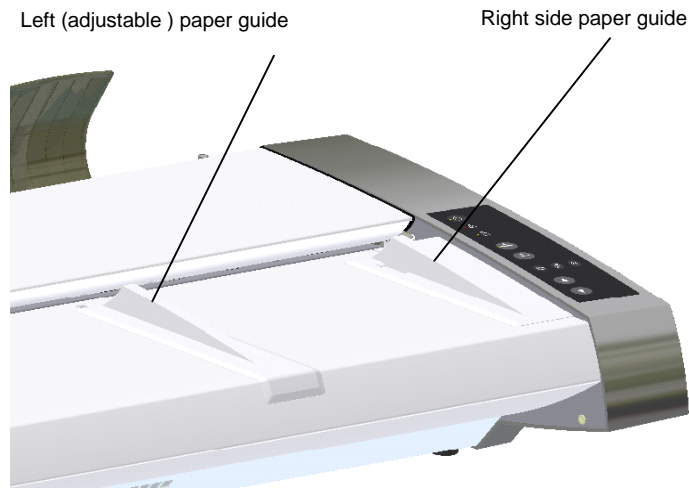
The 2 paper-guide's main purposes are to:
1. Support the left edge of the paper to ensure a straight feeding path.
2. Setup easy paper guidance for rapid batch feeding

To adjust to the paper-width:
1. The left side paper-guide can be place anywhere on the scanner bed. Special adhesive will hold it in place.
2. Place your document with the right edge against the right paper-guide.
3. Adjust the left paper guide against the paper's left edge.

Scanning oversize documents

You may have a large document that has its content within the scanner's scan-width capabilities, yet its physical width, typically due to whitespace margins, renders it too large to feed on the scanner bed. In many such cases, you can gain the extra inches you need by removing the right-paper guide.

Removing the Right side paper guide for oversized documents
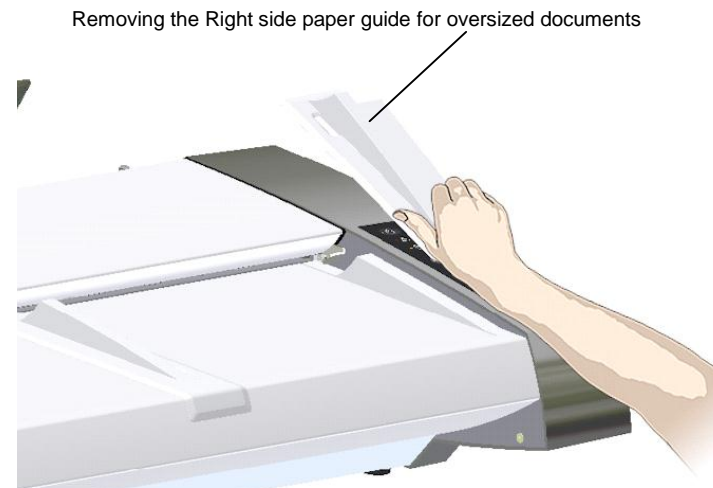
Automatic loading

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

1. Make sure the Paper handling option "*Auto load*" is set in your scanning application.
10. Load the document normally as described above.
11. Push the original into the insertion slot until you feel it contact the rollers and the Paper Ready LED lights green.
12. The scanner will grab the original automatically and move it into start-scan position.
13. A delay factor can be set in the scanning application. The delay will give you time to control straight positioning of the document in cases where the scanner is grabbing the original too fast.

Manual loading

With **manual loading**, you have more control over loading. The scanner takes the original when you press the paper forward button. Manual loading is for single scans (not batch), fragile documents or when you want time to align the document before it is fed.

1. Make sure the paper handling option "*Manual*" is set in your scanning application.
2. Align the right edge of the document with the right edge paper guide on the scanner bed.
3. Push the original into the insertion slot until you feel it contact the rollers and the Paper Ready LED lights green.
4. While holding the original in place with one hand, use the other hand to press and hold down the Paper Forward button on the scanner.
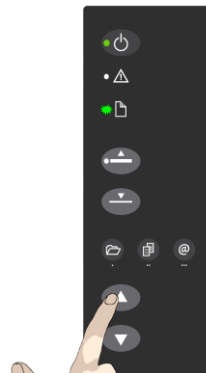5. The original moves into the start-scan position.

Press paper forward button

Using the paper-return guides

The paper-return guides will force the paper to the front after it is scanned so you can retrieve it quickly. You can adjust the position of the left paper-return guide to match your paper width.

1. In your scan software, set the scanner for paper ejection at the scanner's rear.
2. To adjust the left guide - The paper-return guides are mounted by inserting their hooks into corresponding holes along the scanner's backside.
3. Push the guide upwards to release its hooks from its mounting holes.
4. Insert and push down to mount in other holes in the new position.

NOTE: Remove the paper-return guides when scanning thick or rigid media.

Mounting holes
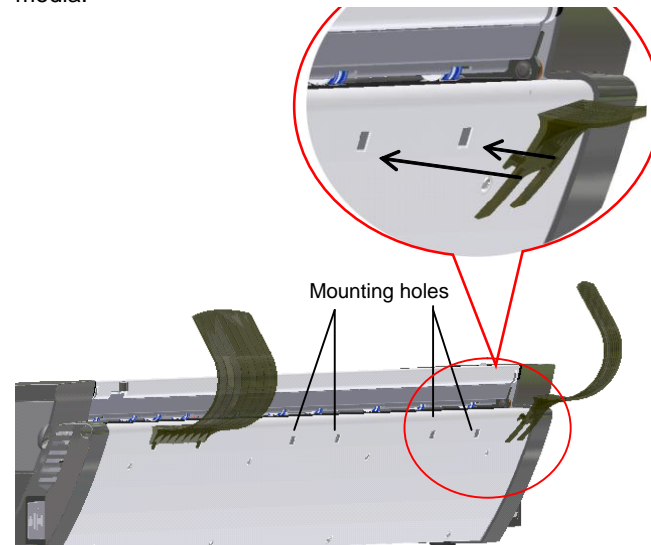
Unloading the original after scan

1. Press the **Paper Reverse** button to eject the original back to the scanner feeding bed.
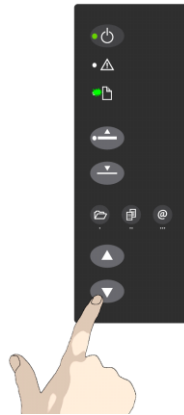
2. Press the **Paper Forward** button if you wish to eject the original out the back of the scanner.
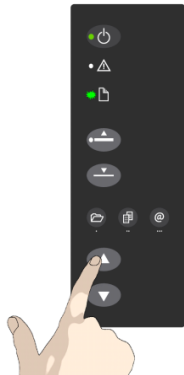
Fast-loading

Fast-loading is a time-saving loading option designed for batch scanning. The fast-loading option can be selected in the scanning application.

NOTE: The availability of the fast loading option will depend on your scan/copy software and its level of compatibility with the scanner model.

What is Fast-loading? – With normal (default) loading, i.e. without the Fast-load option selected, the original is pulled all the way into the drive system, past both roller axles, and then reversed to start-scan position in order to ensure precise detection of the original's placement in the scanner. With the Fast-load option selected, the original is pulled only under the first roller axle and scanning will start from there. The Fast-load option is convenient for batch scanning of originals with robust edges that feed easily. Normally, with batch scanning, you would use the Fast-load option in conjunction with automatic loading however you can also use manual loading to feed the original into start-scan position.

Soft-handling

The *Soft-handling* option is selected in your scan application. Soft-handling means that feeding and scanning are slowed down. You can use the option with both Manual and Automatic loading.

NOTE: The availability of the soft handling load option depends on your scan/copy software and its level of compatibility with the scanner model.

Use *Soft-handling* with
1. Old, curled or creased originals that trigger a paper jam. See Trouble Shooting – Paper Jam error for correcting a paper jam error.
2. Fragile originals you want passed delicately through the drive system.

Paper Pressure Adjustment – for thin media

When scanning, the document is evenly pressed down to ensure a distortion-free scan. When scanning thin and fragile documents such as newspapers and trace-paper, you will often want to reduce the default pressure in order to avoid paper jams and damage to the original. Your scanner supports a *Paper Pressure Adjustment* feature for reducing the normal (default) pressure applied.

To reduce pressure on the original – thin and fragile documents:
1. Before loading the original, locate the Paper Pressure Adjustment lever at the scanner's back.
2. Standing at the front of the scanner, push the lever to the left to reduce pressure during scanning.
3. Load your thin document.
4. Remember to move the Paper Pressure Adjustment lever back to its default pressure position for scanning normal documents.

Paper pressure Lever – back, right side of scanner

Normal paper pressure position

Reduced paper pressure position
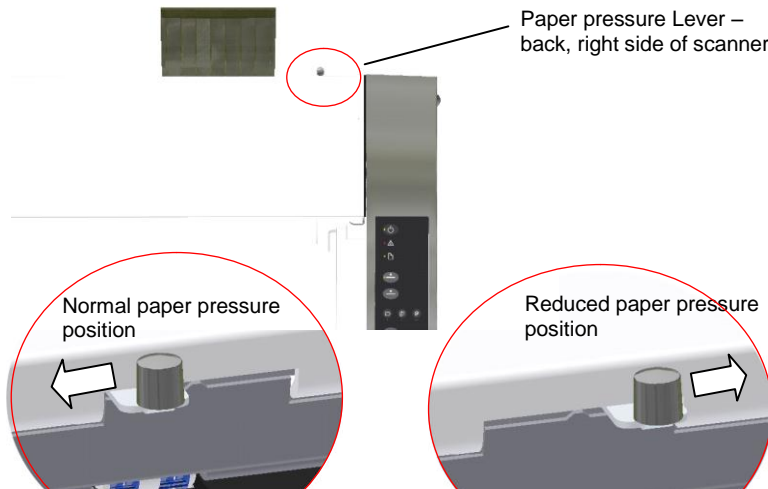
Setting the input size

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 scanner bed. 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 just above the insertion slot. 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

Email Application button

Copy Application button
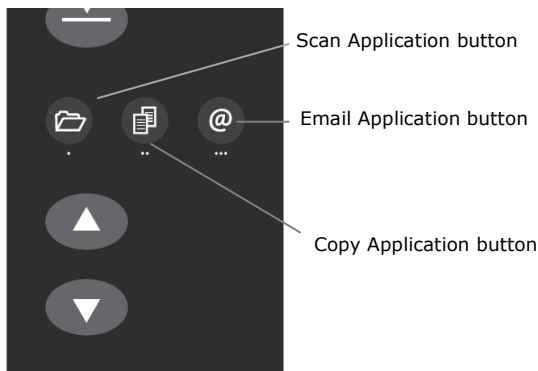
The one touch buttons on the panel

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. Set your scan settings (size, type, image adjustments..) for the batch. Your settings will apply to ALL the documents in the batch.

14. Set the scan software into *Batch Mode*. This will tell the scanner to start scanning as soon as the document is fed so you don't need to trigger the scan.

15. Choose Automatic loading (optional) - for fast and effective loading.

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.

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.*
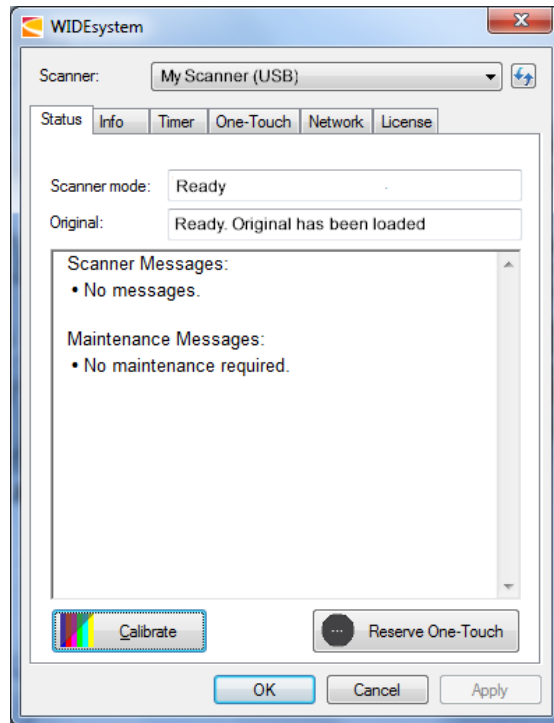
WIDEsystem program control interface

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.

Scanning Thick Media

You may need to scan documents and drawings printed or pasted on thick media such as cardboard, foamboards, gatorboards etc. To do so, you will need to fit the insertion slot to the thickness of your original. This is done by raising the pressure-platen to the exact correct height.

NOTE: Remove the paper-return guides when scanning thick/rigid media.

Automatic Thick Media Adjustment (ATAC)

Your scanner supports Automatic Thickness Adjustment Control (ATAC) with Up and Down keys. You use the keys to raise and lower the pressure-platen and thus can change the insertion slot size (pressure-platen height) on your scanner in the range from 2mm to 15 mm (up to 0.6"). Originals up to 2mm thick should be scanned with the pressure all the way down (normal position). Thicker originals will require you use the ATAC functionality.

To adjust the insertion slot for thick media with ATAC:

2. Press and hold down the ATAC Up-key on your operator's panel to raise the pressure platen and enlarge the insertion slot until there is room to insert the thick original.
3. The *ATAC Indicator* blinks yellow indicating the scanner is in ATAC mode.
4. Insert the thick original evenly for a straight scan path.
5. Press and hold the ATAC Down-Key to lower the pressure-platen until the pressure-platen rests on the original and stops on its own.
6. The *ATAC* indicator will stop blinking and remain yellow when the pressure-platen is positioned correctly and is ready for thick media scanning.
7. When finished scanning, and you have ejected the thick original, press and hold the ATAC Down-Key to return the pressure-platen to its normal position. The *ATAC i*ndicator LED will turn off.

1. Press the ATAC Up-key to raise the pressure platen

2. Press the ATAC Down-key to lower the pressure platen and match to the thick original
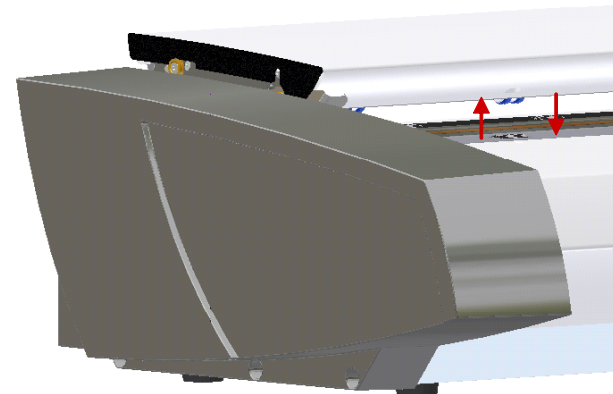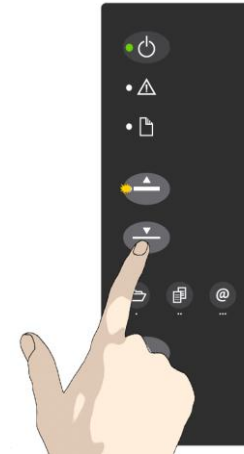
When Scanning in Thick Media Positions

Below are some additional guidelines and facts related to scanning thick originals.

Remember to return to the *Normal* position so the scanner can run its Automatic-Self-Adjustment

The scanner employs an automatic self-adjustment procedure (light profile, stitching etc.) that can only activate itself when the scanner is in the *Normal* position. With prolonged scanning in extended thickness settings, you should from time to time return the scanner to its *Normal* position to allow it to self-adjust. This will ensure refreshed self-adjustment and optimal performance of your scanner. Please make a habit of always setting the scanner in the *Normal* position when shutting down, so it can auto-self-adjust the next time you turn it ON. Press the ATAC Down-key.

Supporting Thick Originals

To avoid bending and ensure a stable scan, It is important to support large thick originals during scanning. Hold the end of the original up as it as it feeds.

Scanning speed is reduced when scanning thick originals

The scanner runs at its optimal speed in the *Normal* position. To allow secure drive handling, scanning speed is automatically reduced when the scanner is in the extended thickness positions.

Modifying Stitching Parameters

Thick stiff originals will rest on top of the scanner rollers and thus raise a small distance over the glass-plate. This can lead to irregularities in relation to "stitching" of the image at points between the cameras (overlapping pixels). In such cases, the stitching parameters will need to be modified. You can modify stitching parameters through your scanning application in the following way:

1. Insert your thick original in the scanner and scan the image using your scanning application.
2. Check the result in the viewer for overlapping or missing pixels in the camera transition areas.
3. Adjust the stitching values in the application's scanner setup dialogs.
4. Repeat scanning and adjustment until the effect is minimized.

Treating Edge Distortion

Scanning thick originals can give distortions when the front edge meets the exit rollers or the trailing edge leaves the entry rollers. To omit this, the leading and trailing edges are by default skipped when in an extended thickness position. Leading/trailing edge skipping can be turned off through the scanning application's setup dialogs.

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 <u>Cleaning the scan area</u>

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 <u>Camera alignment and Calibration</u>.

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 glass plate
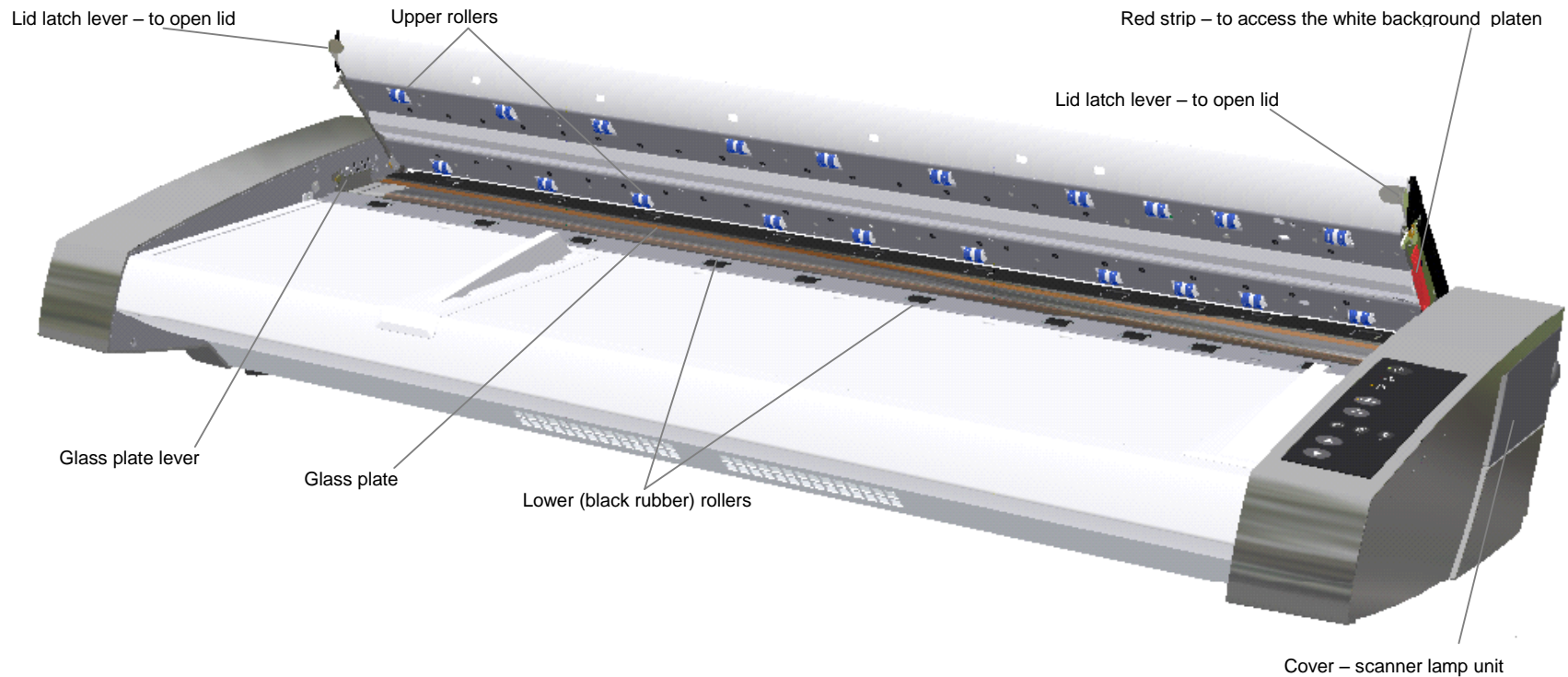   b. the lamp
   c. the white background platen

   See more under the section <u>Replacing scanner parts</u>.

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

Overview – key maintenance points

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

Lid latch lever – to open lid

Upper rollers

Red strip – to access the white background platen

Lid latch lever – to open lid

Glass plate lever

Glass plate

Lower (black rubber) rollers

Cover – scanner lamp unit

Cleaning the scan area

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

You must clean the following scanner parts/areas:
1. The scanner bed
2. Glass plate
3. White background
4. Upper and lower rollers

⚠ **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.

To Clean the scan area
You need to open the lid to access and clean the scan area. Follow the instructions below.

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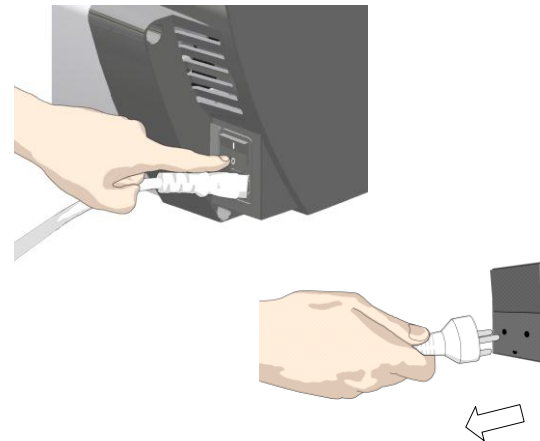

Cleaning the scan area

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

1 and 2. Push the two release buttons upwards

2 **Open the scanner lid –**
Press the lid release buttons upwards

The internal scan area 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. The scanner lid release buttons are at each side of the scanner lid.

1. Stand at the front of the scanner.
2. Simultaneously place a thumb under each lid release button and push them upwards until you feel the lid's latch unlock. .
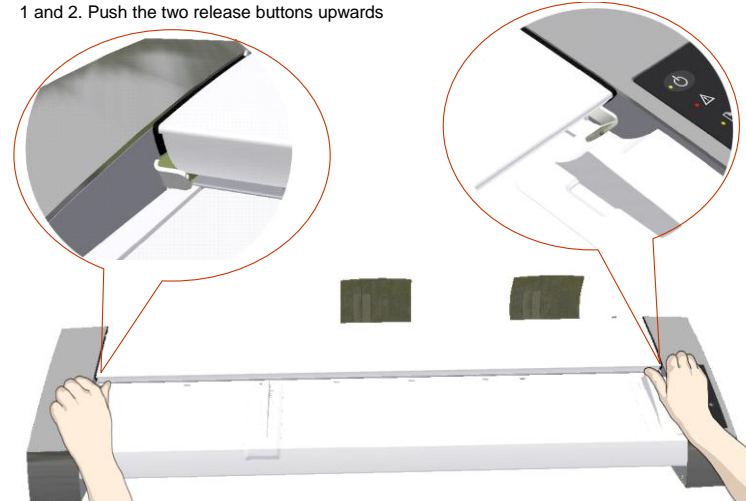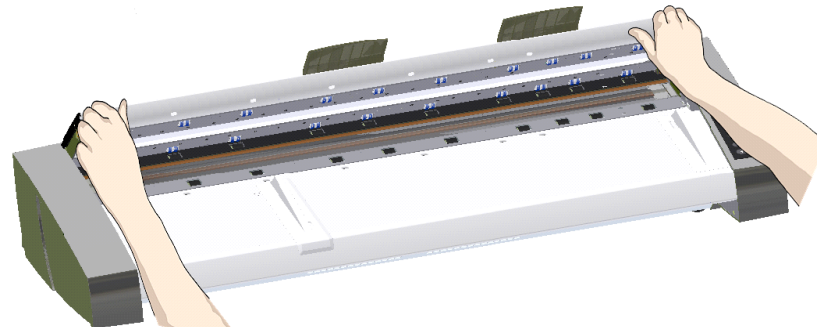

Cleaning the scan area

3 **Open the scanner lid –**
Pull the lid all the way back

1. The lid is on springs and will pop upwards when released.
2. Hold the lid as you ease it all the way back to expose the scan area.
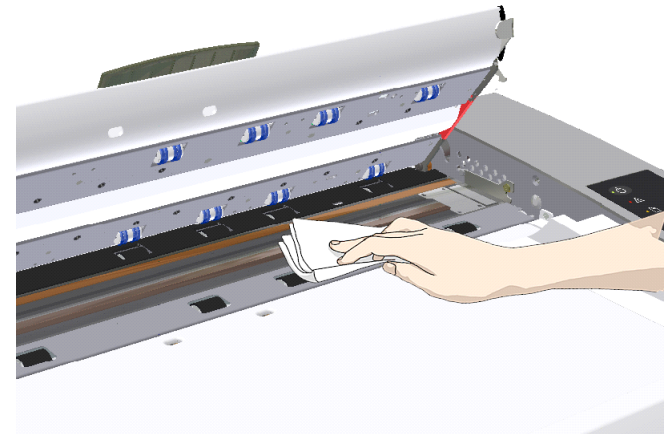
Cleaning the scan area

4

Clean the glass-plate

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

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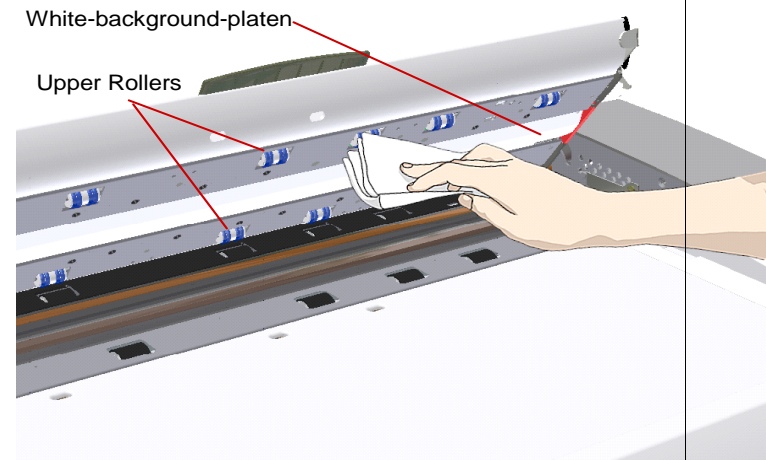

Cleaning the scan area

5

Clean the white-background platen and upper rollers

The white-background-platen (white metal area) is fixed in the scanning area lid. The upper rollers are aligned in 2 rows on each side of the white-background-platen.

1. Hold the lid in its open position for support as you clean.
2. Use a lint-free cloth and a mild, streak-free, glass cleaner. Apply the cleaner to cloth and wipe the white-background-platen.
3. After wiping clean the whole white background platen, wipe all the upper rollers in both rows.
4. Dry the platen and rollers completely using separate clean, dry lint-free cloths.

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

White-background-platen

Upper Rollers

Cleaning the scan area

6 **Clean the lower rollers**

The lower rollers are the black rubber rollers aligned in 2 rows on each side of the glass-platen.

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

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

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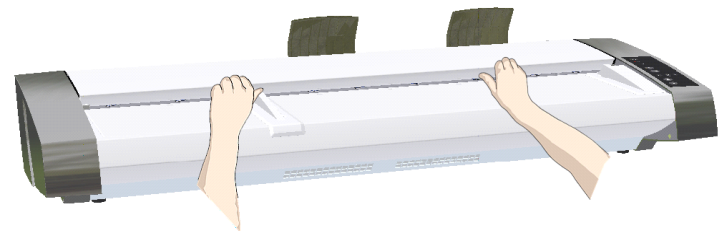
Lower Rollers
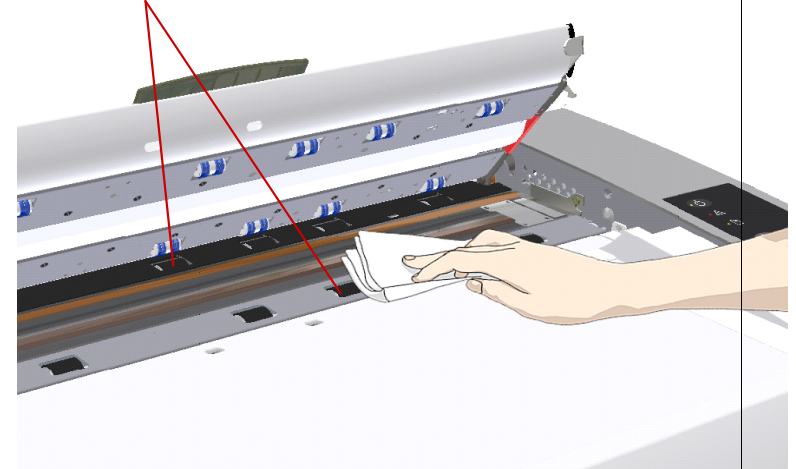
Cleaning the scan area

7   **Close the scan area lid**

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

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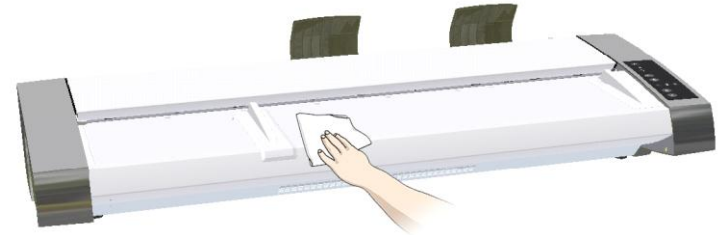
Cleaning the scan area

8 **Clean the scanner feeding bed**

Clean the scanner feeding bed surface so dirt and dust are not dragged into the scan area with the original.
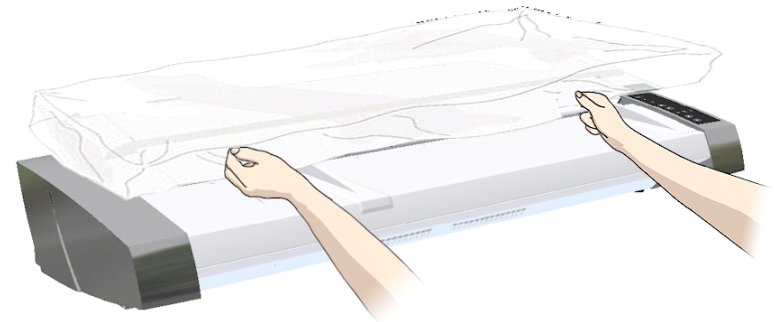
Cleaning the scan area

9 **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.

Camera Alignment and Calibration

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

NOTE: Cleaning and calibration 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
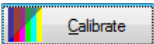
Make sure that the scanner has been turned ON for at least **5 minutes** prior to camera alignment and calibration. The short warm-up time will ensure that light conditions and camera heights have stabilized.
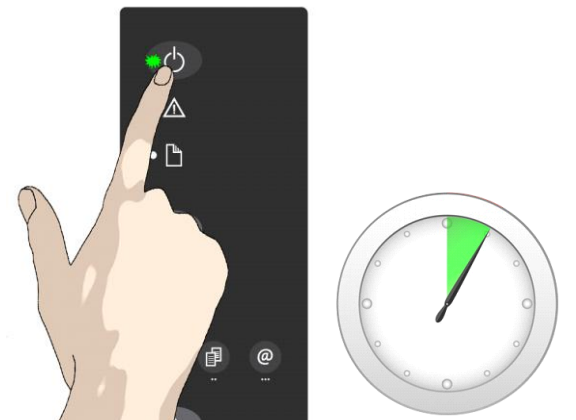
Calibration

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. [Calibrate]
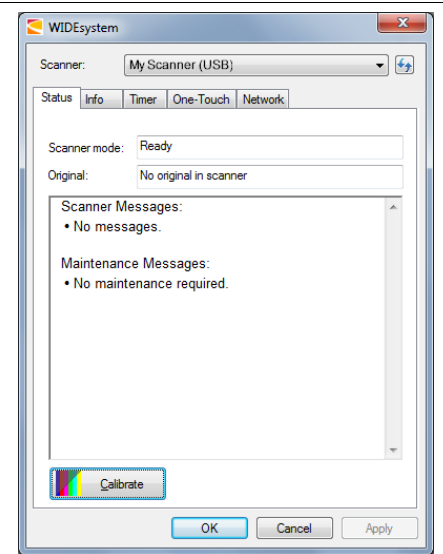
Calibration

3

Select the Calibration type

Select either Camera Alignment or Full Calibration.

- Camera Alignment will align horizontal capture for correct image stitching

- Full Calibration will perform Camera Alignment, B&W calibration and Color calibration

---

Calibration

4 Insert the calibration sheet

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

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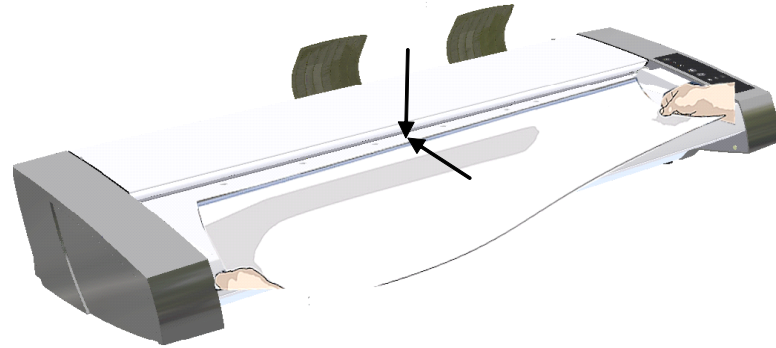
Calibration

5 The program calibrates the scanner

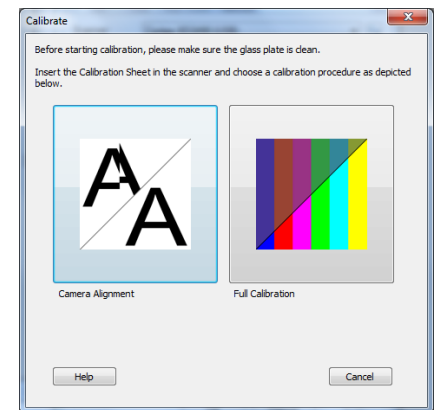The program works in steps to analyze and correct the status of the sensors, calibrate black and white values and calibrate color (on color scanners). The calibration sheet will be rescanned a number of times as the program processes data.

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

The wizard will tell you when the process is finished.

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.
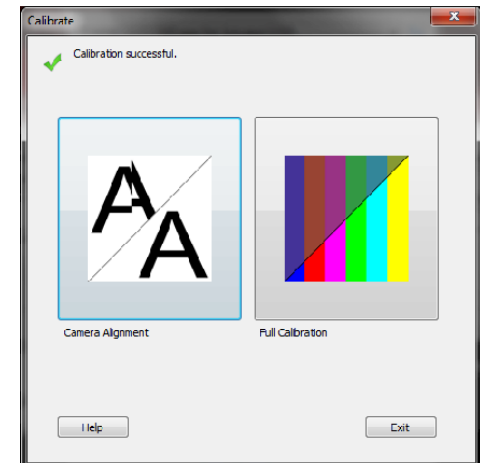
Replacing Scanner Parts

This section describes how to replace those 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 Glass plate

    2. The White Pressure/background platen

    3. The scanner lamp.

NOTE: **Regarding *WIDEsystem WARNING FLAG - glass plate and 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* - *glass plate, White background platen, lamp unit replacement:*** Replacing these parts will change conditions in the scan area. Therefore, it is recommended to recalibrate right after changing and cleaning these parts. Start WIDEsystem and select *Calibrate*.
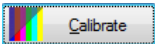
Important Safety Instruction: Before replacing any parts, be sure to turn the scanner power off and disconnect the power plug.

Replacing the Glass-plate

Replacing the glass-plate

1 **Turn scanner power off and disconnect**

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

   2. Disconnect the power plug.
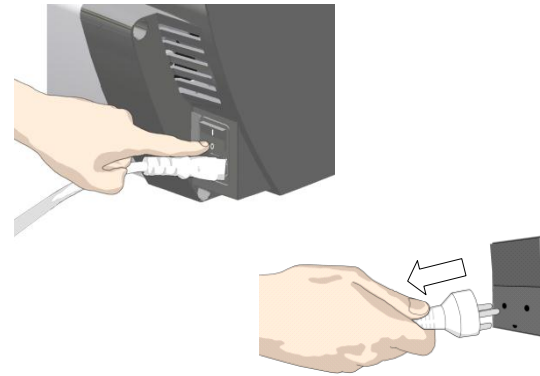
Replacing the glass-plate

2 **Open the scanner lid –**
Press the lid release buttons upwards

The internal scan area 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. The scanner lid release buttons are at each side of the scanner lid.

1.   Stand at the front of the scanner.
2.   Simultaneously place a thumb under each lid release button and push them upwards until you feel the lid's latch unlock.

1 and 2. Push the two release buttons upwards
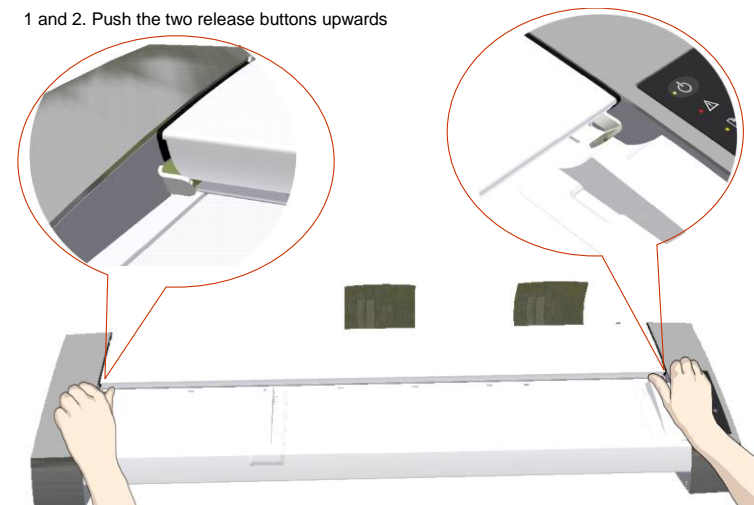
Replacing the glass-plate

3 **Open the scanner lid –
Pull the lid all the way back**

1. The lid is on springs and will pop upwards when released..

2. Hold the lid as you ease it all the way back to expose the scan area and glass plate.
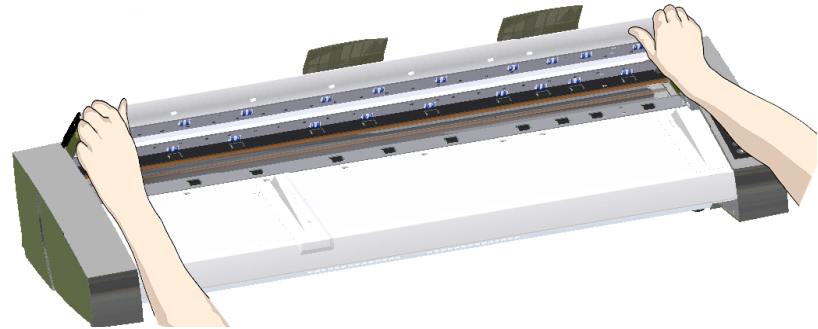
Replacing the glass-plate

4 **Pull back the glass plate levers**

1. Locate the glass plate levers - on each side of the glass-plate there is a small lever with a round lever-knob on its inner-end.

2. Place a finger on both of the round lever knobs on each side of the scanner.
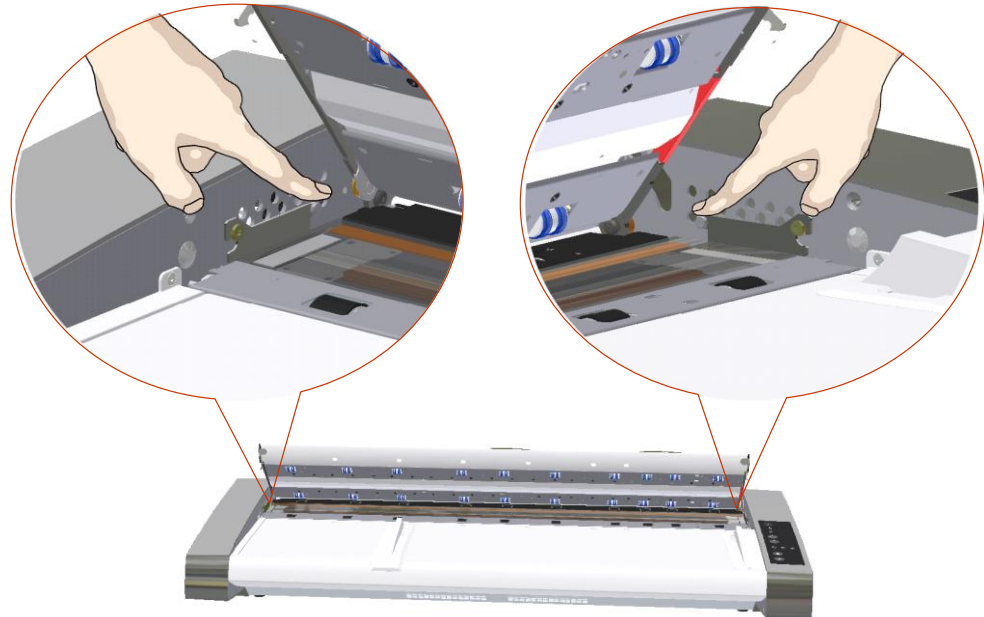
Replacing the glass-plate

5 **Tilt the glass plate back**

At the end of each glass plate lever there is a small hook that rests on a round pin. The hook holds the glass plate in place on the scanner's chassis while also letting you un-attach the glass plate from the scanner. You start by tilting the glass plate upwards on the round pin's axis.

1. With both arms, pull simultaneously on the left and right levers to tilt the glass-plate towards your body on the round pin's axis.

2. Tilt the glass plate back on the hooks until it is completely free of its resting place on the scan area bed and you can access the glass pate edges.

Lever knob

Hook rests on round pin

Replacing the glass-plate
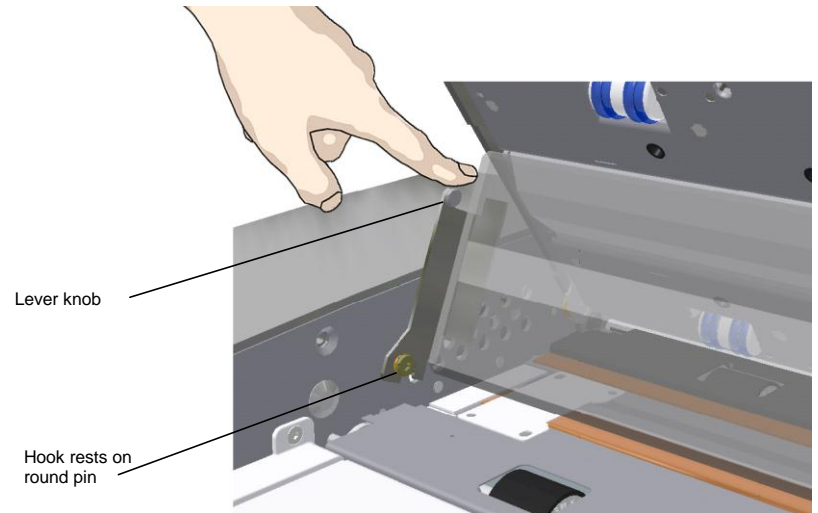
Lift the glass-plate from the scan area bed

6 **Lift the glass plate from the scanner bed**

1. Tilt the glass back until the hooks become free of their pins.

2. Lift the glass plate from the scanner..
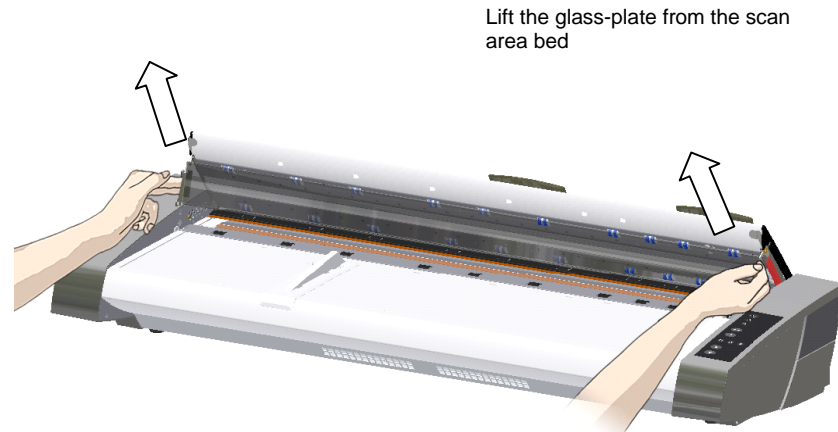
Replacing the glass-plate

7 **Insert a new glass plate**

Reverse the above operations to reinsert a new glass-plate – Carefully set the new glass plate down into the scan area.

1. Fit the new glass-plate's lever hooks on to the round pins on each side of the scanner.

2. While supporting the glass-plate with fingers on the lever handles, carefully ease the glass-plate down backwards (away from your body) so it falls into place.

3. Close the scan area lid.

📝 **NOTE**: It is recommended to clean the new glass-plate after inserting it in the scanner and before scanning.

📝 **NOTE**: It is recommended to recalibrate after changing the glass-plate.

[Calibrate]

Rest the hook on its pin – on each side of the scanner
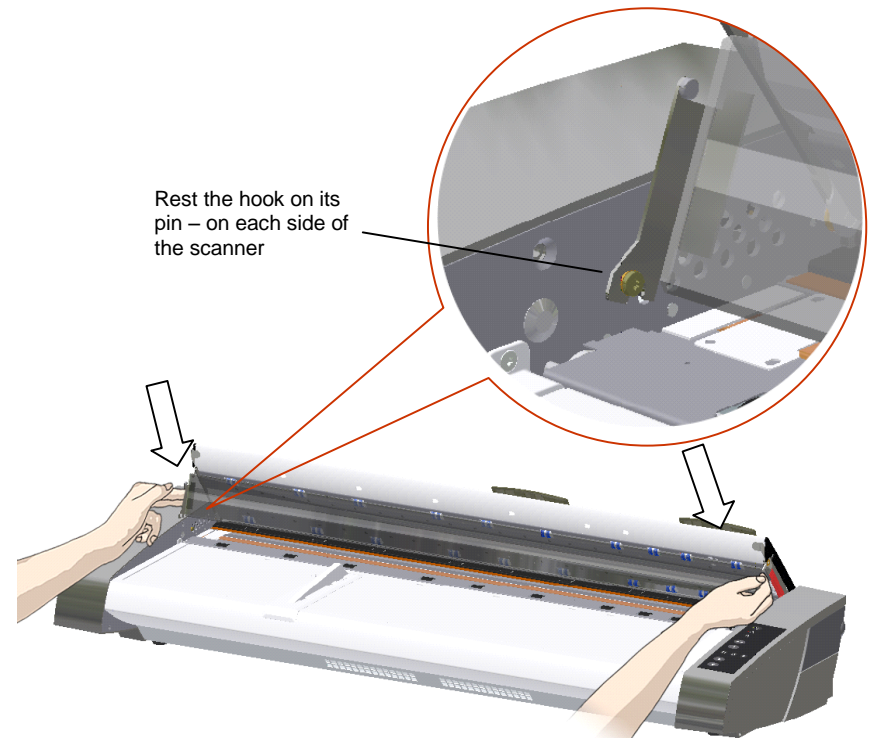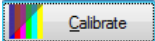
Replacing the White-Background-Platen

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

1 and 2. Push the two release buttons upwards

2 Open the scanner lid –
Press the lid release buttons upwards

The internal scan area 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. The scanner lid release buttons are at each side of the scanner lid.

1. Stand at the front of the scanner.
2. Simultaneously place a thumb under each lid release button and push them upwards until you feel the lid's latch unlock.
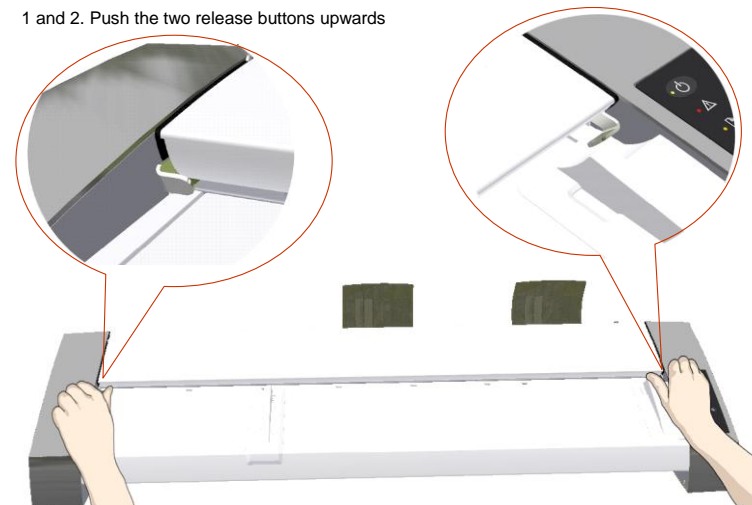
Replacing the white-background-platen

3 **Open the scanner lid –**
Pull the lid all the way back

    1. The lid is on springs and will pop upwards when released..
    2. Hold the lid as you ease it all the way back to expose the underside of
       the lid.

Replacing the white-background-platen
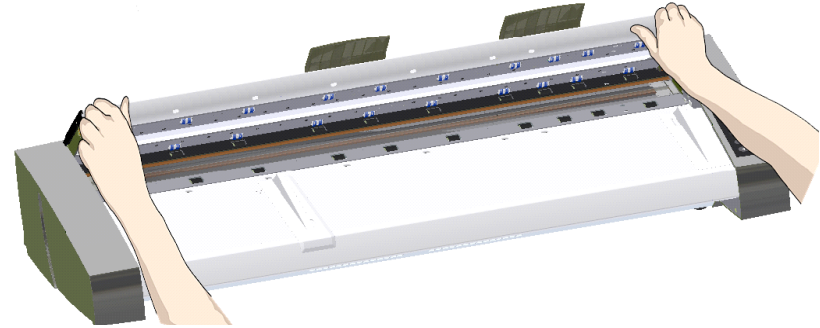
Red strip – white background platen cover

4 **Locate the red cover strip**

The white background platen is in the scanner lid. You need to access the
platen's edge to slide it out of the lid. The platen's edge is covered by a red
plastic strip at the right side of the open lid.

    1. Locate the red plastic strip on the right side of the open lid.

1.

2.
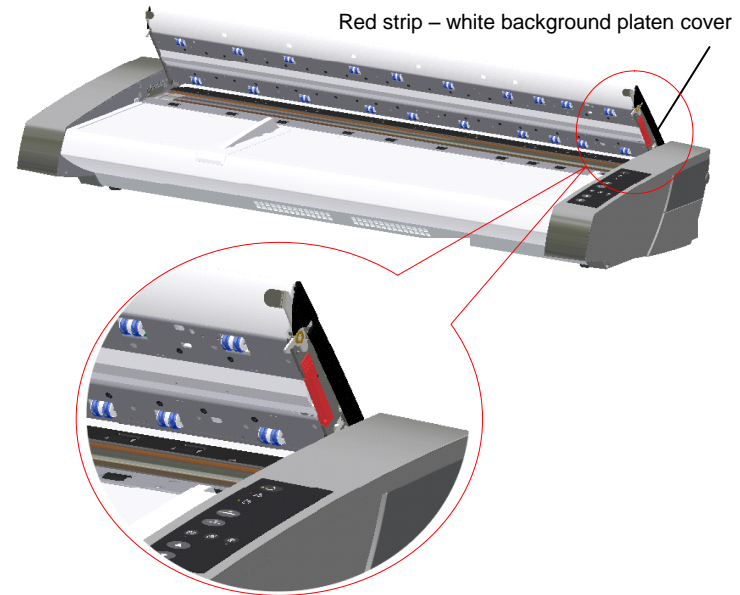
5 **Remove the red cover strip**

1. Grip the flexible edge of the red strip with your fingers.

2. Pull the red strip to free it from the scanner.
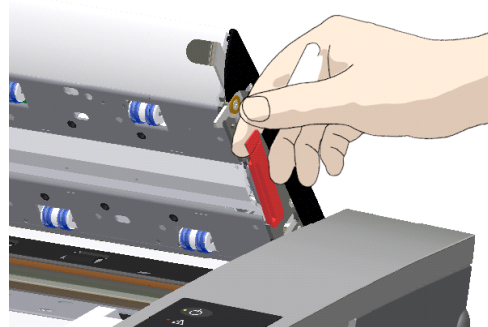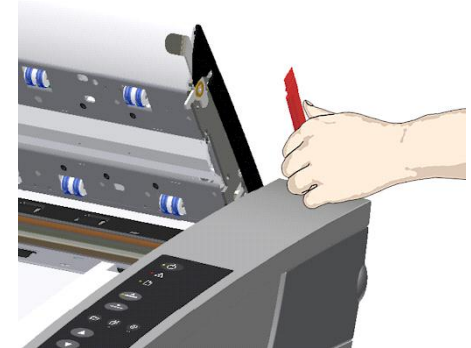
6 **Locate the edge of the white-background-platen**

1. The edge of the platen becomes exposed when you removed the strip.

2. Grip the edge of the strip with your fingers to pull it out.

Edge of the white-background-platen
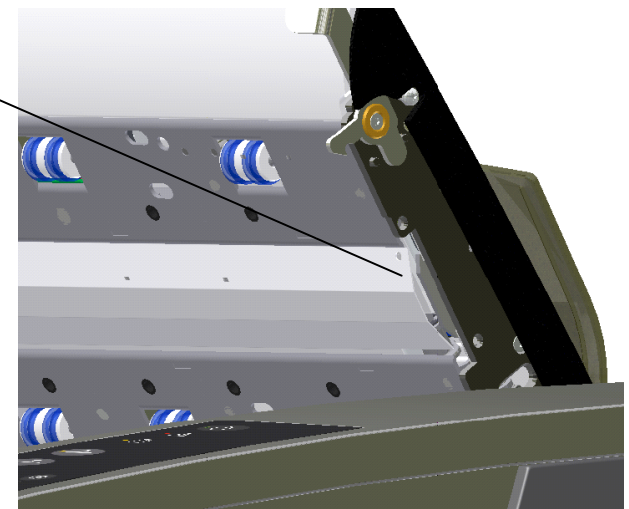
Replacing the white-background-platen

7 **Pull the white-background-platen out of the lid**

1. Carefully pull the strip out of the scanner lid.
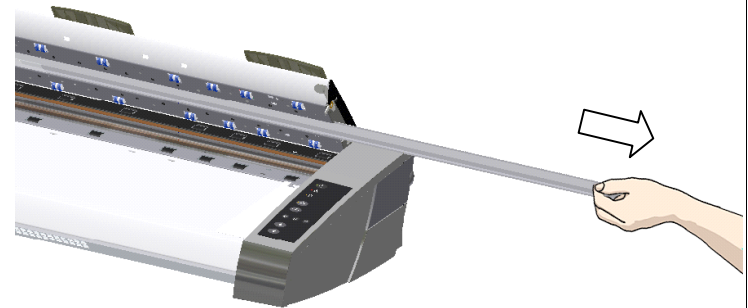
Replacing the white-background-platen

8 **Insert a new white-background-platen**

1. Reverse the steps to insert your new white-background-platen.

2. Carefully slide in a new white-background-platen while taking care not to bend it.

3. Slide it all the way in as far as it will go.

.
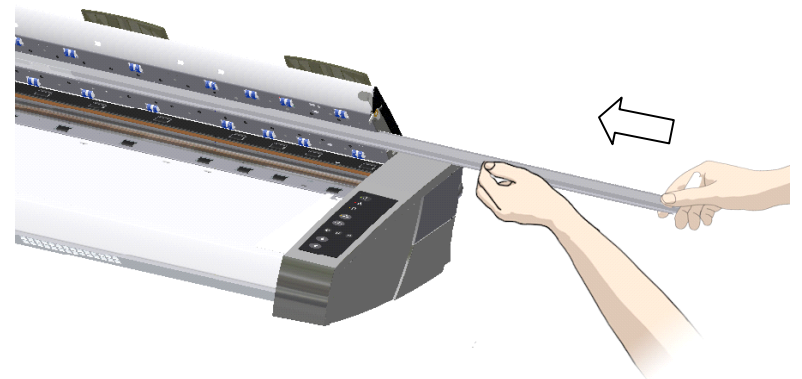
Replacing the white-background-platen

9 Reattach the red strip

   1. Reattach the red strip in its place.

   2. Close the scanner lid until you hear the locks click shut

NOTE: It is recommended to recalibrate after changing the
white-background-platen.
Calibrate .
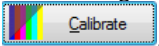
NOTE: Remember to reset the white-background-
replacement warning flag though WIDEsystem's "Status" tab.
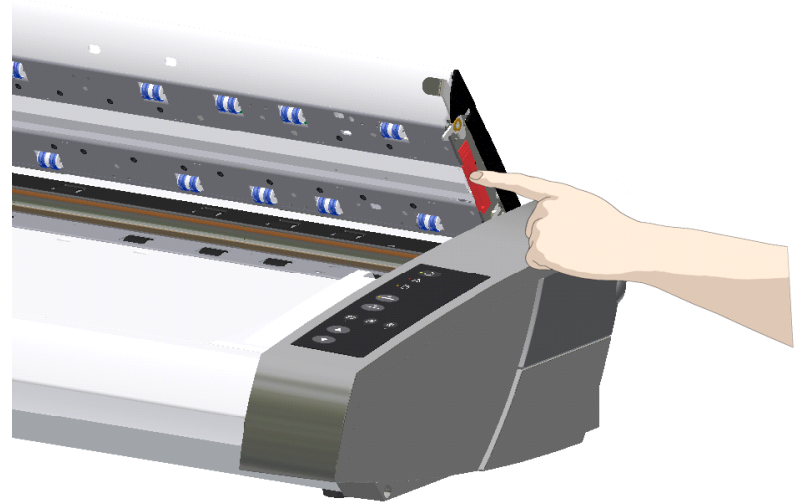
Replacing the Scanner Lamp-Unit

The lamp's effectiveness can gradually weaken over time and this can affect the quality of your scans. A new lamp-unit (lamp, reflector, power connectors) can be obtained through your dealer. WIDEsystem monitors lamp usage and will warn you when it is time for a replacement.

Replacing the scanner lamp

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

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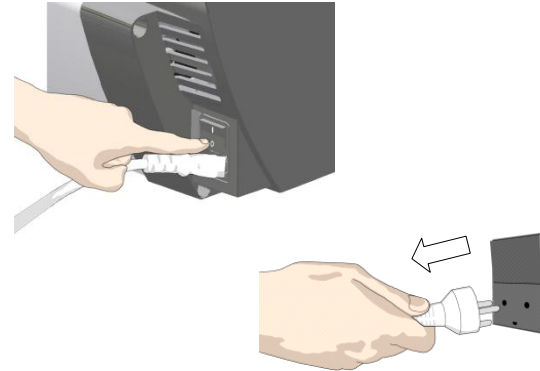
Replacing the scanner lamp

2 **Locate the lamp cover**

> The lamp cover is on the right side of the scanner.
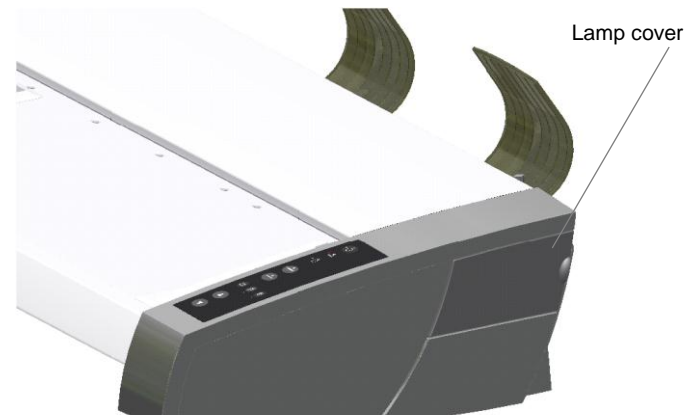
Lamp cover

Replacing the scanner lamp

3

Remove the lamp cover

1. Place your finger in the gap at the cover's right side and pull gently back to free the lid's catch.

2. Pull the cover sideways and off its hinge to completely detach it from the scanner.

3. The edge of the lamp unit will be exposed and accessible.
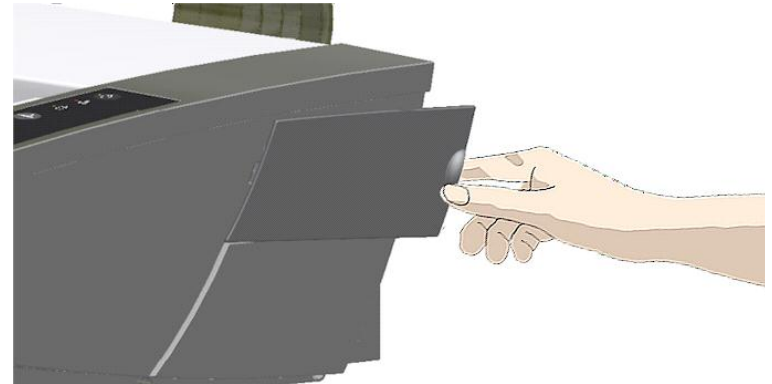
Replacing the scanner lamp

4

Remove the old lamp-unit

A lamp-unit consists of a fluorescent lamp that is mounted in a metallic reflector brace with fixed power connectors at the inner end. **You must remove and replace the whole lamp-unit**.

1. Locate the handle at the top edge of the lamp unit.

2. Place your fingers under the handle.

3. Carefully pull the lamp unit out of the scanner.

Lamp unit handle
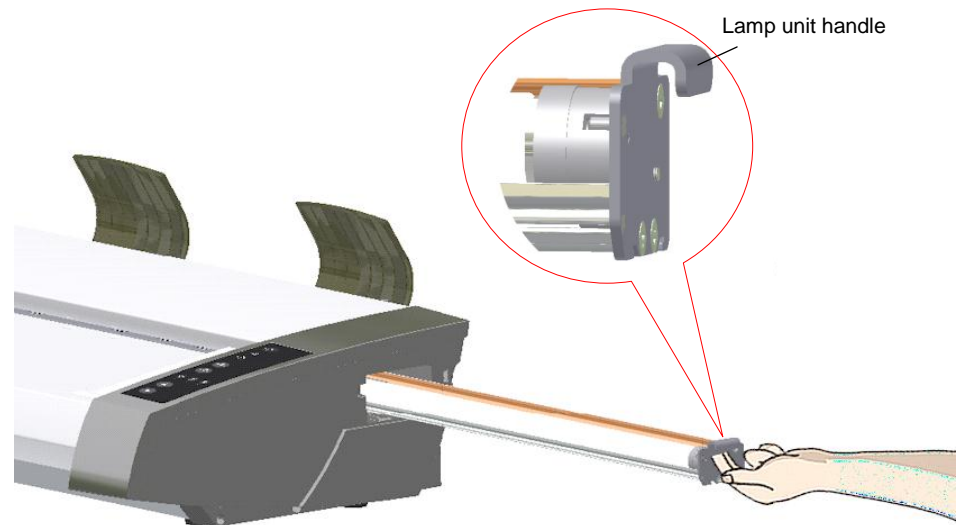
Replacing the scanner lamp

5 **Insert the new lamp-unit**

1. Reinsert the new lamp-unit. Rest the lamp edge (power-connector side) on the tracks.

2. Carefully push the lamp-unit into the scanner along the tracks.

3. Be sure to insert the lamp-unit all the way so the internal power connections engage with the connections on the lamp-unit.

Rest the lamp edge on the tracks and push carefully into the scanner
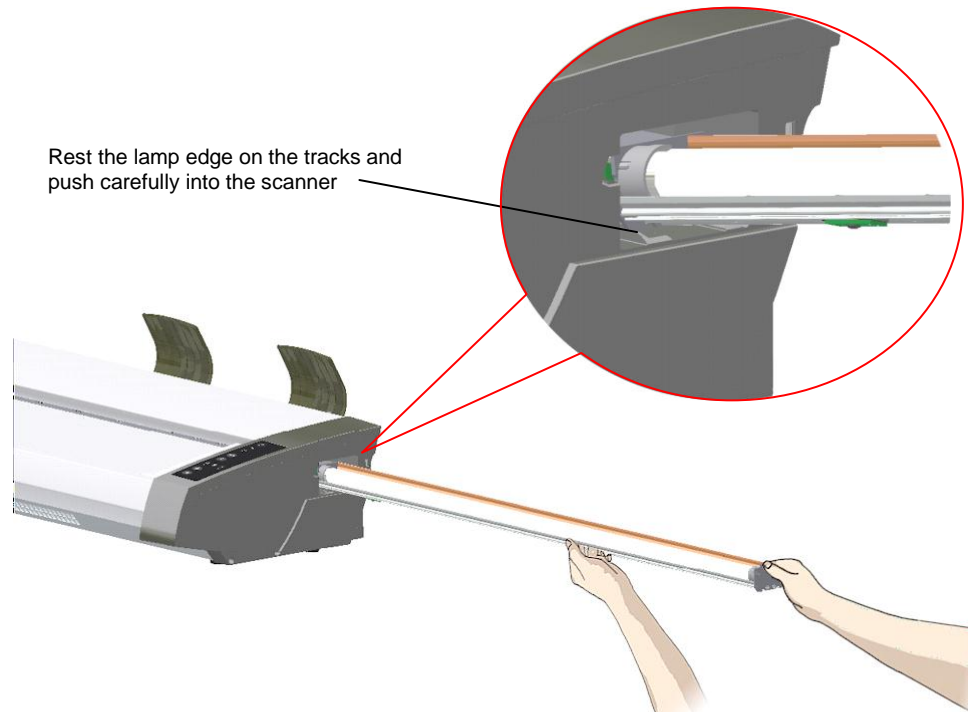
Replacing the scanner lamp

6

Replace the lamp cover

1. Fit the cover's left-side tab into the corresponding notch on the scanner
2. Snap the cover shut.

NOTE:The cover must always be closed before turning scanner power ON.

NOTE: Remember to reset the lamp replacement warning flag though WIDEsystem's "Status" tab.

Fit the cover's left-side tab into its corresponding notch

1.

2.
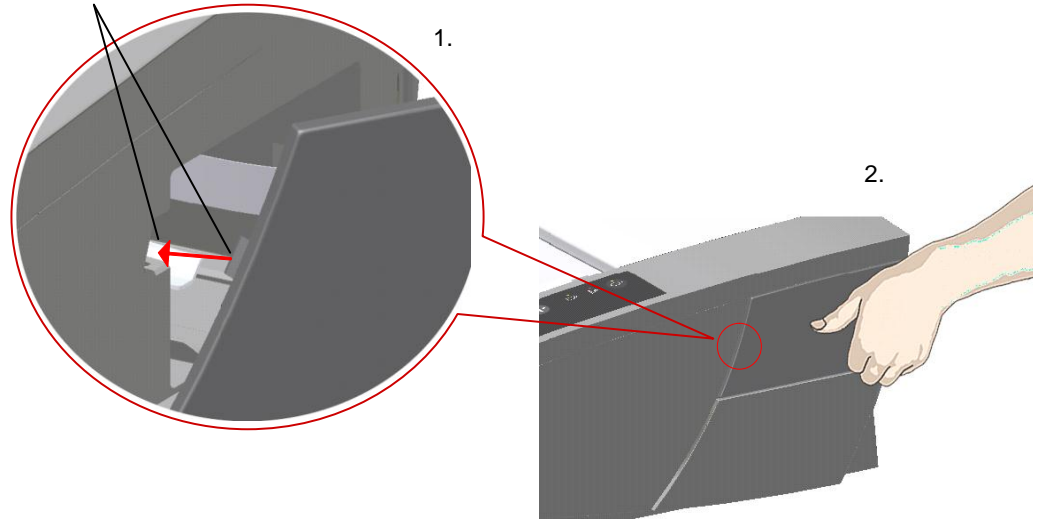
Downloading New Firmware

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 though 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.

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.

Error detected – Error indicator blinks

Serial Number

Model Number

Problems Related to Scanner Installation

Problem	Possible Causes and Remedies
"Unknown device is found" message.	• 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.
No functional drivers found – yellow error icon on scanner in Device Manager	If you connected and tried to install the scanner before installing WIDEsystem, the "unknown device found message" will appear. If you ignored this and continued to step through the dialogs from there, the scanner will be entered on the system as a new device without functional drivers. If this is the case, the scanner will be displayed in the Windows Device Manager with a yellow error icon. The scanner entry must be removed from the Device manager before re-installing correctly. 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.
WIDEsystem does not detect the scanner.	• The scanner may be in sleep mode. Press the power button to wake up the scanner. • The WIDEsystem driver version installed on your PC is older than your scanner model. Install the WIDEsystem drivers from the WIDEsystem TOOLS 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
Error Indicator LED blinking	An error was detected. The error may be reported immediately through a message on your screen. If not, open WIDEsystem (scanner icon on your system tray) and select the Status tab to view additional information about the error. Perform one of the following: • The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen. • Look for a description of the error in this users guide. Follow the instructions provided. • 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.
Need to contact Technical assistance	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. See instructions above.

Error message: Paper Jam

You know a Paper jam error has occurred when the scanner stops scanning and the Paper-Ready LED shuts OFF (from blinking) while the document is still engaged in the drive system. Your software will report the *Paper Jam error*. To remedy:

1. Eject the document from the scanner. Press and hold down the Paper-Backwards or the Paper-Forward key.
2. If the document does not eject/respond to pressing the keys, you will need to open the scanner lid to remove it.
3. Simultaneously place a thumb under each lid release button and push them upwards until you feel the lid's latch unlock.
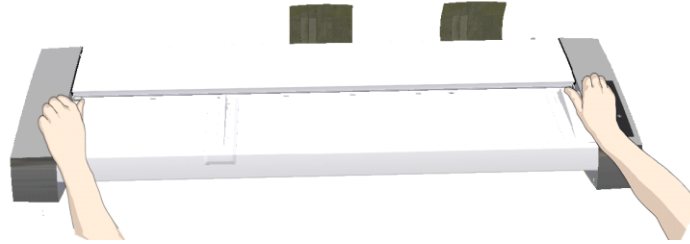
4. With one hand, ease the lid open and use the other hand to pull out the document so it comes completely free of the scanning area.
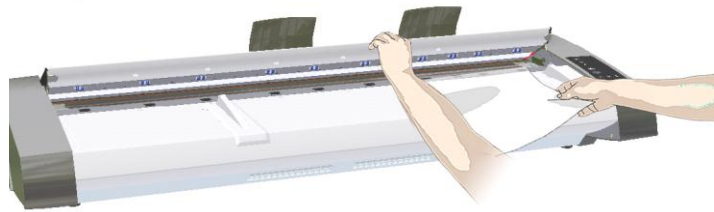
Hold the lid open and remove the document.

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

Error message: Correction of Camera X failed	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 (alignment and calibration) as described in the section *Maintenance* 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.
Error message: Stitching of Camera X/Y failed	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 (alignment and calibration) as described in the section *Maintenance* 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.
Error message: Unable to Adjust Camera	1. Control that the scanner is set for *Normal* (lowest) media thickness. The scanner's pressure-platen must not be raised. Lower the original guide plate on both sides to let the scanner make its adjustments.
	2. If the thickness setting is/was Normal - 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.
	3. 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 (alignment and calibration) as described in the section *Maintenance* in this guide.
	4. If the problem persists after cleaning the scanner area and all above possibilities have been attempted - summon your technical service provider.
Application control keys (one touch) do not work	1. Check the One Touch setup entries in WIDEsystem. Click on the scanner icon to open WIDEsystem and select the *One Touch* 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.

Can't operate or contact scanner after Firmware upgrade failure.	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 *Safe Mode* to reapply the firmware.
	Restart the scanner. If the scanner detects corrupted firmware, it will start up in *Safe Mode*.
	Confirm *Safe Mode*: Open WIDEsystem – double-click the WIDEsystem scanner icon on your system tray. The *"Scanner:"* field should show "Scanner is in Safe Mode".
	Follow the steps for firmware installation.
	NOTE: *Safe Mode* is only for repairing a corrupted or interrupted firmware installation. Do not attempt to use the scanner when it is in *Safe Mode*.

Problems Related to the Scanning Results

Problem	Possible Causes and Remedies
Not whole image scanned	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.
Stitching problems – Image sections misaligned (at points between the cameras - overlapping pixels)	1. If scanning normal paper thin media – Remove the original from the scanner, turn power off and then on to reboot so the scanner runs its self-test procedure. The self-test includes camera-stitching correction. 2. If scanning normal paper thin media and above procedure does not correct the problem – Remove the original from the scanner and run full scanner maintenance – cleaning and calibration. 3. If scanning thick media, thick stiff originals will rest on top of the scanner rollers and thus raise a small distance over the glass-plate. This can lead to stitching irregularities. In such cases, the stitching parameters will need to be modified. You can modify stitching parameters through your scanning application. See the section *When Scanning in Thick Media Positions* in this guide. 4. Summon your technical service provider if the problem persists.
Edge distortion with thick originals	1. Scanning thick stiff originals can give distortions when the front edge meets the exit rollers or the trailing edge leaves the entry rollers. To omit this, the leading and trailing edges are by default skipped when in one of the extended media thickness positions. Leading/trailing edge skipping can be turned off/on through the scanning application's setup dialogs. If you encounter edge distortion, control that the Leading/trailing edge skipping option is set in your application.
One or more thin vertical lines (in the direction of paper feeding) show up in the scanned image, but not in the original drawing.	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: 1. Clean your glass plate and rollers as described in this users' guide. 2. Most dirt on the glass plate is introduced by the documents that are passed against it. Wipe clean the document with a dry lint-free cloth before feeding the document into the scanner. 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. 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.

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	X	O	O	O	O
O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T11363-2006. 　　表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T11363-2006标准规定的限量要求以下。 X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in SJ/T11363-2006. 　　表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006标准规定的限量要求。 (Enterprises may further provide in this box technical explanation for marking "X" based on their actual conditions. 企业可在此处根据实际情况对上表中打" X"的技术原因进行进一步说明。)						