

Troubleshooting (installation)

Introduction

Thank you for purchasing the color image scanner ScanSnap iX500 (hereinafter referred to as "the ScanSnap").

This manual provides information about resolutions for troubles that you may have upon installing the software bundled with the ScanSnap, and how to install and uninstall the software.

We hope that this manual will provide you with useful information in order to utilize the ScanSnap.

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Manuals

Read the following manuals as needed when using the ScanSnap.

Manual	Description	Location
Safety Precautions	Read this manual before you start using the product because it contains important information about the safe use of the ScanSnap.	<p>Included in the package. You can also refer to this manual by following the procedure below when the software has been installed.</p> <p>Windows</p> <p>Select [Start] menu → [All Programs] → [ScanSnap Manager] → [Safety Precautions] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [Safety Precautions] under [ScanSnap Manager]).</p> <p>Mac OS</p> <p>From the sidebar in Finder, select [Applications] → [ScanSnap] → [Manual], and then double-click [Safety Precautions].</p>
ScanSnap iX500 Getting Started	This manual explains about the ScanSnap package contents, software installation, connecting the ScanSnap, and checking the operation.	<p>Windows</p> <p>Select [Start] menu → [All Programs] → [ScanSnap Manager] → [Getting Started] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [Getting Started] under [ScanSnap Manager]).</p> <p>Mac OS</p> <p>From the sidebar in Finder, select [Applications] → [ScanSnap] → [Manual], and then double-click [Getting Started].</p>

Manual	Description	Location
ScanSnap iX500 Operator's Guide	Read this manual for information about basic operations of the ScanSnap, software installation, the scanning methods, various settings, and handling of the ScanSnap.	<p>Windows</p> <p>Select [Start] menu → [All Programs] → [ScanSnap Manager] → [Operator's Guide] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [Operator's Guide] under [ScanSnap Manager]).</p> <p>Mac OS</p> <p>From the sidebar in Finder, select [Applications] → [ScanSnap] → [Manual], and then double-click [Operator's Guide].</p>
Troubleshooting (installation) (this manual)	Read this manual when you failed to install the software or when the ScanSnap does not operate normally after software installation. It explains about the resolutions for such troubles.	<p>Refer to this Help by either of the following methods:</p> <p>Windows</p> <ul style="list-style-type: none"> • Click [Manuals] → [Troubleshooting (installation)] in the [ScanSnap Setup] dialog box that appears when you insert the Setup DVD-ROM into the DVD-ROM drive. • Select [Start] menu → [All Programs] → [ScanSnap Manager] → [Troubleshooting (installation)] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [Troubleshooting (installation)] under [ScanSnap Manager]). <p>Mac OS</p> <ul style="list-style-type: none"> • Double-click the [Troubleshooting (installation)] icon in the [ScanSnap] window that appears when you insert the Setup DVD-ROM into the DVD-ROM drive. • From the sidebar in Finder, select [Applications] → [ScanSnap] → [Manual], and double-click [Troubleshooting (installation)].

Manual	Description	Location
ScanSnap Online Update Help	Read this Help file when questions or problems regarding operations arise. This Help file explains about operations, dialog boxes/windows and messages.	<p>Refer to this Help by either of the following methods:</p> <p>Windows</p> <ul style="list-style-type: none"> • Select [Start] menu → [All Programs] → [ScanSnap Online Update] → [Help] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [Help] under [ScanSnap Online Update]). • Press the [F1] key on the keyboard when a dialog box is displayed. • Click the [Help] button in each dialog box. <p>Mac OS</p> <ul style="list-style-type: none"> • Click the Help button (?) for ScanSnap Online Update. • From the menu bar, select [Help] → [ScanSnap Online Update Help].
ScanSnap Wireless Setup Tool Help	Read this Help file when questions or problems regarding operations arise. This Help file explains about scanner operations, operational troubles and their resolution, dialog boxes/windows and messages.	<p>Refer to this Help by either of the following methods:</p> <p>Windows</p> <ul style="list-style-type: none"> • Press the [F1] key on the keyboard when a dialog box is displayed. • Click [About this screen] or [About this message] on each screen. <p>Mac OS</p> <ul style="list-style-type: none"> • Click the Help button (?) in each window.

Structure of This Manual

This manual consists of the following:

Troubles and Resolutions in Windows

This chapter explains about the resolutions for when you failed to install the software bundled with the ScanSnap, or when the ScanSnap does not operate normally after software installation.

Troubles and Resolutions in Mac OS

This chapter explains about the resolutions for when you failed to install the software bundled with the ScanSnap.

Installing the Software

This chapter explains how to install the software bundled with the ScanSnap.

Uninstalling the Software

This chapter explains how to uninstall each software.

Arrow Symbols in This Manual

Right-arrow symbols (→) are used to connect icons or menu options you should select in succession.

Example: Select [Start] menu → [Computer].

Screen Examples in This Manual

Windows screen

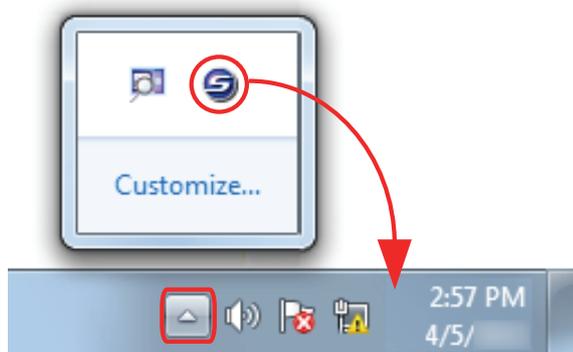
Microsoft product screenshots are reprinted with permission from Microsoft Corporation. The screenshots used in this manual are of Windows 7.

The actual dialog boxes and operations may differ depending on the operating system.

- Icon in the notification area

The ScanSnap Manager icon  is displayed in the menu which appears when you click  in the notification area.

To have the ScanSnap Manager icon  always displayed in the notification area, drag the icon  and drop it onto the notification area. The notification area is located at the far right of the task bar.



The explanations in this manual use the case in which the ScanSnap Manager icon  is always displayed in the notification area.

Mac OS screen

The screenshots used in this manual are of Mac OS X v10.7.

The actual windows and operations may differ depending on the operating system.

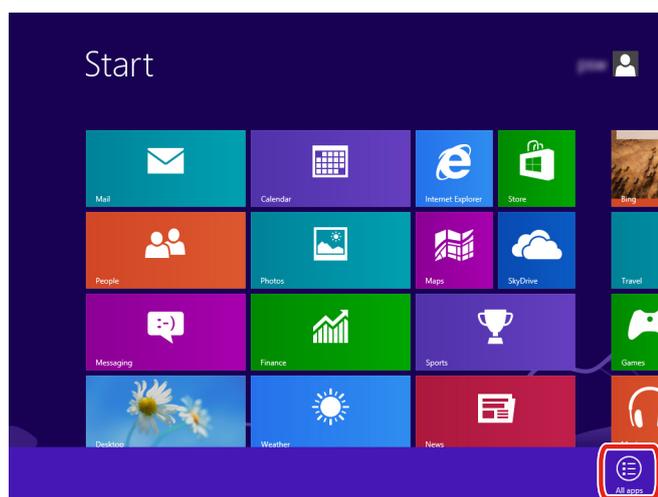
The screen examples in this manual are subject to change without notice in the interest of product development.

If the actual screen differs from the screen examples in this manual, operate by following the actual displayed screen.

For Windows 8 Users

To start ScanSnap applications or display Control Panel, use the All apps screen. The All apps screen is displayed by following the procedure below.

1. Right-click the Start screen.
2. Click [All apps] on the app bar.



Abbreviations Used in This Manual

The following abbreviations are used in this manual:

Abbreviations Used	Name
Windows 8	Windows® 8 operating system, English version Windows® 8 Pro operating system, English version Windows® 8 Enterprise operating system, English version
Windows 7	Windows® 7 Starter operating system, English version Windows® 7 Home Premium operating system, English version Windows® 7 Professional operating system, English version Windows® 7 Enterprise operating system, English version Windows® 7 Ultimate operating system, English version
Windows Vista	Windows Vista® Home Basic operating system, English version Windows Vista® Home Premium operating system, English version Windows Vista® Business operating system, English version Windows Vista® Enterprise operating system, English version Windows Vista® Ultimate operating system, English version
Windows XP	Windows® XP Home Edition operating system, English version Windows® XP Professional operating system, English version
Windows	Windows 8, Windows 7, Windows Vista, or Windows XP operating system

Abbreviations Used	Name
Microsoft Office	Microsoft® Office
Internet Explorer	Windows® Internet Explorer® Microsoft® Internet Explorer®
.NET Framework	Microsoft® .NET Framework
Mac OS	OS X v10.8, Mac OS X v10.7, or Mac OS X v10.6
Adobe Acrobat	Adobe® Acrobat®
ABBYY FineReader for ScanSnap	ABBYY FineReader for ScanSnap™ All the descriptions in this manual assume the usage of ABBYY FineReader for ScanSnap bundled with the ScanSnap. Unless otherwise specified, the term ABBYY FineReader for ScanSnap refers to the ABBYY FineReader for ScanSnap bundled with the ScanSnap. Note that ABBYY FineReader for ScanSnap may be upgraded without notice. If the descriptions differ from the actual displayed screens, refer to ABBYY FineReader for ScanSnap Help.
ScanSnap	Color Image Scanner ScanSnap iX500

Contents

Introduction	2
Trademarks	2
Manufacturer	3
Manuals	3
Structure of This Manual	6
Arrow Symbols in This Manual	6
Screen Examples in This Manual	7
For Windows 8 Users	8
Abbreviations Used in This Manual	8
Troubles and Resolutions in Windows	13
How to find your resolution	14
If your first attempt to install failed	15
If you have installed the software before	16
Uninstalling the software	16
Removing the installation information	19
Installing the software from the [ScanSnap Setup] dialog box	23
Installing one software at a time	25
When the ScanSnap Manager icon does not appear	27
Displaying the ScanSnap Manager icon	27
When ScanSnap Manager does not operate normally	28
Removing unnecessary icons from the notification area	28
Checking the connection between the ScanSnap and the computer	28
Checking if ScanSnap Manager is operating normally	29
Removing the ScanSnap's connection information	31
When you cannot uninstall the software	33
Troubles and Resolutions in Mac OS	34
If you have installed the software before	35

When the ScanSnap Manager icon does not appear	36
Displaying the ScanSnap Manager icon	36
When ScanSnap Manager does not operate normally	37
Checking the connection between the ScanSnap and the computer	37
Checking if ScanSnap Manager is operating normally	37
If you failed to install Evernote for Mac	38
Installing the Software	39
Installing in Windows	40
System requirements	40
How to install the software	42
ScanSnap Software	43
Dropbox for Windows	49
Evernote for Windows	50
SugarSync Manager for Windows	52
Scan to Microsoft SharePoint	54
Trial software	56
Adobe Acrobat	58
Installing in Mac OS	60
System requirements	60
How to install the software	61
ScanSnap Software	62
ABBYY FineReader Express Edition for Mac	66
Dropbox for Mac	69
Evernote for Mac	71
SugarSync Manager for Mac	73
Uninstalling the Software	75
Uninstalling in Windows	76
Uninstalling in Mac OS	78
ScanSnap Manager	78
CardMinder	79
ABBYY FineReader for ScanSnap	79
ScanSnap Online Update	80
ABBYY FineReader Express Edition for Mac	80

Evernote for Mac 81

Index 82

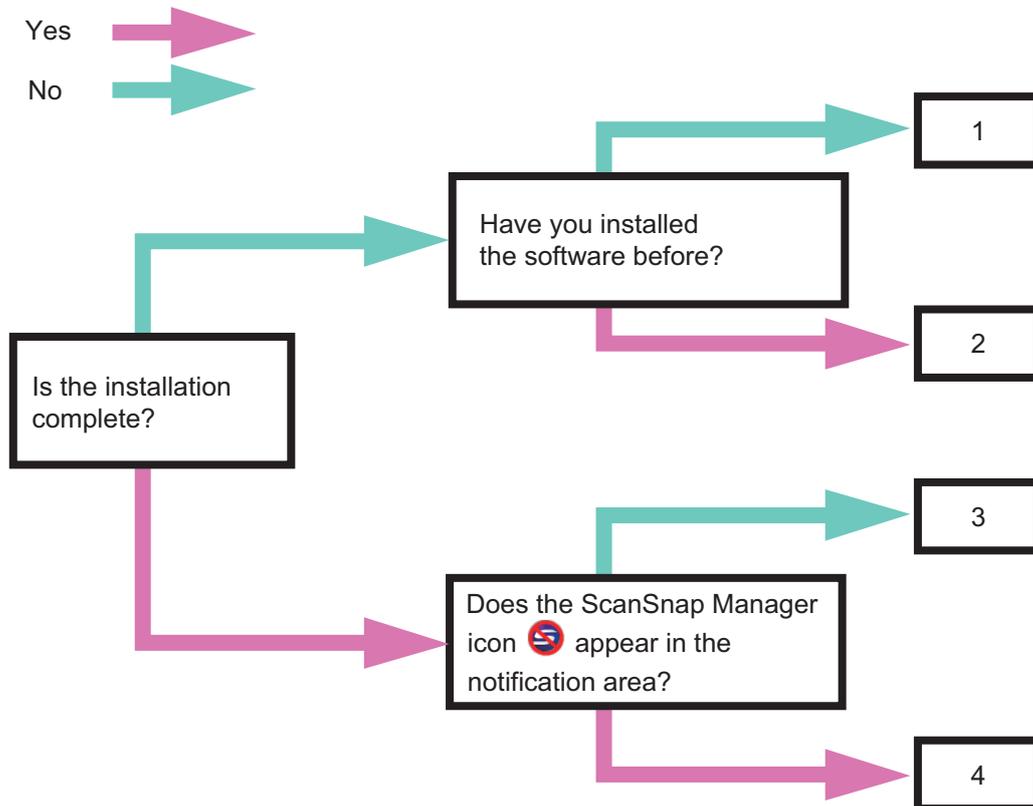
Troubles and Resolutions in Windows

This chapter explains about the resolutions for troubles that you may have upon installing or uninstalling the bundled software in Windows.

How to find your resolution	14
If your first attempt to install failed	15
If you have installed the software before	16
When the ScanSnap Manager icon does not appear	27
When ScanSnap Manager does not operate normally	28
When you cannot uninstall the software	33

How to find your resolution

When you have trouble installing the software successfully or the ScanSnap does not operate normally after installation is complete, refer to the flow chart below for troubleshooting.



- 1 "If your first attempt to install failed" (page 15)
- 2 "If you have installed the software before" (page 16)
- 3 "When the ScanSnap Manager icon does not appear" (page 27)
- 4 "When ScanSnap Manager does not operate normally" (page 28)

If your first attempt to install failed

This section explains how to troubleshoot when you failed to install the bundled software the first time.

If you have installed any software bundled with the ScanSnap (including models other than iX500) before, refer to ["If you have installed the software before" \(page 16\)](#).

- 1.** Restart the computer and log on as a user with Administrator privileges.
- 2.** Reinstall the software.

For details, refer to ["Installing in Windows" \(page 40\)](#).

If you have installed the software before

This section explains how to troubleshoot when you failed to reinstall the software in a computer in which the software bundled with the ScanSnap (including models other than iX500) has been installed before.

Uninstalling the software

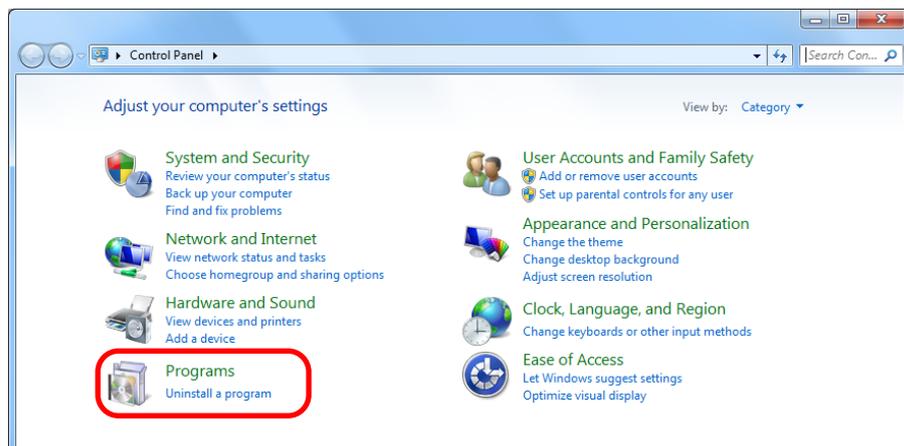
Uninstall the software in the following procedure.

1. If the ScanSnap is connected to the computer, unplug the USB cable from the computer.
2. Log on as a user with Administrator privileges.
3. If an anti-virus software is running, disable the software temporarily.

ATTENTION

If you cannot disable the anti-virus software, check if the software is set to lock the application.

4. Uninstall the software.
 - For Windows 8
 1. Right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System] → [Uninstall a program] under [Programs].



⇒ The [Programs and Features] dialog box appears with a list of currently installed software.

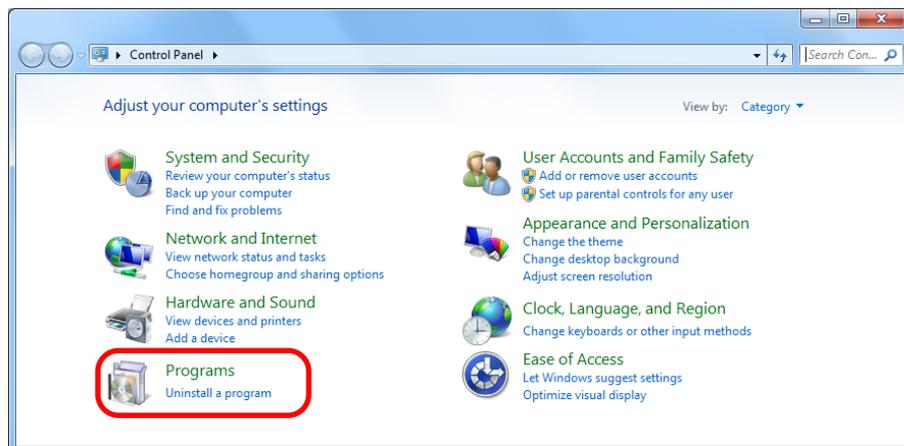
2. Select a software to uninstall.
The following software must be uninstalled:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder

HINT

To uninstall more than one software, repeat steps 2. to 5. for each software.

3. Click the [Uninstall] button.
⇒ A confirmation message appears.
 4. Click the [Yes] button.
⇒ The software is uninstalled.
 5. Confirm that the software has been removed from the list in [Programs and Features].
- For Windows 7 / Windows Vista
 1. Select [Start] menu → [Control Panel] → [Uninstall a program] under [Programs].



⇒ The [Programs and Features] dialog box appears with a list of currently installed software.

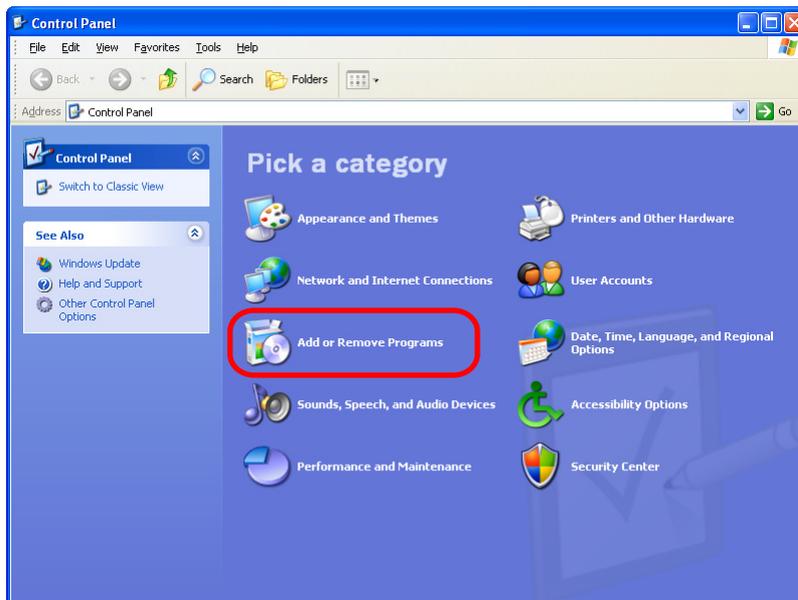
2. Select the software to uninstall.
The following software must be uninstalled:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder

HINT

To uninstall more than one software, repeat steps 2. to 5. for each software.

3. Click the [Uninstall] button.
⇒ A confirmation message appears.
 4. Click the [Yes] button.
⇒ The software is uninstalled.
 5. Confirm that the software has been removed from the list in [Programs and Features].
- For Windows XP
 1. Select [start] menu → [Control Panel] → [Add or Remove Programs].



⇒ A list of installed software is displayed.

2. Select a software to uninstall.
The following software must be uninstalled:
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder

HINT

To uninstall more than one software, repeat steps 2. to 5. for each software.

3. Click the [Remove] button.
⇒ A confirmation message appears.
4. Click the [Yes] button.
⇒ The software is uninstalled.
5. Confirm that the software has been removed from the list in [Add or Remove Programs].

- If the software no longer exists in the list, it indicates that uninstallation was successful. Proceed to ["Installing the software from the \[ScanSnap Setup\] dialog box"](#) (page 23).
- If the software still remains in the list, proceed to the next topic ["Removing the installation information"](#) (page 19).

Removing the installation information

If the name of the software that you tried to uninstall still remains in the list in [Programs and Features] of the Control Panel, or if the software cannot be uninstalled for some reason, you need to remove the installation information.

Remove the installation information in the following procedure.

ATTENTION

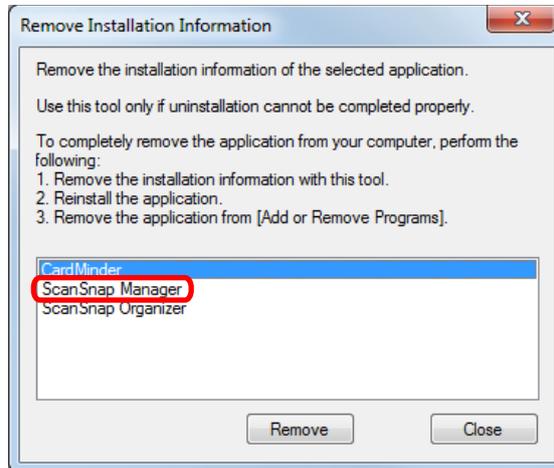
If you cannot successfully remove the installation information, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

1. 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.
3. Click the [Close] button to close the [ScanSnap Setup] dialog box.
4. Start up the tool for removing the installation information.
 - For Windows 8 / Windows 7 / Windows Vista
 1. From Windows Explorer, open the [Tool] folder in the Setup DVD-ROM.
 2. Right-click "SSClean.exe" and select [Run as administrator] from the displayed menu.
⇒ The [User Account Control] dialog box appears.
 3. Click the [Yes] button ([Continue] button in Windows Vista).
⇒ The [Remove Installation Information] dialog box appears.
 - For Windows XP
 1. From Windows Explorer, open the [Tool] folder in the Setup DVD-ROM and double-click "SSClean.exe".
⇒ The [Remove Installation Information] dialog box appears.

5. Select the software from which you want to remove the installation information.

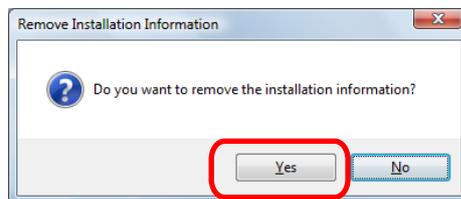
- ScanSnap Manager

1. Select [ScanSnap Manager] and click the [Remove] button.



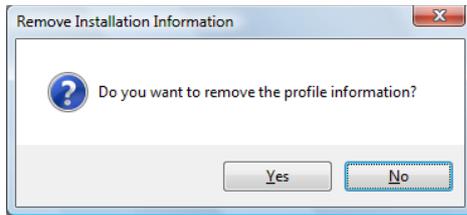
⇒ A confirmation message appears.

2. Click the [Yes] button.



⇒ A message appears to check whether or not to remove the profile information.

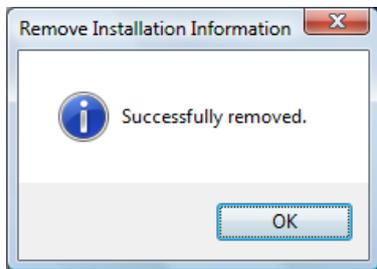
3. Click the [Yes] button to remove and the [No] button to keep the profile information.



ATTENTION

If the problem persists when you kept the profile information then reinstalled the software, try again after removing the profile information.

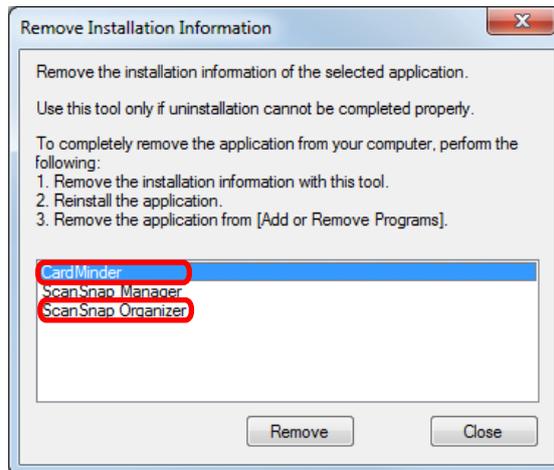
⇒ The installation information is removed, and the following message appears.



4. Click the [OK] button to close the [Remove Installation Information] dialog box.

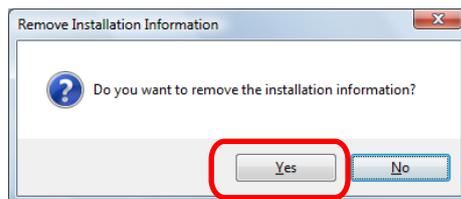
- ScanSnap Organizer/CardMinder

1. Select [ScanSnap Organizer] or [CardMinder], and click the [Remove] button.

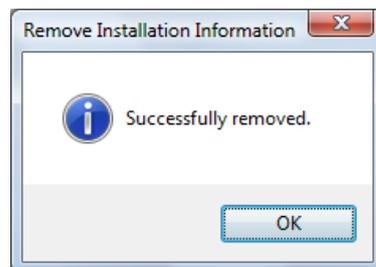


⇒ A confirmation message appears.

2. Click the [Yes] button.



⇒ The installation information is removed, and the following message appears.



3. Click the [OK] button to close the [Remove Installation Information] dialog box.
6. By repeating step 5., remove the installation information of all the software listed in the [Remove Installation Information] dialog box.
7. Click the [Close] button to close the [Remove Installation Information] dialog box.

8. Confirm that the installation folder no longer exists.

If the [ScanSnap] folder remains in the following location, rename the folder (e.g. [-ScanSnap]). This folder can later be deleted once the installation is successfully completed.

Path: *Drive name* (e.g. "C"):\Program Files\PFU

After completing the procedure, proceed to the next topic "[Installing the software from the \[ScanSnap Setup\] dialog box](#)" (page 23).

Installing the software from the [ScanSnap Setup] dialog box

Once you have uninstalled the software or removed the installation information, install the software from the [ScanSnap Setup] dialog box.

Install the software in the following procedure.

- 1.** Restart your computer.
- 2.** Log on as a user with Administrator privileges.
- 3.** If an anti-virus software is running, disable the software temporarily.

ATTENTION

If you cannot disable the anti-virus software, check if the software is set to lock the application.

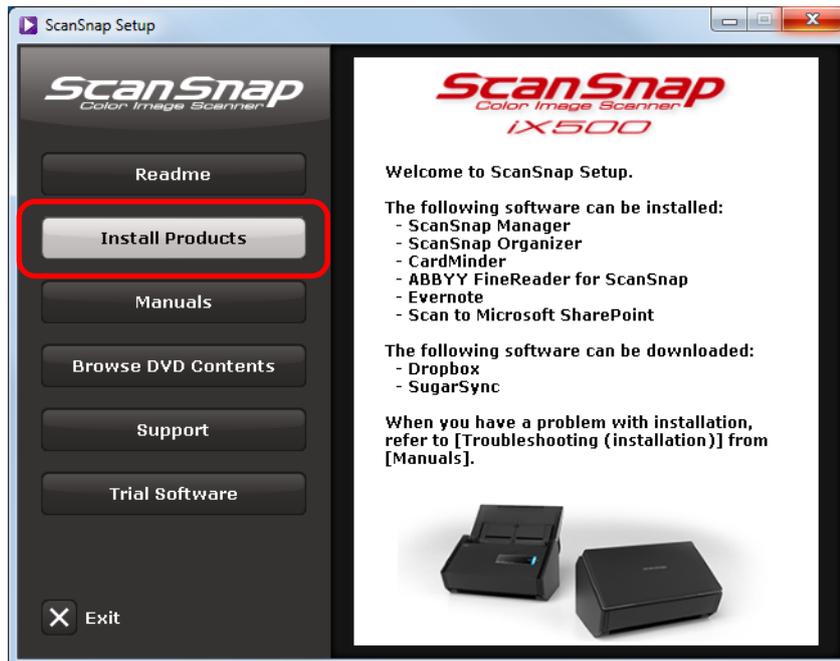
- 4.** Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

HINT

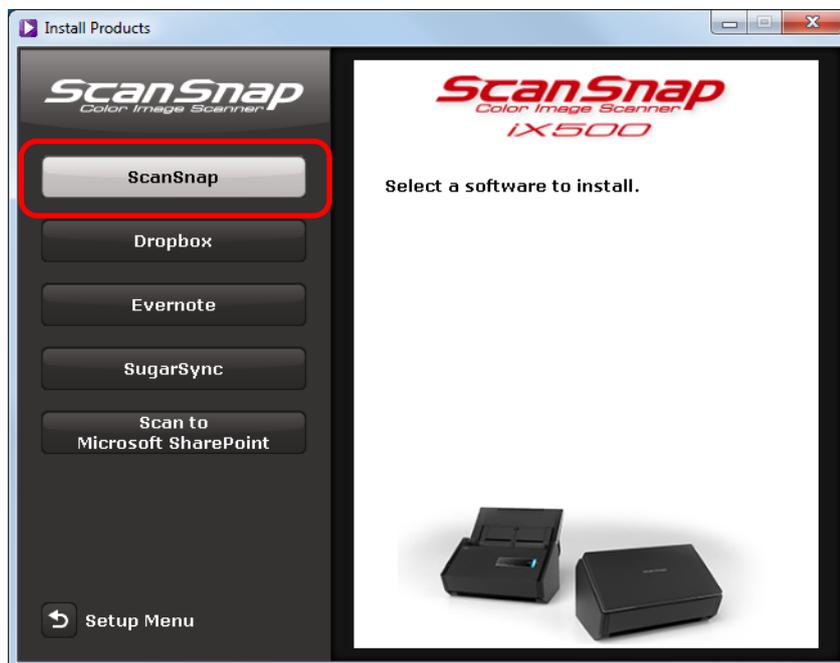
If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

5. Click the [Install Products] button.



⇒ The [Install Products] dialog box appears.

6. Click the [ScanSnap] button.



⇒ The [ScanSnap] dialog box appears, displaying the [Welcome to the InstallShield Wizard for ScanSnap] screen.

Follow the instructions on the screen to continue with the installation.

If you did not perform the procedure in ["Removing the installation information" \(page 19\)](#) and then failed to install the software, perform the following procedures again:

- ["Uninstalling the software" \(page 16\)](#)
- ["Removing the installation information" \(page 19\)](#)
- ["Installing the software from the \[ScanSnap Setup\] dialog box" \(page 23\)](#)

If you still could not reinstall the software after performing the above procedures, proceed to ["Installing one software at a time" \(page 25\)](#).

Installing one software at a time

Install the software one by one in the following procedure.

1. Restart your computer.
2. Log on as a user with Administrator privileges.
3. If an anti-virus software is running, disable the software temporarily.

ATTENTION

If you cannot disable the anti-virus software, check if the software is set to lock the application.

4. Insert the Setup DVD-ROM into the DVD-ROM drive.
⇒ The [ScanSnap Setup] dialog box appears.
5. Click the [Close] button to close the [ScanSnap Setup] dialog box.
6. Install the software.
Open the Setup DVD-ROM from Windows Explorer, and run the "setup.exe" of each software.

- ScanSnap Manager
DVD-ROM drive:\Software\ScanSnap\setup.exe
- ScanSnap Organizer
DVD-ROM drive:\Software\Organizer\setup.exe
- CardMinder
DVD-ROM drive:\Software\Card\setup.exe

Install one of the software above, and then install the following application.

- ScanSnap Online Update

DVD-ROM drive:\Software\Online Update\Setup.exe

⇒ The setup dialog box appears.

Follow the instructions on the screen to continue with the installation.

If you cannot proceed further because a message appears to indicate that the software is already installed, start over again from the procedure in ["Uninstalling the software" \(page 16\)](#).

- 7.** Restart your computer.

When the ScanSnap Manager icon does not appear

This section explains how to troubleshoot when the ScanSnap Manager icon  does not appear in the notification area even though you installed the software and connected the ScanSnap to the computer.

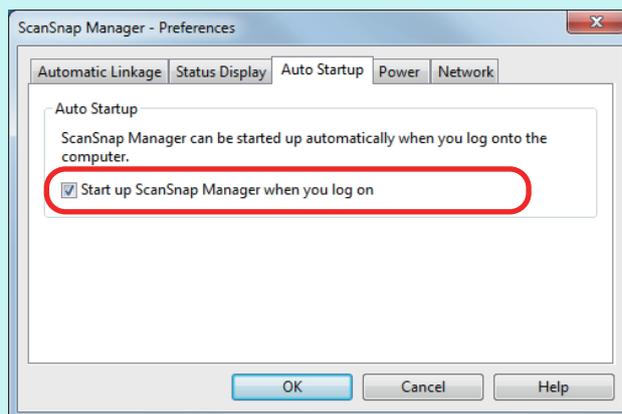
Displaying the ScanSnap Manager icon

1. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Manager] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [ScanSnap Manager] under [ScanSnap Manager]) to start up ScanSnap Manager.

HINT

If ScanSnap Manager starts up, you can then configure the setting to automatically start ScanSnap Manager from the next time you log on. Perform the following procedure.

1. Right-click the ScanSnap Manager icon  in the notification area, and then select [Help] → [Preferences] from the menu that appears.
⇒ The [ScanSnap Manager - Preferences] dialog box appears.
2. Select the [Start up ScanSnap Manager when you log on] check box in the [Auto Startup] tab.



If the problem persists, refer to ["When ScanSnap Manager does not operate normally"](#) (page 28).

When ScanSnap Manager does not operate normally

If the ScanSnap Manager icon is displayed as  even though you installed the software and connected the ScanSnap to the computer, perform the following procedures.

Removing unnecessary icons from the notification area

1. Check the software icons in the notification area, and exit the software that you are not using.
⇒ The icon is removed from the notification area.
2. Right-click the ScanSnap Manager icon  in the notification area, and select [Exit].
3. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Manager] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [ScanSnap Manager] under [ScanSnap Manager]) to start up ScanSnap Manager.

If the problem persists, refer to "[Checking the connection between the ScanSnap and the computer](#)" (page 28).

Checking the connection between the ScanSnap and the computer

1. Unplug the USB cable from the computer and the ScanSnap, then plug it back in.
Make sure to leave at least 5 seconds between unplugging and plugging the cable.
If you are using a USB hub, connect the USB cable to the computer directly.

If the problem persists, refer to "[Checking if ScanSnap Manager is operating normally](#)" (page 29).

Checking if ScanSnap Manager is operating normally

1. Close the ADF paper chute (cover)/feed guide then open it again.
Make sure to leave at least 5 seconds between closing and opening.

If the problem persists, proceed to 2.

2. If you are using a USB hub, connect the ScanSnap to the computer directly with a USB cable.

If the problem persists, proceed to 3.

3. If a USB device other than the ScanSnap is connected to the computer, disconnect it.

If the problem persists, proceed to 4.

4. If an anti-virus software is running, disable the software temporarily.

ATTENTION

If you cannot disable the anti-virus software, check if the software is set to lock the application.

If the problem persists, proceed to 5.

5. If there is more than one USB port on the computer, connect the USB cable to a different USB port.

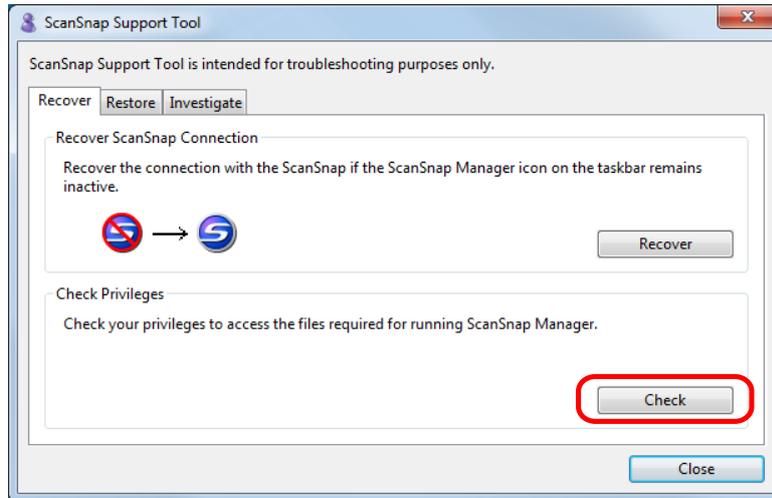
If the problem persists, proceed to 6.

6. Check the privileges to access the installation files.

1. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Support Tool] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [ScanSnap Support Tool] under [ScanSnap Manager]).

⇒ The [ScanSnap Support Tool] dialog box appears.

2. Click the [Check] button on the [Recover] tab, and proceed by following the instructions displayed on the screen.



⇒ If the message "The recommended privileges have been applied." appears, close the ADF paper chute (cover)/feed guide then open it again. Make sure to leave at least 5 seconds between closing and opening.

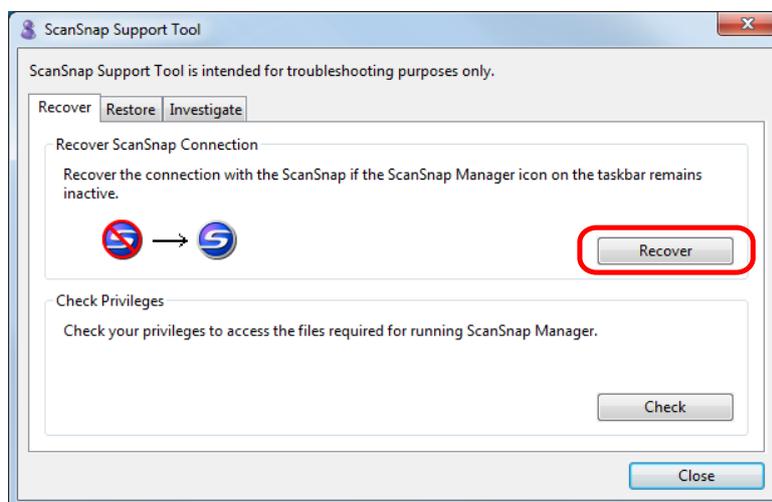
If the message "Failed to change the privileges. Uninstall ScanSnap Manager then install it again." appears or the problem still persists, proceed to step 7.

7. Recover the connection with the ScanSnap.

1. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Support Tool] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [ScanSnap Support Tool] under [ScanSnap Manager]).

⇒ The [ScanSnap Support Tool] dialog box appears.

2. Click the [Recover] button on the [Recover] tab, and proceed by following the instructions displayed on the screen.



8. Close the ADF paper chute (cover)/feed guide, and restart your computer.

If the problem persists, refer to ["Removing the ScanSnap's connection information" \(page 31\)](#).

Removing the ScanSnap's connection information

The ScanSnap might have been connected to the computer before you installed the software. In that case, you need to remove the connection information of the ScanSnap. Remove the ScanSnap's connection information in the following procedure.

1. Connect the ScanSnap to the computer, and open the ADF paper chute (cover)/feed guide.
2. Open Device Manager.
 - For Windows 8
Right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System] → [Hardware and Sound] → [Device Manager].
 - For Windows 7
Select [Start] menu → [Control Panel] → [Hardware and Sound] → [Device Manager].
 - For Windows Vista
Select [Start] menu → [Control Panel] → [System and Maintenance] → [Device Manager].
 - For Windows XP
Select [start] menu → [Control Panel] → [Performance and Maintenance] → [System] → [Hardware] tab → [Device Manager] button.
3. Select [Imaging devices] and right-click on [ScanSnap XXXX] (or [Other devices] → [ScanSnap XXXX]), and then select [Uninstall] from the displayed menu.
"XXXX" indicates the ScanSnap model that is connected.
4. If other USB ports have also been used to connect the ScanSnap, perform steps 1. to 3. for each port.
5. Close the ADF paper chute (cover)/feed guide to turn off the ScanSnap.
6. Unplug the USB cable from your computer.
7. Restart your computer.
8. Connect the USB cable to the computer.

9. Open the ADF paper chute (cover)/feed guide to turn on the ScanSnap.

⇒ The ScanSnap Manager icon appears in the notification area. Make sure that the

displayed icon is .

If the problem persists, refer to ["If you have installed the software before" \(page 16\)](#). If the problem still persists, perform the procedures described in ["When ScanSnap Manager does not operate normally" \(page 28\)](#) once again.

If the above procedures do not solve the problem, please attach the data of your system information to an email and send it to your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider. For details about how to collect system information, refer to "Troubleshooting" in ScanSnap Manager Help.

When you cannot uninstall the software

This section explains how to troubleshoot when you cannot uninstall ScanSnap Manager, ScanSnap Organizer or CardMinder.

- 1.** Restart the computer and log on as a user with Administrator privileges.
- 2.** Remove the installation information.
For details, refer to ["Removing the installation information" \(page 19\)](#).
- 3.** Install the software.
For details, refer to ["ScanSnap Software" \(page 43\)](#).
- 4.** Uninstall the software.
For details, refer to ["Uninstalling in Windows" \(page 76\)](#).

Troubles and Resolutions in Mac OS

This chapter explains about the resolutions for troubles that you may have upon installing the bundled software in Mac OS.

If you have installed the software before	35
When the ScanSnap Manager icon does not appear	36
When ScanSnap Manager does not operate normally	37
If you failed to install Evernote for Mac	38

If you have installed the software before

This section explains how to troubleshoot when you failed to reinstall the software in a computer in which the software bundled with the ScanSnap (including models other than iX500) has been installed before.

- 1.** Uninstall the software.
For details, refer to ["Uninstalling in Mac OS" \(page 78\)](#).
- 2.** Install the software.
For details, refer to ["Installing in Mac OS" \(page 60\)](#).

When the ScanSnap Manager icon does not appear

This section explains how to troubleshoot when the ScanSnap Manager icon  does not appear in the Dock even though you installed the software and connected the ScanSnap to the computer.

Displaying the ScanSnap Manager icon

1. From the sidebar in Finder, select [Applications] → [ScanSnap] and double-click [ScanSnap Manager] to start up ScanSnap Manager.

HINT

If ScanSnap Manager starts up, you can then configure the setting to automatically start ScanSnap Manager from the next time you log on.

Perform one of the following procedures.

- In the [System Preferences] window that is displayed from the Apple () menu, select [User & Group] ([Accounts] for Mac OS X v10.6) → [Current User] ([My Account] for Mac OS X v10.6) → [Login Items] → [] → [ScanSnap] → [ScanSnap Manager].
- In the menu that is displayed when you click the ScanSnap Manager icon () in the Dock while pressing the [control] key on the keyboard, select [Options] → [Open at Login].

If the problem persists, refer to "[When ScanSnap Manager does not operate normally](#)" (page 37).

When ScanSnap Manager does not operate normally

If the ScanSnap Manager icon is displayed as  even though you installed the software and connected the ScanSnap to the computer, perform the following procedures.

Checking the connection between the ScanSnap and the computer

1. Unplug the USB cable from the computer and the ScanSnap, then plug it back in.
Make sure to leave at least 5 seconds between unplugging and plugging the cable.
If you are using a USB hub, connect the USB cable to the computer directly.

If the problem persists, refer to ["Checking if ScanSnap Manager is operating normally" \(page 37\)](#).

Checking if ScanSnap Manager is operating normally

1. Close the ADF paper chute (cover)/feed guide then open it again.
Make sure to leave at least 5 seconds between closing and opening.

If the problem persists, proceed to [2](#).

2. If you are using a USB hub, connect the ScanSnap to the computer directly with a USB cable.

If the problem persists, proceed to [3](#).

3. Restart your computer.

If the problem persists, refer to ["If you have installed the software before" \(page 35\)](#). If the problem still persists, perform the procedures described in ["When ScanSnap Manager does not operate normally" \(page 37\)](#) once again.

If you failed to install Evernote for Mac

If you try to install "Evernote for Mac" that is bundled with the ScanSnap when Evernote for Mac is already installed in your computer, an error message may appear.

In that case, perform the following procedure.

- 1.** Exit Evernote if it is running.
Check the Dock and the right side of the menu bar, and confirm that Evernote is not running.
- 2.** Install Evernote for Mac.
For details, refer to ["Evernote for Mac" \(page 71\)](#).

Installing the Software

This chapter explains how to install the software bundled with the ScanSnap.

- Installing in Windows 40**
- Installing in Mac OS 60**

Installing in Windows

This section explains how to install the software in Windows.

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 8 (32-bit/64-bit)(*1) Windows 7 (32-bit/64-bit) Windows Vista (32-bit/64-bit)(*2) Windows XP (32-bit)(*3)
CPU	Intel® Core™2 Duo 2.2 GHz or higher (Recommended: Intel® Core™ i5 2.5 GHz or higher)
Memory	32-bit: 1 GB or more (Recommended: 4 GB or more) 64-bit: 2 GB or more (Recommended: 4 GB or more)
Display resolution (*4)	Windows 8: 1024 x 768 pixels or higher Windows 7/Windows Vista/Windows XP: 800 x 600 pixels or higher
Hard disk space	Free space required to install the software bundled with the ScanSnap is as follows: <ul style="list-style-type: none"> ● ScanSnap Manager: 700 MB ● ScanSnap Organizer: 670 MB ● CardMinder: 660 MB ● ABBYY FineReader for ScanSnap: 620 MB ● ScanSnap Online Update: 10 MB ● Evernote for Windows: 150 MB ● Scan to Microsoft SharePoint: 40 MB ● Adobe Acrobat XI Standard: 1.5 GB
USB port	USB 3.0 (*5)/USB 2.0/USB 1.1

*1 : The software bundled with the ScanSnap operates as a desktop application.

*2 : Service Pack 2 or later required.

*3 : Service Pack 3 or later required.

*4 : When the font size is large, some screens may not be displayed properly.
In that case, use a smaller font size.

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

For the latest information about 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.
- Do not use the USB port on the keyboard or the monitor to connect the ScanSnap (it may not function properly).
- Make sure to use a powered hub equipped with an AC adapter if you are using a commercially available USB hub.
- 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.
- A disk space approximately three times larger than the resulting scanned file size is required when scanning documents.
- If the characters are not displayed correctly when you use CardMinder, Scan to Mobile, Scan to Salesforce Chatter, Scan to SugarSync, or Scan to Dropbox, perform the following:
 - Windows XP
 - Select [Control Panel] → [Regional and Language Options] → [Languages] tab → [Install files for East Asian languages] check box.
 - Install the universal font (Arial Unicode MS) from the setup disc for Microsoft Office 2000 or later.
 - Windows 8 / Windows 7 / Windows Vista
 - Install the universal font (Arial Unicode MS) from the setup disc for Microsoft Office 2003 or later.

HINT

- For Windows 8, Windows Vista or Windows XP, .NET Framework 3.5 SP1 may be installed (maximum of 500 MB free disk space required) at the same time as the following software.
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder
- For Windows XP, .NET Framework 2.0 may be installed (maximum of 280 MB free disk space required) at the same time as the following software.
 - Scan to Microsoft SharePoint

How to install the software

When you insert the Setup DVD-ROM into the DVD-ROM drive on your computer, the [ScanSnap Setup] dialog box appears.



The functions of each button in the [ScanSnap Setup] dialog box are as follows.

Button	Function
Readme	Displays the [Readme] dialog box where you can refer to the Readme file of each software.

Button	Function
Install Products	<p>Displays the [Install Products] dialog box.</p> <ul style="list-style-type: none"> • [ScanSnap] button Installs the following software: <ul style="list-style-type: none"> – ScanSnap Manager – ScanSnap Organizer – CardMinder – ABBYY FineReader for ScanSnap – ScanSnap Online Update • [Dropbox] button Opens the Dropbox for Windows download web page. • [Evernote] button Opens the [Evernote] dialog box. You can install Evernote for Windows or display the download web page. • [SugarSync] button Opens the SugarSync Manager for Windows download web page. • [Scan to Microsoft SharePoint] button Installs Scan to Microsoft SharePoint.
Manuals	Displays the [Manuals] dialog box. You can refer to Safety Precautions, Getting Started, this manual, the Operator's Guide and the software manuals.
Browse DVD Contents	Opens Windows Explorer to display the files from the DVD-ROM.
Support	Displays contact information for customer support.
Trial software	Displays the [Trial Software] dialog box from which you can install the trial version software.

ScanSnap Software

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.

Install the following software:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder
- ABBYY FineReader for ScanSnap

The following software is installed at the same time as the above software:

- ScanSnap Online Update

The procedure is as follows.

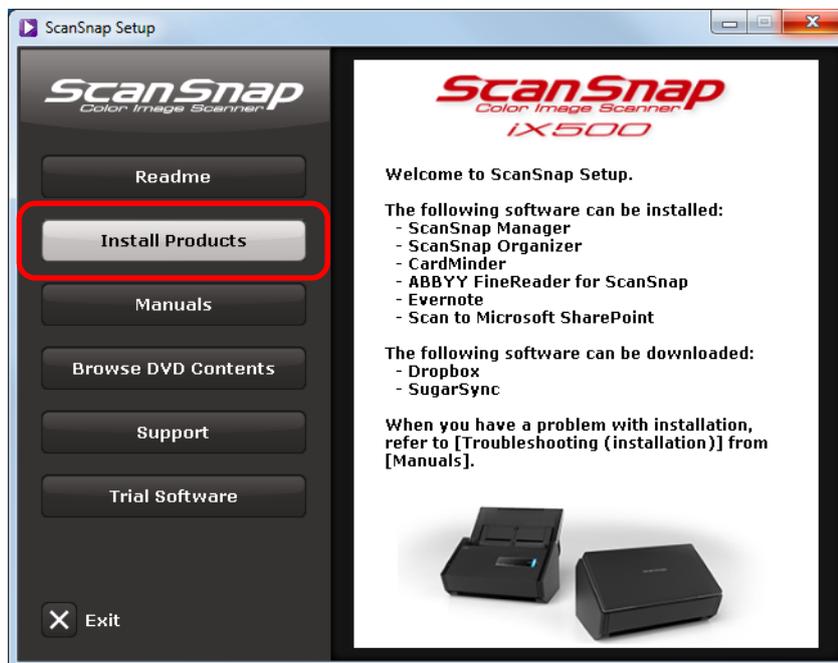
1. Turn on the computer and log on as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

HINT

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

3. Click the [Install Products] button.



⇒ The [Install Products] dialog box appears.

4. Click the [ScanSnap] button.

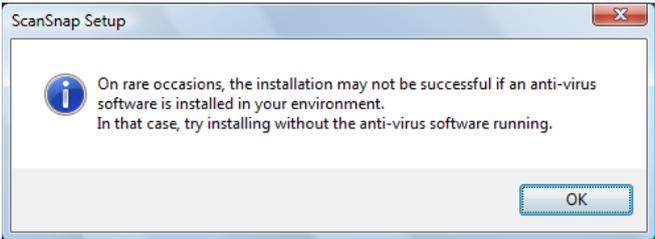


⇒ The [ScanSnap] dialog box appears, displaying the [Welcome to the InstallShield Wizard for ScanSnap] screen.

5. Click the [Next] button.

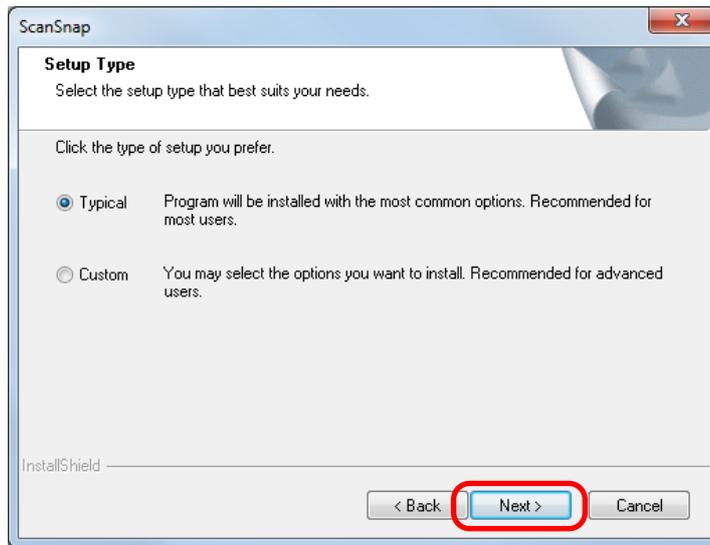
⇒ The [ScanSnap Setup] dialog box appears.

6. Read the message about anti-virus software, and click the [OK] button.



⇒ The [Setup Type] dialog box appears.

7. Click the [Next] button.



HINT

You can specify the software you want to install and the installation destination by selecting [Custom], and then clicking the [Next] button.

⇒ A confirmation about accepting the license agreement appears.

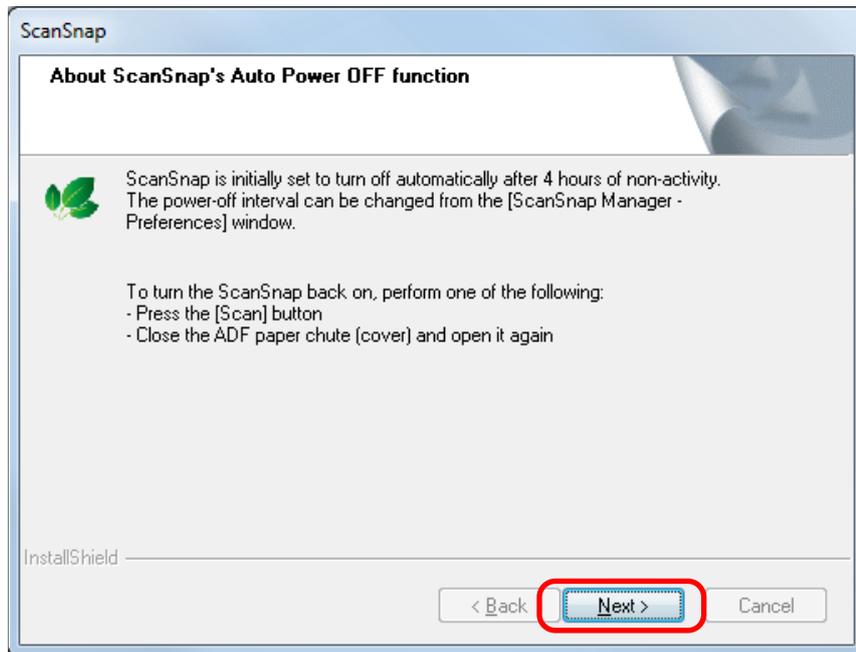
8. Read the "END-USER LICENSE AGREEMENT", select [I accept the terms of the license agreement], and then click the [Next] button.

⇒ The [Start Copying Files] screen appears.

9. Confirm the settings, and then click the [Next] button.

⇒ Installation starts. When the installation is complete, the [About ScanSnap's Auto Power OFF function] screen appears.

10. Read the explanation, and then click the [Next] button.



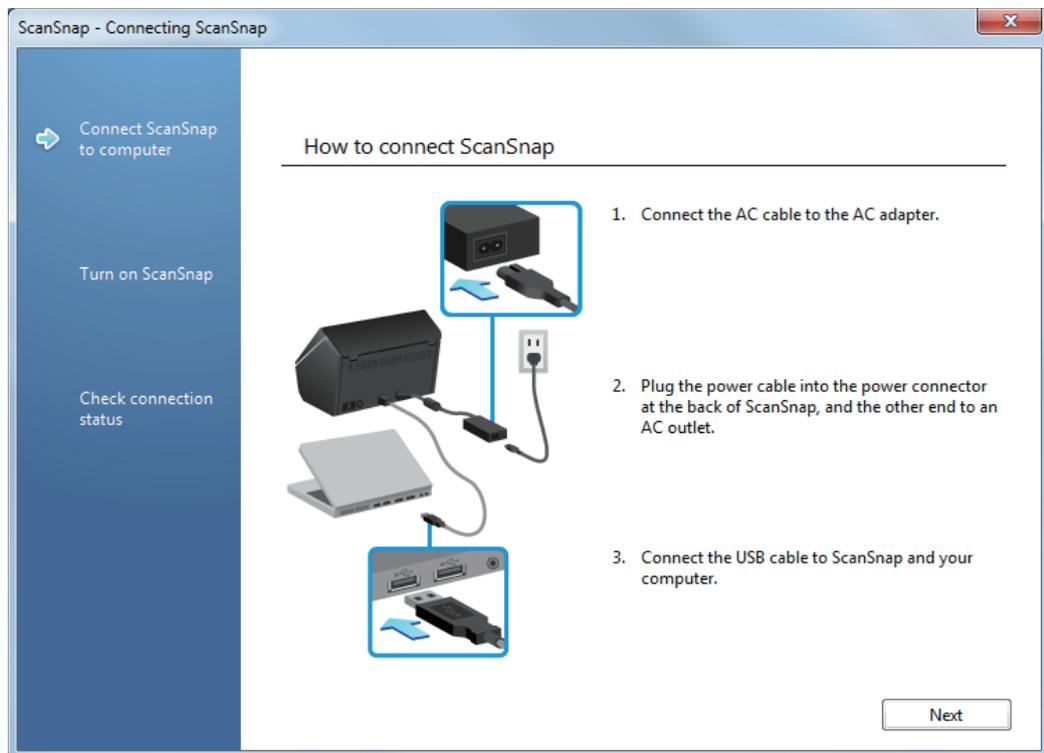
⇒ The [Install Complete] screen appears.

11. Click the [Finish] button.

⇒ When you have ScanSnap Manager installed, the [ScanSnap - Connecting the ScanSnap] screen appears.

When you do not have ScanSnap Manager installed, proceed to step 14..

12. Follow the instructions on the screen to check the connection between the ScanSnap and the computer.



⇒ When the connection confirmation is complete, the [ScanSnap Wireless Network Setup] screen appears.

13. 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 of each screen, click the link next to . 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 Operator's Guide.

14. Remove the Setup DVD-ROM from the DVD-ROM drive.

ATTENTION

If the installation is not successfully completed, refer to "[Troubles and Resolutions in Windows](#)" (page 13).

Dropbox for Windows

HINT

An Internet connection is required to install Dropbox for Windows.

The procedure is as follows.

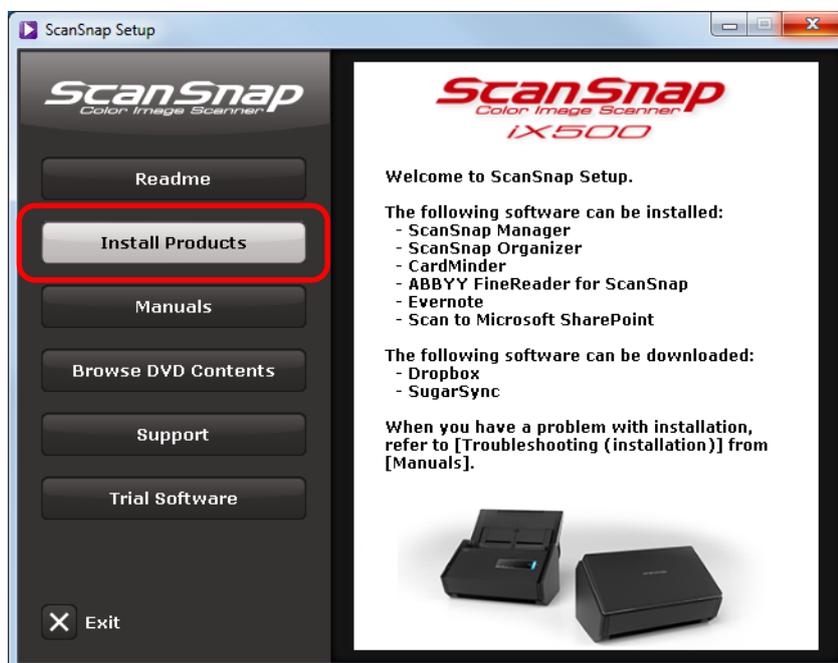
1. Turn on the computer and log on as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

HINT

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

3. Click the [Install Products] button.



⇒ The [Install Products] dialog box appears.

4. Click the [Dropbox] button.



⇒ A web browser starts up and the Dropbox for Windows download web page opens. Download and install Dropbox for Windows.

5. When the installation is complete, remove the Setup DVD-ROM from the DVD-ROM drive.

Evernote for Windows

The procedure is as follows.

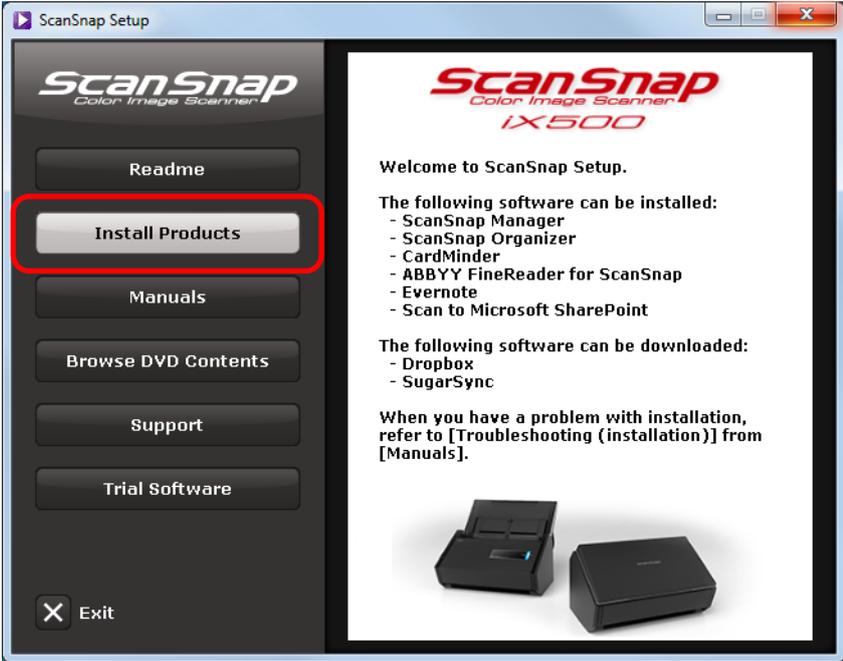
1. Turn on the computer and log on as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

HINT

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

3. Click the [Install Products] button.



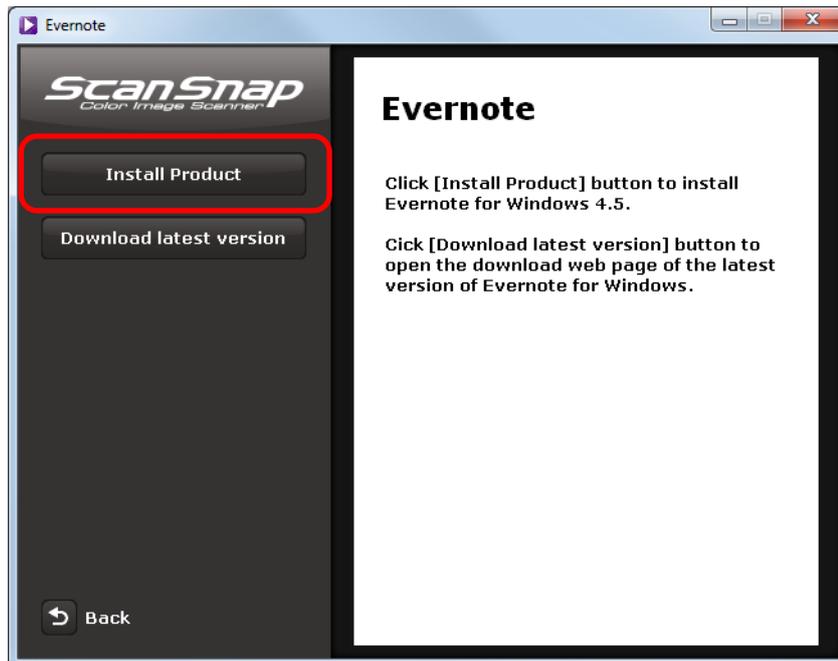
⇒ The [Install Products] dialog box appears.

4. Click the [Evernote] button.



⇒ The [Evernote] dialog box appears.

5. Click the [Install Products] button.

**HINT**

If you require the latest version of Evernote for Windows, click the [Download latest version] button. A web browser starts up and the Evernote for Windows download web page opens. Download and install Evernote for Windows.

⇒ Installation starts.

6. Follow the instructions on the screen to complete the installation.
7. Click the [Finish] button when the installation complete notification is displayed.
8. Remove the Setup DVD-ROM from the DVD-ROM drive.

SugarSync Manager for Windows

HINT

An Internet connection is required to install SugarSync Manager for Windows.

The procedure is as follows.

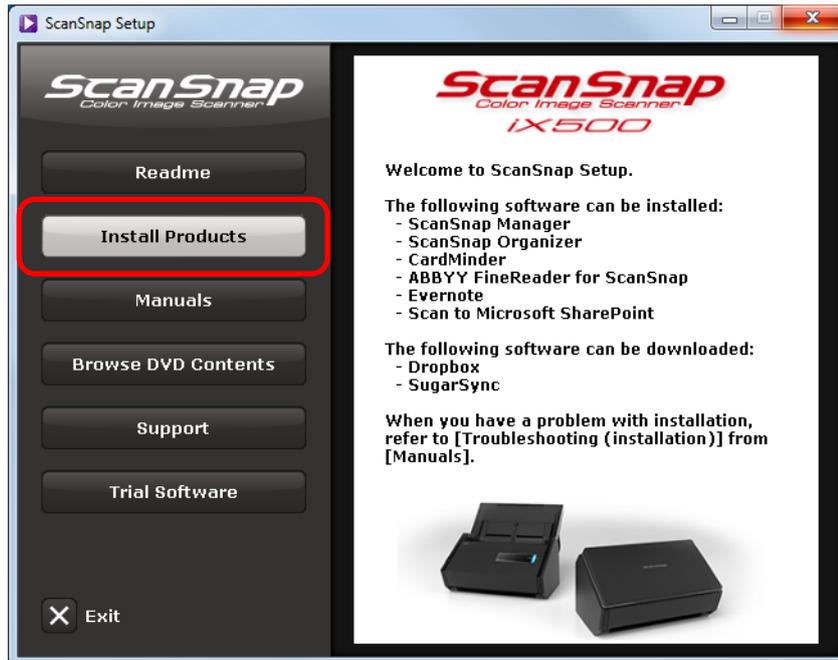
1. Turn on the computer and log on as a user with Administrator privileges.

2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

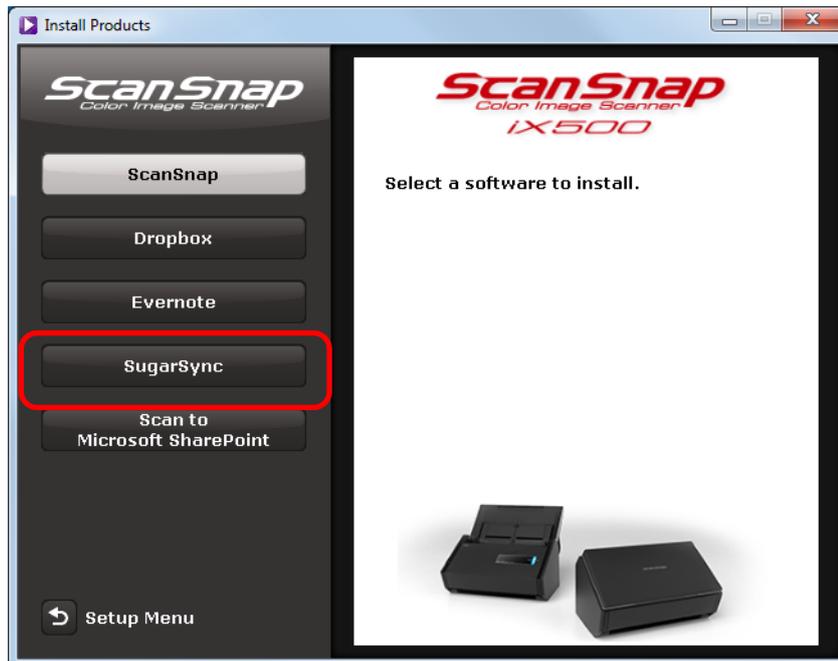
HINT

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

3. Click the [Install Products] button.

⇒ The [Install Products] dialog box appears.

4. Click the [SugarSync] button.



⇒ A web browser starts up and the SugarSync Manager for Windows download web page opens.
Download and install SugarSync Manager for Windows.

5. When the installation is complete, remove the Setup DVD-ROM from the DVD-ROM drive.

Scan to Microsoft SharePoint

The procedure is as follows.

HINT

For details about system requirements and notes on installation, refer to "Readme" of Scan to Microsoft SharePoint. Click the [Scan to Microsoft SharePoint] button in the [Readme] dialog box to open the Readme file.

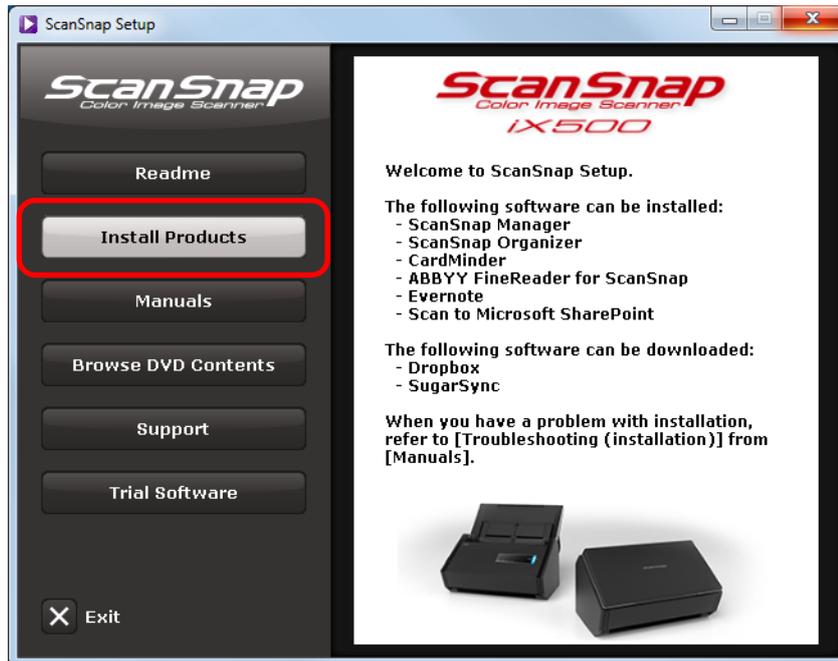
1. Turn on the computer and log on as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

HINT

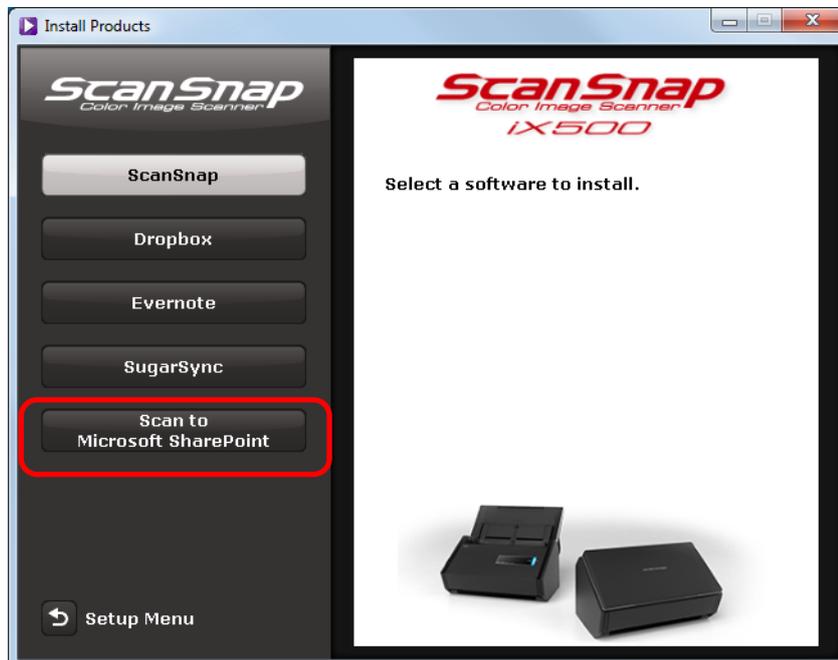
If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

3. Click the [Install Products] button.



⇒ The [Install Products] dialog box appears.

4. Click the [Scan to Microsoft SharePoint] button.



⇒ Installation starts.

5. Follow the instructions on the screen to complete the installation.
6. Click the [Close] button when the installation complete notification is displayed.

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

HINT

For details about how to use Scan to Microsoft SharePoint, refer to the Scan to Microsoft SharePoint User Guide. Click the [Scan to Microsoft SharePoint] button in the [Manuals] dialog box to open the Scan to Microsoft SharePoint User Guide.

Trial software

The procedure is as follows.

HINT

- An Internet connection is required to install the trial software.
- For details about system requirements and installation of the trial software, refer to the download page. Click the button of the trial software to install in the [Trial Software] dialog box, then click the link banner of the download web page at the right of the screen to open the web page.

1. Turn on the computer and log on as a user with Administrator privileges.

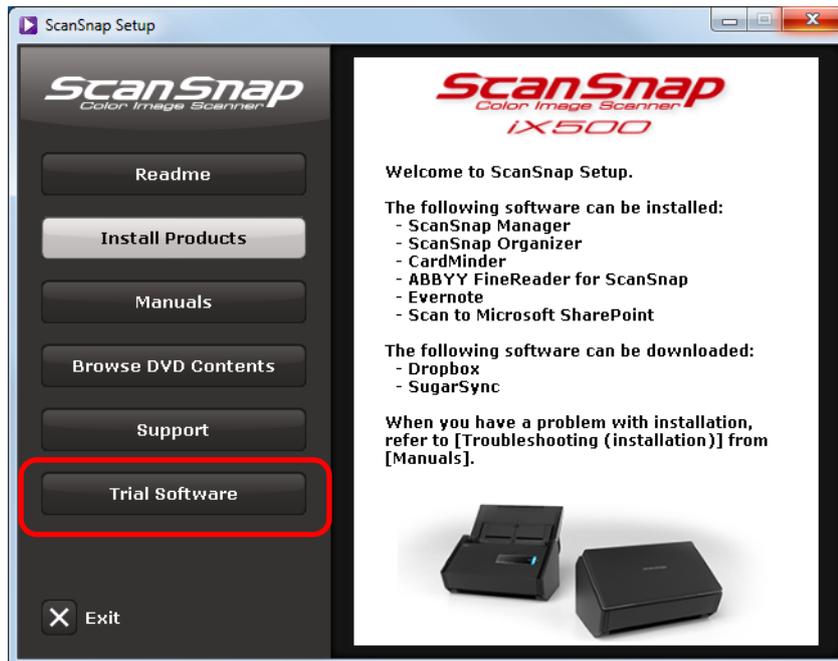
2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

HINT

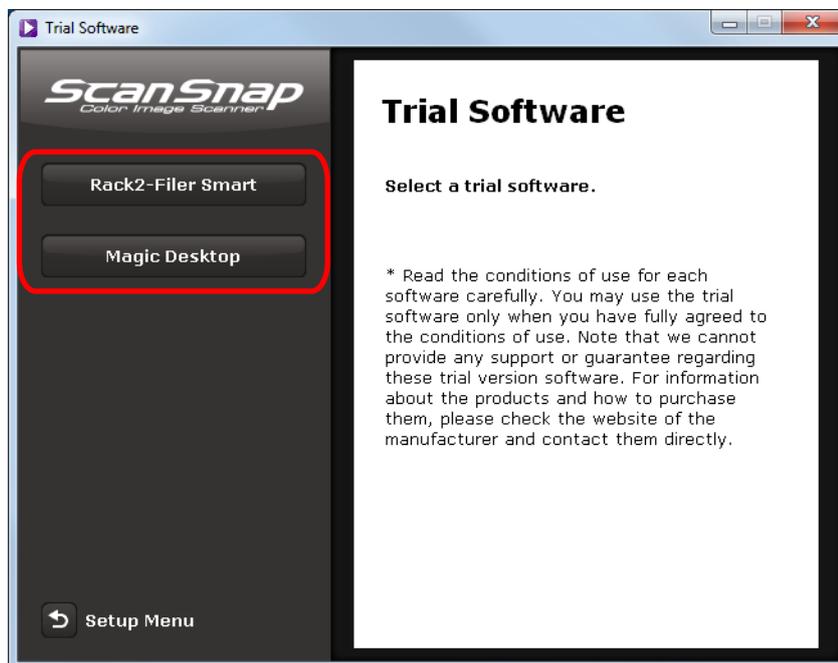
If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

3. Click the [Trial Software] button.



⇒ The [Trial Software] dialog box appears.

4. Click the button of the trial software you want to install.



⇒ The link banner of the download web page for the trial software appears at the right of the screen.

Download the trial software from the download web page, and then install it.

5. When the installation is complete, remove the Setup DVD-ROM from the DVD-ROM drive.

HINT

For details about how to use the trial software, refer to the software manual. The manual is installed together with the software.

The manuals can be referenced as follows.

- Rack2-Filer Smart trial version
Select [Start] menu → [All Programs] → [Rack2-Filer Smart] → [Rack2-Filer Smart Your Guide].
- Magic Desktop trial version
Select [Start] menu → [All Programs] → [Magic Desktop] → [Magic Desktop Your Guide].

Adobe Acrobat

Install Adobe Acrobat in the following procedure.

ATTENTION

Adobe Acrobat can be used in the following operating systems:

- Windows 8
- Windows 7
- Windows XP (Service Pack 3 or later required)

Additional requirements are as follows:

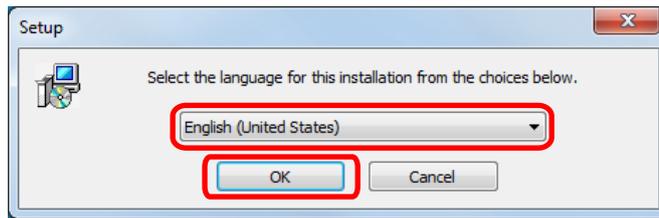
- Internet Explorer 7.0 or later/Firefox (ESR)/Google Chrome
- A display resolution of 1024 x 768 pixels or higher

HINT

Adobe Acrobat can display the scanned image through linkage with ScanSnap Manager. If the latest version of Adobe Acrobat is already installed on your computer, you do not need to install it again.

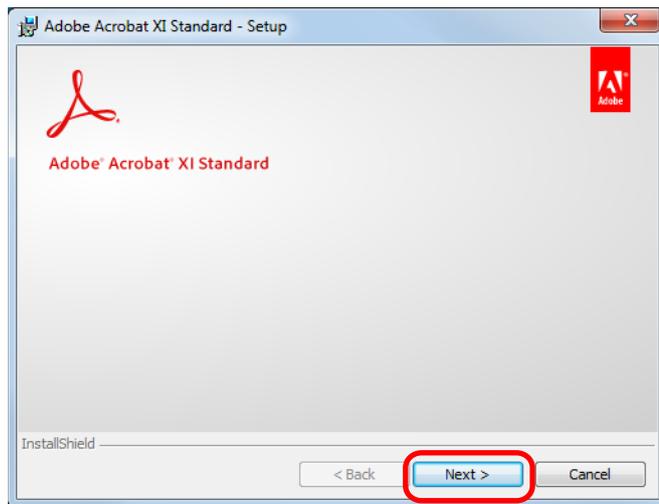
1. Insert the Adobe Acrobat DVD-ROM into the DVD-ROM drive.
⇒ The [AutoPlay] dialog box appears.
2. Click [Run Setup.exe].
⇒ The [Setup] dialog box appears.

3. Select [English (United States)] and click the [OK] button.



⇒ The Adobe Acrobat XI Standard setup dialog box appears.

4. Click the [Next] button.



5. Follow the instructions on the screen to complete the installation.

HINT

- For details about the installation of Adobe Acrobat, refer to "Readme" included on the Adobe Acrobat DVD-ROM.
To open Readme, open the file below via Windows Explorer.
`DVD-ROM drive:\ReadMe.htm`
- For details about how to use Adobe Acrobat, refer to the Adobe Acrobat Help.

6. When the installation is complete, remove the Adobe Acrobat DVD-ROM from the DVD-ROM drive.

Installing in Mac OS

This section explains how to install the software in Mac OS.

System requirements

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

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

Operating system (*)	OS X v 10.8 (Recommended: 10.8.1 or later) Mac OS X v10.7 (Recommended: 10.7.4 or later) Mac OS X v10.6 (Recommended: 10.6.8)
CPU	Intel® Core™2 Duo 2.4 GHz or higher (Recommended: Intel® Core™i5 2.5 GHz or higher)
Memory	2 GB or more (Recommended: 4 GB or more)
Display resolution	1024 x 768 pixels or higher
Hard disk space	Free space required to install the software bundled with the ScanSnap is as follows: <ul style="list-style-type: none"> • ScanSnap Manager: 980 MB • CardMinder: 570 MB • ABBYY FineReader for ScanSnap: 590 MB • ScanSnap Online Update: 10 MB • ABBYY FineReader Express Edition for Mac: 220 MB • Evernote for Mac: 80 MB
USB port	USB 3.0/USB 2.0/USB 1.1

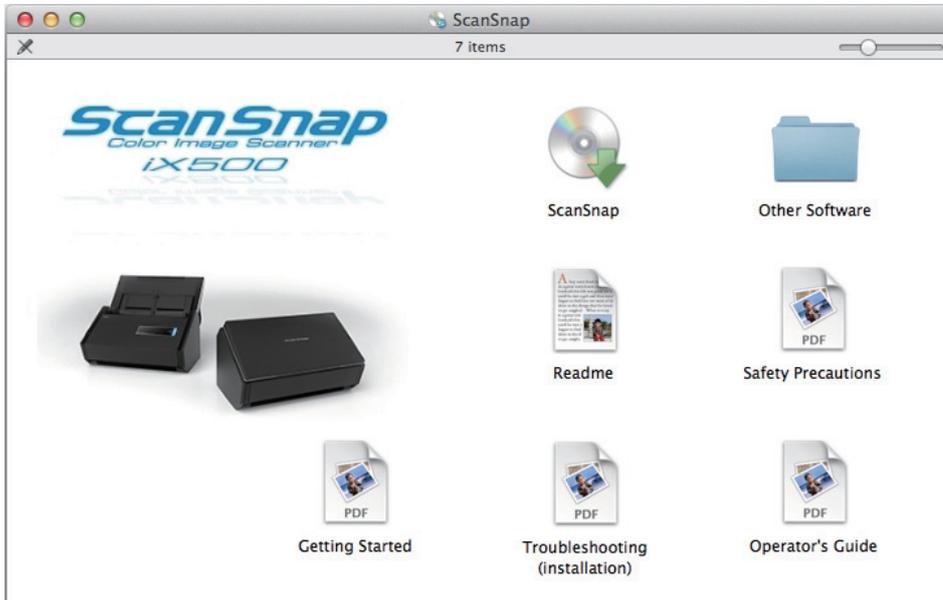
* : It is recommended to apply the latest updates to the Mac OS.

ATTENTION

- If the system requirements above are not satisfied, the ScanSnap may not operate.
- Do not use the USB port on the keyboard or the monitor to connect the ScanSnap (it may not function properly).
- Make sure to use a powered hub equipped with an AC adapter if you are using a commercially available USB hub.
- 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
- A disk space approximately three times larger than the resulting scanned file size is required when scanning documents.

How to install the software

When you insert the Setup DVD-ROM into the DVD-ROM drive on your computer, the [ScanSnap] window appears.



The functions of each icon in the [ScanSnap] window are as follows.

Icon	Function
ScanSnap	Installs the following software: <ul style="list-style-type: none"> • ScanSnap Manager • CardMinder • ABBYY FineReader for ScanSnap • ScanSnap Online Update
Other Software	Displays the [Other Software] window. <ul style="list-style-type: none"> • [ABBYY FineReader Express] icon Opens the [ABBYY FineReader Express] window. • [Dropbox] icon Opens the Dropbox for Mac download web page. • [Evernote] icon Opens the [Evernote] window. You can install Evernote for Mac or display the download web page. • [SugarSync] icon Opens the SugarSync Manager for Mac download web page.
Readme	Displays the Readme file.
Safety Precautions	Displays "Safety Precautions".

Icon	Function
Getting Started	Displays "Getting Started".
Troubleshooting (installation)	Displays this manual.
Operator's Guide	Displays "Operator's Guide".

ScanSnap Software

HINT

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

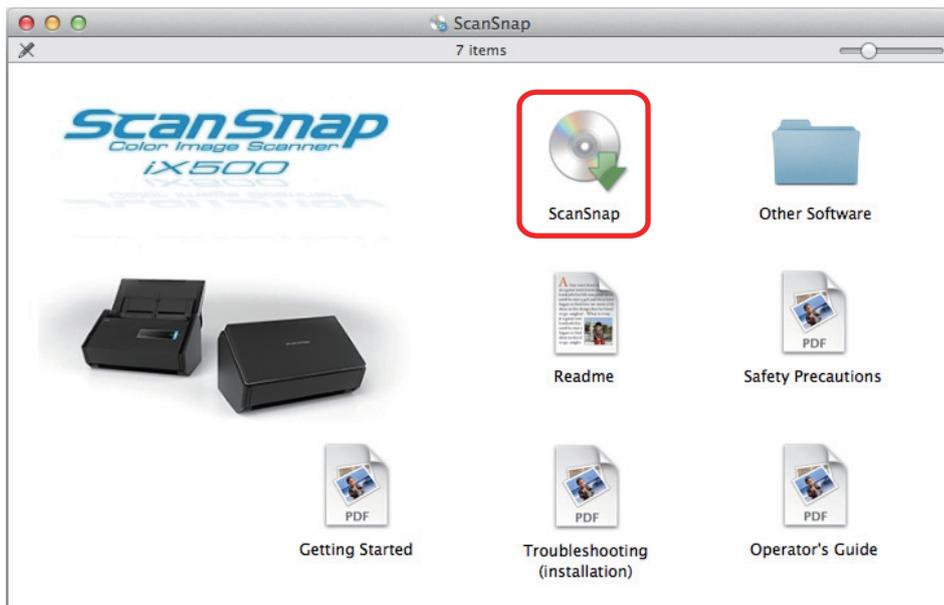
Install the following software:

- ScanSnap Manager
- CardMinder
- ABBYY FineReader for ScanSnap
- ScanSnap Online Update

The procedure is as follows.

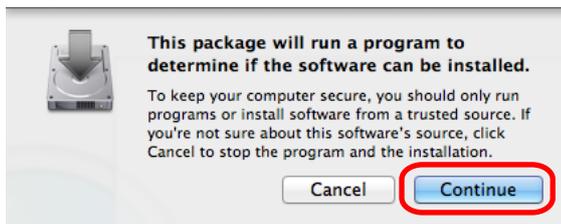
1. Turn on the computer and log in as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.
⇒ The [ScanSnap] window appears.

3. Double-click the [ScanSnap] icon.



⇒ A confirmation message appears.

4. Click the [Continue] button.



⇒ The [Install ScanSnap] window appears, displaying the [Welcome to the ScanSnap Installer] screen.

5. Click the [Continue] button.

⇒ The [Important Information] screen appears.

6. Read [Important Information], and then click the [Continue] button.

⇒ The [Software License Agreement] screen appears.

7. Read the "END-USER LICENSE AGREEMENT", and click the [Continue] button.

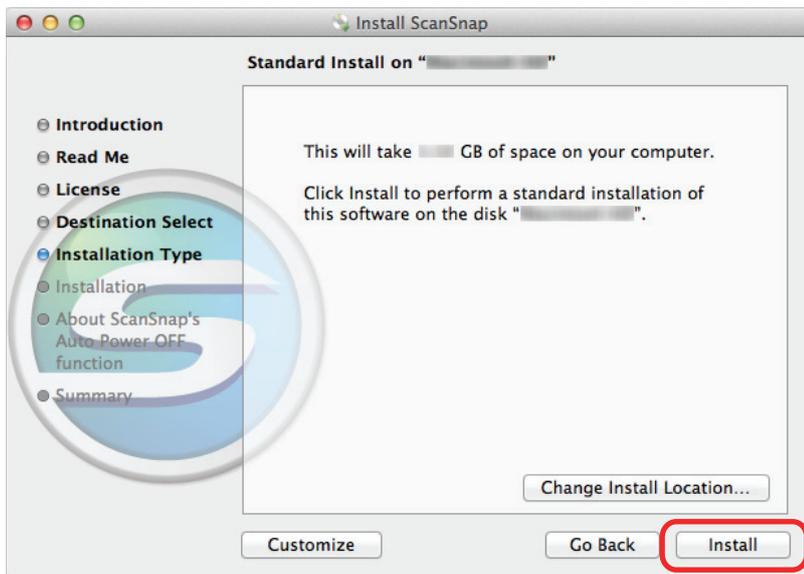
⇒ A confirmation message appears.

8. To accept the license agreement, click the [Agree] button.



⇒ The [Standard Install on "*disk name*"] screen appears.

9. Click the [Install] button.



HINT

- You can specify the software you want to install by clicking the [Custom] button. The ScanSnap Manager and ScanSnap Online Update settings cannot be changed.

⇒ An authentication window appears.

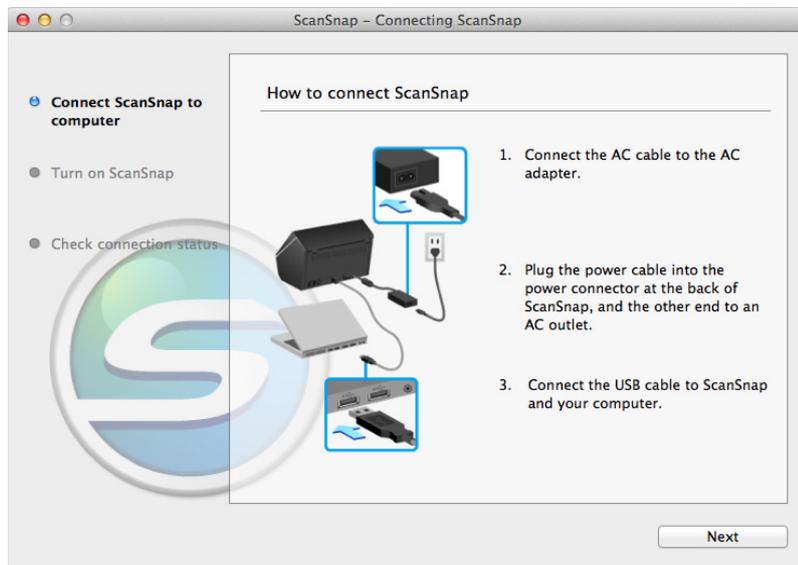
10. Enter the user name and password for a user with Administrator privileges, and click the [Install Software] button ([OK] on Mac OS X v10.6).

⇒ Installation starts.

When you have ScanSnap Manager installed, the [ScanSnap - Connecting the ScanSnap] screen appears.

When you do not have ScanSnap Manager installed, the [About ScanSnap's Auto Power OFF function] screen appears. Proceed to step 13..

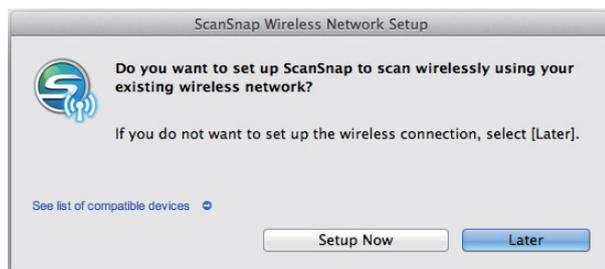
11. Follow the instructions on the screen to check the connection between the ScanSnap and the computer.



⇒ When the connection confirmation is complete, the [ScanSnap Wireless Network Setup] screen appears.

12. Select whether you want to configure the wireless settings for connecting the ScanSnap to a wireless LAN.

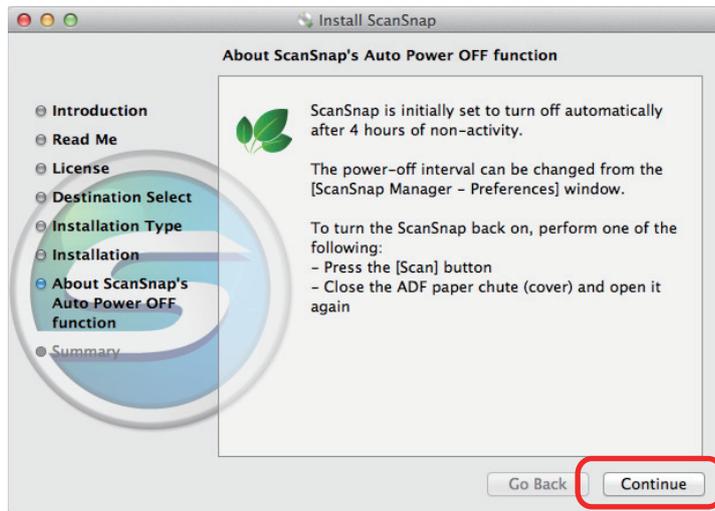
To configure the wireless settings, click the [Setup Now] button, and then follow the instructions on the screen. For details of each screen, click the [?] button. Otherwise, click the [Later] button.



HINT

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

13. Read the explanation, and then click the [Continue] button.



⇒ The message "The installation was successful." appears on the screen.

14. Click the [Close] button.
15. Remove the Setup DVD-ROM from the DVD-ROM drive.

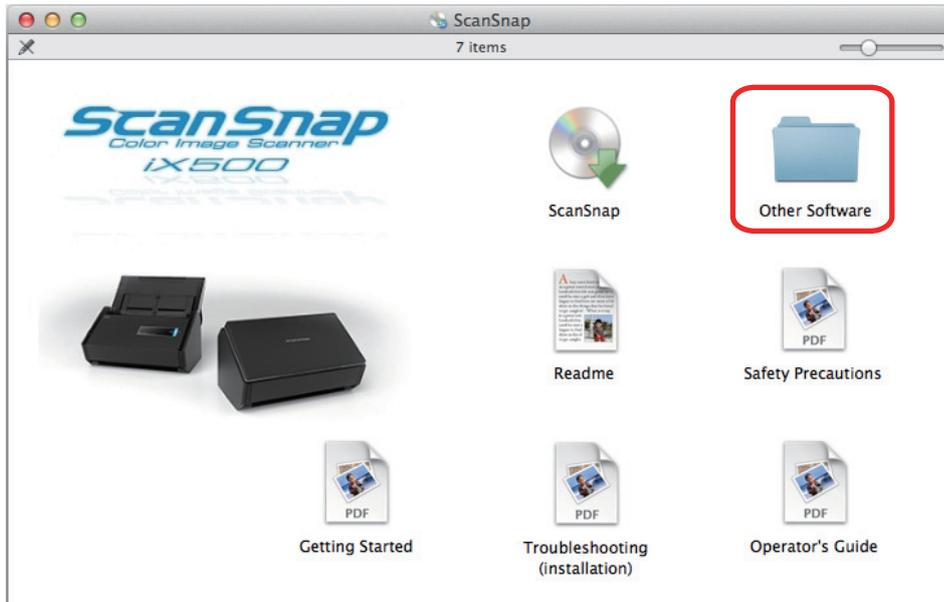
ABBYY FineReader Express Edition for Mac

The procedure is as follows.

1. Turn on the computer and log in as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.

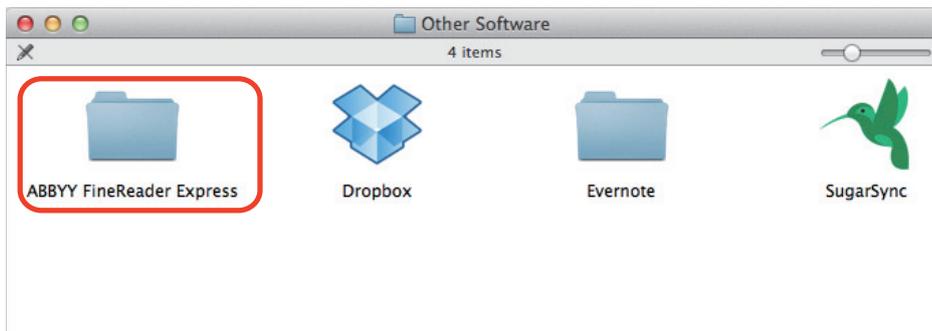
⇒ The [ScanSnap] window appears.

3. Double-click the [Other Software] icon.



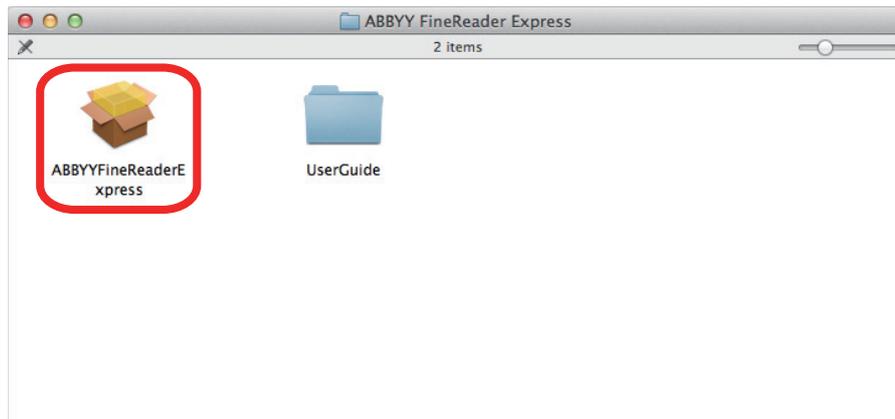
⇒ The [Other Software] window appears.

4. Double-click the [ABBY FineReader Express] icon.



⇒ The [ABBY FineReader Express] window appears.

5. Double-click the [ABBYFineReaderExpress] icon.

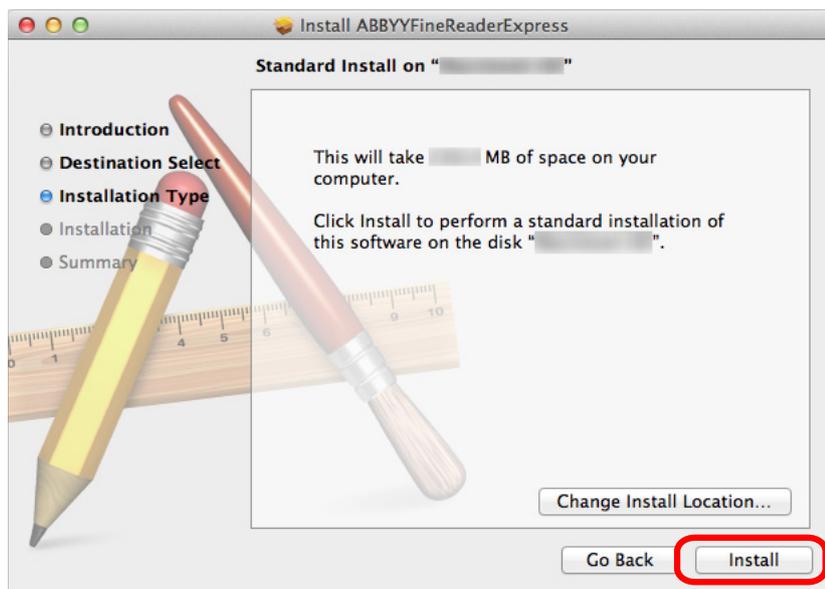


⇒ The [Install ABBYYFineReaderExpress] window appears, displaying the [Welcome to the ABBYYFineReaderExpress Installer] screen.

6. Click the [Continue] button.

⇒ The [Standard Install on "*disk name*"] screen appears.

7. Click the [Install] button.



⇒ An authentication window appears.

8. Enter the user name and password for a user with Administrator privileges, and click the [Install Software] button ([OK] on Mac OS X v10.6).

⇒ Installation starts.

When the installation is complete, the message "The installation was successful." appears on the screen.

9. Click the [Close] button.

10. Remove the Setup DVD-ROM from the DVD-ROM drive.

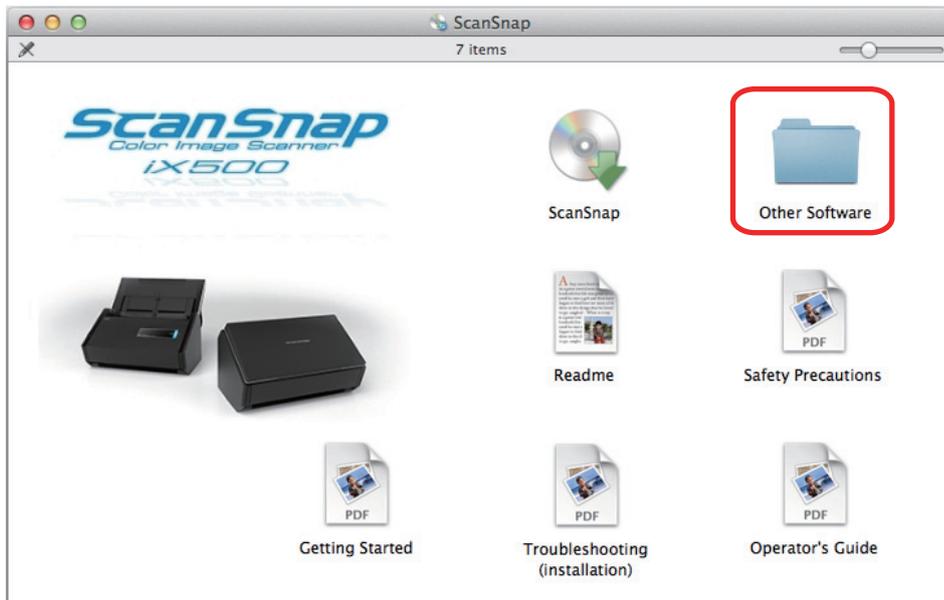
Dropbox for Mac

HINT

An Internet connection is required to install Dropbox for Mac.

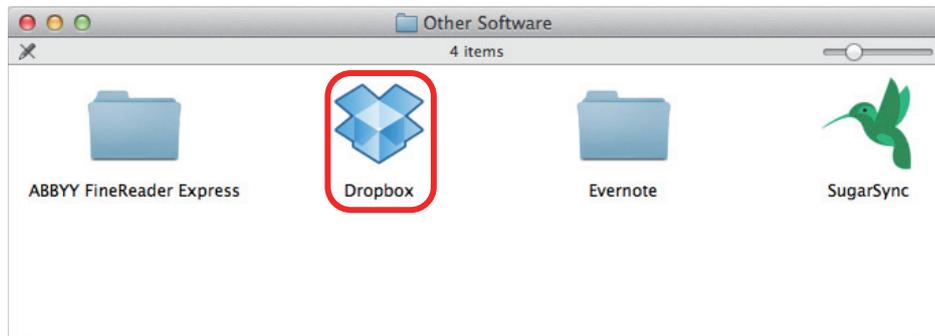
The procedure is as follows.

1. Turn on the computer and log in 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 [Other Software] icon.



⇒ The [Other Software] window appears.

4. Double-click the [Dropbox] icon.



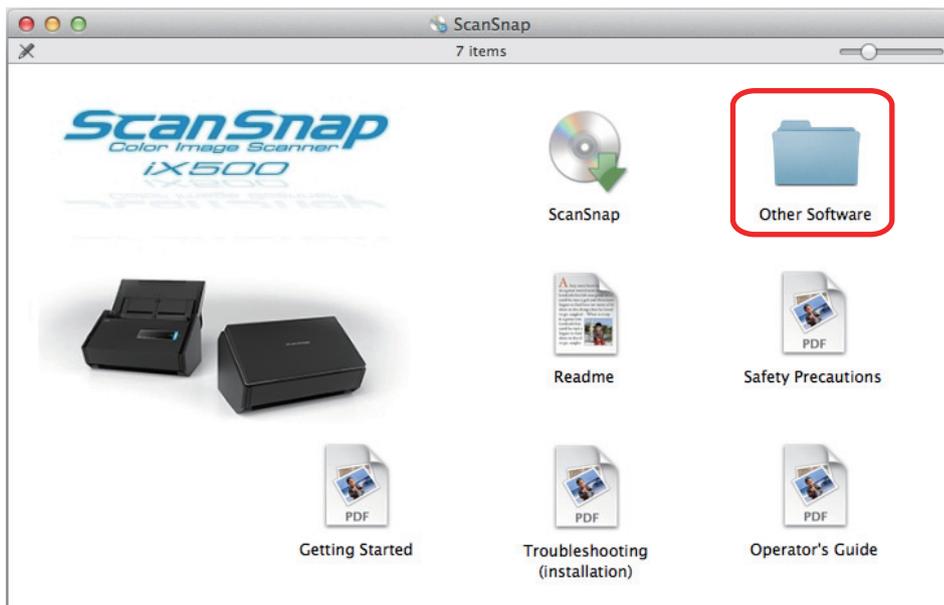
⇒ A web browser starts up and the Dropbox for Mac download web page opens.
Download and install Dropbox for Mac.

5. When the installation is complete, remove the Setup DVD-ROM from the DVD-ROM drive.

Evernote for Mac

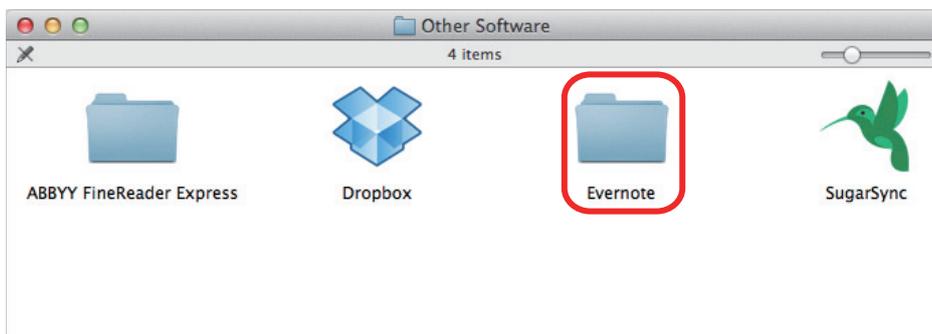
The procedure is as follows.

1. Turn on the computer and log in 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 [Other Software] icon.



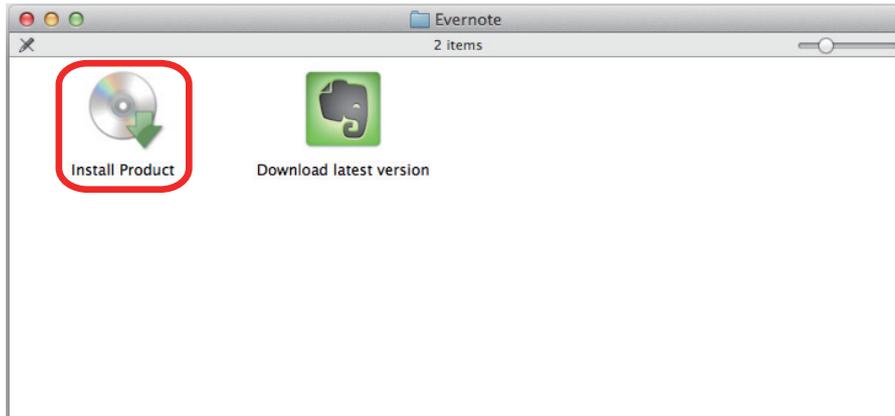
⇒ The [Other Software] window appears.

4. Double-click the [Evernote] icon.



⇒ The [Evernote] window appears.

5. Double-click the [Install Product] icon.

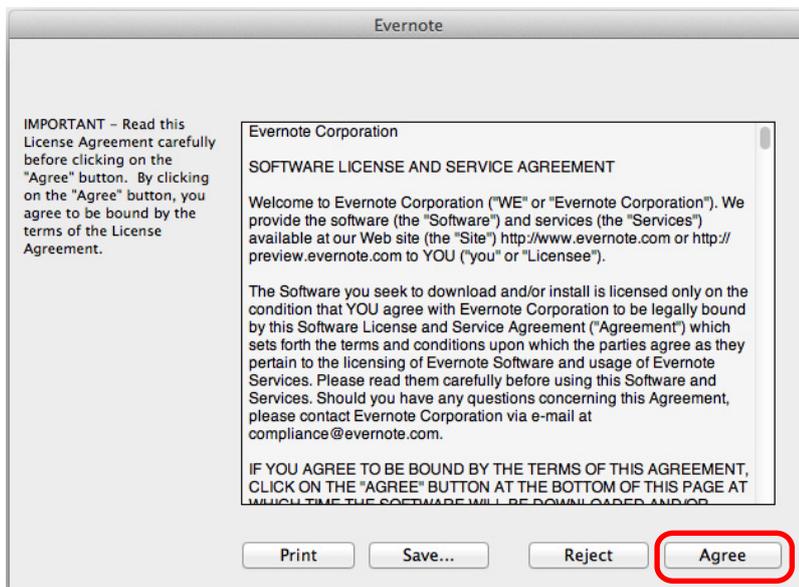


HINT

If you require the latest version of Evernote for Mac, double-click the [Download latest version] icon. A web browser starts up and the Evernote for Mac download web page opens. Download and install Evernote for Mac.

⇒ A confirmation message appears.

6. To accept the license agreement, click the [Agree] button.



⇒ A window to start installing Evernote for Mac appears.

7. Drag the [Evernote] icon onto the [Applications] icon.



⇒ Evernote for Mac is copied into the [Applications] folder.

8. When the copying is finished, drag the Evernote disk image icon  on the desktop into the Trash.
9. Remove the Setup DVD-ROM from the DVD-ROM drive.

ATTENTION

If the installation is not successfully completed, refer to "[Troubles and Resolutions in Mac OS](#)" (page 34).

10. Prepare for the linkage with Evernote.
Start up Evernote and create a new Notebook.

SugarSync Manager for Mac

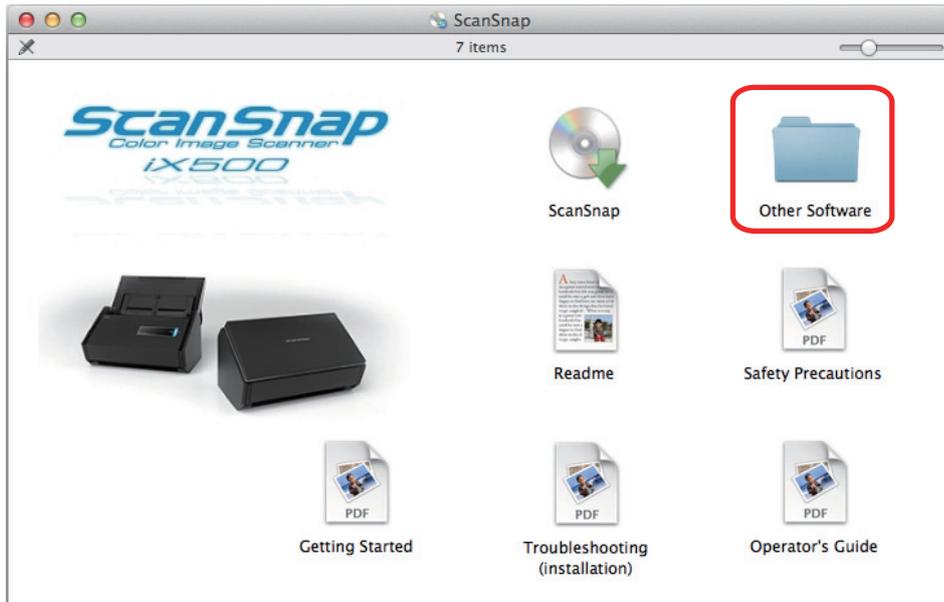
HINT

An Internet connection is required to install SugarSync Manager for Mac.

The procedure is as follows.

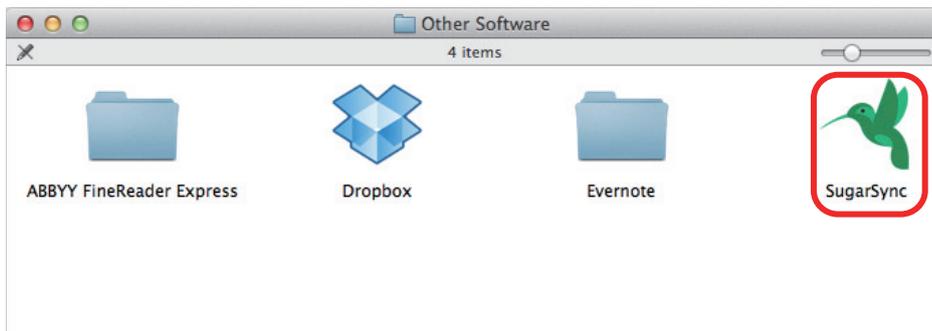
1. Turn on the computer and log in as a user with Administrator privileges.
2. Insert the Setup DVD-ROM into the DVD-ROM drive.
⇒ The [ScanSnap] window appears.

3. Double-click the [Other Software] icon.



⇒ The [Other Software] window appears.

4. Double-click the [SugarSync] icon.



⇒ A web browser starts up and the SugarSync Manager for Mac download web page opens.

Download and install SugarSync Manager for Mac.

5. When the installation is complete, remove the Setup DVD-ROM from the DVD-ROM drive.

Uninstalling the Software

This chapter explains how to uninstall the software bundled with the ScanSnap. For details about installation, refer to ["Installing the Software" \(page 39\)](#).

- Uninstalling in Windows 76**
- Uninstalling in Mac OS 78**

Uninstalling in Windows

This section explains how to uninstall the following software:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder
- ABBYY FineReader for ScanSnap
- Evernote for Windows
- Scan to Microsoft SharePoint

HINT

When you uninstall all the following software, ScanSnap Online Update is also uninstalled.

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder

The procedure is as follows.

1. Turn on the computer and log on as a user with Administrator privileges.
2. Exit all running software.
3. Select [Start] menu → [Control Panel] → [Uninstall a program] under [Programs] (for Windows 8, right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System] → [Uninstall a program] under [Programs]).

⇒ The [Uninstall or change a program] dialog box appears with a list of currently installed software.

4. Select the software to uninstall.
 - To uninstall ScanSnap Manager
Select [**ScanSnap Manager**].
 - To uninstall ScanSnap Organizer
Select [**ScanSnap Organizer**].
 - To uninstall CardMinder
Select [**CardMinder**].
 - To uninstall ABBYY FineReader for ScanSnap
Select [**ABBYY FineReader for ScanSnap(TM) 5.0**].
 - To uninstall Evernote for Windows
Select [**Evernote**].
 - To uninstall Scan to Microsoft SharePoint
Select [**Scan to Microsoft SharePoint**].

HINT

To uninstall more than one software, repeat steps 4. to 6. for each software.

5. Click the [Uninstall] button.
⇒ A confirmation message appears.
6. Click the [Yes] button.
⇒ The software is uninstalled.

ATTENTION

- Screen displays may vary slightly depending on the operating system that you are using. In that case, follow the instructions by the operating system.

Example:

- [Programs and Features]
In Windows XP: [Add or Remove Programs]
- [Uninstall] button
In Windows XP: [Remove] button

- If you cannot successfully uninstall the following software, refer to "[When you cannot uninstall the software](#)" (page 33):

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder

Uninstalling in Mac OS

This section explains how to uninstall the following software:

- To uninstall ScanSnap Manager ([page 78](#))
- To uninstall CardMinder ([page 79](#))
- To uninstall ABBYY FineReader for ScanSnap ([page 79](#))
- To uninstall ScanSnap Online Update ([page 80](#))
- To uninstall ABBYY FineReader Express Edition for Mac ([page 80](#))
- To uninstall Evernote for Mac ([page 81](#))

ScanSnap Manager

1. Turn on the computer and log in as a user with Administrator privileges.
2. From the sidebar in Finder, select [Applications] and double-click [ScanSnap] → [Sub] → [ScanSnap Uninstaller].
⇒ The [ScanSnap Uninstaller] window appears, displaying the [Welcome to ScanSnap Uninstaller] screen.
3. Click the [Continue] button.
⇒ The [Read Me] screen appears.
4. Read [Read Me], and then click the [Uninstall] button.
⇒ An authentication window appears.
5. Enter the user name and password for a user with Administrator privileges, and click the [OK] button.
⇒ Uninstallation starts. When the uninstallation is complete, the [Uninstall Succeeded] screen appears.

6. Click the [Close] button.**HINT**

If ScanSnap Manager has been configured as a login item with a user account other than the current one, remove it in the following procedure:

1. Log in under the user account where ScanSnap Manager is set as a login item.
2. From the Apple () menu, select [System Preferences].
⇒ The [System Preferences] window appears.
3. Select [Users & Groups] ([Accounts] on Mac OS X v10.6).
⇒ The [Users & Groups] window ([Accounts] window on Mac OS X v10.6 or earlier) appears.
4. From [Current User] ([My Account] on Mac OS X v10.6), select the currently logged-in user.
5. Select the [Login Items].
⇒ A list of login items appears.
6. From this list, select [ScanSnap Manager].
7. Click the  button under the list.
⇒ ScanSnap Manager is removed from the list.
8. Close the [Users & Groups] window ([Accounts] window on Mac OS X v10.6).

CardMinder

1. Turn on the computer and log in as a user with Administrator privileges.
2. Exit CardMinder if it is running.
3. From the sidebar in Finder, select [Applications] → [CardMinder], and drag the [CardMinder] folder into the Trash.
4. Empty the Trash.
⇒ The [CardMinder] folder is deleted.

HINT

To delete the database, drag the database file into the Trash.

The default storage location can be accessed by selecting [Documents] → [CardMinder] → [CardMinder DB.cxdb] from the sidebar in Finder.

ABBYY FineReader for ScanSnap

1. Turn on the computer and log in as a user with Administrator privileges.
2. Exit ABBYY FineReader for ScanSnap if it is running.

3. From the sidebar in Finder, select [Applications] → [ABBYY FineReader for ScanSnap], and drag the [ABBYY FineReader for ScanSnap] folder into the Trash.
4. Empty the Trash.
⇒ The [ABBYY FineReader for ScanSnap] folder is deleted.

ScanSnap Online Update

HINT

Check that the following software is not installed before uninstalling ScanSnap Online Update.

- ScanSnap Manager
- CardMinder

1. Turn on the computer and log in as a user with Administrator privileges.
2. From the sidebar in Finder, select [Applications] → [ScanSnap Online Update] → [Sub], and then double-click [AOUUninstaller].
⇒ The [ScanSnap Online Update Uninstaller] window appears, displaying the [Welcome to ScanSnap Online Update Uninstaller] window.
3. Click the [Continue] button.
⇒ The [Read Me] screen appears.
4. Read [Read Me], and then click the [Uninstall] button.
⇒ An authentication window appears.
5. Enter the user name and password for a user with Administrator privileges, and click the [OK] button.
⇒ Uninstallation starts. When the uninstallation is complete, the [Uninstall Succeeded] screen appears.

ABBYY FineReader Express Edition for Mac

1. Turn on the computer and log in as a user with Administrator privileges.
2. Exit ABBYY FineReader Express Edition for Mac if it is running.
3. From the sidebar in Finder, select [Applications] → [ABBYY FineReader Express], and drag [ABBYY FineReader Express] into the Trash.

4. Empty the Trash.

⇒ [ABBYY FineReader Express] is deleted.

Evernote for Mac

1. Turn on the computer and log in as a user with Administrator privileges.

2. Exit Evernote if it is running.

If the Evernote icon () is displayed on the status menu of the menu bar, click the icon and select [Quit] from the menu that appears.

3. From the sidebar in Finder, select [Applications] → [Evernote], and drag [Evernote] into the Trash.

4. Empty the Trash.

⇒ [Evernote] is deleted.

Index

A

ABBYY FineReader Express Edition for Mac	66
ABBYY FineReader for ScanSnap	
Windows	43
Mac OS	62
Adobe Acrobat	58

C

CardMinder	
Windows	43
Mac OS	62

D

Dropbox for Mac	69
Dropbox for Windows	49

E

Evernote for Mac	71
Evernote for Windows	50

I

installing	
Windows	40
Mac OS	60

O

Online Update	
Windows	44
Mac OS	62

S

ScanSnap Manager	
Windows	43
Mac OS	62
ScanSnap Organizer	43
[ScanSnap Setup] dialog box	42
[ScanSnap] window	61
Scan to Microsoft SharePoint	54
SugarSync Manager for Mac	73
SugarSync Manager for Windows	52

T

trial software	56
----------------	----

U

uninstalling	
Windows	76
Mac OS	78

Troubleshooting (installation)

P3PC-4222-03ENZO

Issue date: July 2013

Issued by: PFU LIMITED

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