ScanSnap iX500
Wi-Fi Setup
Troubleshoot

--When you have a problem in initial setting--

PFU Limited

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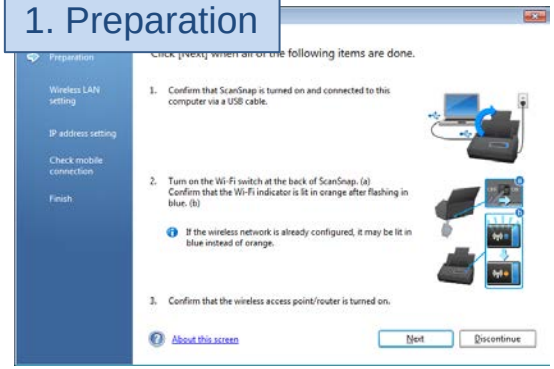
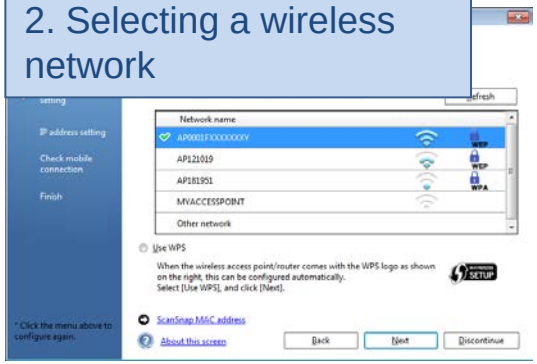
Contents

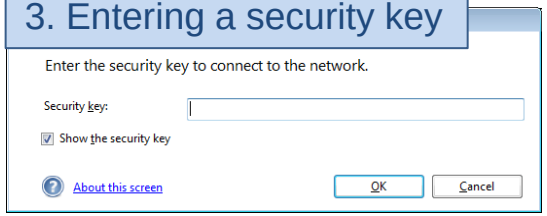
1. Preparation



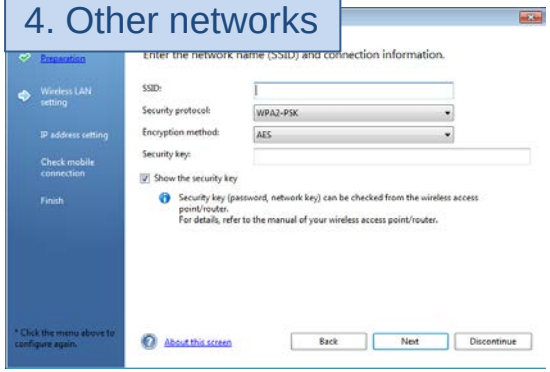
2. Selecting a wireless network



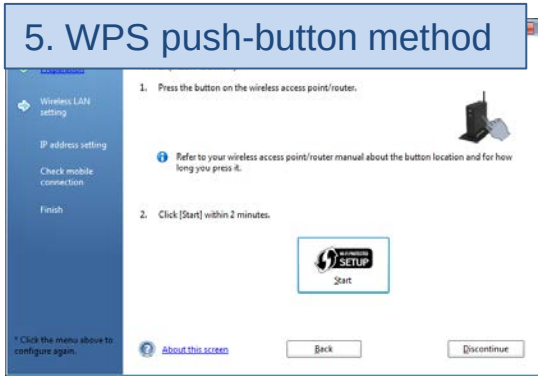
3. Entering a security key



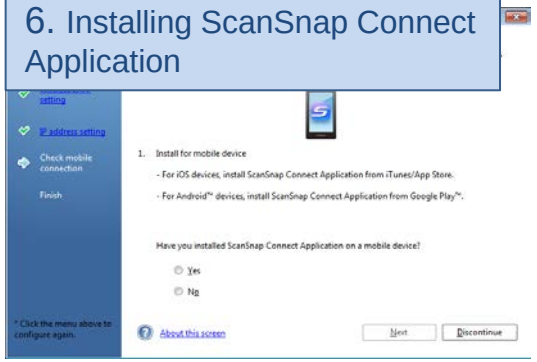
4. Other networks



5. WPS push-button method



6. Installing ScanSnap Connect Application



7. Connecting to iX500

If you can not resolve a problem

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00. If you can not resolve a problem

If you can not resolve a problem, please contact a Support Center nearest you:

http://www.fujitsu.com/global/contact/computing/scansnap_contact.html

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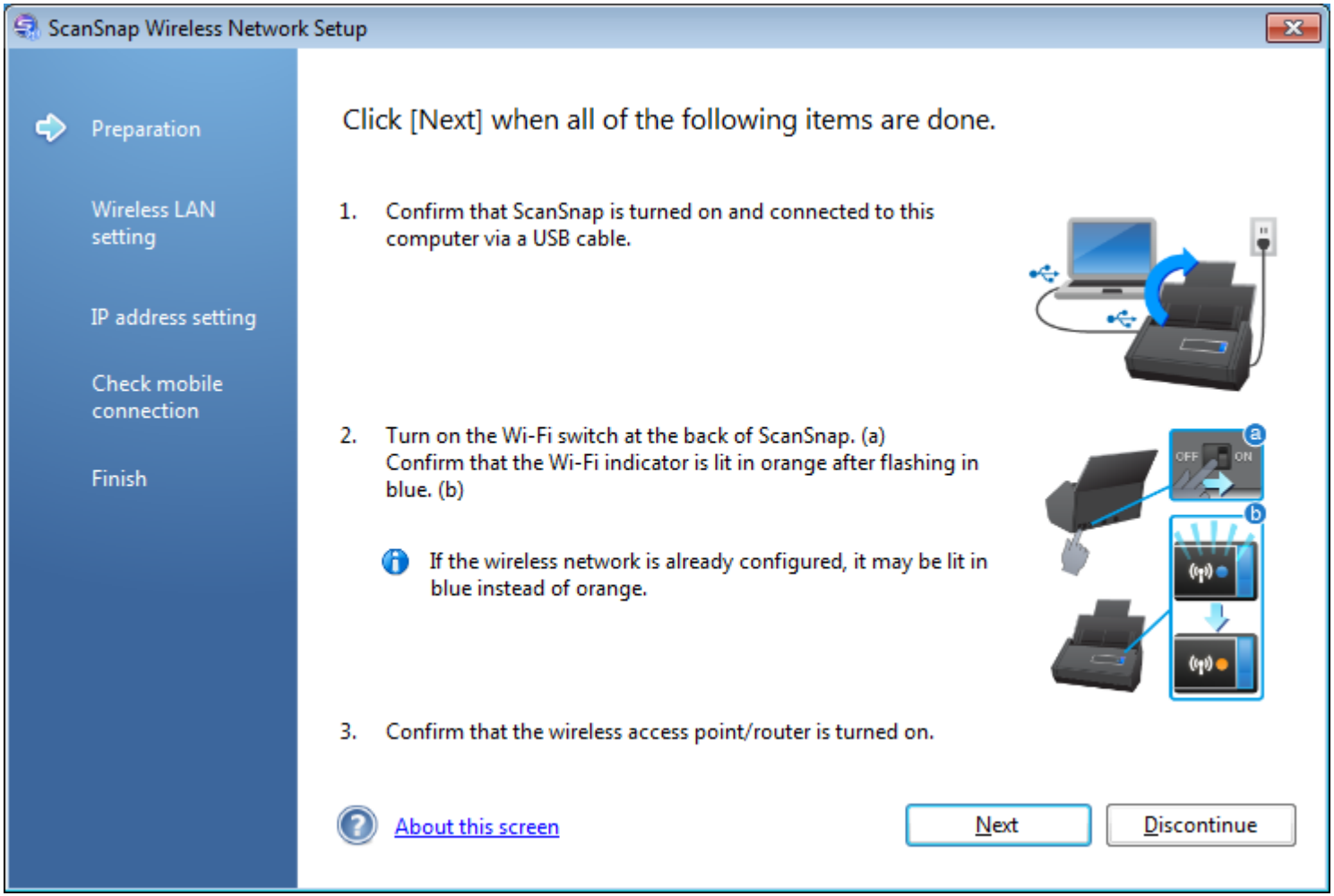
01. Preparation



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01-1. Troubleshooting

Problem	Troubleshooting
I can not enable the [Next] button. (Mac: [Continue] button)	Verify the items listed on [Verification Items].
	Try the items listed on [Troubleshooting Trials].

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01-2. Verification items

1	Detail	Is the USB cable connected to the computer and ScanSnap?
2	Detail	Is the power cable connected to ScanSnap and the AC outlet?
3	Detail	Is the ADF paper chute (cover) open?
4	Detail	Has the computer just been started up, or resumed from the sleep mode?
5	Detail	Is the Wi-Fi switch of ScanSnap turned off?
6	Detail	Is ScanSnap being used by another device?

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01-3. Troubleshooting trials

1	Turn OFF and then turn ON ScanSnap.
2	Remove other USB devices from a computer
3	Disconnect/connect the USB cable at five second intervals or more.
4	Rerun ScanSnap Wireless Setup Tool.
5	Exit ScanSnap Wireless Setup Tool, and run ScanSnap Manager. Verify if ScanSnap Manager is connected to ScanSnap properly.
6	Restart the computer.

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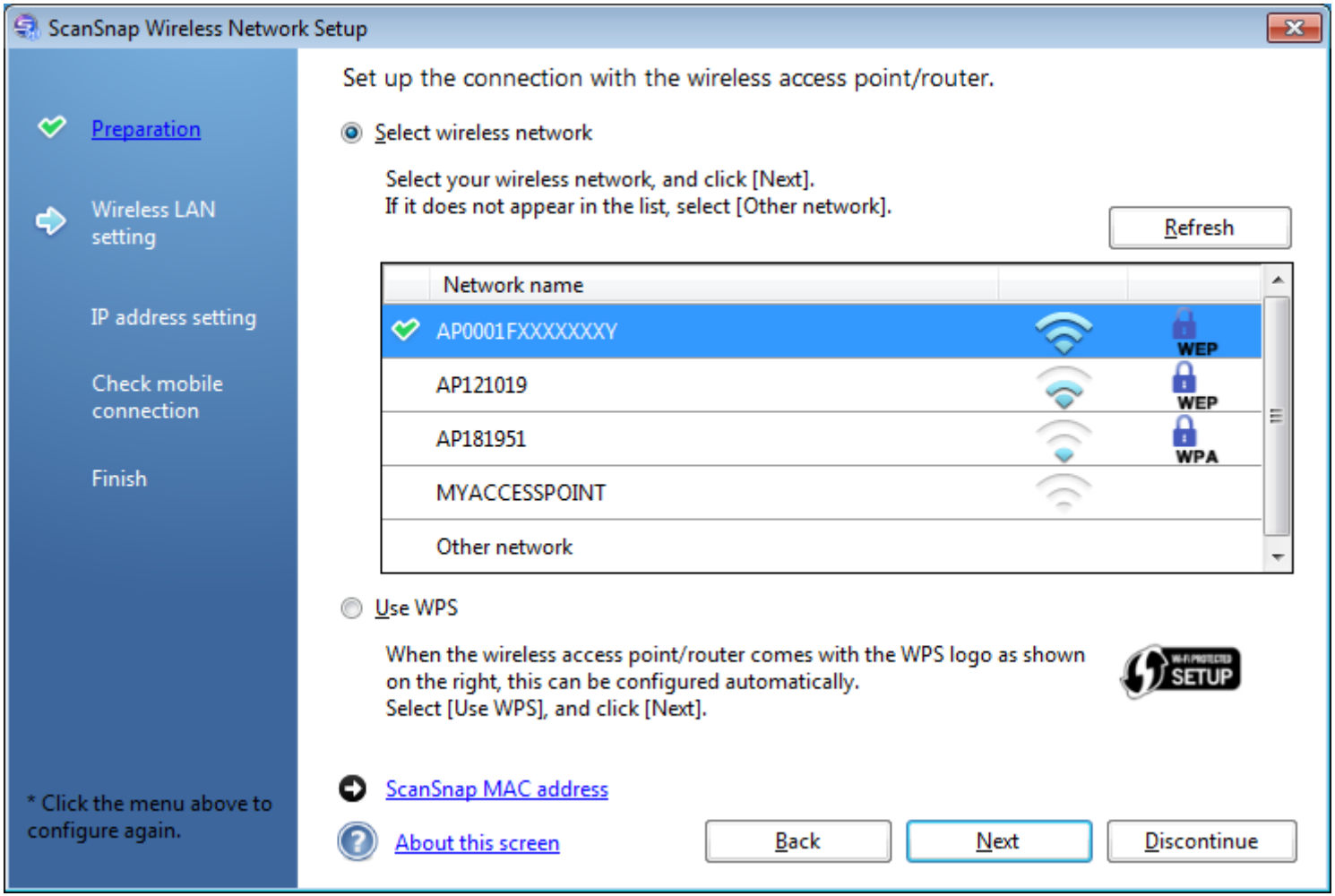
02. Selecting a wireless network



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02-1. Troubleshooting

Problem	Troubleshooting
I cannot find a wireless access point.	• Verify the items listed on [Verification Items]. • Try the items listed on [Troubleshooting Trials].
Many network names are indicated in one wireless access point.	Select the same network name as the network name in which the mobile device has been connected to?

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02-2. Verification items

1	Detail	Is it not indicated even if pressing the [Refresh] button?
2	Detail	Is the wireless access point being turned on?
3	Detail	Is there any distance between ScanSnap and wireless access point? Is there anything that may block the signal (e.g. walls, metal boards, etc.), or an electromagnetic source?
4	Detail	Is it not indicated even if changing an angle of ScanSnap?
5	Detail	Is nothing indicated in the network name list of other wireless devices (iPhone, iPad, Android terminal, etc.)?
6	Detail	Have you configured any communication authorization settings on the wireless access point?

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02-3. Troubleshooting Trials

1	Restart the wireless access point. Wait some time, and then check the network names list.
2	Turn OFF and then turn ON ScanSnap.

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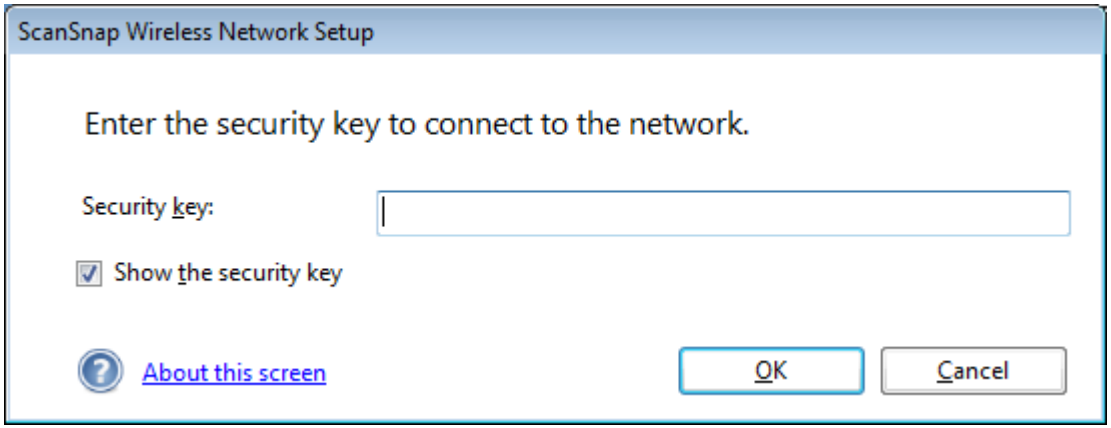
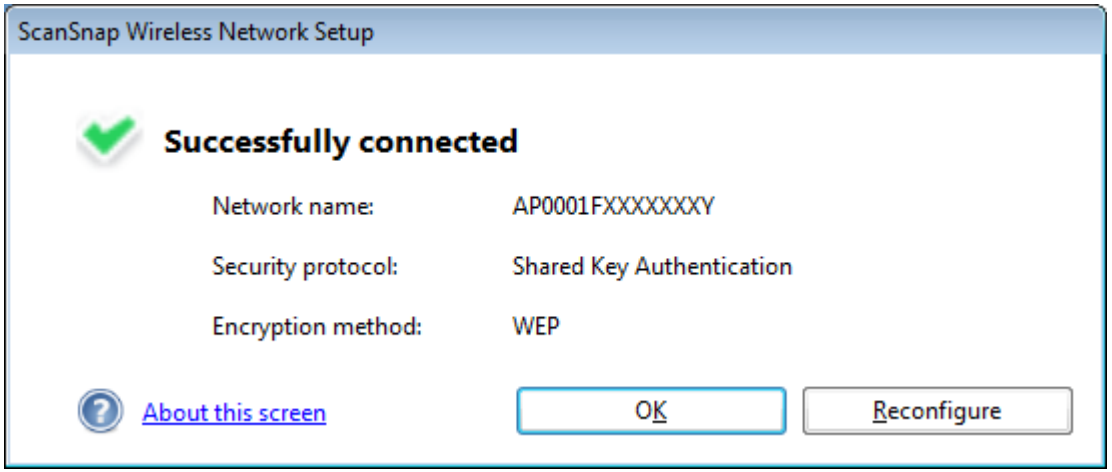
03. Entering a Security Key





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03-1. Troubleshooting

Problem	Troubleshooting
I cannot connect it even if I have entered a security key.	• Verify the items listed on [Verification Items]. • Try the items listed on [Troubleshooting Trials].

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03-2. Verification Items

1	Detail	Have you entered a security key that corresponds with the network name?
2		Is a setting value of the security key correct?
3	Detail	Did an error occur with ScanSnap?

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03-3. Troubleshooting Trials

1	Restart the wireless access point. Wait for a while, and then check the network names list.
2	Turn OFF and then turn ON ScanSnap.
3	If the encryption method of the wireless access point is WEP, enter the first WEP key that is indicated in the manual or other documents bundled with the wireless access point when purchased.

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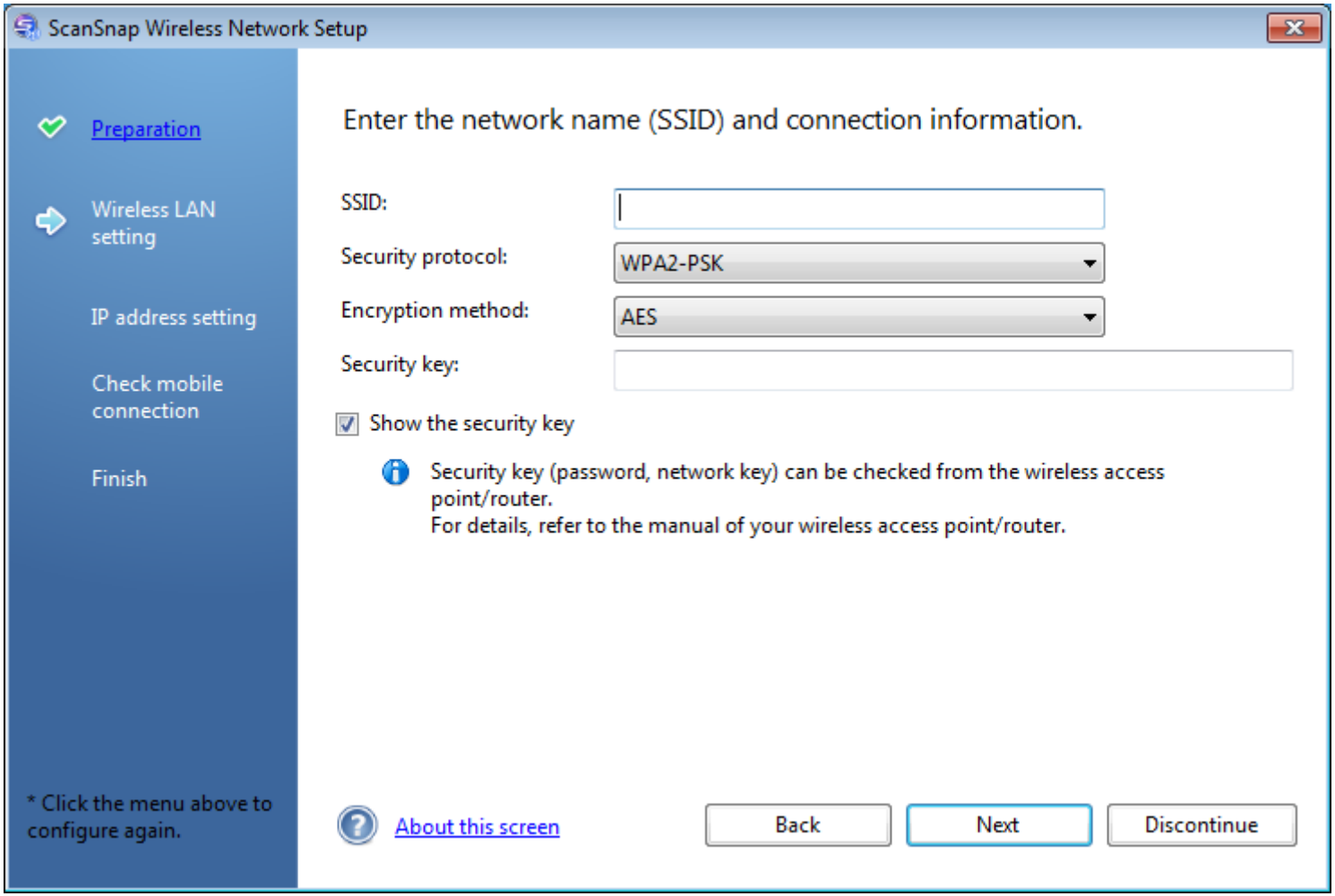
04. Other networks



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04-1. Troubleshooting

Problem	Troubleshooting
I cannot connect it even if I have entered SSID/Security protocol/Encryption method/Security key.	• Verify the items listed on [Verification Items]. • Try the items listed on [Troubleshooting Trials].

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04-2. Verification Items

1		Have the network name (SSID), security protocol (authentication method), encryption method, and security key been configured correctly?
2	Detail	Is there any distance between ScanSnap and wireless access point? Is there anything that may block the signal (e.g. walls, metal boards, etc.) or an electromagnetic source?
3	Detail	Did an error occur with ScanSnap?

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04-3. Troubleshooting Trials

1	Restart the wireless access point. Wait for a while, and then check the network names list.
2	Turn OFF and then turn ON ScanSnap.
3	If the encryption method of the wireless access point is WEP, enter the first WEP key that is indicated in the manual or other documents bundled with the wireless access point when purchased.

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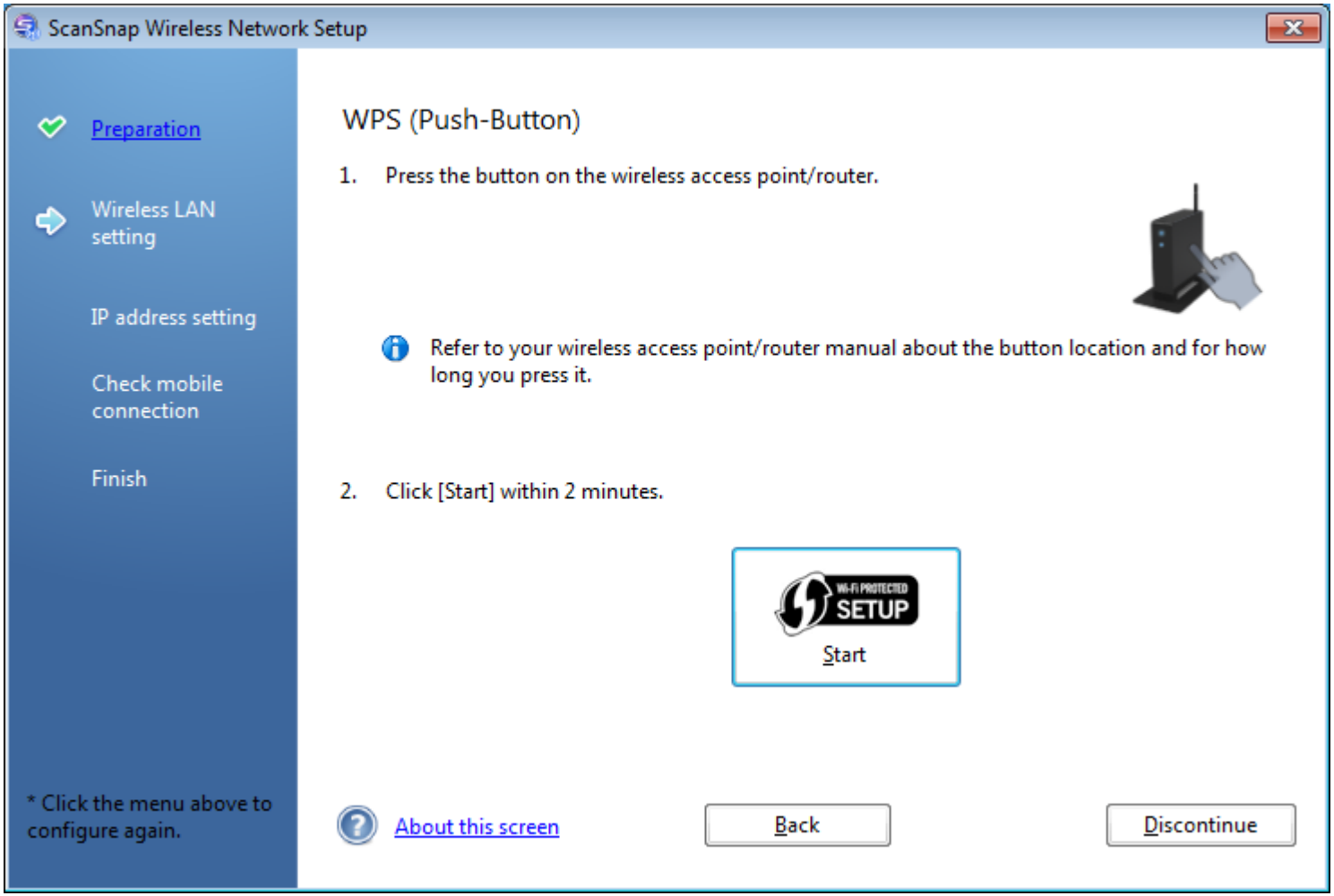
05. WPS Push-Button Method



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05-1. Troubleshooting

Problem	Troubleshooting
I pressed the button, but cannot connect it.	Verify the items listed on [Verification Items].
	Try the items listed on [Troubleshooting Trials].

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05-2. Verification Items

1	Detail	Does the wireless access point support WPS (automatic configuration)?
2	Detail	Is the WPS function of the wireless access point being enabled?
3	Detail	Is WEP used as the encryption method for the wireless access point?
4	Detail	Have you pressed the WPS button of the wireless access point for a certain moment?
5	Detail	Have you done the WPS operation correctly within a time frame?
6	Detail	Is there any distance between ScanSnap and wireless access point? Is there anything that may block the signal (e.g. walls, metal boards, etc) or an electromagnetic source?

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05-3. Troubleshooting Trials

1	If you cannot connect it after several trials of the setting by the WPS button, try the “Select wireless network”.

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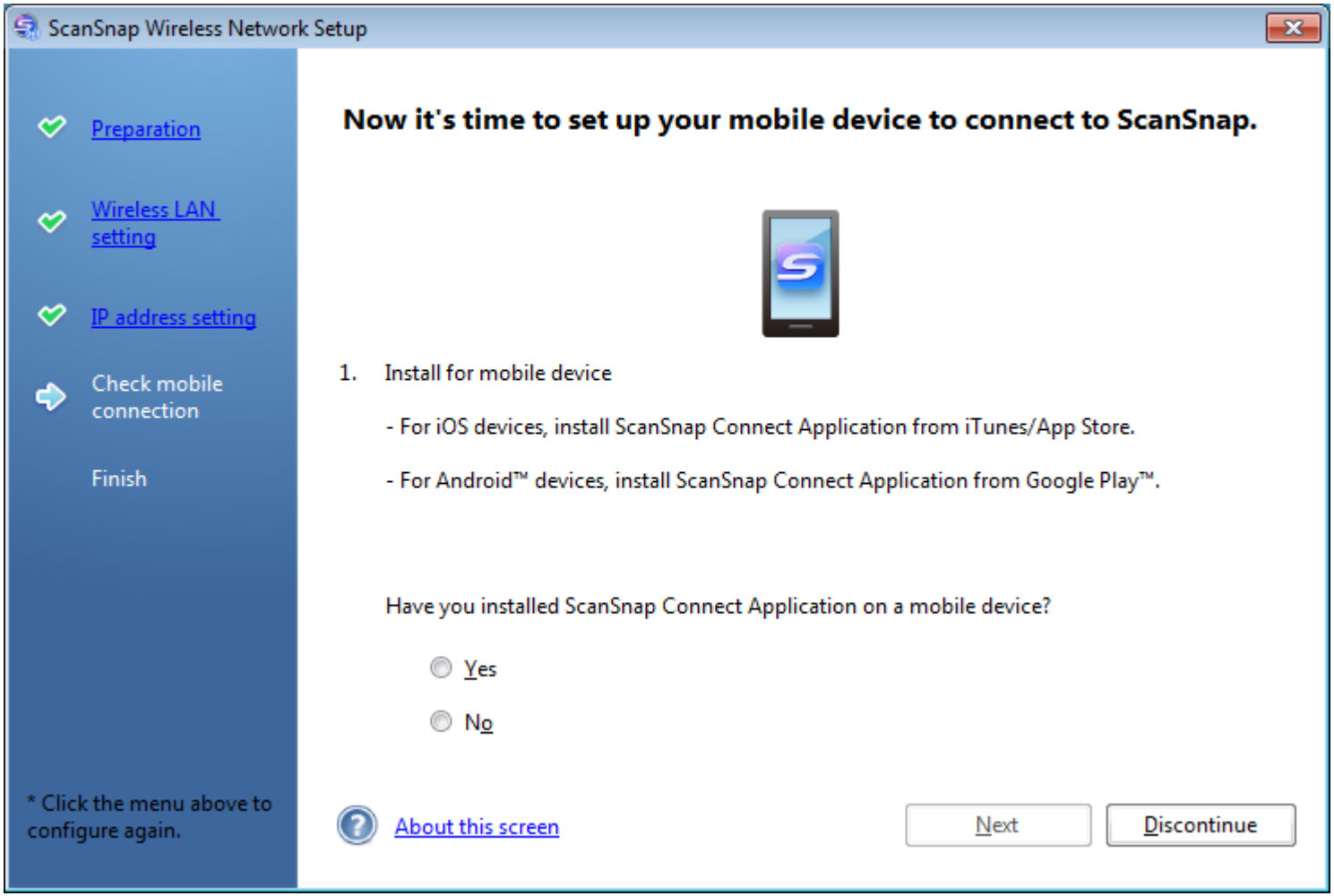
06. Installing ScanSnap Connect Application



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06-1. Troubleshooting

Problem	Troubleshooting
I cannot find ScanSnap Connect Application.	Verify the OS version of your devices in use because any OS versions that have not been supported are not displayed.

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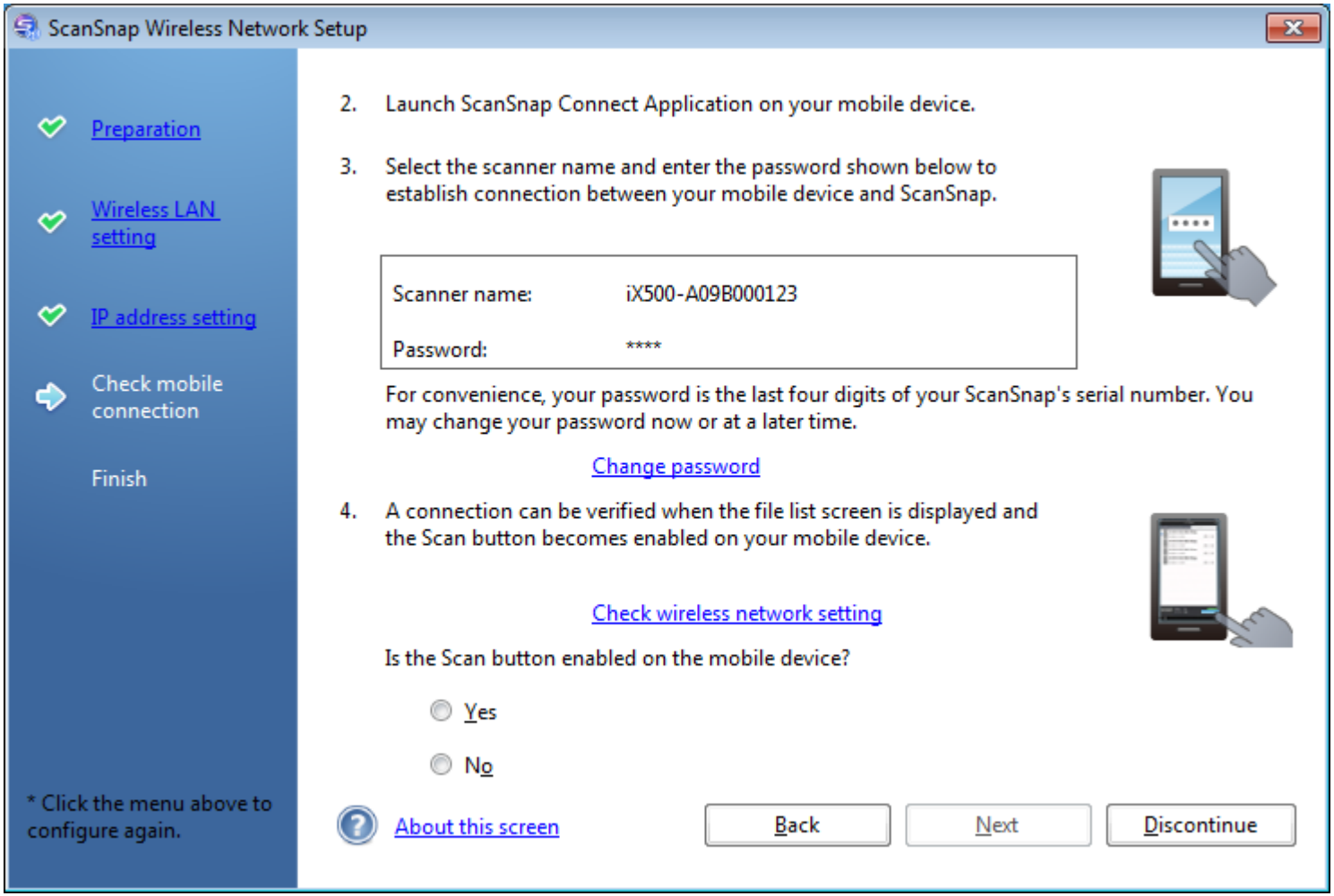
07. Connecting to iX500



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07-1. Troubleshooting

Problem	Troubleshooting
I cannot launch ScanSnap Connect Application.	Turn OFF and then turn ON the mobile device.
ScanSnap does not appear in ScanSnap Connect Application.	Verify the items listed on [Verification Items].
	Try the items listed on [Troubleshooting Trials].
I entered the password, but it becomes an error.	You may have either entered the wrong password, or failed to enter the password. Enter the password which is displayed on the screen.

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07-2. Verification Items

1	Detail	Have you configured any communication authorization settings on the wireless access point?
2	Detail	Is there a device with the same IP address on the network? Also, are there many network devices and computers connected to this network?
3	Detail	Is an IP address configured for ScanSnap?
4	Detail	Is there any distance between ScanSnap and wireless access point? Is there anything that may block the signal (e.g. walls, metal boards, etc.) or an electromagnetic source?
5	Detail	Is the mobile device connected to a wireless LAN environment?
6	Detail	Is the mobile device connected to the same wireless LAN as ScanSnap?

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07-3. Troubleshooting Trials

1	Turn OFF and then turn On ScanSnap.
2	Turn OFF and then turn ON the wireless access point.
3	Turn OFF and then turn ON the mobile device.
4	Launch ScanSnap Connect Application again.
5	Go to [Settings] → [Connect to:] → [Specify IP address] of ScanSnap Connect Application, and specify a IP address.

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Is the USB cable connected to the computer and ScanSnap?

Perform one of the following:

- Connect the USB cable to the computer and ScanSnap. If you are using a USB hub, connect the USB cable to the computer directly.

- Unplug the USB cable from both the computer and ScanSnap, then plug it back again. Make sure to leave at least 5 seconds between unplugging and plugging operation of the cable.

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Is the power cable connected to ScanSnap and the AC outlet?
Connect the power cable to ScanSnap and the AC outlet.

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Is the ADF paper chute (cover) being open?

If the ADF paper chute (cover) is closed, turn ON ScanSnap by opening the ADF paper chute (cover).

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Has the computer just been started up, or resumed from the sleep mode?

When the ADF paper chute (cover) is open, ScanSnap is turned ON/OFF in conjunction with the computer's power. When the startup of the computer is not complete or the computer is in the sleep mode, ScanSnap may be turned OFF. Wait until the [Scan] button on ScanSnap lights up.

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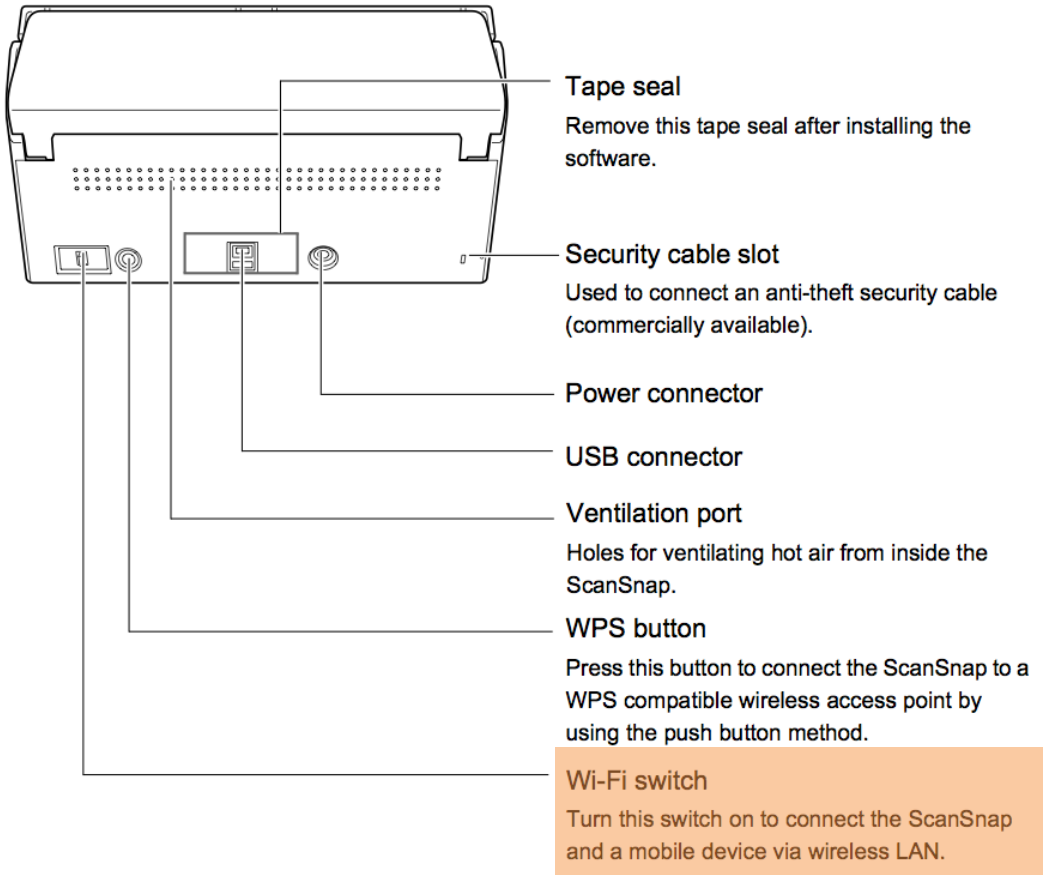
Is the Wi-Fi switch of ScanSnap being turned OFF?

The wireless function is not available when the Wi-Fi switch of ScanSnap is turned OFF. Turn ON the Wi-Fi switch of ScanSnap.



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Is ScanSnap being used by another device?

Check the following, and then try again:

- No other users are connected to ScanSnap.

- A USB cable is not used to connect ScanSnap.
  - ScanSnap Manager is not connected to ScanSnap.
  - ScanSnap is not being updated or its logs are not being collected.
  - Are you not using ScanSnap Folder function?

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Is it not indicated even if pressing the [Refresh] button?
Rerun this tool. Leave 60 seconds, and then press the [Update] button.

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Is nothing indicated in the network name list of other wireless devices (iPhone, iPad, Android terminal, etc.)?

If that is the case, contact a manufacturer of the wireless device or wireless access point.

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Have you done a preparation for setting up the wireless network for ScanSnap?

Check ScanSnap's connection and verify if the preparation for the wireless network setup is done properly, referring to the following verification items:

- Is the USB cable connected to the computer and ScanSnap?
- Is the power cable connected to ScanSnap and the AC outlet?
- Is the ADF paper chute (cover) being open?
- Has the computer just been started up, or resumed from sleep mode?
- Is the Wi-Fi switch of ScanSnap being turned OFF?
- Is ScanSnap being used by another device?

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Is the wireless access point being turned on?
If not, turn ON the wireless access point. Also, verify if there is no error or malfunction on the wireless access point. Refer to the manual of your wireless access point for more details about wireless access point errors.

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Is there any distance between ScanSnap and wireless access point? Is there anything that may block the signal (e.g. walls, metal boards, etc.) or an electromagnetic source?

The signal between the wireless access point and ScanSnap may be weak, or there may be some signal interferences. If that is the case, check the signal status by referring to "I want to check the signal status.". If the signal status is weak, move ScanSnap and the wireless access point to different locations.

- Move ScanSnap closer to the wireless access point.
- Move ScanSnap and the wireless access point away from the following:
  - Obstacles that may block the signal (e.g. walls, metal boards, etc.)
  - Devices that may cause signal interference (e.g. microwaves, cordless phones, etc.) and wireless devices.
- Change the direction of ScanSnap.

Also, communication in certain wireless channels may become unstable due to signal interference such as noise. In this case, change the value of the wireless channel on your wireless access point. Refer to the manual of your wireless access point for setting details.

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Have you configured any communication authorization settings on the wireless access point?

When the following are set on the wireless access point, take measures according to the setting.

- Communication between wireless devices is disabled (e.g. Privacy separator)
  Change the setting on the wireless access point to allow communication between wireless devices.
- The stealth function is enabled
  Disable the stealth function, and then configure the wireless settings again by using WPS. Or, configure the wireless settings manually.
- MAC address filtering is enabled
  Register ScanSnap's MAC address on the wireless access point, and then configure the wireless settings again.
- SSID broadcast is disabled
  Allow SSID broadcast on your wireless access point. Or, configure the wireless settings manually.

Also, the channel may be overlapping with another wireless access point. In that case, change the value of the wireless channel on your wireless access point. Refer to the manual of your wireless access point for more details on settings.

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Are you not looking for a different network name (SSID)?
Verify a network name on a label affixed to the wireless access point, or on the document bundled with the product.

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Have you entered a security key that corresponds with the network name?

Some wireless access points may have many network names depending on the wireless access points. Thus, it is required to enter a security key that corresponds with each network name.

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Did an error occur with ScanSnap?

Perform one of the following:

- Wait for a while, and try again.
- Turn OFF ScanSnap's Wi-Fi switch, and then turn it ON. Then, try again. Also, if the Wi-Fi indicator is in the following condition, close the ADF paper chute (cover) to turn OFF ScanSnap, and then open the ADF paper chute (cover) to turn it ON. Then, try again.
  - The Wi-Fi indicator is not lit
  - The Wi-Fi indicator is still flashing after 2 minutes
- Try again after changing the USB port for connection. Make sure to leave at least 5 seconds between unplugging and plugging operation of the cable.
- If the problem persists, close the ADF paper chute (cover) to turn OFF ScanSnap, and then open the ADF paper chute (cover) to turn it ON. Restart your wireless access point and computer, and try again.

Refer to the manual of your wireless access point for more details about using the wireless access point.

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Does the wireless access point support WPS (automatic configuration)?

When your wireless access point does not support WPS, configure the wireless settings manually. To check whether WPS is supported by the wireless access point or not, refer to the manual of your wireless access point.

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Is the WPS function of the wireless access point being enabled?
If not, enable the WPS function of the wireless access point. Refer to the manual of your wireless access point for more details on settings.

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Is WEP used as the encryption method for the wireless access point?

If WEP is used as the encryption method for the wireless access point, change the encryption method to such as WAP2(AES), and then try it again.

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Have you done the WPS operation correctly within a time frame?

Execute the wireless setting again in WPS.

- In case of the Push-button method:
  1) Press the WPS button of the wireless access point.
  2) Click the [WPS] button in the [ScanSnap Wireless Network Setup] window (Push-button method) within 2 minutes after performing 1) above.
- In case of the PIN code input method:
  1) Enter the PIN code, which is to be displayed in the [ScanSnap Wireless Network Setup] window (PIN code input method), to the wireless access point.
  2) Click the [WPS] button in the [ScanSnap Wireless Network Setup] window (PIN code input method) within 2 minutes after performing 1) above.

The connection may fail if many of wireless access points have been waiting for connection by WPS. If that is the case, wait for a while, and then perform a wireless settings again manually using the WPS function.

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Have you pressed the WPS button of the wireless access point for a certain moment?

You may be required to press and hold the WPS button for a certain period of time in some wireless access points. Refer to the manual of your wireless access point.

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Have you entered a correct PIN code when setting by WPS (PIN code input method)?
Enter the PIN code, which is to be displayed in the [ScanSnap Wireless Network Setup] window (PIN code input method), to the wireless access point. Refer to the manual of your wireless access point for how to enter a PIN code.

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Is the mobile device connected to a wireless LAN environment?
If not, connect the mobile device to the same wireless access point as ScanSnap's.

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Is the mobile device connected to the same wireless LAN as ScanSnap?

Verify if the network names (SSID) of ScanSnap and mobile device have been the same.

<How to verify a network name (SSID) in which the mobile device has been connected to>
Click [Network] in the lower left of the [File List] window.

If the network name (SSID) displayed is different from the one in which ScanSnap has been connected to, exit ScanSnap Connect Application, and have it connect to the same network name (SSID) as ScanSnap's.

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Is there a device with the same IP address on the network? Are there many network devices and computers connected to this network?

Change the IP address when it overlaps with another device's.

Make more IP addresses available by turning off unused computers and network devices (There is a limit to the number of wireless clients that can be connected at the same time).

In order to increase usable IP addresses, you may change the DHCP setting of wireless access point. Refer to the manual of your wireless access point for more details on wireless access point settings.

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Is an IP address configured for ScanSnap?

- If the DHCP function is disabled on the wireless access point, enable DHCP first. An IP address for ScanSnap will be automatically configured again. Or, configure a ScanSnap's IP address manually.

- If all IP addresses have already been used for DHCP, specify a wider range to assign the IP address. Or, make another IP address available by disconnecting unused devices from the network.

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Is there any distance between the mobile device and wireless access point? Is there anything that may block the signal (e.g. walls, metal boards, etc.) or an electromagnetic source?

- Move the mobile device closer to the wireless access point.

- Move ScanSnap and the wireless access point away from the following:
  - Obstacles that may block the signal (e.g. walls, metal boards, etc.)
  - Devices that may cause signal interference (e.g. microwaves, cordless phones, etc.) and wireless devices

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Has an error occurred with the mobile device or in ScanSnap Connect Application?
Refer to the screens/manual of the mobile device or ScanSnap Connect Application, and take measures accordingly.

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I want to check the signal status.

Perform one of the following:

- If the mobile device and ScanSnap are connected, check the signal strength in [Scanner information] of ScanSnap Connect Application on your mobile device.

- Check with ScanSnap Wireless Setup Tool.
  1) Run ScanSnap Wireless Setup Tool.
  2) Click the magnifier icon in the main menu.
     The [ScanSnap Information] screen will appear.
  3) Click the [Wireless diagnosis] button. The result is displayed.
     If the connection is not good, take measures according to the diagnosis.
  4) Check the message, and click the [OK] button.

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Is it not indicated even if changing an angle of ScanSnap?
Change the direction of ScanSnap.

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