Is the wireless access point setting of the communication between the wireless devices disabled?

Answer:
Are you not restricting the communication between the wireless devices by using the privacy separator function, etc.? If the wireless access point setting of the communication between the wireless devices is disabled, you are not able to connect ScanSnap iX500 to the mobile device.

Resolution:
Enable the wireless access point setting of the communication between the wireless devices. For the setting of the wireless access point, refer to the manual of the wireless access point that you are using.

<Additional details>
In some wireless access points, you may not be able to connect either ScanSnap iX500 or a mobile device, or you may not be able to have ScanSnap iX500 and the mobile device communicate in default configuration. One of common examples is; there may be a case where the privacy separator function of the wireless access point has been enabled. In this case, perform the followings.

- Separately prepare a wireless access point if the wireless access point that you have is enabled the privacy separator function and cannot configure it.
- Disable the privacy separator function of the wireless access point if it can configure the privacy separator function.