

# ScanSnap

## iX500

### Getting Started

Thank you for purchasing ScanSnap iX500 (hereinafter referred to as "the ScanSnap"). This manual describes the preparation required for use of the ScanSnap. Follow the preparation procedures described in this manual.

For details about ScanSnap functions and features, basic operation, daily care, and consumable replacement, refer to the Basic Operation Guide (HTML) which is available on the Setup DVD-ROM.

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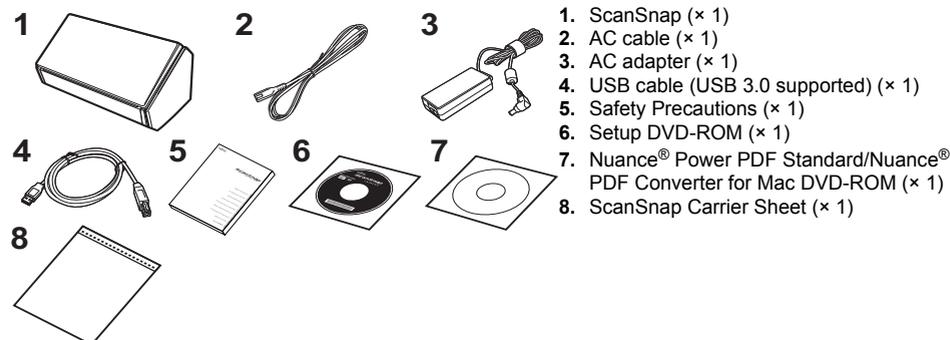
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## Preparing

### Checking the Components

Make sure that all items shown below are included in the package.



1. ScanSnap (× 1)
2. AC cable (× 1)
3. AC adapter (× 1)
4. USB cable (USB 3.0 supported) (× 1)
5. Safety Precautions (× 1)
6. Setup DVD-ROM (× 1)
7. Nuance® Power PDF Standard/Nuance® PDF Converter for Mac DVD-ROM (× 1)
8. ScanSnap Carrier Sheet (× 1)

If any other packaging is provided, make sure to store it as well. Make sure to handle the components with care. The box and packaging materials are required for storage and transportation of the ScanSnap. Do not throw them away. If anything is missing or damaged, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

## Read the Safety Precautions

Before using the ScanSnap, make sure to read and understand the information provided in the "Safety Precautions" document.

## Symbols Used in This Manual

Symbol	Description
	This indication alerts operators of an operation that, if not strictly observed, may result in safety hazards to personnel or damage to the product.

## Referring to the "Basic Operation Guide"

To refer to the "Basic Operation Guide", insert the Setup DVD-ROM into the DVD-ROM drive, and follow the procedure below.



Click the [Manuals] button in the [ScanSnap Setup] dialog box, and then the [Basic Operation Guide] button.



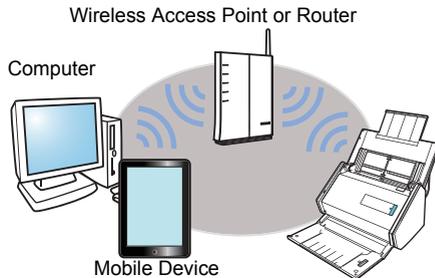
Double-click the [Basic Operation Guide] icon in the [ScanSnap] window.

## Using in a Wireless LAN Environment

### ATTENTION

No more than one computer can be connected to the ScanSnap via wireless LAN.

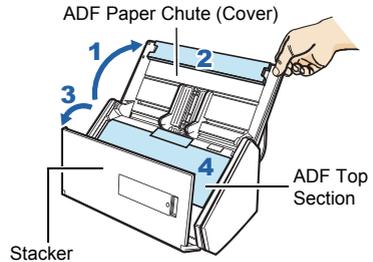
The ScanSnap can be connected to a computer or a mobile device via wireless LAN. To use this function, make sure a wireless LAN is available in advance. When you connect the ScanSnap to a wireless LAN, information for a wireless access point or router such as a SSID (network name) or security key (password) may be required. For details, refer to the manual of your wireless access point or router.



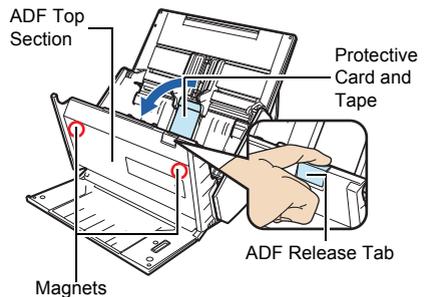
# Removing the Protective Packaging

Follow the procedure described below to remove the protective packaging before using the ScanSnap.

1. Open the ADF paper chute (cover) (1), and pull the tape to remove the protective foam sheet (2) from the ADF paper chute (cover). Open the stacker (3) and pull the tape to remove the protective sheet from the ADF top section (4).



2. Pull the ADF release tab to open the ADF top section, and pull the tape to remove the protective card from the side guides.



If the magnetic part of the ADF top section makes contact with the black magnetic part of a magnetic card or IC card, the data on the card may be lost.

# Installing the Software

Windows® Installation (→ [page 4](#))

Mac OS Installation (→ [page 7](#))

## ATTENTION

- Do not connect the ScanSnap to your computer before installing the software.
- If you have no DVD-ROM drive, please visit the following web page:

<http://scansnap.fujitsu.com/g-support/en/>

## HINT

When you export the data scanned by the ScanSnap to your mobile device, download ScanSnap Connect Application from an available source such as App Store, Google Play, or Amazon Appstore.

# Windows® Installation

## ■ Software

You can install the following software.

- ScanSnap Manager (Scanner driver)
- ScanSnap Organizer (File management application)
- CardMinder (Business card management application)
- ABBYY FineReader for ScanSnap™ (OCR application)

Install other software bundled with the ScanSnap as needed.

## ■ System Requirements

For the latest information on requirements, please visit the ScanSnap Support Site at:

<http://scansnap.fujitsu.com/g-support/en/>

Operating system	Windows® 10 (32-bit/64-bit) (*1) Windows® 8.1 (32-bit/64-bit) (*2) Windows® 8 (32-bit/64-bit) (*2) Windows® 7 (32-bit/64-bit) Windows Vista® (32-bit/64-bit) (*3) Windows® XP (32-bit) (*4)
CPU	Intel® Core™ i5 2.5 GHz or higher
Memory	4 GB or more
Display resolution (*5)	Windows® 10/Windows® 8.1/Windows® 8: 1024 × 768 pixels or higher Windows® 7/Windows Vista®/Windows® XP: 800 × 600 pixels or higher
Hard disk space (*6) (*7)	2330 MB or more of free hard disk space
USB port	USB 3.0 (*8)/USB 2.0/USB 1.1

\*1: The software bundled with the ScanSnap operates in Desktop mode.

\*2: The software operates as a desktop application.

\*3: Service Pack 2 or later is required.

\*4: Service Pack 3 or later is required.

\*5: When the font size is large, some screens may not be displayed properly.

In that case, use a smaller font size.

\*6: For Windows® 7, Windows Vista®, or Windows® XP, when the following software programs are installed, .NET Framework 4 or an in-place update for .NET Framework 4 (which requires 2GB of free disk space at most) may be installed:

- ScanSnap Manager
- ScanSnap Organizer

After installing .NET Framework, apply the updates in Windows Update.

\*7: For Windows® 10, Windows® 8.1, Windows® 8, Windows Vista®, and Windows® XP, if Microsoft® .NET Framework 3.5 SP1 is not installed, a maximum of 500 MB of additional free hard disk space is required for it.

\*8: Some computers do not recognize the ScanSnap when it is connected to a USB 3.0 port.

For the latest information on USB 3.0, please visit the following web page:

<http://scansnap.fujitsu.com/g-support/en/>

## ATTENTION

- If the system requirements above are not satisfied, the ScanSnap may not operate.
- Scanning speed will slow down in the following cases:
  - The CPU or the memory does not meet the required specifications
  - The version of the USB port or the USB hub is USB 1.1
- The actual increase in used disk space after installation and the required disk space for installation may differ from each other depending on your Windows® system disk management.

## ■ Installation

### ATTENTION

To install the latest software via the Internet, an Internet connection is required.

### HINT

When the installation is complete, a pop-up balloon which indicates that the latest updates are available on the download server may appear. For details, refer to the ScanSnap Online Update Help.

1. Turn your computer on and log on as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.  
⇒ The [ScanSnap Setup] dialog box appears.

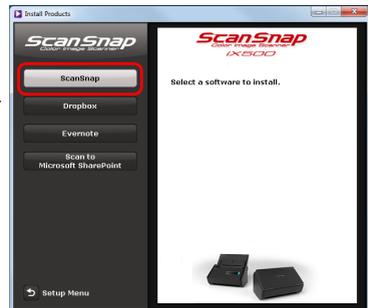
### HINT

If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the DVD-ROM via Windows Explorer.

3. Click the [Install Products] button.  
⇒ The [Install Products] dialog box appears.



4. Click the [ScanSnap] button.  
Follow the instructions on the screen to continue with the installation.  
⇒ When you proceed with the operation, the [ScanSnap - Connecting the ScanSnap] dialog box appears.



- 5.** Follow the instructions on the screen to connect the ScanSnap to the computer.

Click the [Next] button, and follow the instructions on the screen to connect the ScanSnap to the computer.

For details, refer to "[Connecting the ScanSnap](#)" (page 9).

⇒ When the connection check is complete, the [ScanSnap Wireless Network Setup] dialog box appears.

Check the ScanSnap operation before connecting the ScanSnap to a wireless LAN.

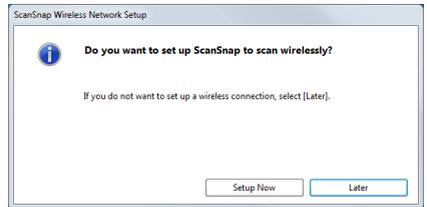
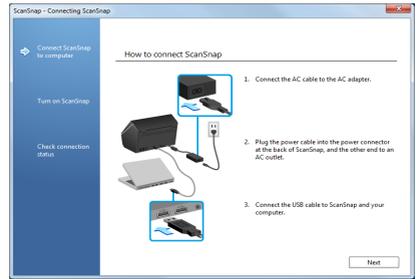
- 6.** Check the operation of the ScanSnap.

For details, refer to "[Scan Test \(USB Connection\)](#)" (page 11).

- 7.** Select whether you want to configure the wireless settings for connecting the ScanSnap to a wireless LAN.

⇒ To configure the wireless settings, click the [Setup Now] button, and then follow the instructions on the screen. For details, refer to "[Connecting the ScanSnap to a Wireless LAN](#)" (page 12).

⇒ Otherwise, click the [Later] button.



#### HINT

If you want to configure the wireless settings for connecting the ScanSnap to a wireless LAN at another time, refer to the Basic Operation Guide.

- 8.** Remove the Setup DVD-ROM from the DVD-ROM drive.

#### ATTENTION

If installation is not completed successfully, click the [Manuals] button in the [ScanSnap Setup] dialog box, and then the [Basic Operation Guide] button, and refer to the Basic Operation Guide.

# Mac OS Installation

## ■ Software

You can install the following software.

- ScanSnap Manager (Scanner driver)
- ScanSnap Organizer (File management application)
- CardMinder (Business card management application)
- ABBYY FineReader for ScanSnap™ (OCR application)

Install other software bundled with the ScanSnap as needed.

## ■ System Requirements

For the latest information on requirements, please visit the ScanSnap Support Site at:

<http://scansnap.fujitsu.com/g-support/en/>

Operating system (*1)	OS X v10.11 OS X v10.10 OS X v10.9 (Recommended: 10.9.5 or later) OS X v10.8 (Recommended: 10.8.5 or later) Mac OS X v10.7 (Recommended: 10.7.5 or later) Mac OS X v10.6 (Recommended: 10.6.8) (*2)
CPU	Intel® Core™ i5 2.5 GHz or higher
Memory	4 GB or more
Display resolution	1024 × 768 pixels or higher
Hard disk space	2035 MB or more of free hard disk space
USB port	USB 3.0/USB 2.0/USB 1.1

\*1 : It is recommended to apply the latest updates to Mac OS.

\*2 : ScanSnap Organizer and Google Drive™ are not supported.

### ATTENTION

- If the system requirements above are not satisfied, the ScanSnap may not operate.
- Scanning speed will slow down in the following cases:
  - The CPU or the memory does not meet the required specifications
  - The version of the USB port or the USB hub is USB 1.1

## ■ Installation

### ATTENTION

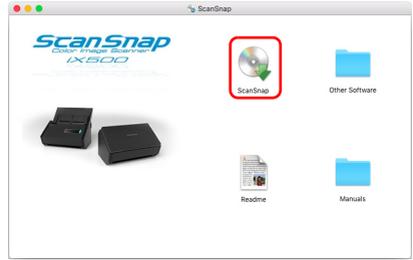
To install the latest software via the Internet, an Internet connection is required.

### HINT

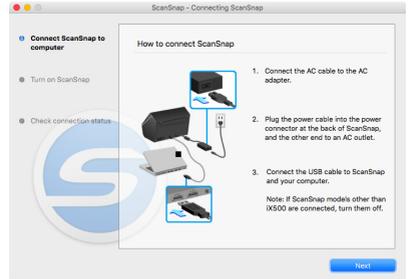
When the installation is complete, the [ScanSnap Online Update] window may appear. For details, refer to the ScanSnap Online Update Help.

1. Turn your computer on and log on as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.
  - ⇒ The [ScanSnap] window appears.

- 3.** Double-click the [ScanSnap] icon.  
Follow the instructions on the screen to continue with the installation.  
⇒ When you proceed with the operation, the [ScanSnap - Connecting the ScanSnap] window appears.



- 4.** Follow the instructions on the screen to connect the ScanSnap to the computer.  
Click the [Next] button, and follow the instructions on the screen to connect the ScanSnap to the computer.  
For details, refer to "[Connecting the ScanSnap](#)" (page 9).  
⇒ When the connection check is complete, the [ScanSnap Wireless Network Setup] window appears.  
Check the ScanSnap operation before connecting the ScanSnap to a wireless LAN.



- 5.** Check the operation of the ScanSnap.  
For details, refer to "[Scan Test \(USB Connection\)](#)" (page 11).
- 6.** Select whether you want to configure the wireless settings for connecting the ScanSnap to a wireless LAN.  
⇒ To configure the wireless settings, click the [Setup Now] button, and then follow the instructions on the screen. For details, refer to "[Connecting the ScanSnap to a Wireless LAN](#)" (page 12).  
⇒ Otherwise, click the [Later] button.



#### HINT

If you want to configure the wireless settings for connecting the ScanSnap to a wireless LAN at another time, refer to the Basic Operation Guide.

- 7.** Remove the Setup DVD-ROM from the DVD-ROM drive.

# Connecting the ScanSnap

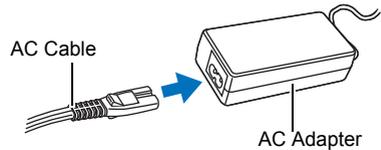
## ATTENTION

- Only one ScanSnap can be used by a computer at a time.
- Use only the cable supplied with the ScanSnap.

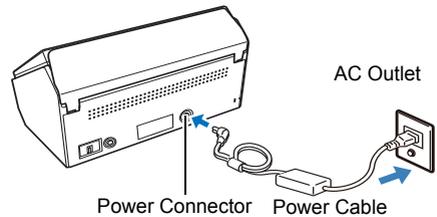


Do not use AC adapters other than the one supplied with this ScanSnap. Doing so may cause damage to the ScanSnap.

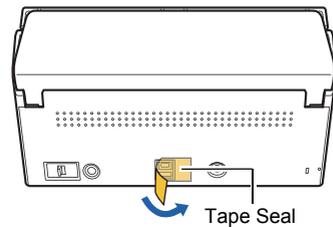
1. Connect the AC cable to the AC adapter (collectively called the "power cable").



2. Plug the power cable into the power connector at the back of the ScanSnap, and the other end to an AC outlet.



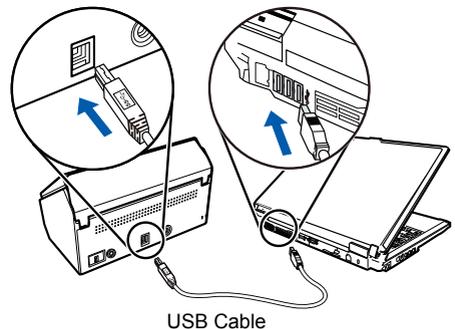
3. Remove the tape seal on the USB connector of the ScanSnap.



4. Connect the USB cable to the USB connector on the ScanSnap and the USB port on your computer.

## ATTENTION

- When connecting to USB hub, make sure to connect the ScanSnap to the USB hub which is connected to a USB port of your computer. Use a powered USB hub (with AC adapter).
- If USB port or USB hub is USB 1.1, scanning speed will slow down.
- Connect the USB cable with the USB mark facing up.



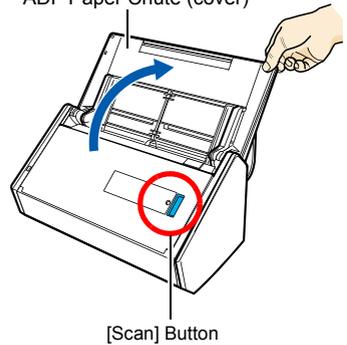
**5.** Open the ADF paper chute (cover) of the ScanSnap.

⇒ The ScanSnap is powered on and the [Scan] button lights in blue.

**ATTENTION**

- The bottom of the ScanSnap may become hot when the ScanSnap is used, but this heat does not affect operation or cause any physical harm. However, be careful not to drop the ScanSnap when carrying it.
- When the ScanSnap is turned on and left unused for 4 hours, it will turn itself off automatically. To turn the ScanSnap back on, perform one of the following operations:
  - Press the [Scan] button (Scanning does not start).
  - Close the ADF paper chute (cover) and open it againThe time until power-off can be changed. For details, refer to the Basic Operation Guide.

ADF Paper Chute (cover)



**HINT**

When you close the ADF paper chute (cover), the ScanSnap will turn off.

**6.** Check the ScanSnap Manager icon.

**Windows**

⇒ The ScanSnap Manager icon  is displayed in the menu that appears when you click  on the notification area, at the far right of the taskbar.

To have the ScanSnap Manager icon  always displayed on the notification area, drag the icon and drop it onto the notification area.



**ATTENTION**

If the ScanSnap Manager icon is , right-click on  and select [To establish connection] from the menu. You can reference the appropriate actions for connecting the scanner.

**Mac OS**

⇒ The ScanSnap Manager icon  appears in the Dock.



**ATTENTION**

If the ScanSnap Manager icon is , while holding down the [control] key, click  and then select [To establish connection] from the menu. You can reference the appropriate actions for connecting the scanner.

# Scan Test (USB Connection)

After you perform a scan, check the linkage with applications.

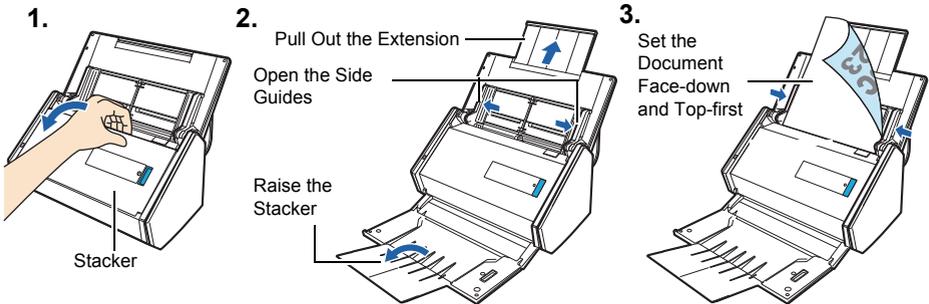
For details on documents that can be scanned with the ScanSnap, refer to "ScanSnap Overview" in the Basic Operation Guide.

## ATTENTION

If the ScanSnap Manager icon is , exit ScanSnap Connect Application on the mobile device. When the connection between the mobile device and the ScanSnap is disconnected, the ScanSnap Manager icon changes to .

## 1. Load a document in the ScanSnap.

1. Pull the stacker on the ADF top section towards you.
2. Prepare to load a document in the ScanSnap.
3. Load the document on the ADF paper chute (cover), and adjust the side guides to the size of the document.

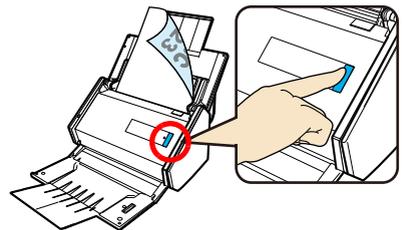


## 2. Press the [Scan] button on the ScanSnap.

- ⇒ Scanning starts. The Quick Menu appears when scanning is completed.

## ATTENTION

If scanning does not start, refer to "Troubleshooting" in the ScanSnap Manager Help.



- In the Quick Menu, click the icon of the application to link with ScanSnap Manager.

**Windows**



**Mac OS**



⇒ The selected application is started.

Confirm that ScanSnap Manager is linked with the application that was selected from the Quick Menu.

## Connecting the ScanSnap to a Wireless LAN

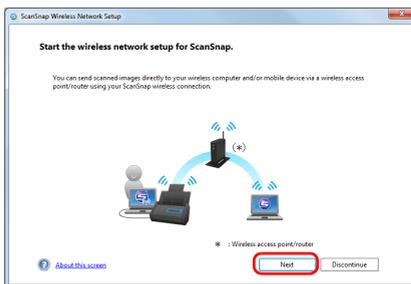
To connect the ScanSnap to the wireless LAN, follow the instructions on the screen that is displayed after the installation.

### HINT

If the ScanSnap is already connected to a wireless LAN, some steps may be skipped. Follow the instructions on the screen that is displayed.

- On the wizard screens for connecting the ScanSnap to the wireless LAN, click the [Next] button ( **Windows** ) or the [Continue] button ( **Mac OS** ).

**Windows**



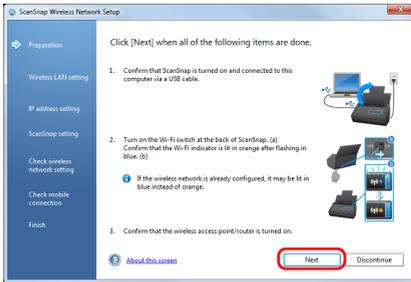
**Mac OS**



⇒ The [Preparation] screen appears.

2. After performing the preparations as described on the screen, click the [Next] button (Windows) or the [Continue] button (Mac OS).

Windows



Mac OS



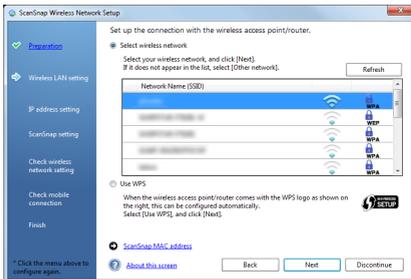
⇒ The [Wireless LAN setting] screen appears.

If the ScanSnap is able to connect to the wireless LAN using the wireless settings of this computer, a confirmation message appears instead of the [Wireless LAN setting] screen. Clicking the [Yes] button on the screen connects the ScanSnap to the wireless LAN. Proceed to step 4..

3. Connect the ScanSnap to the wireless LAN.

Proceed by following the instructions on the screen.

Windows



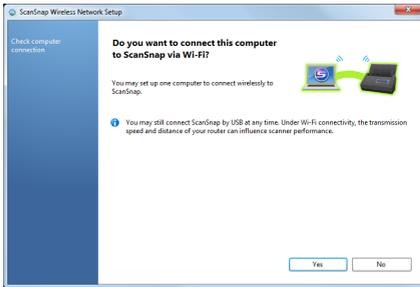
Mac OS



⇒ The [Confirm connection with computer] screen appears.

4. Select whether to register the current computer to the ScanSnap as a computer to be connected to the ScanSnap via wireless LAN.

Windows



Mac OS



### ATTENTION

- No more than one computer can be connected to the ScanSnap via wireless LAN. If you register the current computer to the ScanSnap, other computers cannot be connected to the ScanSnap via wireless LAN.
- To change the computer that is connected to the ScanSnap via wireless LAN, click [  ] in the [Maintenance] tab on the screen that appears when you start ScanSnap Wireless Setup Tool. Start up the ScanSnap Wireless Setup Tool in the following ways:

Windows

- Windows® 10  
Select [Start] menu → [All apps] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool].
- Windows® 8.1  
Click  on the lower left side of the Start screen, and select [ScanSnap Wireless Setup Tool] under [ScanSnap Manager] on the All apps screen.
- Windows® 8  
Right-click the Start screen, and select [All apps] on the app bar → [ScanSnap Wireless Setup Tool] under [ScanSnap Manager].
- Windows® 7/Windows Vista®/Windows® XP  
Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool].

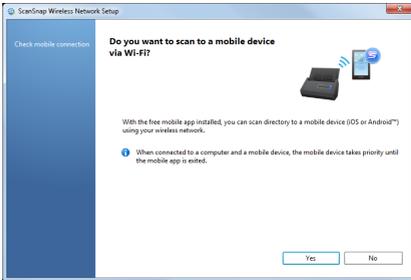
Mac OS

From the sidebar in Finder, select [Applications] → [ScanSnap] and double-click [ScanSnap Wireless Setup Tool].

⇒ The [Check mobile connection] screen appears.

- 5.** Select whether to connect the ScanSnap and the mobile device via wireless LAN. If you want to connect them, click the [Yes] button and follow the instructions on the screen. If you do not want to connect them, click the [No] button. You can use the ScanSnap Wireless Setup Tool to connect the ScanSnap and the mobile device via wireless LAN at another time. For details, refer to the Wireless Setup Tool Help.

**Windows**



**Mac OS**



⇒ When the mobile connection check is complete, "Wireless network setup is complete" appears.

- 6.** Follow the instructions on the screen to close the window.

# Scan Test (Wireless LAN Connection)

Check that the image scanned by the ScanSnap is sent to the computer or mobile device.

## ATTENTION

If the ScanSnap Wireless Setup Tool or the Wireless Network Setup Wizard is running, exit them.

## When You Connect a Computer to the ScanSnap

1. Disconnect the USB cable connecting the ScanSnap to the computer.

### ATTENTION

If the ScanSnap Manager icon is , exit ScanSnap Connect Application on the mobile device.

⇒ The ScanSnap is connected to a computer via wireless LAN, and the ScanSnap Manager icon changes to .

2. Scan a document with the ScanSnap.

For details, refer to "[Scan Test \(USB Connection\)](#)" (page 11).

## When You Connect a Mobile Device to the ScanSnap

1. Start ScanSnap Connect Application on the mobile device to connect to the ScanSnap.

For details, refer to the Basic Operation Guide (Mobile Connection).

2. Scan a document with the ScanSnap.

For details, refer to "[Scan Test \(USB Connection\)](#)" (page 11).

⇒ The scanned image is displayed on the mobile device when the scanning is complete.

If the scanned image is displayed on the mobile device, then the scanning check is complete.

## ATTENTION

- Depending on the ScanSnap installation location, it may take some time until the scanned image is displayed on the mobile device. For details, refer to "Troubleshooting" in the ScanSnap Manager Help.
- If the scanned image is not displayed on the mobile device after the scanning is complete, refer to the Basic Operation Guide (Mobile Connection).

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# Contact for Inquiries

- ABBYY FineReader for ScanSnap™

- Windows**

- Windows® 10

- Select [Start] menu → [All apps] → [ABBYY FineReader for ScanSnap (TM) 5.0] → [User's Guide] → [Technical Support].

- Windows® 8.1

- Click  on the lower left side of the Start screen, and select [User's Guide] under [ABBYY FineReader for ScanSnap (TM) 5.0] on the All apps screen → [Technical Support].

- Windows® 8

- Right-click the Start screen, and select [All apps] on the app bar → [User's Guide] under [ABBYY FineReader for ScanSnap (TM) 5.0] → [Technical Support].

- Windows® 7/Windows Vista®/Windows® XP

- Select [Start] menu → [All Programs] → [ABBYY FineReader for ScanSnap (TM) 5.0] → [User's Guide] → [Technical Support].

- Mac OS**

- From the Finder window, select [Applications] → [ABBYY FineReader for ScanSnap] → [ABBYY FineReader for ScanSnap] → [Help] → [ABBYY FineReader for ScanSnap Help] → [Technical Support].

- Evernote

- For inquiries regarding Evernote, refer to the following Web page:

- <http://www.evernote.com/about/contact/support/>

- Google Drive™

- Refer to the Google Drive Help Center or the Google Product Forums.

- To open them, select [Help] in Google Drive.

- Salesforce

- Contact your Salesforce system administrator.

- Dropbox

- For inquiries regarding Dropbox, refer to the following Web page:

- <http://www.dropbox.com/contact>

- ScanSnap

- For other inquiries regarding the ScanSnap, refer to the following Web page:

- <http://scansnap.fujitsu.com/g-support/en/>

- If the solution to your problem cannot be found on the above Web page, refer to the contact information for your Fujitsu office on the following Web page:

- <http://imagescanner.fujitsu.com/warranty.html>

## ■ Suppliers of Consumables/Optional Parts

- <http://scansnap.fujitsu.com/>

### Notice

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