RICOH

RICOH fi-8950/fi-8930/fi-8820

Operator's Guide

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Introduction

Thank you for purchasing this product.

About This Product

- **This product**

  All models are equipped with an Automatic Document Feeder (ADF) for automatic document feeding and duplex (double-sided) scanning.
  The differences between fi-8950/fi-8930/fi-8820 are as follows.

Model	Scanning Speed (*1)
fi-8950	150 ppm/300 ipm (*2)
fi-8930	130 ppm/260 ipm
fi-8820	120 ppm/240 ipm

  *1:For A4 landscape documents scanned at 200/300 dpi using JPEG compression.

  *2:The scanning speed of fi-8950 when the imprinter prints text is 140 ppm/280 ipm.

- **Imprinter**

  Prints alphanumeric character strings on the scanned document.
  You can select Front-Side Imprinter (to print on the front side of the document) or Back-Side Imprinter (to print on the back side of the document).
  Front-Side/Back-Side Imprinters are available as scanner options.
  For information about Imprinters, refer to Scanner Options (page 419).

⚠ **CAUTION** For models not equipped with the Imprinter as standard, be careful not to touch any hot internal parts when opening the Back-Side Imprinter cover, as this can lead to burns.

Hot Part

Back-Side Imprinter Cover
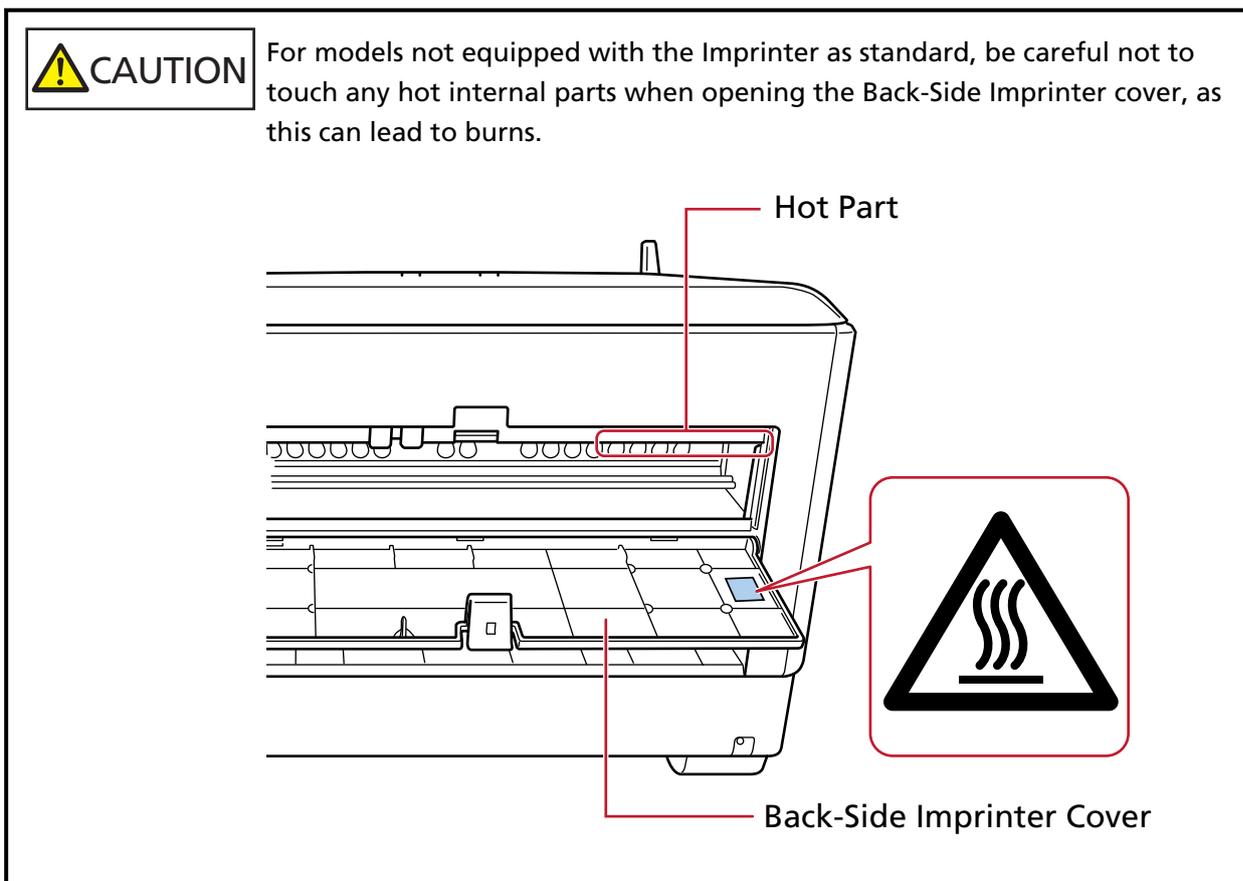
Manuals

The following manuals are included for this product.
Read them as needed.

Manual	Description
Safety Precautions (paper, PDF)	Contains important information about the safe use of this product. Make sure to read this manual before using the scanner. The PDF version is included in the Setup DVD-ROM.
Getting Started (paper)	Explains the items included in the package of the scanner, how to remove the materials used for protection, and how to prepare the scanner before using it.
Operator's Guide (this manual) (HTML)	Provides detailed information on how to set up the scanner, how to operate and maintain the scanner daily, how to replace the consumables, and how to troubleshoot problems. Included in the Setup DVD-ROM.
Touch Screen Help (HTML)	Explains about how to troubleshoot errors and how to clean the scanner.

Manual	Description
	Can be referenced from the touch screen.
fi-890PRF/fi-890PRB Imprinter Operator's Guide (PDF)	Provides detailed information on how to operate and maintain the fi-890PRF/fi-890PRB daily, how to replace the consumables, and how to troubleshoot problems. Included in the Setup DVD-ROM.
PaperStream Capture User's Guide (PDF)	Provides an overview of PaperStream Capture, and detailed information on installation, how to scan documents, activation, and multistation operation. Included in the Setup DVD-ROM.
Scanner Central Admin User's Guide (PDF)	Explains about the overview, installation, operation and maintenance of Scanner Central Admin. Included in the Setup DVD-ROM.
PaperStream IP Help	Explains how to use and configure the settings for the PaperStream IP driver. Included in the Setup DVD-ROM.
Network Setup Tool for fi Series Help	Explains how to use various tools for connecting the scanner to a network. Included in the Setup DVD-ROM.
PaperStream ClickScan Help	Explains how to use and configure the settings for PaperStream ClickScan. Included in the Setup DVD-ROM.
fi Series Online Update Help	Explains how to use and configure the settings for fi Series Online Update. Included in the Setup DVD-ROM.

Depending on the software that you want to use refer to the manual of the software (Other than the softwares above).

For details about the software, refer to .

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Besides the software authored by the product developer (PFU Limited), this scanner contains other free software, such as software copyrighted under the GNU General Public License (GPL) or the

GNU Lesser General Public License (LGPL). For details concerning the conditions of the licenses for

Open Source Software (OSS), refer to the screen that appears after pressing in the lower right of the home screen on the touch screen of this scanner, pressing [Support], and then pressing [Authentication/License].

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Manufacturer

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Regulatory Model: P3830A
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Safety Information

The attached "Safety Precautions" manual contains important information about the safe and correct use of this product.
Make sure that you read and understand it before using the scanner.

Symbols Used in This Manual

The following indications are used in this manual to obviate any chance of accident or damage to you, people near you, and your property.
Warning labels consist of a symbol indicating the severity and a warning statement.
The symbols and their meanings are as follows.

⚠ WARNING	This indication alerts operators of an operation that, if not strictly observed, may result in severe injury or death.

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

For notational convention, the following symbols are used in this manual:

ATTENTION

This symbol alerts operators to particularly important information. Be sure to read this information.

HINT

This symbol alerts operators to helpful advice regarding operations.

Abbreviations Used in This Manual

The following abbreviations are used in this manual.

Name	Indication
Windows® 10 Home (32-bit/64-bit) Windows® 10 Pro (32-bit/64-bit) Windows® 10 Enterprise (32-bit/64-bit) Windows® 10 Education (32-bit/64-bit)	Windows 10 (*1)
Windows Server® 2016 Standard (64-bit)	Windows Server 2016 (*1)
Windows Server® 2019 Standard (64-bit)	Windows Server 2019 (*1)
Windows Server® 2022 Standard (64-bit)	Windows Server 2022 (*1)
Windows® 11 Home (64-bit) Windows® 11 Pro (64-bit) Windows® 11 Enterprise (64-bit) Windows® 11 Education (64-bit)	Windows 11 (*1)
Internet Explorer®	Internet Explorer
Google Chrome™	Google Chrome
Microsoft® Word	Word
Microsoft® Excel®	Excel
ABBYY FineReader for ScanSnap™	ABBYY FineReader for ScanSnap
PaperStream IP (TWAIN) PaperStream IP (TWAIN x64) PaperStream IP (ISIS) fi-8000 Series	PaperStream IP driver
Scanner Selection Tool for fi Series	Scanner Selection Tool
IP Address Setting Tool for fi Series	IP Address Setting Tool
Button Event Manager for fi Series	Button Event Manager
fi-890PRF/fi-890PRB	Imprinter
Carrier Sheet Photo Carrier Sheet	(Carrier) Sheet
Stacker stopper (large) Stacker stopper (medium) Stacker stopper (small)	Stacker stopper

*1:Where there is no distinction between the different versions of the above operating system, the general term "Windows" is used.

Arrow Symbols in This Manual

Right-arrow symbols (→) are used to separate icons or menu options which should be selected in succession.

Example: Click [Start] menu → [Control Panel].

Screen Examples in This Manual

Microsoft product screenshots are reprinted with permission from Microsoft Corporation.
The screen examples in this manual are subject to change without notice in the interest of product development.
If the actual displayed screen differs from the screen examples in this manual, operate by following the actual displayed screen while referring to the user's manual of the scanner application that you are using.
The screenshots used in this manual are of Windows 10. The actual windows and operations may differ depending on the operating system. Also note that the screens and operations may differ from this manual after the scanner application software is updated. In that case, refer to the manual provided upon updating the software.

Notice

● The contents of this manual are subject to change without notice.

● PFU Limited assumes no liability for incidental or consequential damages arising from the use of this product, and any claims by a third party.

● Copying of the contents of this manual, in whole or in part, as well as the scanner applications is prohibited under the copyright law.

Important Notes

The scanner may store various settings including user names or passwords.
If you return, dispose of, or transfer ownership of the scanner, delete the information stored on the scanner by yourself.
For details about how to delete this information, refer to the following:

● Touch screen
  Restore Factory Defaults (page 323)

● fi Series Network Settings
  Restore Factory Defaults (page 413)

Scanner Overview

This section explains the main features of this product, the names of parts and their functions.

Main Features

The scanner is equipped with the following features:

- **High speed scanning**

  A high-speed image sensor and a high-speed image processing circuit are installed.
  When scanning A4-size documents with a resolution of 200/300 dpi and JPEG compression set, the scanner can achieve the following scanning speed:
  - For fi-8950
    150 ppm/300 ipm (*1)

  - For fi-8930
    130 ppm/260 ipm

  - For fi-8820
    120 ppm/240 ipm

  Furthermore, up to the following number of documents can be loaded for continuous scanning, which enables you to quickly digitize a large volume of documents.
  - For fi-8950/fi-8930
    750 sheets (*2)

  - For fi-8820
    500 sheets (*2)

  *1:The scanning speed of fi-8950 when the imprinter prints text is 140 ppm/280 ipm.

  *2:When A4 size documents with a paper weight of 80 g/m^2 (20 lb) are scanned.
  The capacity varies depending on the paper weight of the document.

- **Network connection**

  The scanner can be connected via a wired LAN.
  During a network communication, in order to prevent information leaks due to interception of communications, you can encrypt scanned images.

For details, refer to the Network Setup Tool for fi Series Help or Network Settings (fi Series Network Settings) (page 400).
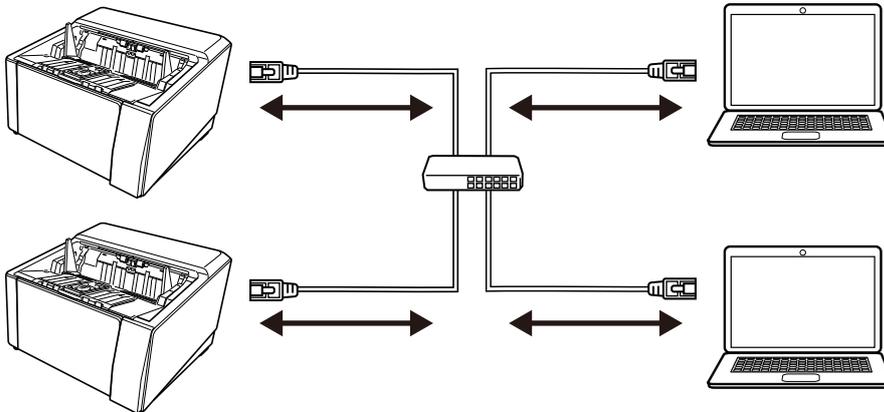
● **Various ways of scanning with U-turn Scan/Straight Scan**

The scanner has a paper output selection switch on the side for switching scanning methods.

U-turn Scan
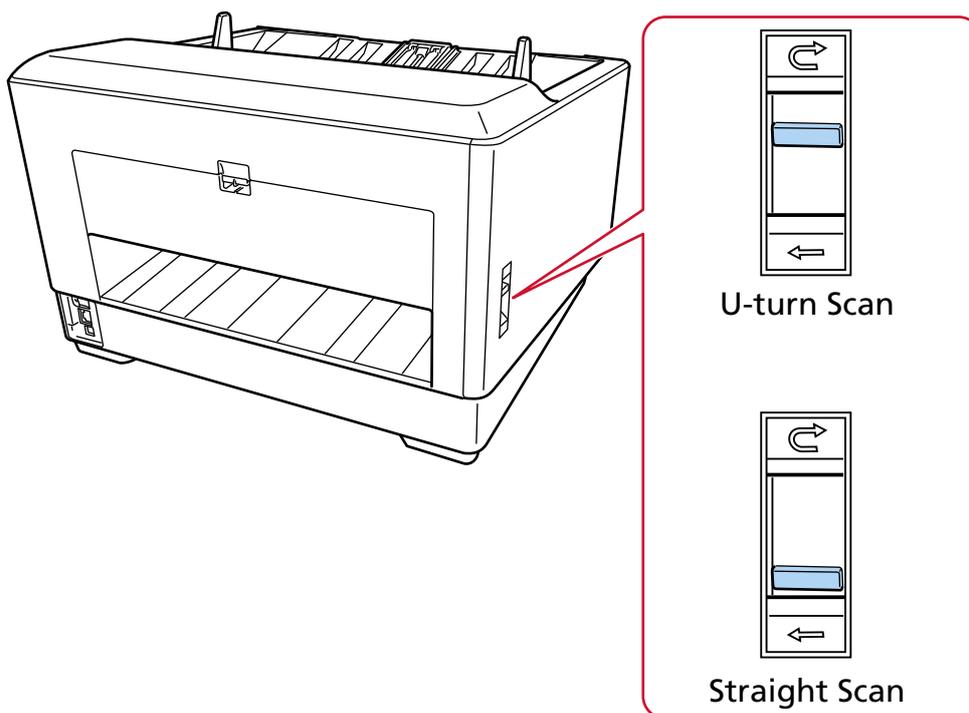
Straight Scan

Switching between U-turn Scan and Straight Scan enables you to scan documents in the following ways:

● U-turn Scan
  U-turn Scan enables you to scan documents in the following ways:

  - Documents can be scanned continuously.

  - By using Manual Continuous Mode, multiple documents can be loaded manually and scanned in succession.

- By using Manual Single Mode, documents folded in half, envelopes, and multi-layered transfer paper with a thickness of 0.50 mm or less can be manually scanned one at a time.
When documents loaded on the hopper are scanned, the scanned documents are ejected onto the stacker.

● Straight Scan
Straight Scan enables you to scan documents in the following ways:

- Documents can be scanned continuously.

- By using Manual Continuous Mode, multiple documents can be loaded manually and scanned in succession.

- By using Manual Single Mode, envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) can be manually scanned one at a time.
Straight Scan enables you to scan thicker documents than with Manual Continuous Mode or Manual Single Mode with U-turn Scan, however the scanning speed is reduced.
When a document on the hopper is scanned, the scanned document is ejected from the back of the scanner.

● **Capable of scanning documents folded in half, envelopes, multi-layered transfer paper**

This scanner mounts the pick roller unit that is used to switch the mode to Manual Feed Mode. Switching the mode to Manual Feed Mode reduces the load on documents being fed so that documents are fed and scanned successfully.

● **Touch screen**

The scanner has a 4.3-inch TFT color touch screen which enables you to operate the scanner with simple actions such as seeing and touching.
On the touch screen, you can check information such as the number of pages scanned and the error status, as well as configure various operational settings for scanning.
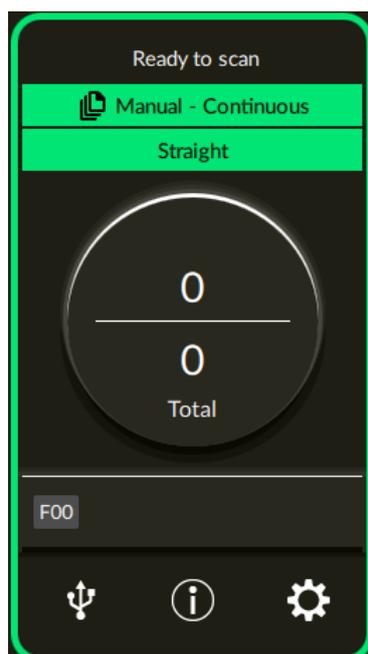
- **Improved efficiency for pre-scan and post-scan work**

  The scanner can perform "mixed batch scanning" which allows you to scan documents with different paper weights, sizes, and types at once.
  This simplifies the process of sorting the documents before scanning.
  In addition, the scanner is equipped with the new "Elevator Stacker", which automatically keeps the stacker at a certain height.
  This prevents the scanned documents from being scattered in the output,
  It helps to put away the scanned documents efficiently.

- **Reduced work loss caused by multifeeds**

  The scanner has ultrasonic multifeed sensors that accurately detect "multifeed" errors where two or more sheets are fed through the scanner at once.
  This detection for overlapped documents is reliable even when scanning a mixed batch of documents with different paper weights, sizes, and types, avoiding potential work loss.

- **Intelligent multifeed detection function**

  When pieces of paper are attached to a specific location on documents, or the attached papers are the same size, the intelligent multifeed detection function enables the scanner to recognize the attachment area.
  The scanner does not detect the recognized area where the attachment is on as overlapping of documents so that scanning can continue.

- **Paper protection function by monitoring warped documents**

  The scanner is equipped with a function that detects warped documents caused by a feeding error and stops the scan.
  Paper jams due to feeding errors could damage or tear valuable documents.
  Detecting a feeding error and stopping the scan can prevent damage to documents.

- **Function to monitor for stapled documents and stop the scan upon their detection**

  The scanner is equipped with a function that stops the scan when stapled documents are detected.
  When stapled documents are fed, the stapled part may become damaged.
  Stopping the scan when stapled documents are detected can prevent documents from being damaged.

- **Various functions to help the operators**

  - The scanner is equipped with a cleanable "Anti-Dust Coating Glass Built-in Paper Path" inside the ADF that keeps the surface of the scan glass clean.
    This extends the cleaning cycles, thereby reducing the work load of operators.

  - The scanner is equipped with an "Automatic Image Quality Checker", which checks through the scanned images and displays images that have issues.
    This reduces the work load of operators.

- **Advanced image processing function provided in the scanner driver**

  The scanner is equipped with a function that automatically detects whether a document is in color or monochrome and then outputs an image of the document.
  This function reduces the risk of color deviation or stripes from occurring on documents and allows you to output highly reproducible images.

- **Preventing images form missing any parts even if documents are fed skewed**

  The scanner is equipped with a function that detects the top and bottom of a document when a document is fed skewed and then outputs an image of the document.
  This function prevents images from missing any parts even if documents are fed skewed.

- **Front-Side/Back-Side Imprinter options**

  Models with an imprinter equipped as standard are available. They are often required for managing/verifying vouchers and business forms.
  Imprinters are available as an option for models not equipped with an imprinter as standard.
  You can select Front-Side Imprinter (to print on the front side of the document) or Back-Side Imprinter (to print on the back side of the document).
  Using an imprinter improves work efficiency in document management or in the verification of documents.

- **Capable of protecting photographs, clippings, and documents that can be easily damaged during scans**

  The Carrier Sheet and Photo Carrier Sheet are available as an option.
  Using it allows you to scan documents that can be damaged quite easily or non-standard size documents such as photographs and clippings.

- **Centralized management of multiple scanners**

  With Scanner Central Admin Server or Scanner Central Admin Desktop, multiple scanners can be managed together.
  For example, you can monitor the operating status of managed scanners or apply the scanner settings or firmware to scanners.

  - Scanner Central Admin Server
    If you want to manage a large number of scanners, use Scanner Central Admin Server.
    Scanner Central Admin Server enables you to update the settings, firmware, and scanner drivers on multiple scanners at once.
    You can link Scanner Central Admin Server with scanners via Scanner Central Admin Agent installed on computers to manage the scanners.
    For details, refer to the Scanner Central Admin User's Guide.

  - Scanner Central Admin Desktop
    If you want to manage a small number of scanners (*1), you can use Scanner Central Admin Desktop.
    Scanner Central Admin Desktop can operate on the client operating system.

Scanner Central Admin Desktop enables you to apply the scanner settings and the latest version of firmware to scanners.
You can link Scanner Central Admin Server with scanners via Scanner Central Admin Agent installed on computers to manage the scanners.
For details, refer to the Scanner Central Admin Desktop Help.

*1:The suggested number of scanners is 100 or less.

Parts and Functions

This section shows the names of the scanner parts.

● **Front**
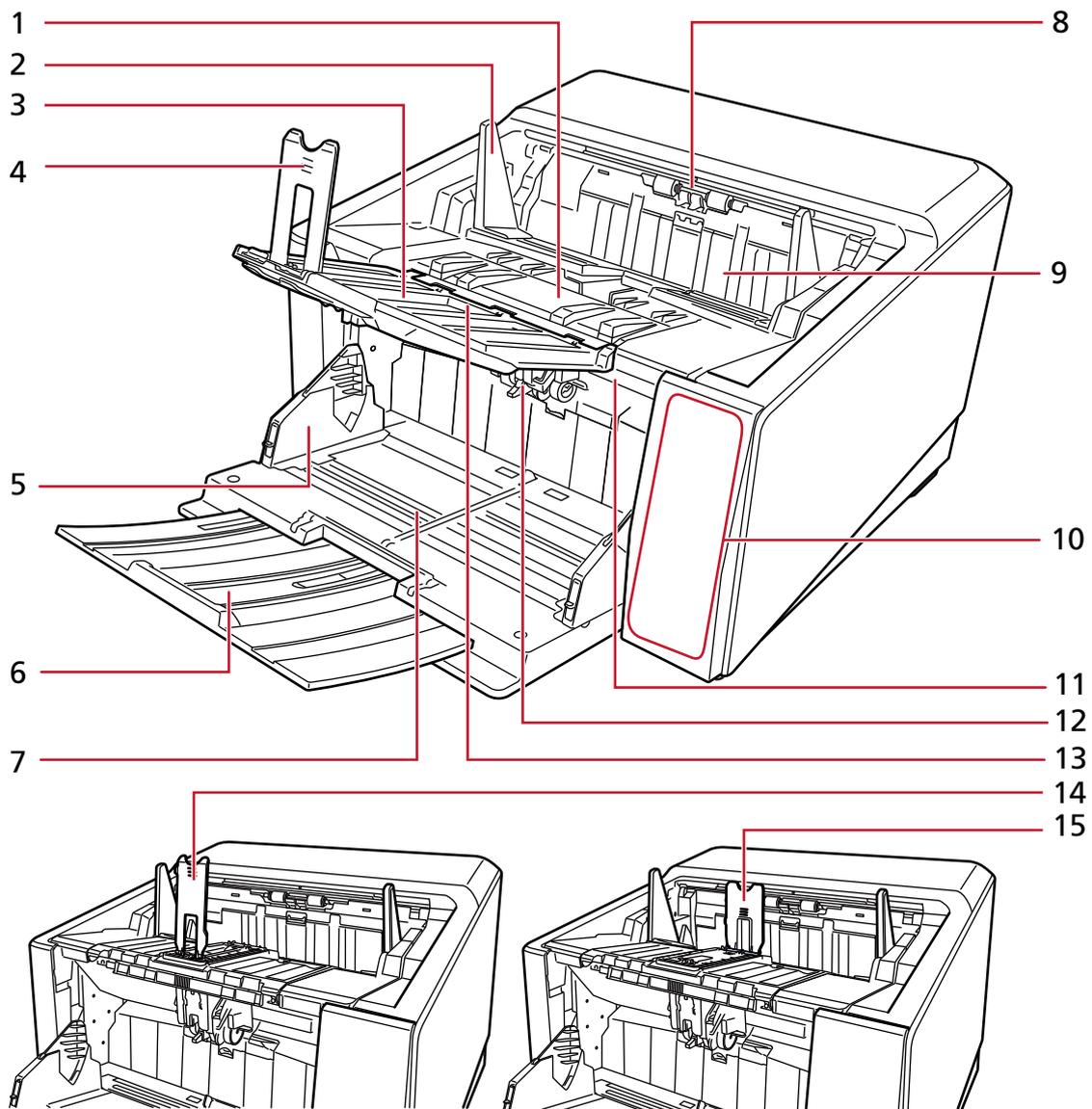
No.	Name	Function
1	Stacker	Stacks up the ejected documents. The stacker lowers automatically as documents are stacked to keep the top of the stacked documents at the same height. This keeps ejected documents neatly stacked.
2	Stacker side guide	Guides the ejected documents in the width direction to prevent them from being scattered.

No.	Name	Function
3	Stacker extension	Lift it up toward you and adjust it to the length of the documents.
4	Stacker stopper (large)	Guides the ejected documents in the length direction to prevent them from being scattered. Though documents can be aligned without the stacker stopper (large), it can be used to stack them more neatly. This can be used when the stacker extension is being lifted up. There are three types of stacker stoppers: stacker stopper (large), stacker stopper (medium), and stacker stopper (small). Use each stacker stopper in accordance with the length of the documents. For details, refer to Adjusting the Stacker (page 63).
5	Hopper side guide	Guides documents in the width direction so that they are fed in the scanner without being skewed.
6	Hopper extension	Pull out to place long documents on the hopper.
7	Hopper	A table for loading documents to scan.
8	Paper output	Ejects the scanned documents.
9	Front-Side imprinter cover	Open this to replace a print cartridge or adjust the print position in the Front-Side imprinter. Confirm that the Front-Side imprinter cover is closed properly. For details, refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.
10	Operator panel	It consists of a touch screen and buttons. It can be used to operate the scanner or check its status. For details, refer to How to Use the Operator Panel (page 123).
11	ADF release tab	Push up to open the ADF.
12	ADF (Automatic Document Feeder)	Pulls and feeds the documents loaded on the hopper one at a time. Open this to replace consumables or to clean the inside of the scanner.
13	Stacker extension angle selection switch	Used to adjust the angle of the stacker extension.

No.	Name	Function
14	Stacker stopper (medium)	Guides the ejected documents in the length direction to prevent them from being scattered. This can be used when the stacker extension is being closed. There are three types of stacker stoppers: stacker stopper (large), stacker stopper (medium), and stacker stopper (small). Use each stacker stopper in accordance with the length of the documents. For details, refer to Adjusting the Stacker (page 63).
15	Stacker stopper (small)	

- **Back**
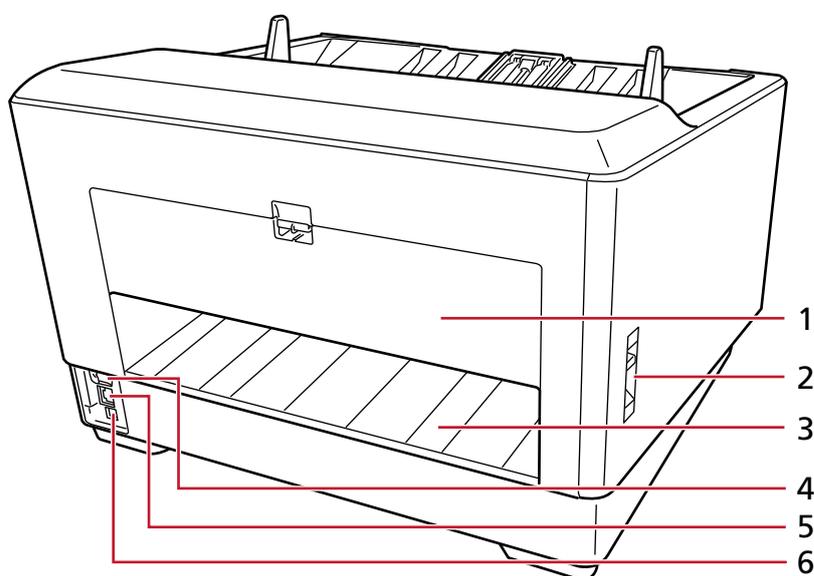
No.	Name	Function
1	Back-Side imprinter cover	Open this to replace a print cartridge or adjust the print position in the Back-Side imprinter. Confirm that the Back-Side imprinter cover is closed properly. For details, refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.
2	Paper output selection switch	Switches between paper outputs. Sliding this upward to switch to U-turn Scan. Slide this down to switch to Straight Scan.

No.	Name	Function
3	Paper output	When the paper output selection switch is used to switch to Straight Scan, scanned documents are ejected here.
4	USB connector	Used to connect the USB cable.
5	LAN connector	Used to connect a LAN cable.
6	Power connector	Used to connect a power cable.

● **Removable Parts**
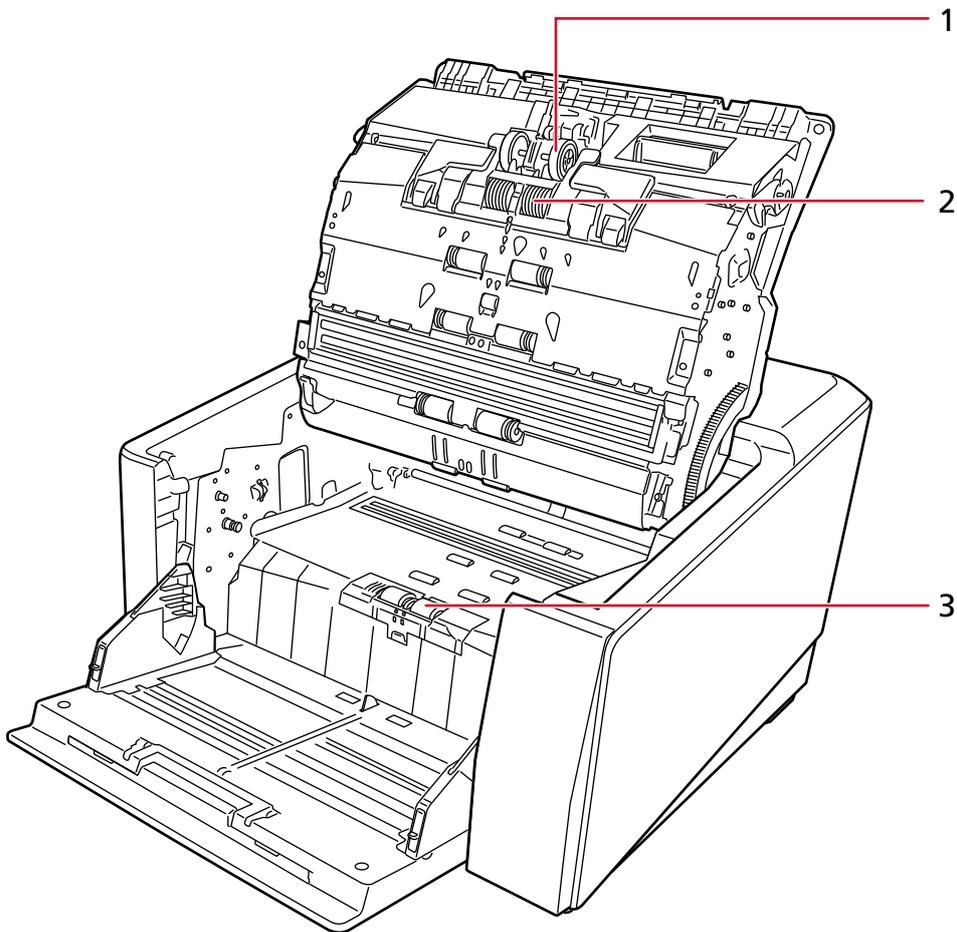
No.	Name	Function
1	Pick roller	A roller which feeds documents loaded on the hopper into the ADF. For information on how to remove the pick rollers, refer to Replacing the Pick Roller (page 188).
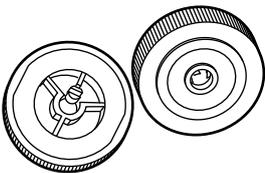
No.	Name	Function
2	Separator roller	A roller unit that separates one sheet off the stack of documents fed by the pick rollers and feeds the document into the ADF. For information on how to remove the separator roller, refer to Replacing the Separator Roller (page 192).
3	Brake roller	A roller that prevents more than one sheet of documents to be fed into the ADF at once. For details about removing the brake roller, refer to Replacing the Brake Roller (page 199).
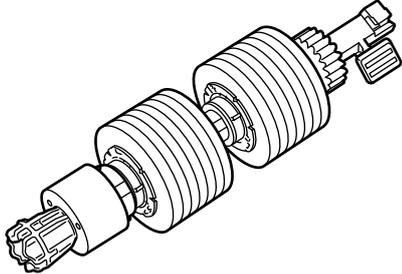
Scanner Setup

This section describes the software that is required for the computer you want to connect the scanner to, the system requirements, and the scanner setup method.
The scanner setup procedure depends on the connection method of the scanner.
Check the reference page for each method to set up the scanner.

Connecting the Scanner to a Computer via the USB Cable (page 33)
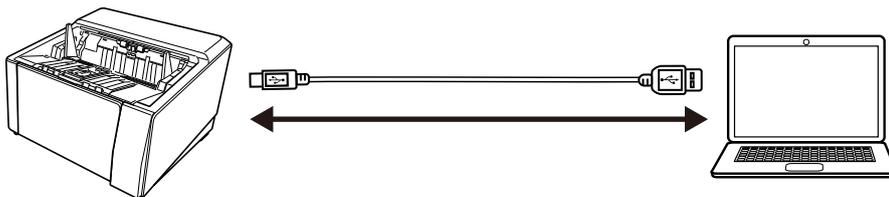
Connecting the Scanner via a Wired LAN (When Obtaining an IP Address Automatically) (page 37)

Connecting the Scanner via a Wired LAN (When Assigning an IP Address Manually) (page 41)
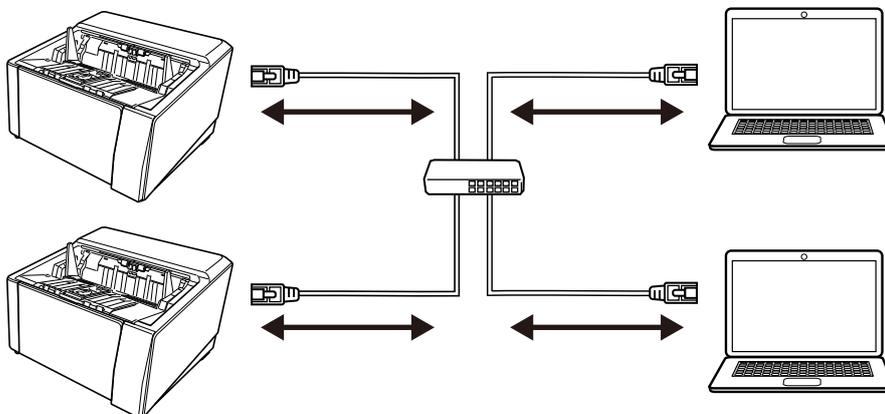
Overview of the Bundled Software

This section describes the software that is required for the computer you want to connect the scanner to.
This product is bundled with the following software.

> **HINT**
>
> - The software can be installed from the bundled Setup DVD-ROM or downloaded from the download site and then installed.

● Scanner Central Admin and Scanner Central Admin Desktop can be downloaded from the download site and then installed.

- When using Scanner Central Admin, refer to the Scanner Central Admin User's Guide.

- When using Scanner Central Admin Desktop, refer to the Scanner Central Admin Desktop Help.

● PaperStream IP driver
  The PaperStream IP driver is a scanner driver that conforms to the TWAIN/ISIS standard. It supports scanners connected to a network.
  There are three types of PaperStream IP drivers.

  - PaperStream IP (TWAIN)
    Conforms to the TWAIN standard. Used when you operate the scanner using TWAIN-compliant 32-bit applications.

  - PaperStream IP (TWAIN x64)
    Conforms to the TWAIN standard. Used when you operate the scanner using TWAIN-compliant 64-bit applications.
    Regardless of your operating system, if the image scanning application that you are using is a 32-bit application, use PaperStream IP (TWAIN).

  - PaperStream IP (ISIS) fi-8000 Series
    Conforms to the ISIS standard. Used when you operate the scanner using ISIS-compliant applications.
  For details, refer to the PaperStream IP driver Help.

● Network Setup Tool for fi Series
  The following applications are included.
  These applications are used to connect the scanner to a network to make the scanner available.

  - Scanner Selection Tool
    Use this application to set a computer to be able to use the scanner connected to a network.

  - IP Address Setting Tool
    Use this application to set a scanner's IP address and scanner name.

  - Button Event Manager
    Use this application to specify an image scanning application to be launched when the button on the scanner is pressed.
  For details, refer to the Network Setup Tool for fi Series Help.

● Software Operation Panel
  You can configure settings that are related to scanning documents and managing consumable parts.
  It is installed together with the PaperStream IP driver.
  For details, refer to Scanner Settings (Software Operation Panel) (page 324).

● Error Recovery Guide
  Use this application to display the status of the scanner and a solution for a problem if an error occurs in the scanner.
  It is installed together with the PaperStream IP driver.

Solutions for problems can also be checked in Troubleshooting (page 205).

- Error Recovery Guide (manual)
  This is a manual which describes solutions for errors notified by Error Recovery Guide.

- PaperStream ClickScan
  A 32-bit image scanning application which supports PaperStream IP (TWAIN).
  Scanning can be performed via simple settings and operations.
  This program starts automatically when you log in to your computer and resides in the notification area of the taskbar.
  For details, refer to the PaperStream ClickScan Help.

- PaperStream ClickScan Searchable PDF Option
  An application to output images in a format such as searchable PDF, Word (*1), or Excel (*1).
  It can be used with PaperStream ClickScan.
  For details, refer to the PaperStream ClickScan Help.

- PaperStream Capture
  A 32-bit image scanning application which supports PaperStream IP (TWAIN)/PaperStream IP (ISIS) fi-8000 Series.
  By defining scan settings as document profiles, you can customize the settings according to your preference.
  For details, refer to the PaperStream Capture User's Guide.

- PaperStream Capture Pro (EVALUATION)
  A 32-bit image scanning application which supports PaperStream IP (TWAIN).
  It is the trial version of PaperStream Capture Pro.
  To use the full version, purchase and activate a license.
  In addition to the functions in PaperStream Capture, PaperStream Capture Pro also allows you to perform multistation operations and advanced meta data settings.
  For details, refer to the PaperStream Capture User's Guide.

- ABBYY FineReader for ScanSnap
  This application converts images into files for applications such as Word (*1) or Excel (*1).
  It can be used when you scan documents with PaperStream Capture/PaperStream Capture Pro.
  Download it from the download site and install it.

- Manuals
  Safety Precautions, the Operator's Guide, and the fi-890PRF/fi-890PRB Imprinter Operator's Guide are installed.

- Scanner Central Admin Agent
  Install this application on the computer which the scanner is connected to in order to link with Scanner Central Admin Server or Scanner Central Admin Desktop.
  When the computer is linked with Scanner Central Admin Server or Scanner Central Admin Desktop, you can apply the updates such as the setting information of the scanner to multiple scanners.
  For details, refer to the Scanner Central Admin User's Guide or the Scanner Central Admin Desktop Help.

- fi Series Online Update

This application checks for the latest updates for the software that is installed on the computer, checks for firmware updates for the scanner that is connected to the computer, and applies them.
For details, refer to the fi Series Online Update Help.

*1:Microsoft® Office products need to be installed.

System Requirements

The system requirements for the computer on which software is to be installed are as follows.

Operating system	• Windows® 10 Home (32-bit/64-bit) (*1)
	• Windows® 10 Pro (32-bit/64-bit) (*1)
	• Windows® 10 Enterprise (32-bit/64-bit) (*1)
	• Windows® 10 Education (32-bit/64-bit) (*1)
	• Windows Server® 2016 Standard (64-bit) (*1)
	• Windows Server® 2019 Standard (64-bit) (*1)
	• Windows Server® 2022 Standard (64-bit) (*1)
	• Windows® 11 Home (64-bit) (*1)
	• Windows® 11 Pro (64-bit) (*1)
	• Windows® 11 Enterprise (64-bit) (*1)
	• Windows® 11 Education (64-bit) (*1)
CPU	Intel or Intel-compatible processor
Display resolution	1024 × 768 pixels or higher, 65,536 or more colors (Text size: Magnification is up to 125% in the display settings for the operating system)
Hard disk space	12 GB or more of free hard disk space (*2)
DVD drive	Required for installing software from the bundled Setup DVD-ROM
Interface	USB3.2 Gen1/USB3.0/USB2.0/USB1.1
Browsers (*3)	• Google Chrome
	• Microsoft Edge

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

*2: Required disk space for scanning documents varies according to the file size of the scanned images.

*3: One of the browsers is required when you configure the network settings in fi Series Network Settings.
Internet Explorer mode on Microsoft Edge is not supported.

Connecting the Scanner to a Computer via the USB Cable

This section explains the setup procedure for using the scanner connected to a computer via a USB cable.

For the procedure to unpack the scanner, refer to Getting Started.

ATTENTION

If an old version of the software is installed, uninstall it first.
For the procedure to uninstall the software, refer to Uninstalling the Software (page 424).

---

1 Turn on the computer and log onto Windows as a user with administrator privileges.

2 Insert the Setup DVD-ROM into the DVD drive.
The [fi Series Setup] window appears.

HINT

If the [fi Series Setup] window does not appear, double-click "Setup.exe" in the Setup DVD-ROM via [File Explorer] or [Computer].

---

3 Click the scanner model name to be used (if the window for selecting a model name is displayed).

4 Select either [Installation (Recommended)] or [Installation (Custom)].

- For [Installation (Recommended)]
  Select [Installation (Recommended)] to install all the software required to operate the scanner.

  a Click the [Installation (Recommended)] button.

  b In the window to select an installation method, select your desired installation method. You can choose whether to download and install the latest software or install the software from the Setup DVD-ROM.

  c Install the software by following the instructions displayed in the window.

The [How to Connect the Scanner] window appears when the installation of the software is complete.

HINT

When [Installation (Recommended)] is selected, the following software is installed:

● PaperStream IP (TWAIN)

● Network Setup Tool for fi Series

● Software Operation Panel

● Error Recovery Guide

● PaperStream ClickScan

● PaperStream Capture

● Manuals

● fi Series Online Update

● For [Installation (Custom)]

Select [Installation (Custom)] to select and install the software that you need.

a Click the [Installation (Custom)] button.

b In the window to select an installation method, select your desired installation method. You can choose whether to download and install the latest software or install the software from the Setup DVD-ROM.

c Select the check boxes for the software to be installed and click the [Next] button.

d Install the software by following the instructions displayed in the window.

- When you want to install Network Setup Tool for fi Series
  When the [How to Connect the Scanner] window is displayed, proceed to step 5.

- When you do not want to install Network Setup Tool for fi Series
  After the installation of the software is complete, proceed to step 6.

5 **Select [USB].**
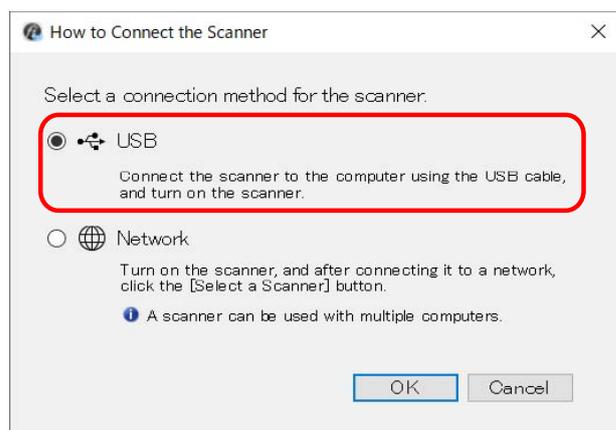
6 **Connect the scanner to the computer as follows.**
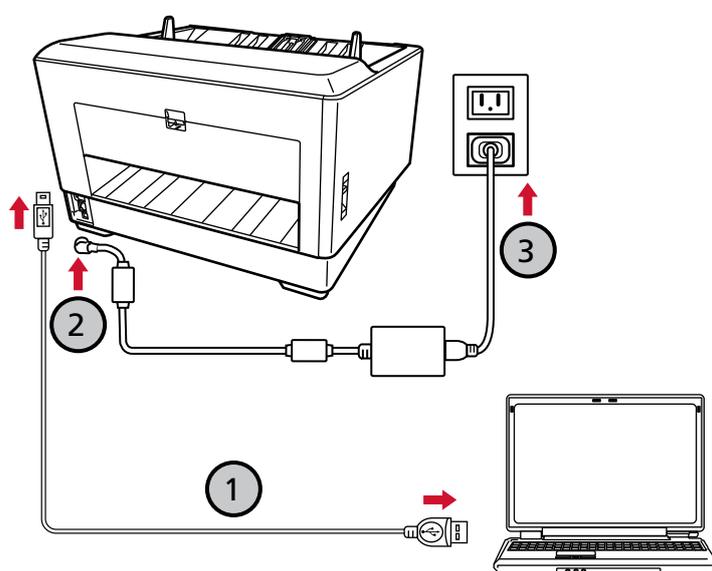
a **Connect the scanner to the computer by using the USB cable that is supplied (①).**

> **HINT**
>
> If you connect the USB cable to the scanner, connect the USB cable with the USB logo on the head of the USB cable facing left.

b **Connect the power cable to the scanner and the AC outlet (② , ③).**

c **Turn on the scanner.**
For details, refer to How to Turn the Power ON (page 46).

d **When the warranty information appears on the touch screen, confirm the displayed information and press the [OK] button.**

> **HINT**
>
> The factory default setting of the display language for the touch screen is English.
> The display language can be changed in the screen that appears via the following procedure:
>
> ⚙ → [Display language]

7 Click the [OK] button in the [How to Connect the Scanner] window.

8 Click the [Exit] button in the [fi Series Setup] window.

9 Check whether the scanner is ready to start scanning.
For details, refer to How to Perform a Basic Scan (page 78).

Connecting the Scanner via a Wired LAN (When Obtaining an IP Address Automatically)

This section explains about the setup procedure for you to connect the scanner to a network device via a wired LAN and automatically obtain an IP address for the scanner from the DHCP server.

For the procedure to unpack the scanner, refer to Getting Started.

ATTENTION

If an old version of the software is installed, uninstall it first.
For the procedure to uninstall the software, refer to Uninstalling the Software (page 424).

HINT

The factory default setting for obtaining an IP address for the scanner is set to obtain the IP address automatically.

---

1 **Turn on the computer and log onto Windows as a user with administrator privileges.**

2 **Insert the Setup DVD-ROM into the DVD drive.**
   The [fi Series Setup] window appears.

   HINT

   If the [fi Series Setup] window does not appear, double-click "Setup.exe" in the Setup DVD-ROM via [File Explorer] or [Computer].

   ---

3 **Click the scanner model name to be used (if the window for selecting a model name is displayed).**

4 **Select either [Installation (Recommended)] or [Installation (Custom)].**

   ● For [Installation (Recommended)]
     Select [Installation (Recommended)] to install all the software required to operate the scanner.

   a Click the [Installation (Recommended)] button.

b In the window to select an installation method, select your desired installation method. You can choose whether to download and install the latest software or install the software from the Setup DVD-ROM.

c Install the software by following the instructions displayed in the window. The [How to Connect the Scanner] window appears when the installation of the software is complete.

HINT

When [Installation (Recommended)] is selected, the following software is installed:

- PaperStream IP (TWAIN)
- Network Setup Tool for fi Series
- Software Operation Panel
- Error Recovery Guide
- PaperStream ClickScan
- PaperStream Capture
- Manuals
- fi Series Online Update

- For [Installation (Custom)]

  Select [Installation (Custom)] to select and install the software that you need.

  a Click the [Installation (Custom)] button.

  b In the window to select an installation method, select your desired installation method. You can choose whether to download and install the latest software or install the software from the Setup DVD-ROM.

  c Select the check boxes for the software to be installed and click the [Next] button.

  d Install the software by following the instructions displayed in the window. The [How to Connect the Scanner] window appears when the installation of the software is complete.

5 **Select [Network].**

6 **Connect the scanner to the computer as follows.**

a **Connect the computer to a network device via a wired LAN or Wi-Fi (①).**

The procedure below shows an example of connecting the computer to a network device via a wired LAN.
For details about how to connect the computer to the network, refer to your computer manual.

b **Connect the scanner to the network device via a wired LAN (②).**

c **Connect the power cable to the scanner and the AC outlet (③,④).**

d **Turn on the scanner.**
For details, refer to How to Turn the Power ON (page 46).

   e When the warranty information appears on the touch screen, confirm the displayed information and press the [OK] button.

> **HINT**
>
> The factory default setting of the display language for the touch screen is English. The display language can be changed in the screen that appears via the following procedure:
>
> → [Display language]

7 Click the [Select a Scanner] button in the [How to Connect the Scanner] window.
The [Scanner Selection Tool] window appears.

8 In the scanner list, select the check box for the scanner.
For details about Scanner Selection Tool, refer to the Network Setup Tool for fi Series Help.

> **HINT**
>
> The scanner name and IP address can be checked in the screen that appears via the following procedure:
>
> → [Scanner Information] → [Network]

9 Click the [OK] button to close the [Scanner Selection Tool] window.

10 Click the [Exit] button in the [fi Series Setup] window.

11 Check whether the scanner is ready to start scanning.
For details, refer to How to Perform a Basic Scan (page 78).

> **HINT**
>
> ● If Scanner Selection Tool does not start up, refer to Starting Up Scanner Selection Tool (page 422), and start it up.
>
> ● Network settings for the scanner can also be configured in fi Series Network Settings or IP Address Setting Tool.
> For more details about fi Series Network Settings, refer to Network Settings (fi Series Network Settings) (page 400).
> For details about IP Address Setting Tool, refer to the Network Setup Tool for fi Series Help.

Connecting the Scanner via a Wired LAN (When Assigning an IP Address Manually)

This section explains about the setup procedure for you to connect the scanner to a network device via a wired LAN and manually assign an IP address to the scanner.

For the procedure to unpack the scanner, refer to Getting Started.

> **ATTENTION**
>
> If an old version of the software is installed, uninstall it first.
> For the procedure to uninstall the software, refer to Uninstalling the Software (page 424).

1 **Turn on the computer and log onto Windows as a user with administrator privileges.**

2 **Insert the Setup DVD-ROM into the DVD drive.**
   The [fi Series Setup] window appears.

   > **HINT**
   >
   > If the [fi Series Setup] window does not appear, double-click "Setup.exe" in the Setup DVD-ROM via [File Explorer] or [Computer].

3 **Click the scanner model name to be used (if the window for selecting a model name is displayed).**

4 **Select either [Installation (Recommended)] or [Installation (Custom)].**

   ● For [Installation (Recommended)]
      Select [Installation (Recommended)] to install all the software required to operate the scanner.

   a Click the [Installation (Recommended)] button.

   b In the window to select an installation method, select your desired installation method. You can choose whether to download and install the latest software or install the software from the Setup DVD-ROM.

   c Install the software by following the instructions displayed in the window.

The [How to Connect the Scanner] window appears when the installation of the software is complete.

> **HINT**
>
> When [Installation (Recommended)] is selected, the following software is installed:
>
> • PaperStream IP (TWAIN)
>
> • Network Setup Tool for fi Series
>
> • Software Operation Panel
>
> • Error Recovery Guide
>
> • PaperStream ClickScan
>
> • PaperStream Capture
>
> • Manuals
>
> • fi Series Online Update

● For [Installation (Custom)]

Select [Installation (Custom)] to select and install the software that you need.

    a Click the [Installation (Custom)] button.

    b In the window to select an installation method, select your desired installation method. You can choose whether to download and install the latest software or install the software from the Setup DVD-ROM.

    c Select the check boxes for the software to be installed and click the [Next] button.

    d Install the software by following the instructions displayed in the window. The [How to Connect the Scanner] window appears when the installation of the software is complete.

5 **Select [Network].**

6 **Connect the scanner to the computer as follows.**

a **Connect the computer to a network device via a wired LAN or Wi-Fi (①).**

The procedure below shows an example of connecting the computer to a network device via a wired LAN.
For details about how to connect the computer to the network, refer to your computer manual.

b **Connect the scanner to the network device via a wired LAN (②).**

c **Connect the power cable to the scanner and the AC outlet (③ , ④).**

d **Turn on the scanner.**
For details, refer to How to Turn the Power ON (page 46).

e **When the warranty information appears on the touch screen, confirm the displayed information and press the [OK] button.**

> **HINT**
>
> The factory default setting of the display language for the touch screen is English. The display language can be changed in the screen that appears via the following procedure:
>
> ⚙ → [Display language]

7 **Click the [Select a Scanner] button in the [How to Connect the Scanner] window.**
The [Scanner Selection Tool] window appears.

8 **Click the [Set an IP Address] button.**
A message appears, prompting you to connect the scanner to the computer via the USB cable.

9 **Connect the scanner to the computer by using the USB cable that is supplied, and click the [OK] button in the message window.**
The login window for IP Address Setting Tool appears.

> **HINT**
>
> ● You do not need to disconnect the LAN cable from the scanner when connecting the USB cable.
>
> ● If you connect the USB cable to the scanner, connect the USB cable with the USB logo on the head of the USB cable facing upwards.

10 **Enter the default administrator password, and click the [Login] button.**
You can check the default administrator password by checking whether there is a label or not. For details about the label, refer to Checking the Product Label (page 287).
The [IP Address Setting Tool] window appears.

11 **Set the IP address and the scanner name, and then click the [OK] button.**
The default scanner name is "(Model Name) - (Serial No.)".
The scanner serial number can be checked on the label on the back of the scanner. For details, refer to Checking the Product Label (page 287).
For details about the IP Address Setting Tool, refer to the Network Setup Tool for fi Series Help.

> **HINT**
>
> The scanner name and the IP address that you set are displayed in the scanner list in Scanner Selection Tool.

12 **Disconnect the USB cable from the scanner.**

13 **Click the [Search again] button in the [Scanner Selection Tool] window to search for the scanner that you want to use.**

The scanner is not displayed in the scanner list right after setting the IP address. Search for the scanner by clicking the [Search again] button.

For details about Scanner Selection Tool, refer to the Network Setup Tool for fi Series Help.

14 **In the scanner list, select the check box for the scanner.**

For details about Scanner Selection Tool, refer to the Network Setup Tool for fi Series Help.

HINT

The scanner name and IP address can be checked in the screen that appears via the following procedure:

 → [Scanner Information] → [Network]

---

15 **Click the [OK] button to close the [Scanner Selection Tool] window.**

16 **Click the [Exit] button in the [fi Series Setup] window.**

17 **Check whether the scanner is ready to start scanning.**

For details, refer to How to Perform a Basic Scan (page 78).

HINT

- If Scanner Selection Tool does not start up, refer to Starting Up Scanner Selection Tool (page 422), and start it up.

- If IP Address Setting Tool does not start up, refer to Starting Up IP Address Setting Tool (page 423), and start it up.

- Network settings for the scanner can also be configured in fi Series Network Settings.
  For details, refer to Network Settings (fi Series Network Settings) (page 400).

Basic Operations

This section explains how to operate the scanner.

Turning the Power ON/OFF

This section explains how to power on/off the scanner.

> **HINT**
>
> The method by which the scanner is powered on/off can be specified from one of the following:
>
> - Pressing the [Power] button on the scanner
>
> - Using an AC power strip to control power supply for peripherals such as a scanner in accordance with the computer's power
>
> - Turning on/off the scanner in accordance with the computer's power
>
> For details, refer to Method for Turning the Scanner ON/OFF [Power Switch Control] (page 395).

How to Turn the Power ON

1 Open the hopper.

   For details, refer to How to Open the Hopper (page 52).

> **HINT**
>
> Make sure to open the hopper before you press the [Power] button to turn on the scanner.

2 **Press the [Power] button on the scanner.**

Scan/Stop

Power
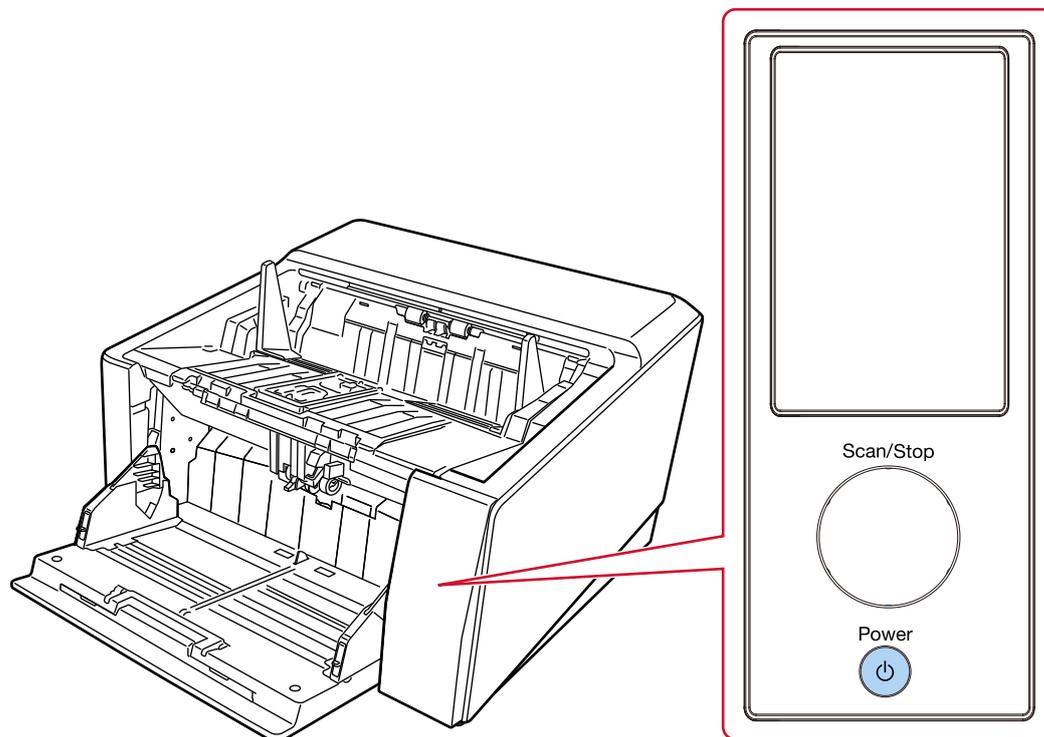
When the scanner is turned on and starts up normally, the outline of the [Scan/Stop] button lights up in green.
The following screen is displayed on the touch screen while the scanner is in the startup process.

ATTENTION

If an error code is displayed on the touch screen, refer to Errors (page 208) and take measures accordingly.

How to Turn the Power OFF

1 Press the [Power] button on the scanner for 2 seconds or more.
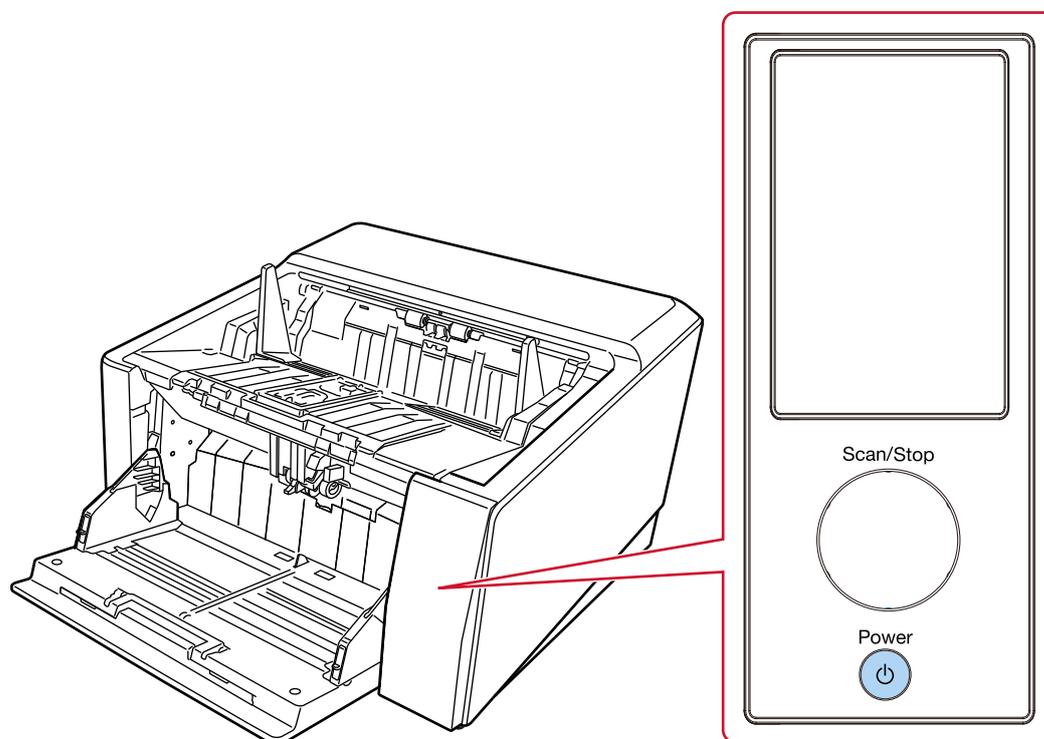
The scanner is turned off and the green light outline of the [Scan/Stop] button goes out.

Entering and Resuming from Power Saving Mode

The scanner enters power saving mode when it is left on without being used for a certain period of time.

Power saving mode keeps the power consumption low when the scanner has not been used for a certain period of time.

Power saving mode has two types of settings.

- Power Save

  If the scanner is left powered on for 15 minutes (factory default setting) or longer without being used, it automatically enters power saving mode.

  When the scanner enters power saving mode, the following occurs.

  The touch screen switches off. The outline of the [Scan/Stop] button flashes in green.

  To resume from power saving mode, perform one of the following:

  - Load a document on the hopper.

  - Press the [Scan/Stop] button on the scanner.

  - Scan a document with the image scanning application.

- Auto Shutdown

  The scanner is turned off automatically if it is left on without being used for a certain period of time (4 hours for the factory default setting).

  To turn the power back on after the power is turned off automatically, press the [Power] button. For details, refer to How to Turn the Power ON (page 46).

ATTENTION

- If there is a document that remains on the paper path, the scanner may not enter power saving mode. Remove the documents by referring to When a Paper Jam Occurs (page 205).

- If any of the following conditions are displayed on the operator panel, the scanner will not enter power saving mode.

  - While scanning is in progress

  - While document counting is in progress in Doc Counting Mode

  - While an error is displayed

  - While processing is in progress

- Depending on the image scanning application being used, the scanner might not turn off even if the [Power off after a certain period of time] check box is selected.

- If the scanner is automatically turned off while you are using the image scanning application, exit the application, and then turn the scanner back on.

HINT

- You can change the waiting time for the scanner to enter power saving mode using one of the following methods.

- The [Power Save Mode] screen on the touch screen
  Set [Power Save minutes].
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Power Management] → [Power Save Mode]

- Software Operation Panel
  For details, refer to Waiting Time for the Scanner to Enter Power Saving Mode [Power saving] (page 390).

● You can prevent the scanner from being turned off automatically using one of the following methods.

- The [Power Save Mode] screen on the touch screen
  Select [Disabled] for [Auto Shutdown hours].
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Power Management] → [Power Save Mode]

- Software Operation Panel
  For details, refer to Waiting Time for the Scanner to Enter Power Saving Mode [Power saving] (page 390).

Opening/Closing the Hopper

This section describes how to open and close the hopper.

How to Open the Hopper

1 **Place your finger on the top center of the hopper and pull it down towards you.**
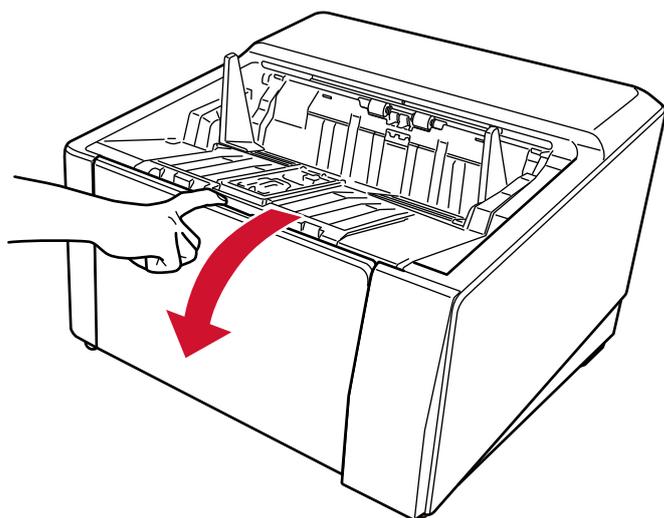
2 **Bring down the hopper as you support it with your hand.**
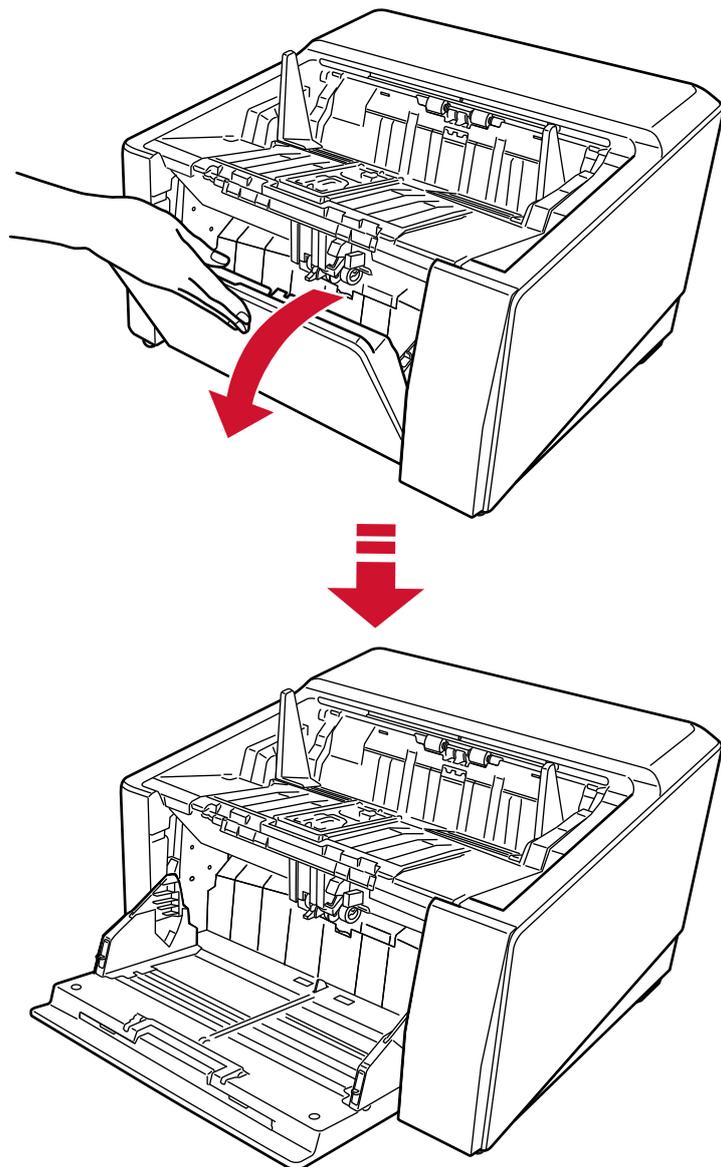
3 Adjust the hopper extension to the length of the document.
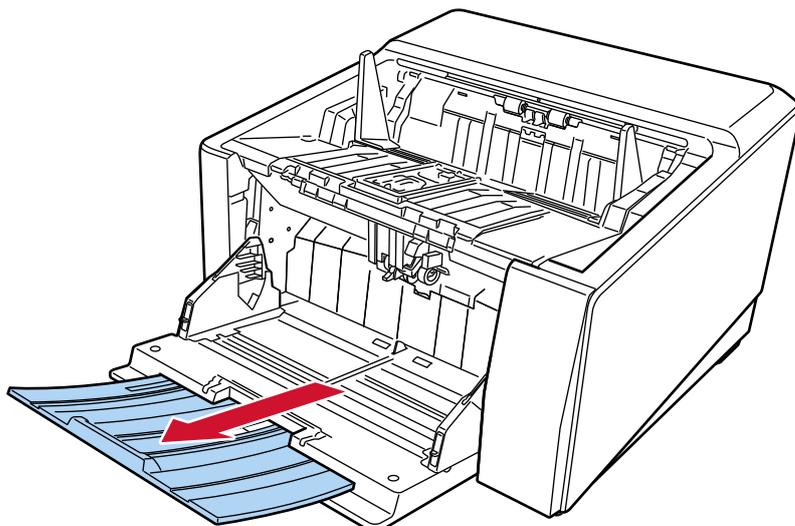
ATTENTION

To scan documents longer than A3 size, pull out the hopper extension all the way.

4 Set the hopper height as necessary.

For details, refer to .

How to Close the Hopper

1 **Remove all documents from the hopper.**

2 **Slide in the hopper extension.**
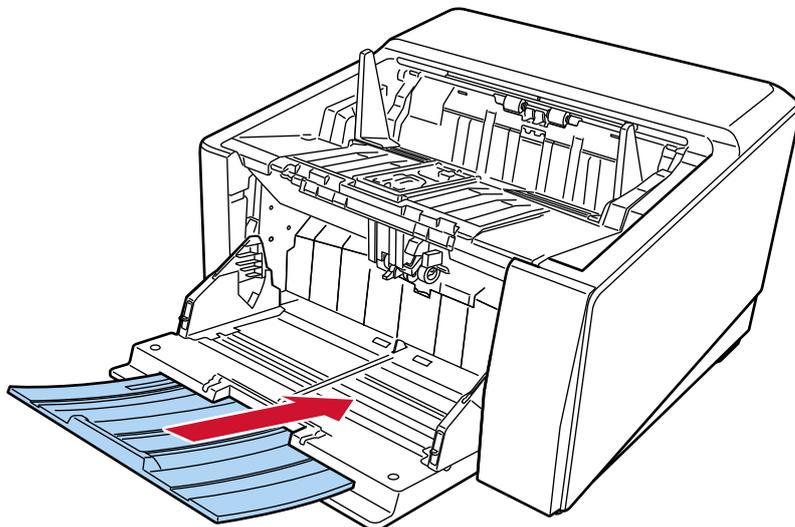
3 **If you have set the hopper height, return the hopper back to the lower position.**
Lower the hopper level from the operator panel on the scanner.
For details on how to set the hopper height, refer to Setting the Loading Capacity of the Hopper (page 60).

4 **Close the hopper.**

Make sure to push the hopper until it locks.
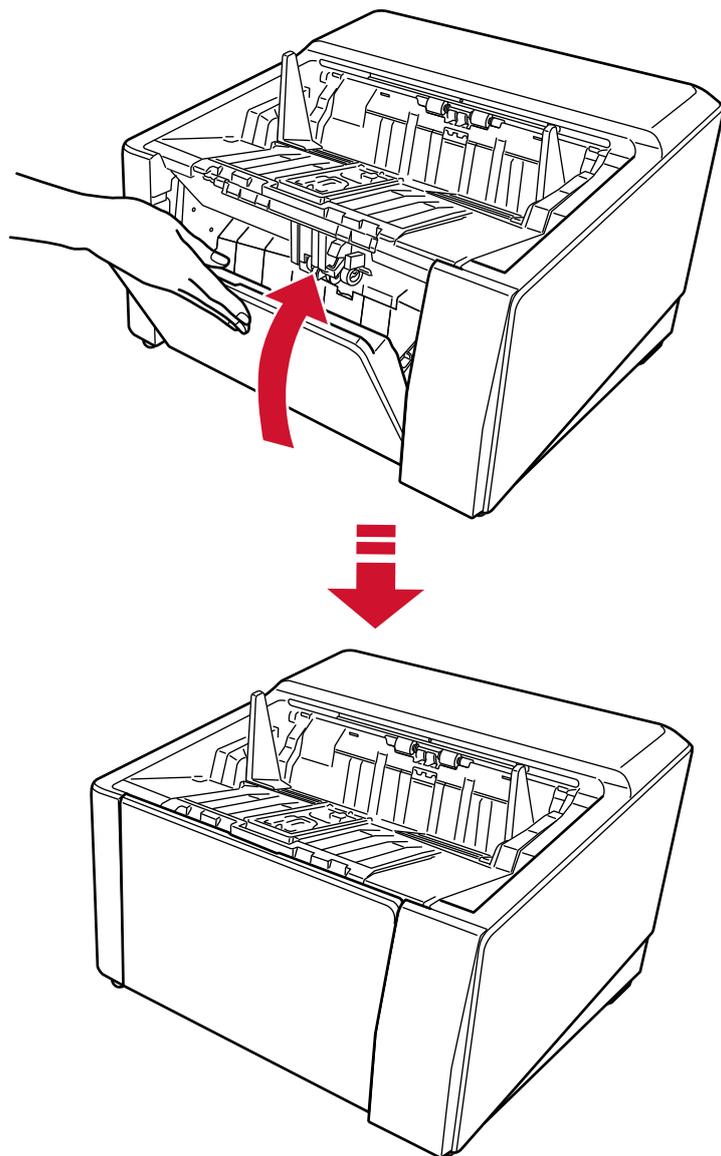
Opening/Closing the ADF

This section describes how to open and close the ADF.

How to Open the ADF

1 **Remove all documents from the stacker.**

⚠️ **CAUTION** | Do not open the ADF when there is a large volume of documents left on the stacker.
Your fingers could become caught if the ADF closes from the weight of the documents.
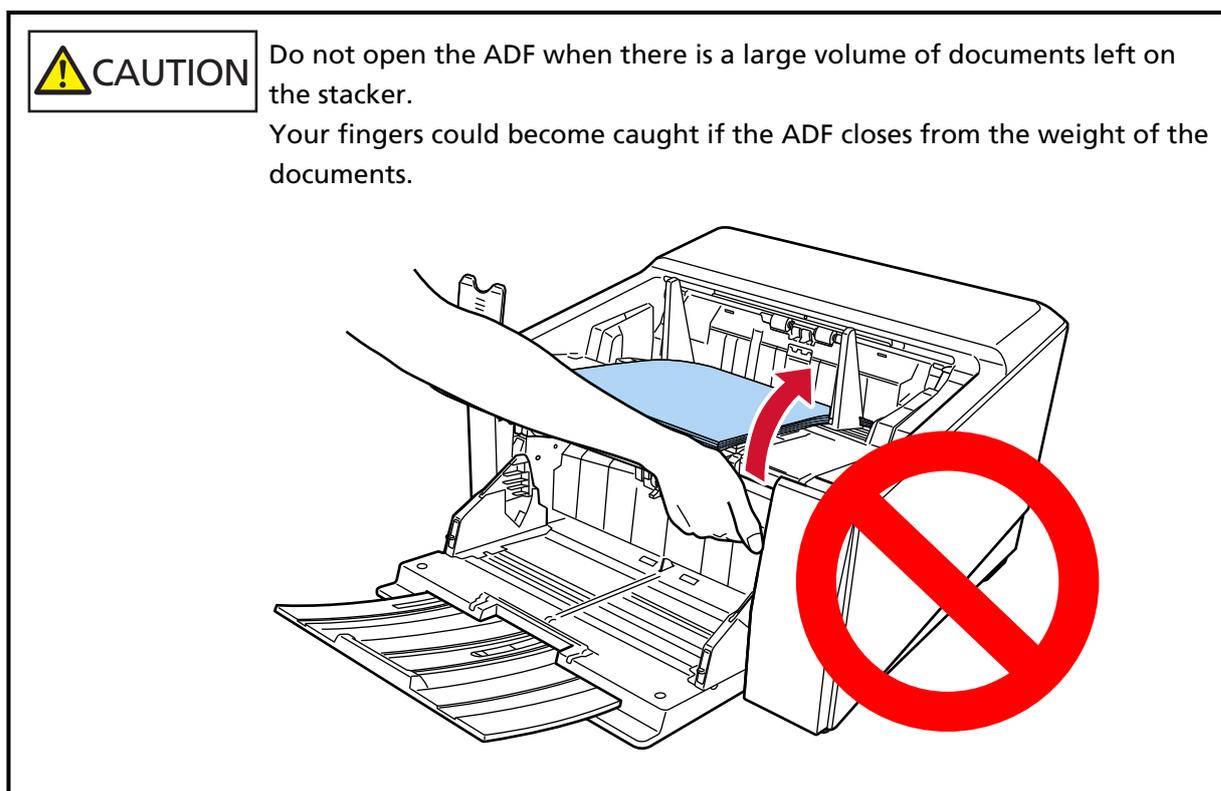
ATTENTION

Before opening the ADF, make sure to return the stacker extension to its original position. If the ADF is opened with the stacker extension lifted toward you, the stacker extension may hit the main unit and get damaged.

2 Grab the ADF release tab and lift it up to open the ADF.
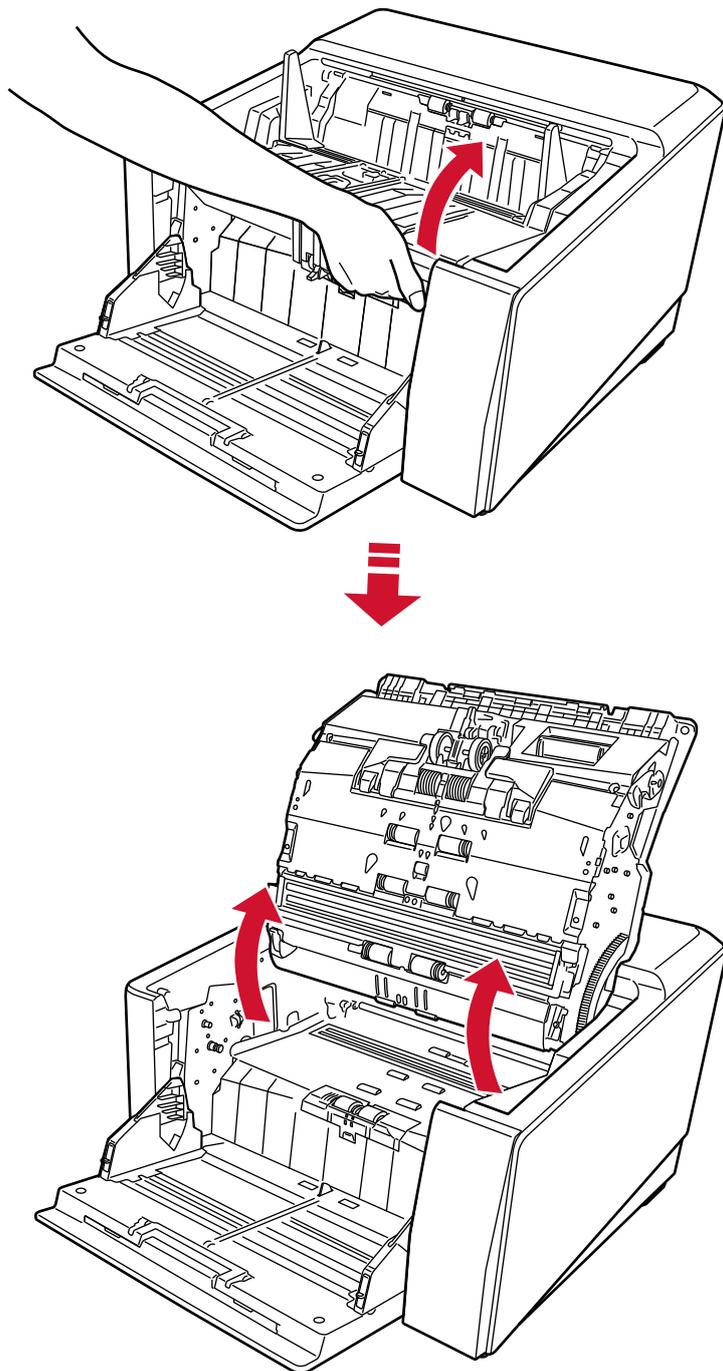
How to Close the ADF

1 **Find the small protrusions on the left and right sides of the stacker (three on each side). Use these to grip the stacker and slowly pull the ADF down toward you with both hands.**
Push the ADF until it locks.

Three Protruding Dots
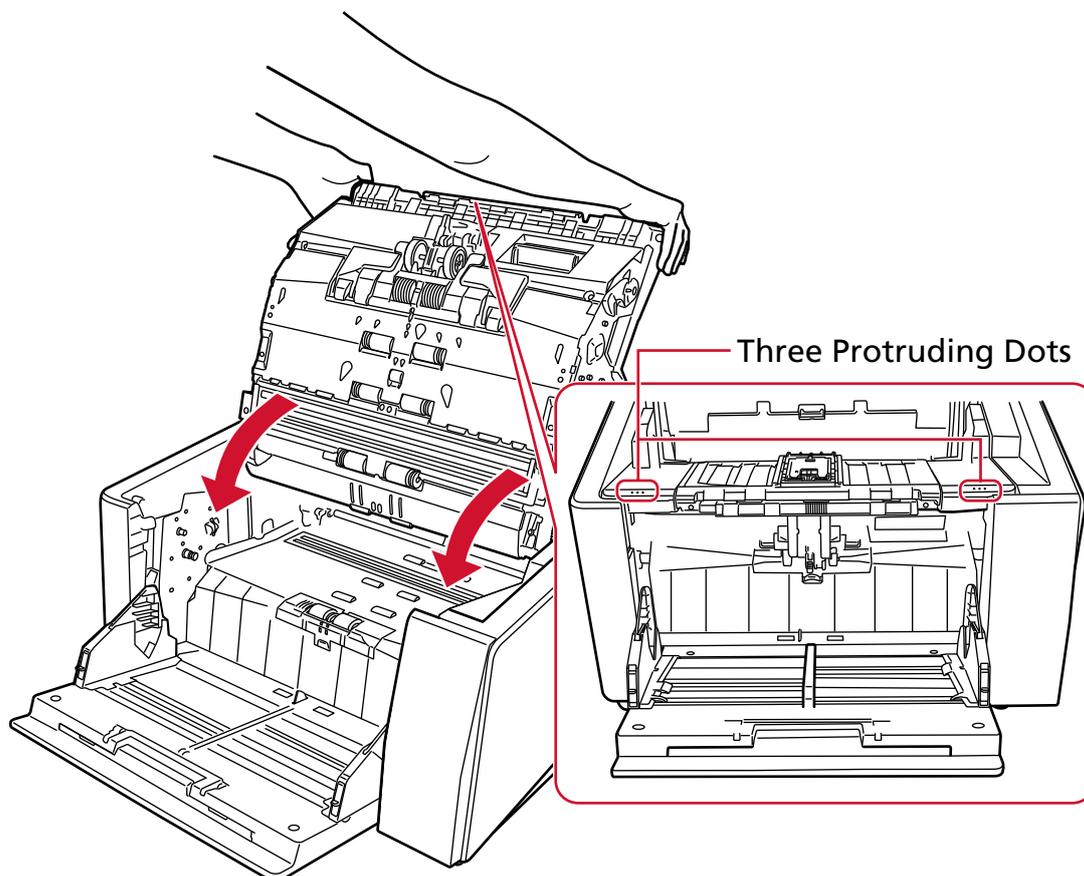
<table>
<tr>
<td>⚠ CAUTION</td>
<td>Be careful not to get your fingers caught when closing the ADF.</td>
</tr>
</table>

ATTENTION

Make sure there is no foreign matter caught inside the ADF when closing the ADF.

Setting the Loading Capacity of the Hopper

If there are only a few documents, you can set the hopper to a higher position and shorten the time to get to the feeding position.

> ⚠️ **CAUTION**   To avoid the risk of jamming your fingers, do not touch the hopper while it is moving up/down.

ATTENTION

- Do not place anything on top of the hopper while it is moving. The scanner may be damaged if any object is caught inside.
- To avoid any contact that may damage the scanner, do not place anything beneath the hopper.
- Do not configure the hopper height from the operator panel while the hopper is closed. The hopper may be damaged.
- When Manual Single Mode is used, the hopper rises to the fixed position.

This function is only available when the [Ready] screen is displayed on the operator panel.
The hopper level can be set for four different capacities.
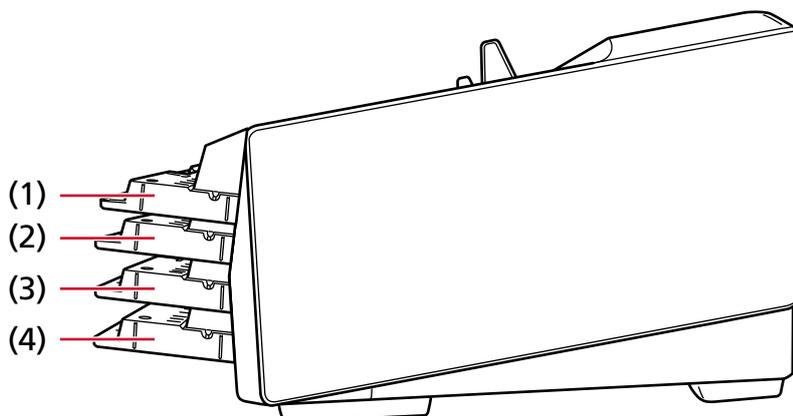
(1) Fixed:

   Only a few sheets can be loaded

(2) Upper:

   A maximum of 100 sheets (*1) can be loaded.

(3) Middle:

   A maximum of 300 sheets (*1) can be loaded.

(4) Lower:

   A maximum of 750 sheets of documents [fi-8950/fi-8930] or 500 sheets [fi-8820] (*1) can be loaded.

*1:When A4 size documents with a paper weight of 80 g/m^2 (20 lb) are scanned.
The capacity varies depending on the paper weight of the document.
For details, refer to Loading Capacity (page 105).

Set the hopper height in the [Hopper Level] screen on the touch screen.
The screen can be displayed in the following procedure:

 → [Paper Source/Feeding] → [Hopper Level]

When the scanner has just been powered on, it is set to the [Lower].

ATTENTION

If the hopper height is set to [Fixed], the hopper side guides will be caught by the stacker. This will prevent operation.
In this case, press down on the parts that move up and down on the hopper side guides.
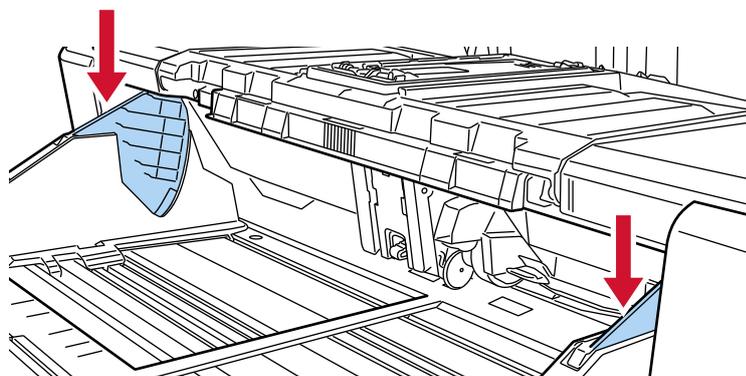
Setting Up the Stacker

When you perform a scan, the document loaded on the hopper is ejected onto the stacker.
The stacker lowers automatically as documents are ejected onto the stacker to keep the top of the stacked documents at the same height.
The ejected documents can be stacked up neatly by applying the following:

- Adjusting the Stacker (page 63)

- Fixing the Height of the Stacker (For Documents with Large Folds) (page 69)

ATTENTION

- In the rear ends of the stacker, a sensor is mounted on each side which detects documents. Make sure that nothing is placed in a location (between the two sensors) that may block the sensor.

Sensors

Sensor
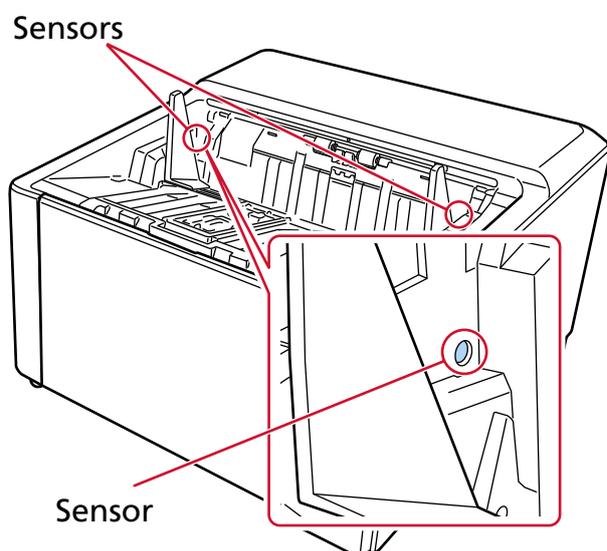
- The stacker may move just after turning the power on or when the scanning starts. Do not touch the stacker or place anything on top of it.

Adjusting the Stacker

1 **Place your finger at the center of the stacker extension and open it towards you.**
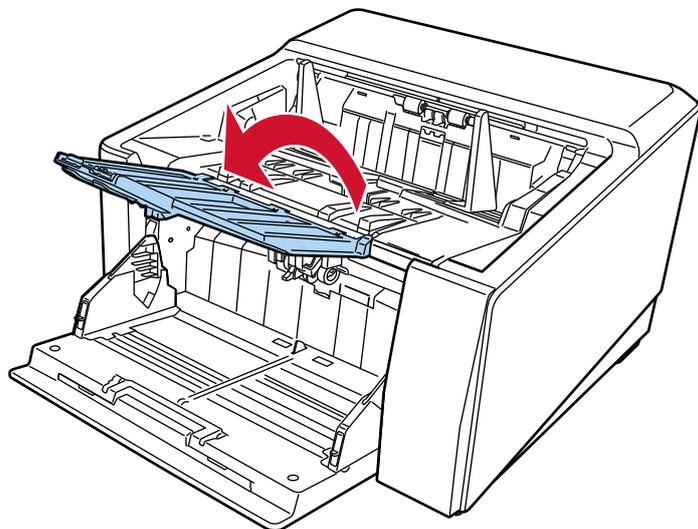
2 **Pull up the stacker stopper (large).**
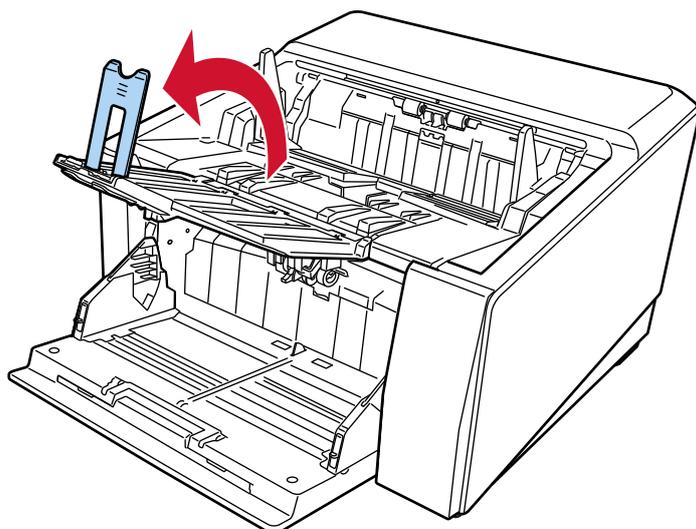
3 **Adjust the stacker stopper (large) in line with the length of the document.**
Make sure that the position of the stacker stopper (large) is set longer than the document length.

You can align the documents neatly by leaving a small gap (about 20 mm) between the stacker stopper (large) and the documents.
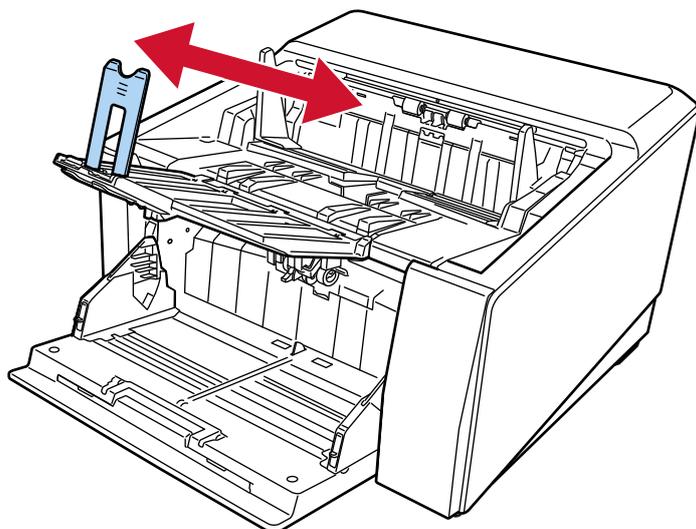
ATTENTION

To scan documents longer than A3 size, lift up the stacker extension toward you, then pull out the extension all the way without pulling the stacker stopper (large) upward.

HINT

● Use the stacker stopper (medium) or stacker stopper (small) depending on the length of the document.

- When the document length is longer than A6 landscape size and shorter than A4 portrait size
  Use the stacker stopper (medium).

  1 Pull up the stacker stopper (medium).
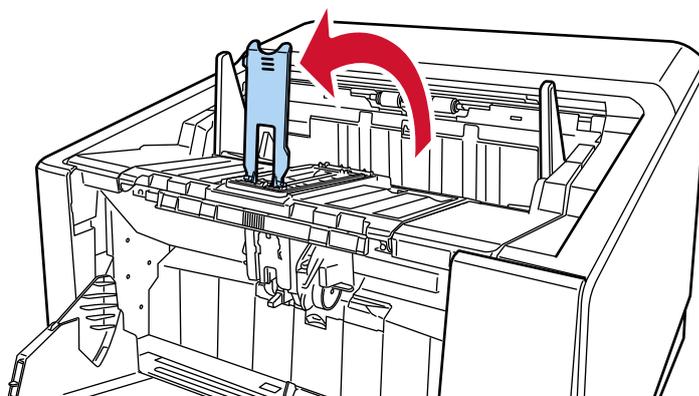
  2 Adjust the stacker stopper (medium) or the stacker stopper (medium) and base plate to be in line with the length of the document.

Make sure that the position of the stacker stopper (medium) is set longer than the document length.
You can align the documents neatly by leaving a small gap (about 20 mm) between the stacker stopper (medium) and the documents.

● When adjusting the stacker stopper (medium)
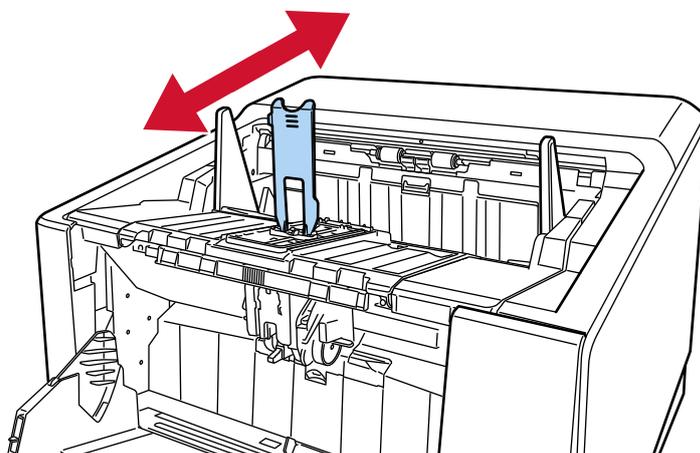
● When adjusting the stacker stopper (medium) and base plate
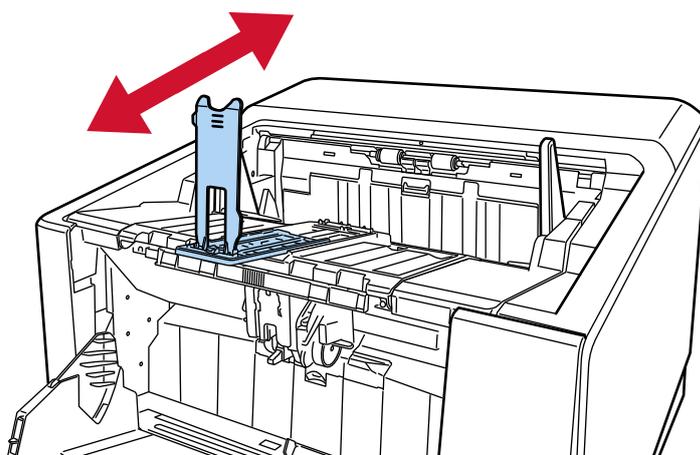
Do not lift up the stacker extension toward you while the stacker stopper (medium) and base plate are pulled out.

Doing so may damage the stacker extension.
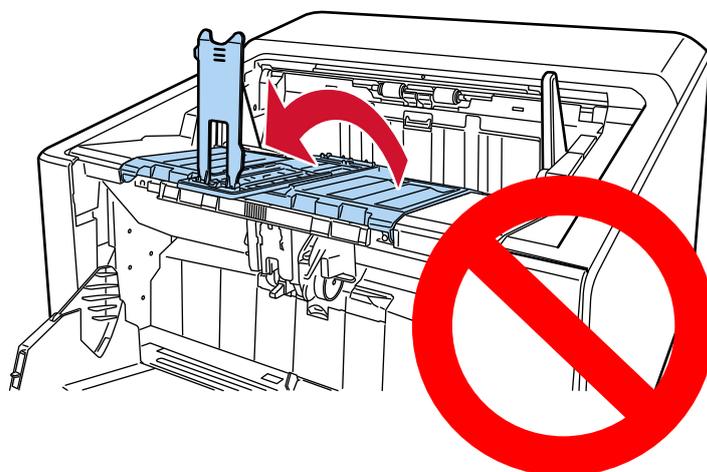
- When the document length is shorter than A6 landscape size
  Use the stacker stopper (small).

1 Pull up the stacker stopper (small).
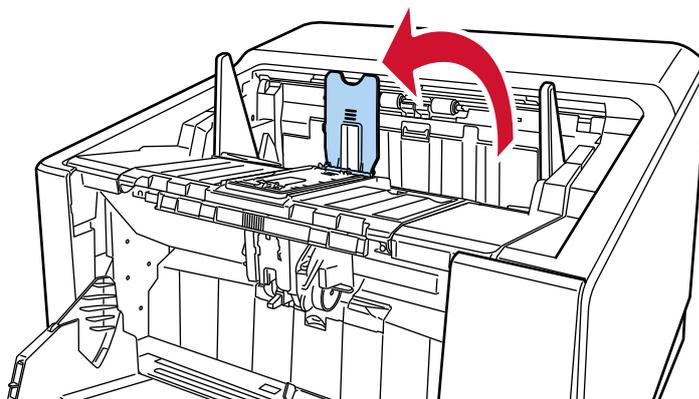
2 Adjust the stacker stopper (small) in line with the length of the document.
Make sure that the position of the stacker stopper (small) is set longer than the
document length.

You can align the documents neatly by leaving a small gap (about 20 mm) between the stacker stopper (small) and the documents.
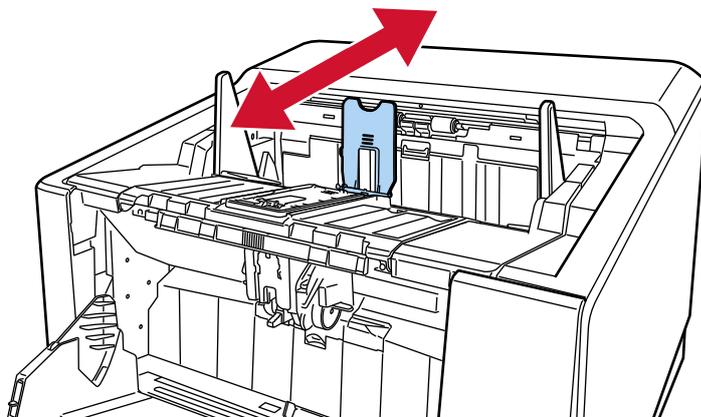
● When scanning thin paper, slide the stacker extension angle selection switch to the A position in order to make the stacker extension horizontal.

B Position
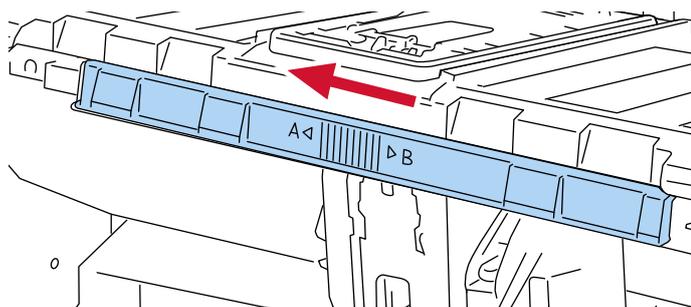
A Position
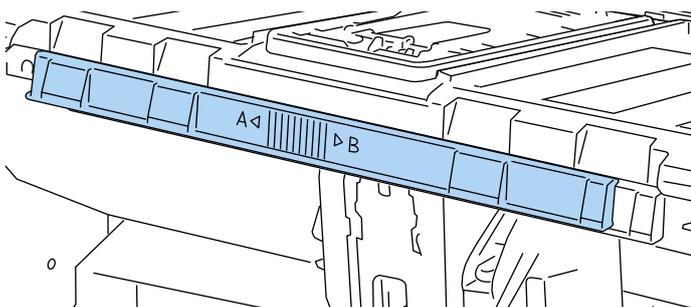
The switch should normally be switched to the B position.

4 **Grip the stacker side guides at the part with the three protruding dots, then adjust the guides to the width of the document.**

Three Protruding Dots

Three Protruding Dots
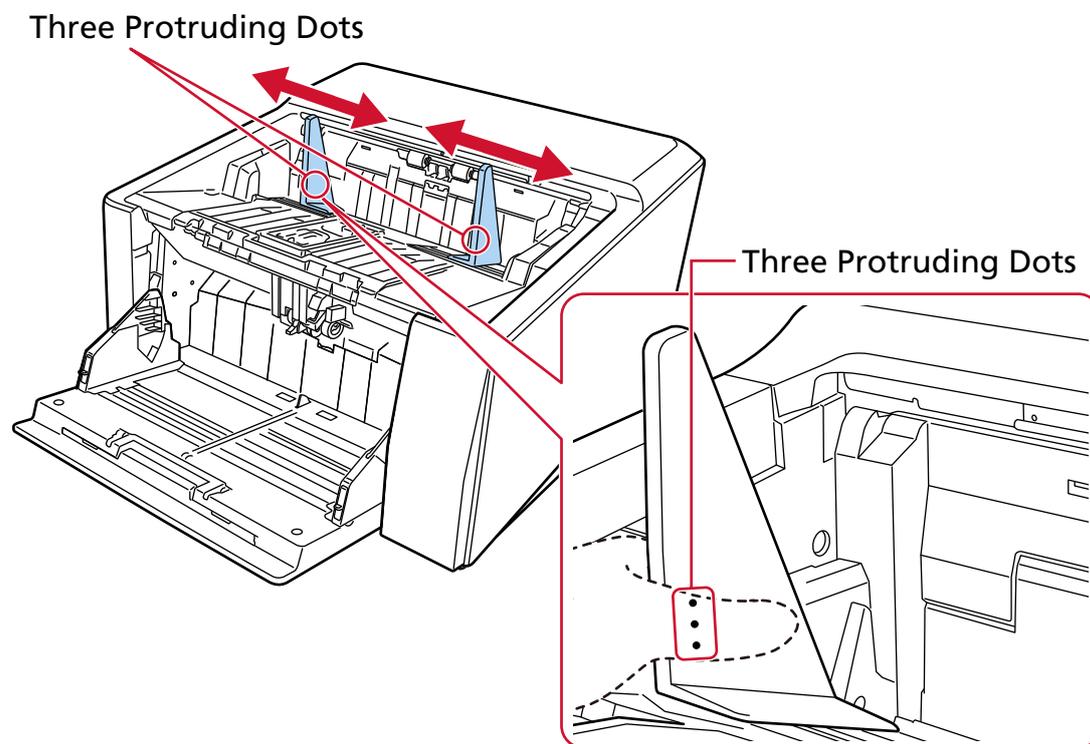
ATTENTION

Make sure that the distance between the stacker side guides is wider than the document width.

Fixing the Height of the Stacker (For Documents with Large Folds)

When the stacker is fixed, a certain distance is maintained between the top of the stacked document and the area where documents are ejected, which prevents documents with large folds from bumping into other documents and being scattered.

1 **Specify [Fixed] in the [Stacker Positioning] screen on the touch screen.**

The screen can be displayed in the following procedure:

 → [Paper Source/Feeding] → [Stacker Positioning]

The stacker no longer moves up and down.

> **HINT**
>
> The factory default setting is [Auto].

Adjusting the Paper Separation Force

If documents are not being fed into the scanner, there are frequent paper jams, or documents are being overlapped when feeding, adjust the paper separation force for each document type using the following methods to resolve the issue.

- How to adjust the paper separation force automatically
  Specify the setting for adjusting the paper separation force automatically with one of the following methods.

  - [Automatic Separation Control] in the [Paper Separation Force] screen on the touch screen
    The screen can be displayed in the following procedure:

     → [Paper Source/Feeding] → [Paper Separation Force]

  - Software Operation Panel
    For details, refer to Setting the Automatic Control of the Paper Separation Force [Automatic Separation Control] (page 367).

- How to adjust the paper separation force manually
  The paper separation force can be adjusted using [Paper Separation Force] in the [Paper Separation Force] screen on the touch screen.
  The screen can be displayed in the following procedure:

   → [Paper Source/Feeding] → [Paper Separation Force]

  Paper separation force can be set in five different levels.

Setting	Force	Paper Type	Expected Effect
1	Low	Low friction, easy to separate	Preventing documents from not being fed into the scanner or frequent paper jams
2	Slightly low		
3	Medium (factory default setting)	⬆⬇	⬆⬇
4	Slightly high	High friction, difficult to separate	Preventing documents from overlapping when feeding
5	High		

The paper separation force is set to [3] when the power has just been turned on.
Keep the factory default setting for normal use.
Note that when you configure the settings using one of the following methods to memorize the manually adjusted paper separation force, the memorized paper separation force will be set the next time the scanner is turned on.

- [Memorize paper separation force] in the [Paper Separation Force] screen on the touch screen

The screen can be displayed in the following procedure:

⚙ → [Paper Source/Feeding] → [Paper Separation Force]

- Software Operation Panel
  For details, refer to Settings to Memorize the Manually Adjusted Paper Separation Force [Paper Separation Force at Power-off] (page 395).

HINT

- If documents are not being fed into the scanner or there are frequent paper jams, lower the paper separation force.

- If documents are frequently overlapping during feeding when the paper separation force is low, raise the paper separation force.

- Conditions such as worn-out consumables and dirt in the feeding mechanism also cause documents not to be fed into the scanner, frequent paper jams, or documents being overlapped when feeding. If these symptoms do not improve after changing the paper separation force, either replace the consumables or clean the inside of the scanner.

- Documents may be damaged if the paper separation force is set too high.
  In that case, set the paper separation force lower.

- When the paper separation force is set to be adjusted automatically, the paper separation force may be controlled automatically even when a user manually adjusts the paper separation force.

- When Manual Single Mode is used, [Automatic Separation Control] and [Paper Separation Force] are disabled.

Switching between Document Feeding Methods

The procedures to switch between document feeding methods are as follows.

- Switching to U-turn Scan (page 73)

  U-turn Scan enables you to scan documents in the following ways:

  - Documents can be scanned continuously.

  - By using Manual Continuous Mode, multiple documents can be loaded manually and scanned in succession.

  - By using Manual Single Mode, documents folded in half, envelopes, and multi-layered transfer paper with a thickness of 0.50 mm or less can be manually scanned one at a time.

  When documents loaded on the hopper are scanned, the scanned documents are ejected onto the stacker.

- Switching to Straight Scan (page 74)

  Straight Scan enables you to scan documents in the following ways:

  - Documents can be scanned continuously.

  - By using Manual Continuous Mode, multiple documents can be loaded manually and scanned in succession.

  - By using Manual Single Mode, envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) can be manually scanned one at a time.

  Straight Scan enables you to scan thicker documents than with Manual Continuous Mode or Manual Single Mode with U-turn Scan, however the scanning speed is reduced.

  When a document on the hopper is scanned, the scanned document is ejected from the back of the scanner.

- Switching to Manual Continuous Mode (page 75)

  Manual Continuous Mode enables you to manually load more than one document and scan them in succession.

- Switching to Manual Single Mode (page 76)

  When using U-turn Scan, Manual Single Mode enables you to manually scan documents folded in half, envelopes, or multi-layered transfer paper with a thickness of 0.50 mm or less one at a time.

  When using Straight Scan, Manual Single Mode enables you to manually scan envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) one at a time.

ATTENTION

When scanning long page documents using Straight Scan while [Manual Single Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.

For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

Switching to U-turn Scan

To switch to U-turn Scan, slide the paper output selection switch upward.

Straight Scan

U-turn Scan
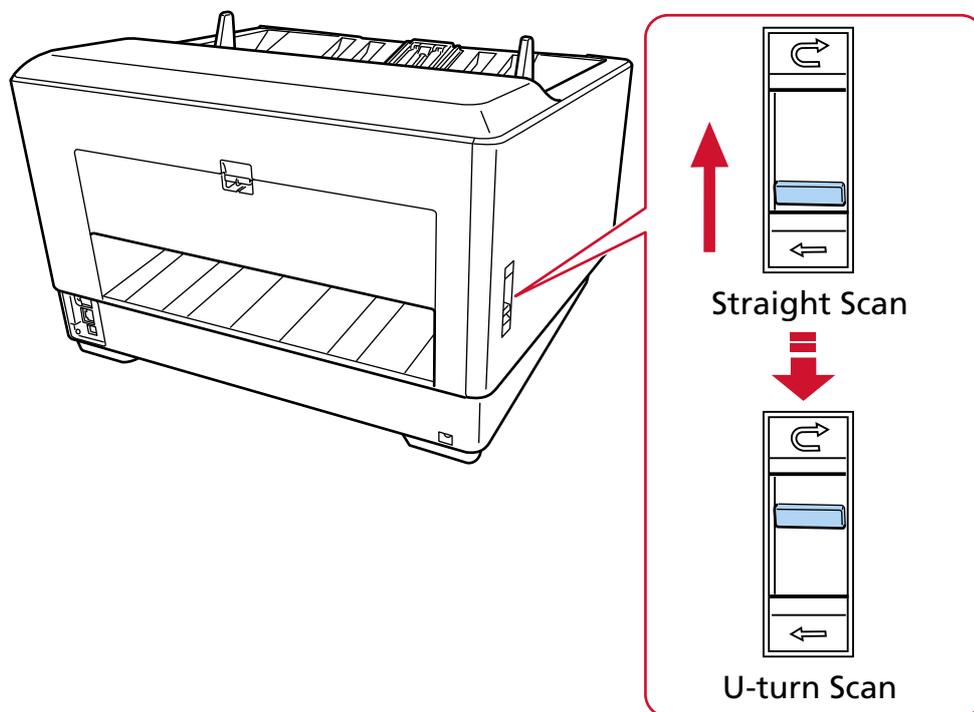
Switching to Straight Scan

To switch to Straight Scan, slide the paper output selection switch down.

U-turn Scan
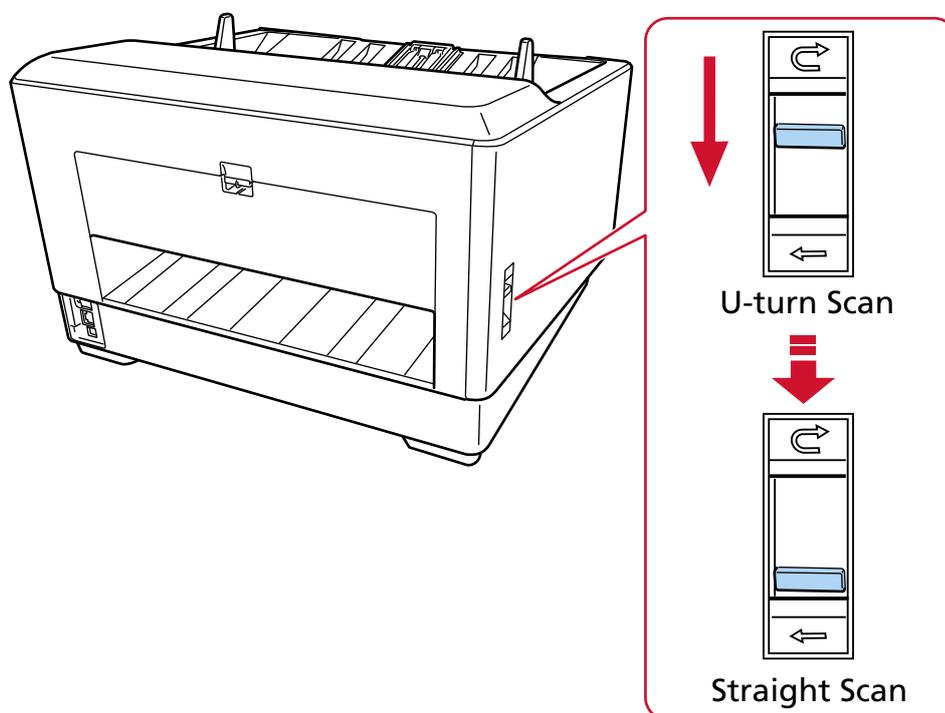
Straight Scan

When Straight Scan is used, [Straight] is displayed for the paper path on the touch screen.
For details, refer to Elements on the Touch Screen (page 124).

ATTENTION

● If you switch to Straight Scan, the imprinter cannot be used.

● When scanning long page documents using Straight Scan while [Manual Single Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

Switching to Manual Continuous Mode

To switch to Manual Continuous Mode, use either of the following methods:

● The [Manual Feeding] screen on the touch screen
Set [Continuous Feed Mode] to on.
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

● Software Operation Panel
From the list, select [Device Setting 2] → [Manual Feeding], then select [Enable] for [Continuous Feed Mode].

When Manual Continuous Mode is used, [Manual - Continuous] is displayed for the feed mode on the touch screen.

For details, refer to Elements on the Touch Screen (page 124).

HINT

In Manual Continuous Mode, the scanner will wait for documents to be loaded on the hopper until the timeout time elapses after scanning is started or a document is ejected.
Scanning will finish if no document is loaded within the timeout time.
To end a scan before the timeout time elapses, press the [Pause] button.
To stop a scan before the timeout time elapses, press the [Scan/Stop] button.
Use one of the following methods to set a timeout time.

● The [Manual Feeding] screen on the touch screen
Set [Timeout seconds]. The scanner waits for the next document to be loaded within a specified time.
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

● Software Operation Panel
For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).

Switching to Manual Single Mode

To switch to Manual Single Mode, lift up the pick roller unit.
Push up the tab in the middle with your finger.
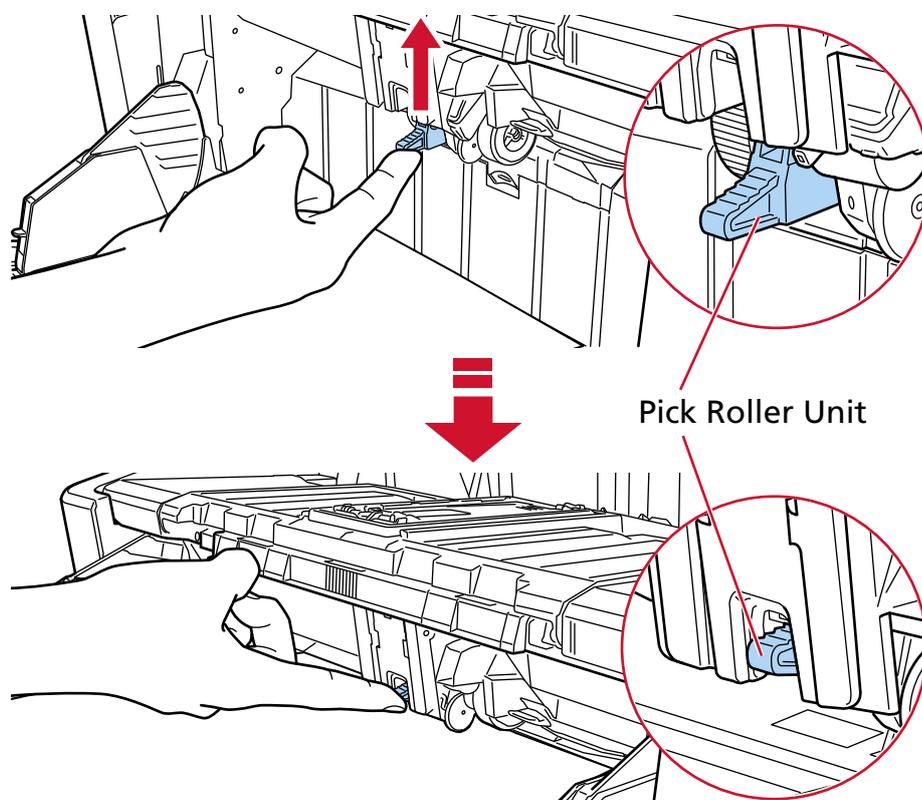
Pick Roller Unit

The pick roller unit will click into place.
The hopper moves up to the feeding position.
When Manual Single Mode is used, [Manual - Single] is displayed for the feed mode on the touch screen.
For details, refer to Elements on the Touch Screen (page 124).

ATTENTION

- Make sure that there is no document left on the hopper.

- Be careful not to get your fingers or any object caught when the hopper moves up.

- The hopper rises to the fixed position. The hopper height cannot be changed.

- When scanning long page documents using Straight Scan while [Manual Single Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
  For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

HINT

● In Manual Single Mode, the scanner will wait for documents to be loaded on the hopper until the timeout time elapses after scanning is started or a document is ejected.
Scanning will finish if no document is loaded within the timeout time.
To end a scan before the timeout time elapses, press the [Pause] button.
To stop a scan before the timeout time elapses, press the [Scan/Stop] button.
Use one of the following methods to set a timeout time.

- The [Manual Feeding] screen on the touch screen
Set [Timeout seconds]. The scanner waits for the next document to be loaded within a specified time.
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

- Software Operation Panel
For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).

● To release Manual Single Mode, bring the pick roller unit back down to its original position.
Put your finger on the tab in the center and push it down.

Pick Roller Unit
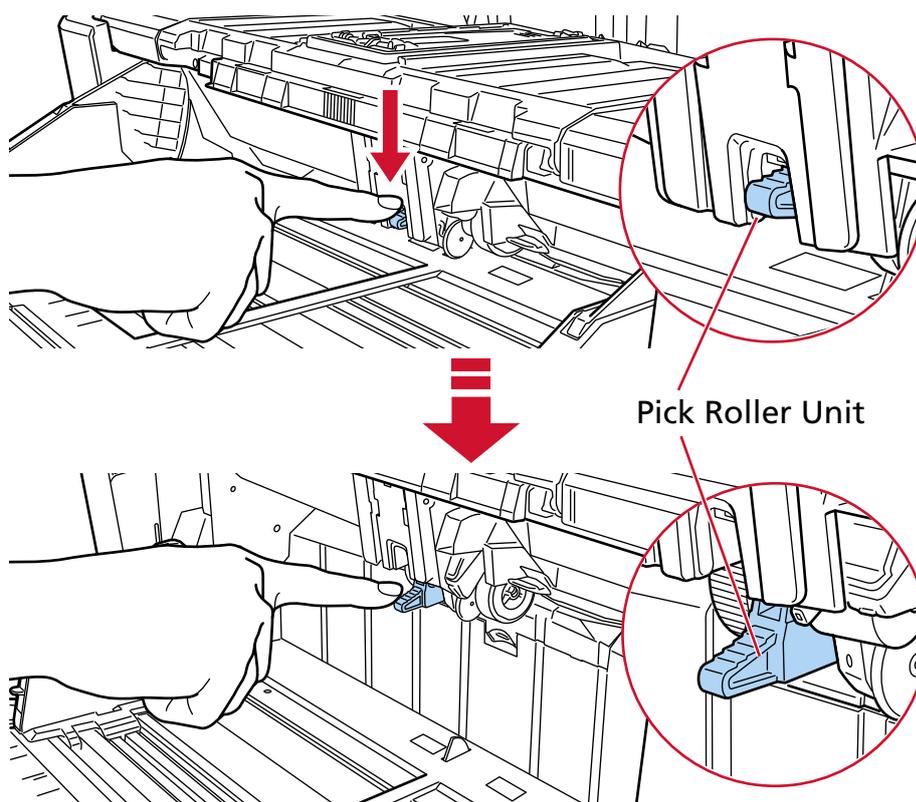
How to Perform a Basic Scan

This section explains how to perform a basic scan.

> **HINT**
>
> - If both a USB cable and LAN cable are connected at the same time, the USB connection has priority.
> - When scanning with the scanner connected to a network, because the image transfer speed is prioritized, the image quality is lower than when scanning with the scanner connected via a USB cable.
>   In the scanner driver, you can set the image quality to the same level as the level that is set when scanning with the scanner connected via a USB cable. For details, refer to the help for the scanner driver.

Start scanning with one of the following methods.

- Performing a Scan with an Image Scanning Application (page 79)
- Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 81)

Performing a Scan with an Image Scanning Application

This section explains about the basic flow of performing a scan using an image scanning application on the computer.

In this case, a scanner driver and an image scanning application that supports the scanner driver must be installed on the computer.

The following scanner driver and image scanning applications are bundled with the scanner:

● Scanner driver

  - PaperStream IP driver

● Image scanning application

  - PaperStream ClickScan

  - PaperStream Capture

> **HINT**
>
> ● For details about the scanner driver and image scanning applications, refer to Overview of the Bundled Software (page 28).
>
> ● Scanning procedures, operations, and scan setting items slightly vary depending on the scanner driver and the image scanning application.
> For details, refer to the help for your scanner driver and the manual/help for your image scanning application.

1 **Turn on the scanner.**
For details, refer to How to Turn the Power ON (page 46).

2 **Load documents on the hopper.**
Set the documents with the front side (scanning side) facing up.
For details, refer to How to Load Documents (page 90).
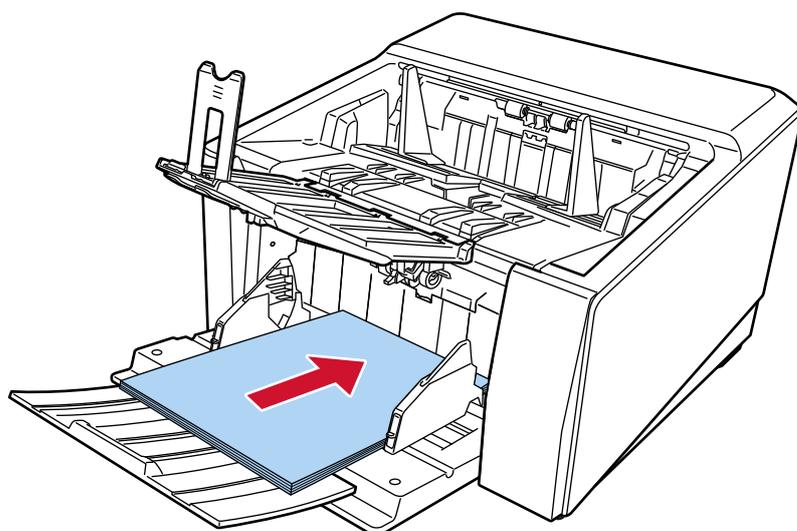
3 **Start an image scanning application.**

4 **Select a scanner driver to be used for scanning.**
For some image scanning applications, selection of a scanner driver may not be needed.

5 **Select the scanner to be used for scanning.**
The scanner name depends on the scanner driver type and the scanner connection method. For details, refer to the help for the scanner driver.
For some image scanning applications, selection of the scanner may not be needed.
To use the scanner connected to a network, you need to select the scanner in Scanner Selection Tool beforehand.
For details about how to start up Scanner Selection Tool, refer to Starting Up Scanner Selection Tool (page 422).

6 **In the setup window for the scanner driver, configure the scan settings.**
For some image scanning applications, the setup window for the scanner driver may not appear.

7 **Scan the documents with the image scanning application.**

ATTENTION

Do not perform any of the following operations.
Doing so stops a scan.

- Disconnecting the USB cable

- Disconnecting the LAN cable

- Disconnecting the network

- Logging off the computer

HINT

When an image scanning application that allows profiles to be created, such as PaperStream Capture, is installed on a computer, if a profile is associated with a function selection button of the scanner in the scanning application settings, the profile name is displayed on the function selection button on the main screen on the touch screen.
When the scanning application on the computer is ready to scan a document, in some cases, it is possible to scan a document by pressing the [Scan/Stop] button of the scanner instead of operating the scanning application to scan a document.
In that case, even when the profile name is displayed in place of the name of the function selection button (Scan Button) on the main screen on the touch screen, scanning can be started from the image scanning application on the computer.
For details, refer to Elements on the Touch Screen (page 124).

Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan

This section explains about the basic flow of starting an image scanning application and performing a scan by pressing the button on the scanner.
In this case, you need to configure the settings for the button in advance in order to perform a scan.

HINT

The image scanning application that is started up when [F00] is selected in the [Function Selection] screen on the touch screen and the [Scan/Stop] button is pressed differs depending on whether PaperStream ClickScan resides in the taskbar or not.

- When it resides in the taskbar
  PaperStream ClickScan will be started up.

- When it does not reside in the taskbar
  PaperStream Capture will be started up.

---

1 **Turn on the scanner.**
   For details, refer to How to Turn the Power ON (page 46).

2 **Configure the scan settings in the image scanning application.**
   For details about the procedure, refer to Performing a Scan with an Image Scanning Application (page 79).

3 **On the computer, set the behavior (function) of the scanner when the [Scan/Stop] button on the scanner is pressed.**
   Specify which image scanning application you want to start up as a function when the [Scan/Stop] button on the scanner is pressed.
   The function specified here will be displayed on the [Function Selection] screen on the touch screen.
   Multiple functions can be specified. When scanning documents, you can change the image scanning application used for scanning by switching the functions on the [Function Selection] screen of the touch screen.
   The button setting procedure varies depending on the connection method of the scanner.

   When establishing a connection via a USB cable

   Display the [Devices and Printers] setting window for Windows, and set the buttons in [Scan properties] for the scanner. For details, refer to Configuring the Settings for a Button on a Computer (For USB Connection) (page 85).

   When establishing a connection via a wired LAN

   Use Button Event Manager to set the button. For details about Button Event Manager, refer to the Network Setup Tool for fi Series Help.
   You can view the details of the button setting procedure by referring to the Button Event Manager Help in the following procedure.

a **Start up Button Event Manager.**

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
  Click [Start] menu → [fi Series] → [Button Event Manager for fi Series].

- For Windows 11
  Click [Start] menu → [All apps] → [fi Series] → [Button Event Manager for fi Series].

When Button Event Manager is started, appears in the notification area of the task bar.

b **Right-click .**

Click [Help] on the menu that appears.

4 **If necessary, configure scan settings on the image scanning application to be started up.**
For some image scanning applications, settings on the image scanning application may be necessary.
For details, refer to the manual/help of the image scanning application to be started up.

5 **Load documents on the hopper.**
Set the documents with the front side (scanning side) facing up.
For details, refer to How to Load Documents (page 90).
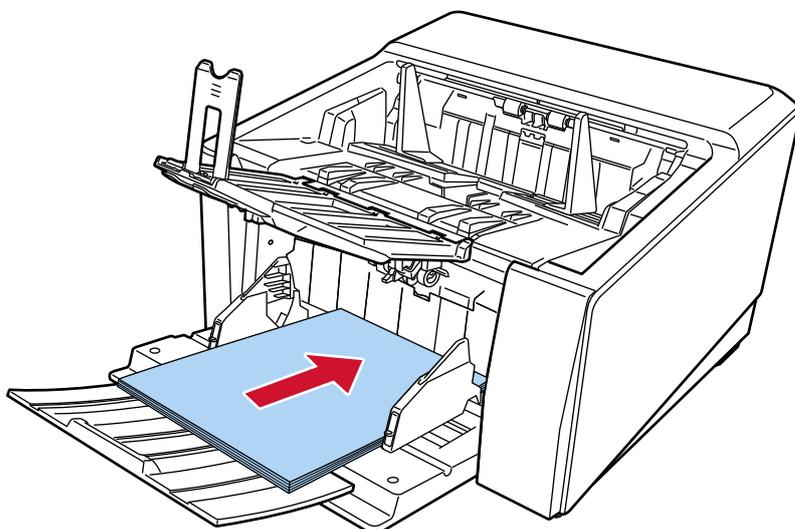
6 **Press the function selection button displayed on the main screen on the touch screen.**
For details about the function selection button, refer to Elements on the Touch Screen (page 124).

7 **In the [Function Selection] screen, select the operation (function) that occurs when the [Scan/Stop] button on the scanner is pressed.**

The function that you specified in step 3 is displayed on the screen.
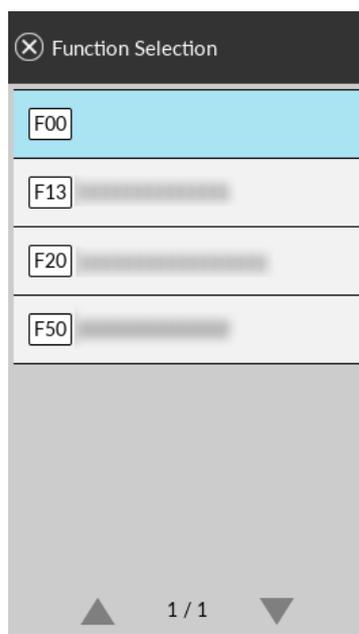
ATTENTION

If PaperStream ClickScan is not used, be sure to exit PaperStream ClickScan.
If PaperStream ClickScan is resides in the taskbar, the function list may not be displayed in the [Function Selection] screen.

HINT

In the [Function Selection] screen, only the function selection buttons with names can be displayed.
The settings for displaying buttons can be configured in the screen that appears in the following procedure:

 → [Scanner Settings] → [Function Selection Display]

In the main screen on the touch screen, the selected function name appears.

8 **Press the [Scan/Stop] button on the scanner to start a scan**

The image scanning application specified in step 3 starts up.

Scan/Stop

——————— [Scan/Stop] Button

Power
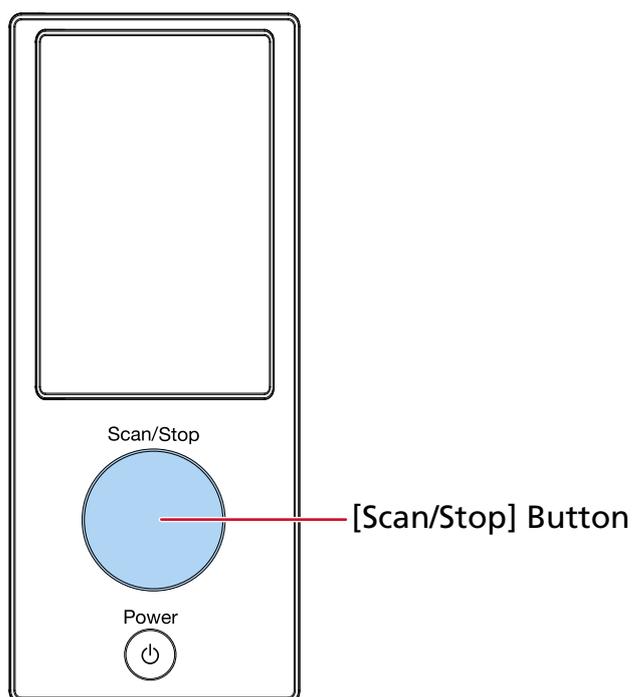
HINT

For more details about the operator panel, refer to How to Use the Operator Panel (page 123).

---

9 **If necessary, scan documents with the image scanning application.**

ATTENTION

Do not perform any of the following operations.
Doing so stops a scan.

● Disconnecting the USB cable

● Disconnecting the LAN cable

● Disconnecting the network

● Logging off the computer

Configuring the Settings for a Button on a Computer (For USB Connection)

Configure the settings for the button to be used for starting a scan on your computer.
Specify an image scanning application for the button on the computer, which you want to start up when the button on the scanner is pressed.
You can configure multiple buttons on the computer and select one of the configured buttons for the button on the scanner.
The procedure when the scanner is connected via a USB cable is as follows.

1 Turn on the scanner and confirm that the scanner is connected to the computer via the USB cable.

For details about how to turn on the scanner, refer to .

2 Display the [Control Panel] window.

● For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
   Click [Start] menu → [Windows System] → [Control Panel].

● For Windows 11
   Click [Start] menu → [All apps] → [Windows Tools] and double-click [Control Panel].

3 Click [View devices and printers].

The [Devices and Printers] window appears.

4 Right-click on the scanner icon, and select [Scan properties] from the displayed menu.

The properties window of the scanner appears.

5 Click the [Events] tab and select a button to be set.
From the [Select an event] drop-down list, select a button.
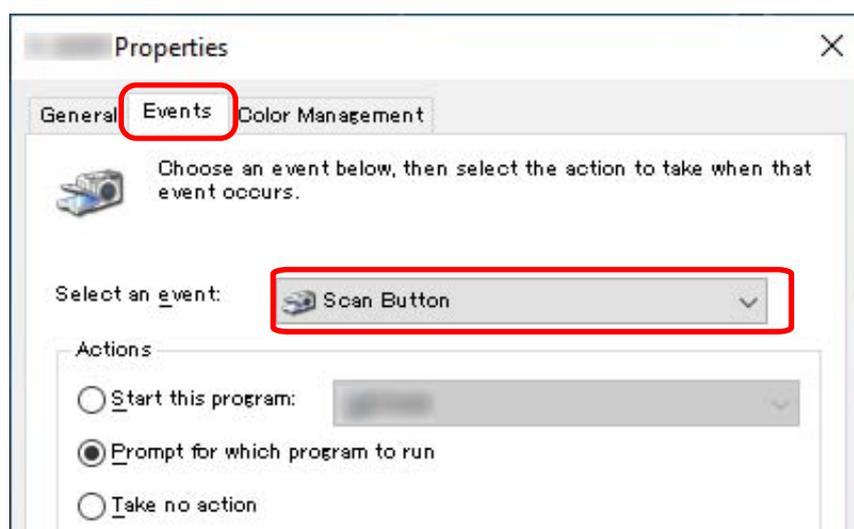
The following buttons can be selected:

● [Scan Button]/[Send to 01] to [Send to 50]
   Select a button to use for scanning.

The buttons in the button list are displayed in the same order as the buttons displayed on the [Function Selection] screen on the touch screen.

For details about the buttons displayed on the [Function Selection] screen on the touch screen, refer to Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 81).

6 Select an image scanning application to be launched when the button is pressed.

Click [Start this program] under [Actions], and select an image scanning application from the program list.
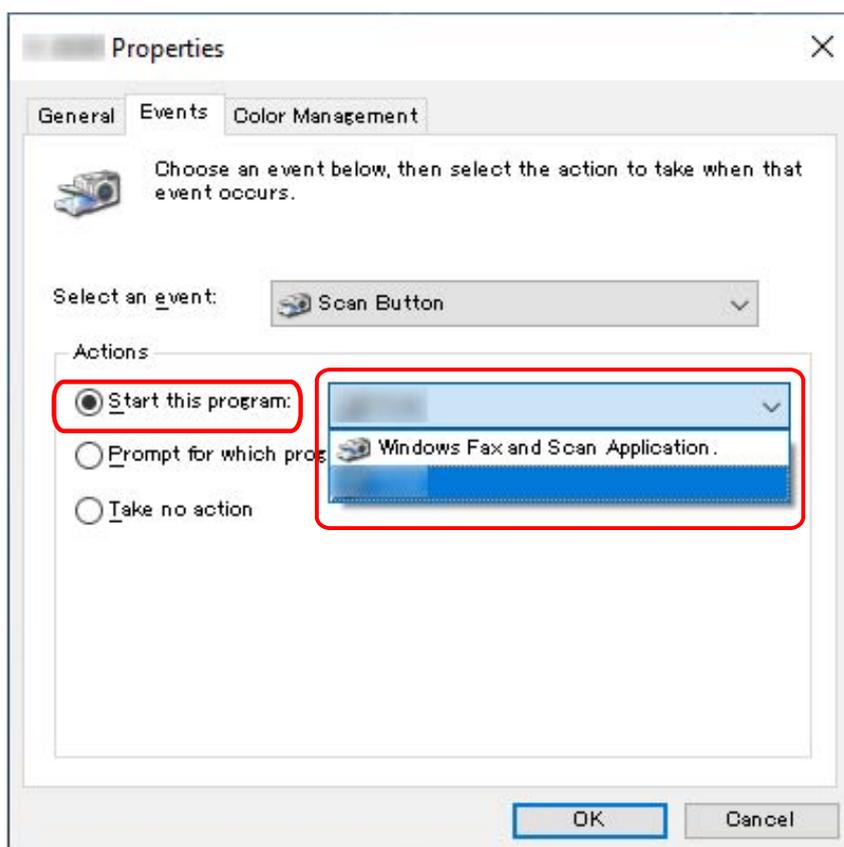
7 Click the [OK] button.

HINT

- To set multiple buttons, repeat steps 5 to 6.

- When an image scanning application that allows profiles to be created, such as PaperStream Capture, is installed on a computer, if a profile is associated with a function selection button of the scanner in the scanning application settings, the profile name is displayed on the function selection button on the main screen on the touch screen.

  When the scanning application on the computer is ready to scan a document, in some cases, it is possible to scan a document by pressing the [Scan/Stop] button of the scanner instead of operating the scanning application to scan a document.

In that case, even when the profile name is displayed in place of the name of the function selection button (Scan Button) on the main screen on the touch screen, scanning can be started from the image scanning application on the computer.
For details, refer to Elements on the Touch Screen (page 124).

How to Load Documents

This section explains how to load documents on the scanner.

> **HINT**
>
> It is recommended that A4 size documents are loaded horizontally.
> Doing so improves scanning performance, thereby increasing the upper limit of the number of sheets that can be scanned before consumables must be replaced (compared to loading documents vertically).

Loading Documents

This section explains how to load documents of normal paper.

Preparation

When you load multiple documents, make the following preparations.

> **HINT**
>
> For details about the paper size and quality required for normal operations, refer to Documents for Scanning (page 99).

1 **Check the documents.**

   a **Check whether the documents to be loaded are of the same width or not.**
      Ways to load documents differ depending on whether the documents are of the same width or not.
      If the documents are of different width, refer to Conditions for Mixed Batch Scanning (page 114) or Scanning Documents with Different Widths (page 132).

   b **Check the number of sheets.**
      A maximum of 750 sheets of documents [fi-8950/fi-8930] (*1) or 500 sheets [fi-8820] (*1) can be loaded.

      *1:When A4 size documents with a paper weight of 80 g/m^2 (20 lb) are scanned.
         The capacity varies depending on the paper weight of the document.
         For details, refer to Loading Capacity (page 105).

2 **Fan the documents.**

a **Hold both ends of the documents and bend them.**
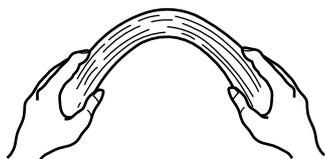
b **Firmly holding the documents with both hands, bend them back in the opposite direction as follows.**

c **Repeat steps a and b a few times.**

d **Rotate the documents by 90 degrees and fan them in the same manner.**

e **Align the edges of the documents.**

How to Load Documents

There are two ways to load documents.

- Setting Documents at the Center of the Hopper (page 90)
  This style is used mainly when the documents are of the same size.

- Loading the Documents by the Left or Right Side of the Hopper (page 94)
  This style is used mainly when the documents are in different sizes or when you want to shift the center of the documents.

ATTENTION

Note that different conditions apply for multifeed detection when you set the documents by either left or right side of the hopper.

Setting Documents at the Center of the Hopper

1 **Load documents on the hopper.**
Set the documents with the front side (scanning side) facing up.
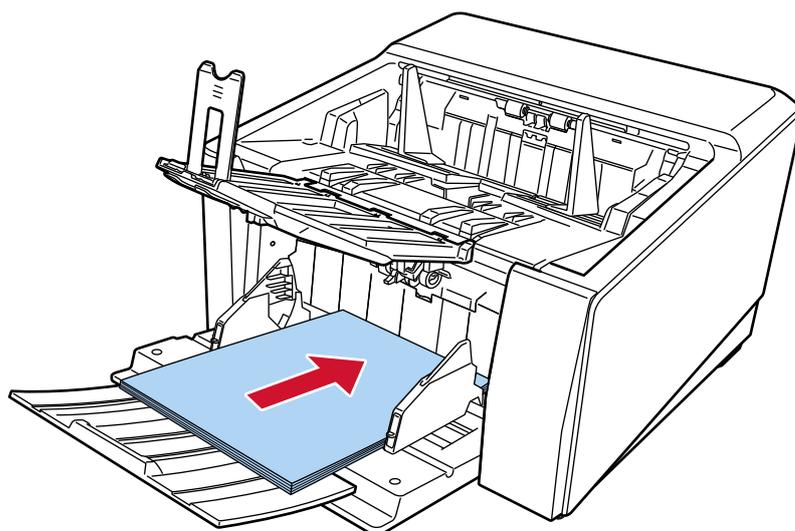
HINT

● Adjust the hopper extension in line with the document length before loading documents.
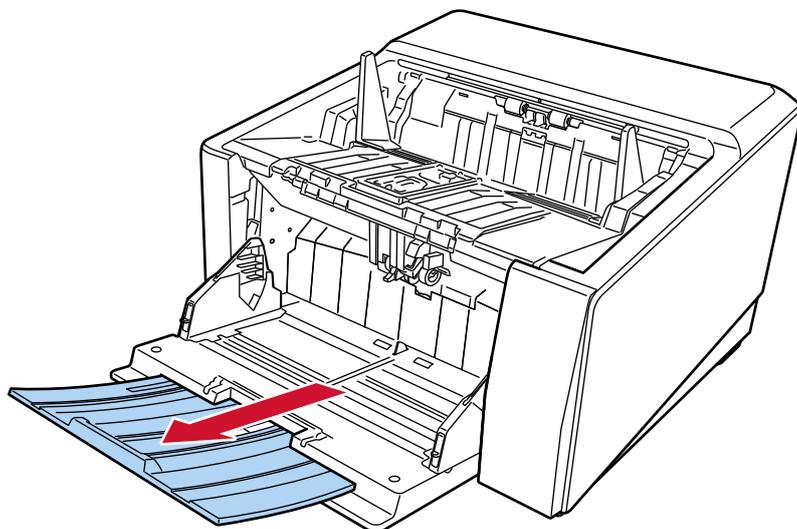
● If the hopper has not returned to its original position after the scan is paused or aborted, remove the documents from the hopper and move the hopper to its original position. Or, open and close the ADF.

2 Adjust the hopper side guides to the document width.
Move the hopper side guides so that there is no space between the hopper side guides and the documents.
Otherwise, the documents may be scanned skewed.
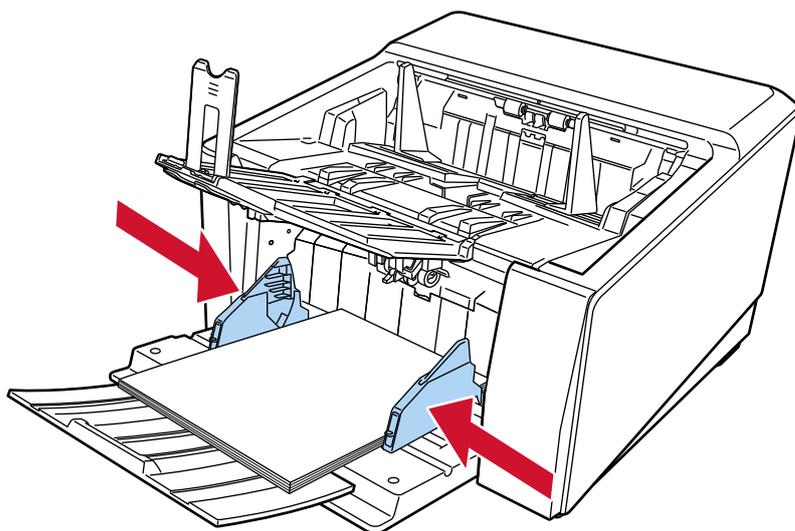
ATTENTION
Remove all paper clips and staples.

3 **Adjust the stacker according to the length of the documents.**

For information on how to set the stacker, refer to .

ATTENTION

● When you scan long pages, take note of the following:

- When loading a document
  Support the loaded document with your hand so it does not fall out of the hopper.
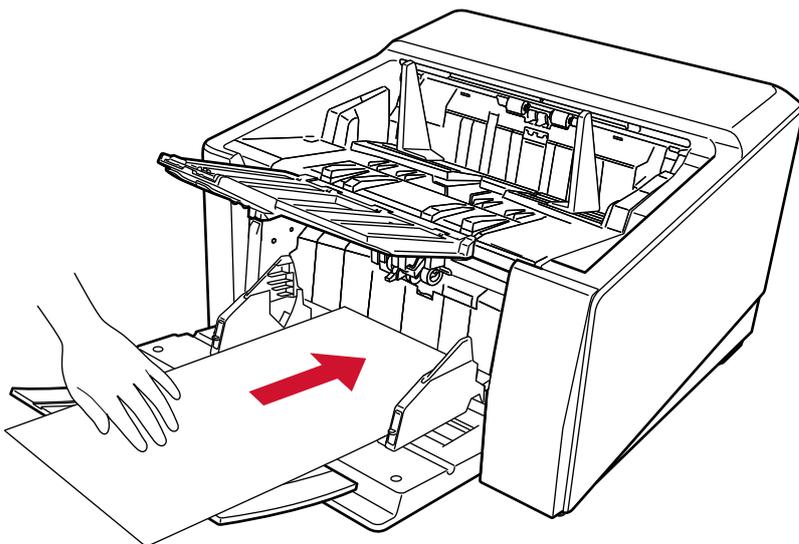
- When the document is ejected
  Secure enough space around the stacker and catch the ejected sheet so that it does not fall off the stacker.
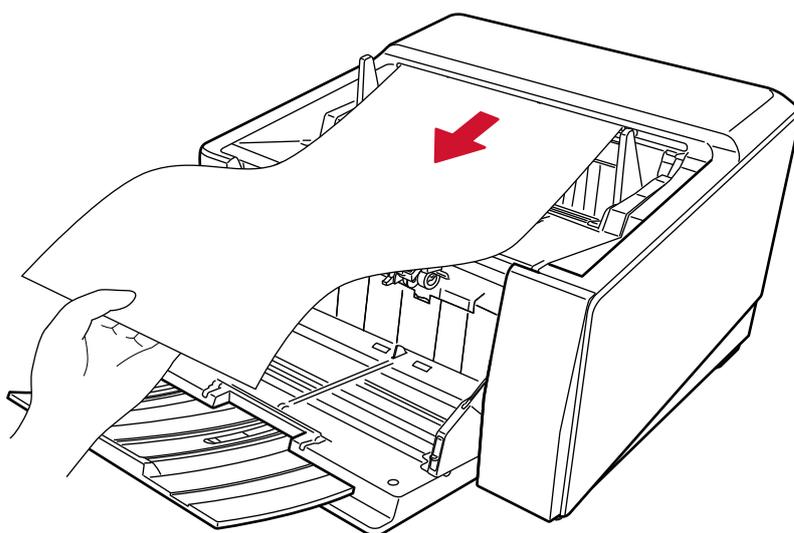
Be careful not to cut your finger on the edge of the document.

● When using Straight Scan, take note of the following:

- Leave enough space around the paper output side at the back.
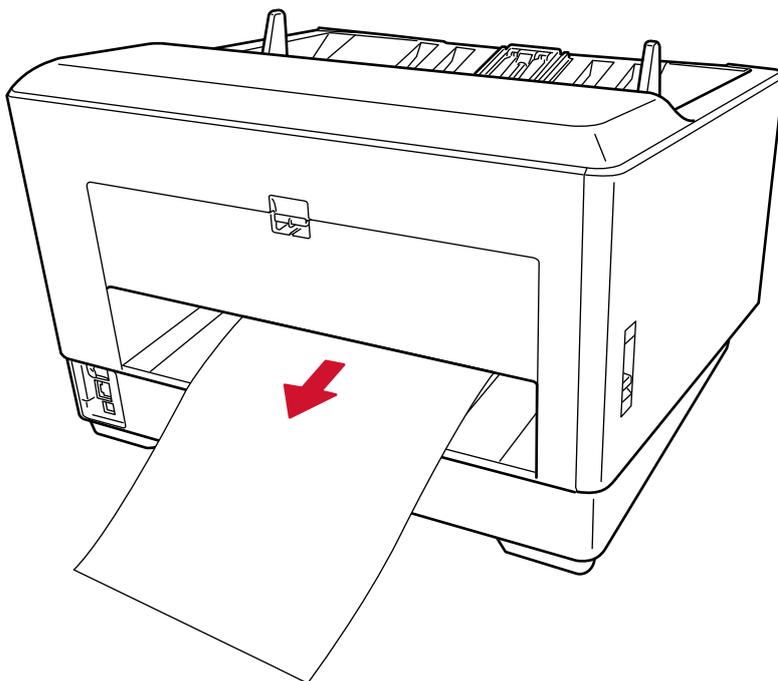
- The order of the ejected documents is reversed.

- The ejected documents may not be stacked neatly as the stacker is not being used for Straight Scan.

- When scanning long page documents using Straight Scan while [Manual Single Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

Loading the Documents by the Left or Right Side of the Hopper

1 **Slide the hopper side guides to their outermost positions.**
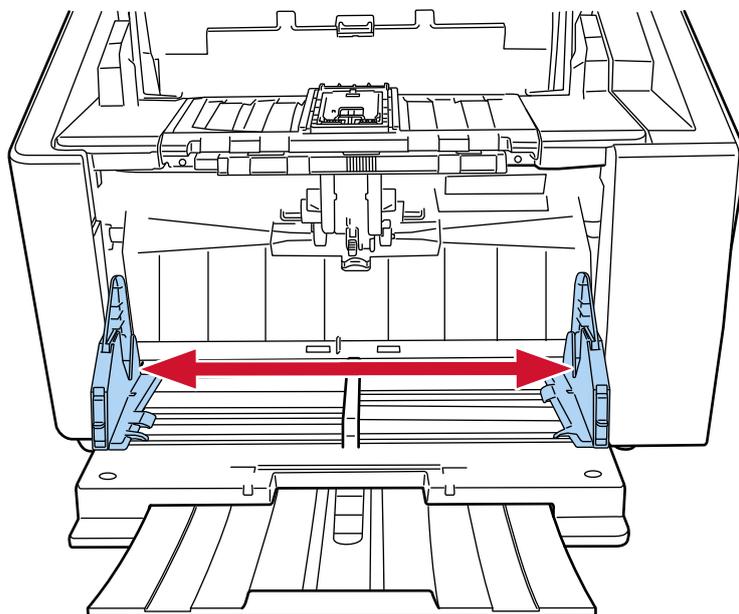
2 **Load the documents on the hopper so that the smallest document is positioned fully under both pick rollers.**
Set the documents with the front side (scanning side) facing up.
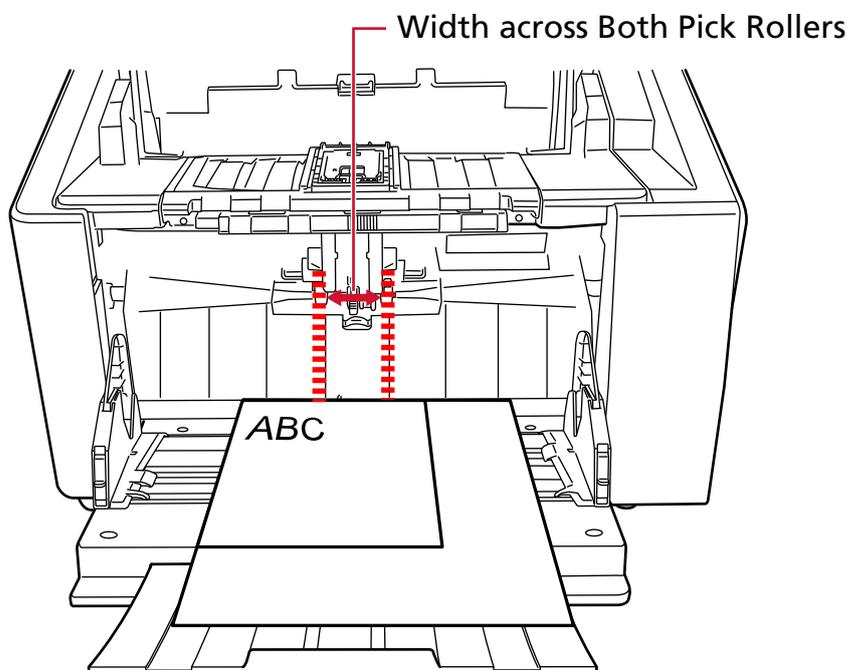
Width across Both Pick Rollers

ABC

ATTENTION

Load all documents so that they are positioned fully under both pick rollers. Documents not positioned underneath both pick rollers will not be fed in.

● Good example

Width across Both Pick Rollers

*AB*C

Good

● Bad example

Width across Both Pick Rollers

*AB*C

Bad
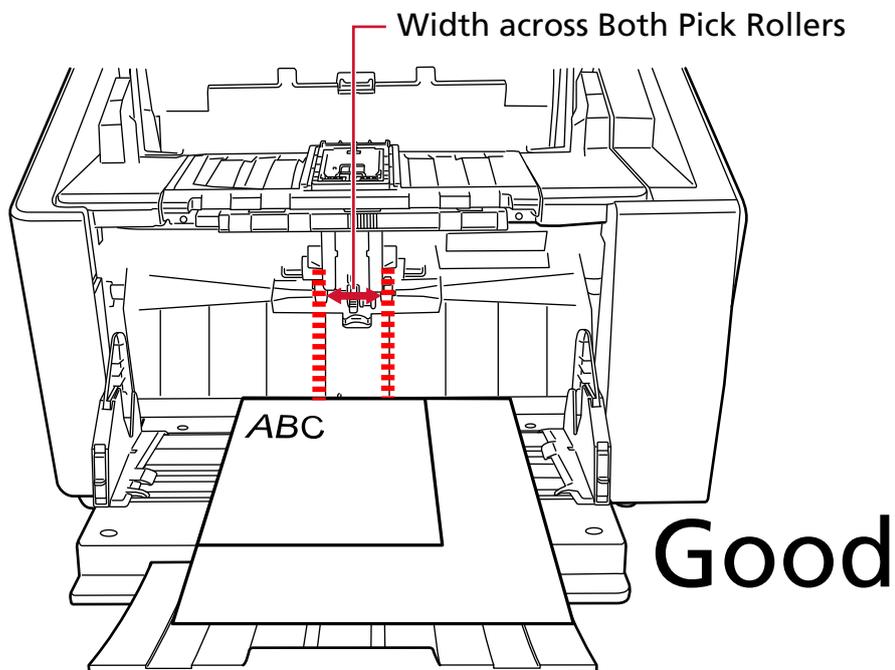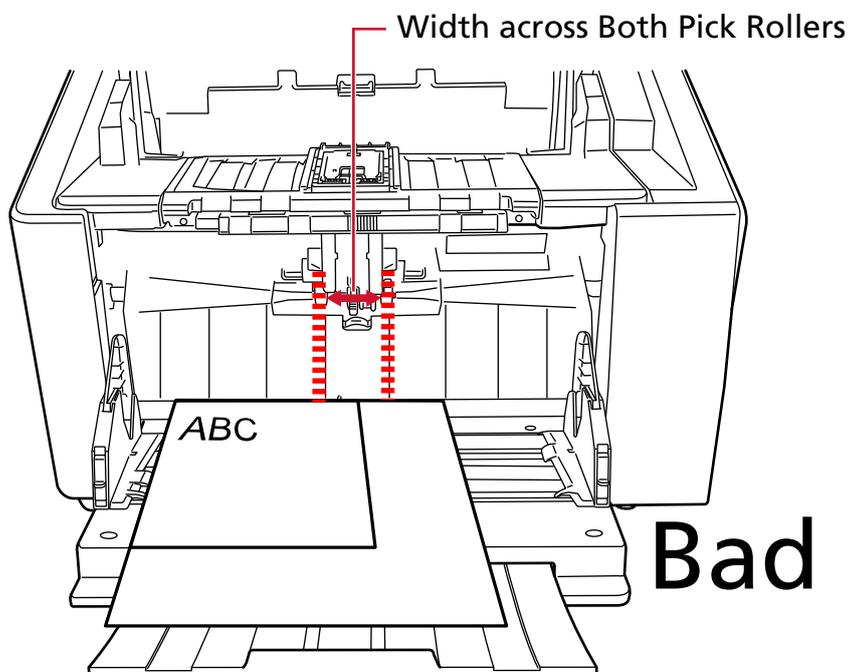
3 **Adjust the hopper side guides to the document width.**

Move the hopper side guides towards the center, and leave no space between the hopper side guide and the widest document.
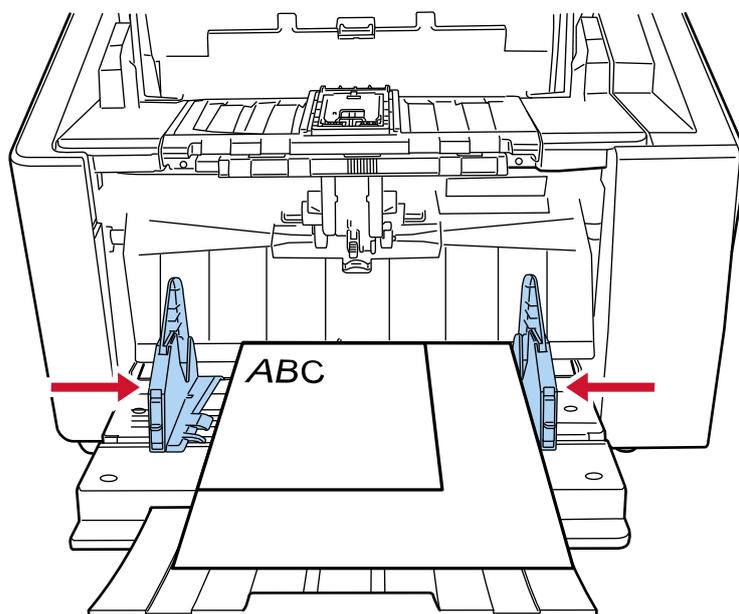
4 **Lock one of the hopper side guides.**

In this case, lock the hopper side guide on the right side by sliding up the side guide lock.

Locked
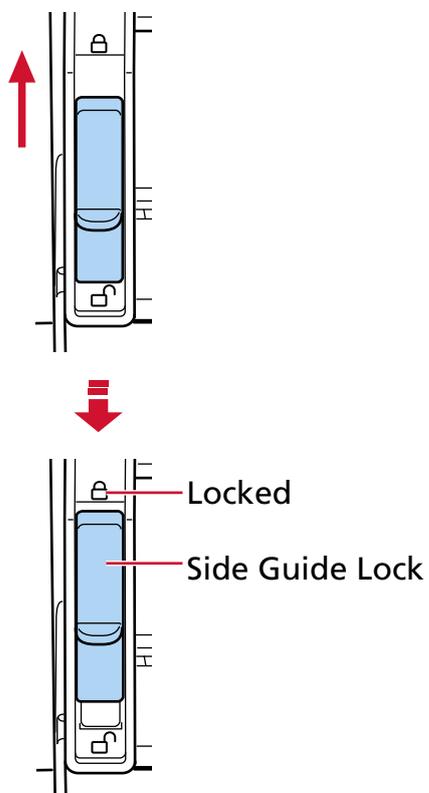
Side Guide Lock

5 **Move the other hopper side guide to the target position.**

In this case, slide the left hopper side guide and leave no space between the hopper side guide and the document.
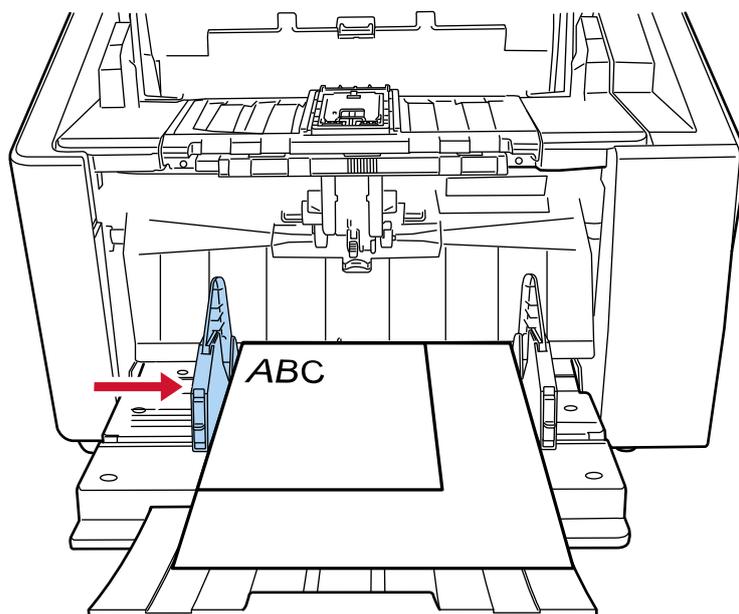
6 **Adjust the stacker according to the length of the documents.**
For information on how to set the stacker, refer to Setting Up the Stacker (page 62).

HINT

To unlock the hopper side guide, follow the steps below.

---

1 Slide down the side guide lock of the hopper side guide that is locked.

Side Guide Lock

Unlocked
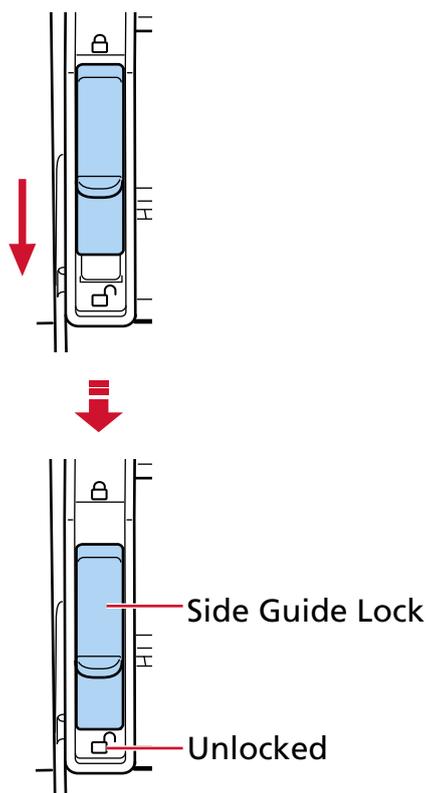
2 Move both hopper side guides towards the center.
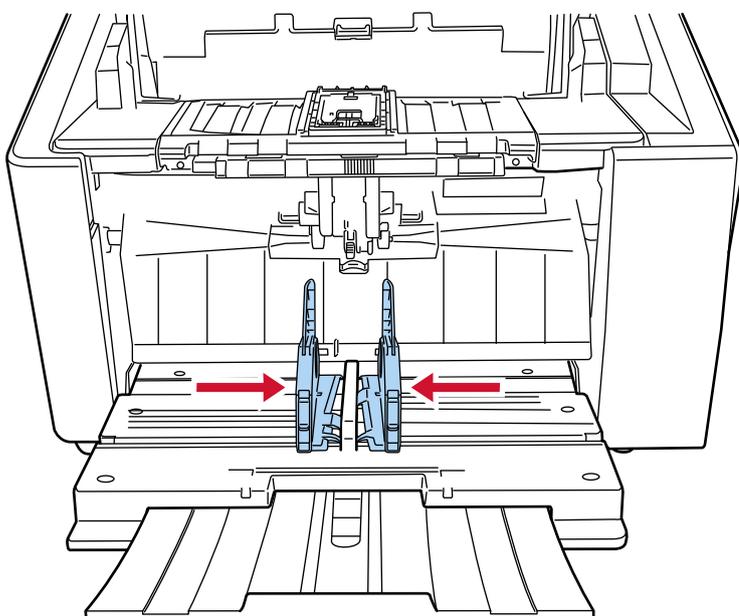
3 Let go of the hopper side guides.
Both hopper side guides will now move in conjunction with each other.

Documents for Scanning

Paper Size

The following paper sizes can be scanned:

Maximum size (width × length) (*1) (*2)	304.8 × 431.8 mm/12 × 17 in.
Minimum size (width × length)	48 × 70 mm/1.9 × 2.8 in.

*1:Depending on the scanner driver or the scan setting of the image scanning application, the memory may be insufficient to perform scanning.
Long page scanning supports documents with a length up to 6,096 mm (240 in.) when the resolution is set to 200 dpi or lower.
Note that the resolution must be set to the following dpi value depending on the document size.

- A length that does not exceed 431.8 mm (17 in.)
  1200 dpi

- A length that exceeds 431.8 mm (17 in.) but does not exceed 863.6 mm (34 in.)
  600 dpi or less

- A length that exceeds 863.6 mm (34 in.) but does not exceed 4,064 mm (160 in.)
  400 dpi or less

- A length that exceeds 4,064 mm (160 in.) but does not exceed 5,461 mm (215 in.)
  300 dpi or less

- A length that exceeds 5,461 mm (215 in.) but does not exceed 6,096 mm (240 in.)
  200 dpi or less

*2:For Manual Single Mode, scanning up to A2/A1 size is possible.
You can scan a document folded in half and merge both sides of the image.

> **ATTENTION**
>
> - When scanning long page documents while [Moire Reduction (Advanced)] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
>   For details about supported document lengths, refer to the help for the scanner driver.
>
> - When scanning long page documents while [Low-speed Feed Mode], [ECO Mode] or [Manual Single Mode using Straight Scan] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
>   For details about supported document lengths, refer to .

Document Type

The document types (paper types) are as follows:

● Wood-free paper

● Wood-containing paper

● PPC paper (recycled)

● Envelops or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) (*1)
When scanning a document in a type other than the above, perform a test on the same type of document (paper) first to check whether it can be scanned.

*1:When using Straight Scan, switching to Manual Single Mode enables you to manually scan envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) one at a time.

Document Thickness (Paper Weight)

Documents with the following paper weights (thickness) can be scanned:

U-turn Scan: 20 to 256 g/m^2 (5.3 to 68 lb)
U-turn Scan: The thickness of documents folded in half, envelopes, or multi-layered transfer paper is 0.50 mm or less (*1)

Straight Scan: 20 to 570 g/m^2 (5.3 to 152.7 lb)
Straight Scan: The thickness of envelopes or booklets is 1.25 mm or less (*2)

*1:When using U-turn Scan, switching to Manual Single Mode enables you to manually scan documents folded in half, envelopes, or multi-layered transfer paper with a thickness of 0.50 mm or less one at a time.

*2:When using Straight Scan, switching to Manual Single Mode enables you to manually scan envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) one at a time.

Documents That May Not Be Scanned Successfully

The following types of documents may not be scanned successfully:

● Documents of non-uniform thickness (such as envelopes or documents with attachments)

● Wrinkled or curled documents

● Folded or torn documents

● Tracing paper

● Coated paper

● Carbon paper

● Photosensitive paper

● Perforated documents

● Documents that are not square or rectangular

- Very thin paper

- Photographs (photographic paper)

> **HINT**
>
> Documents that may not be scanned successfully can be scanned by using the (Carrier) Sheet. Wrinkled, curled, or folded documents can also be scanned by smoothing out wrinkles, curls, or folds on documents.

Documents That Must Not Be Scanned

The following types of documents must not be scanned:

- Paper-clipped or stapled documents

- Documents on which the ink is still wet

- Documents smaller than A8 size

- Documents wider than 304.8 mm (12.0 in.)

- Documents other than paper (such as fabric, metal foil and OHP film)

- Important documents such as certificates and cash vouchers which must not be damaged

Precautions

- **Notes on the documents to be scanned**

    Depending on the documents to be scanned, take note of the following.

    - Since carbonless paper contains chemical substances that may harm the rollers, take note of the following:

        - Cleaning
          If paper jams occur frequently, clean each roller.
          For details, refer to Daily Care (page 162).

        - Replacing the consumables
          The life of each roller may end sooner compared to scanning wood-free papers.

    - When scanning wood containing papers, the life of each roller may end sooner compared to when scanning wood-free papers.

    - Rollers may be damaged when a photo/sticky note on the document contacts the rollers during scanning.

    - The surface of the document may be damaged when glossy papers such as photos are scanned.
      For documents that can be damaged quite easily, use the optional Carrier Sheet or Photo Carrier Sheet.

    - The light of the LED may reflect brightly when glossy papers are scanned.

    - When scanning semi-transparent documents, set [Brightness] higher in the scanner driver to avoid bleed-through.

    - To prevent the rollers from becoming dirty, avoid scanning documents that contain large areas filled with pencil lead.
      If you have to scan such documents, make sure to perform cleaning frequently.
      For details, refer to Daily Care (page 162).
      A message may appear when you scan a lot of documents written with pencil.
      For details, refer to Errors (page 208).

    - If documents are not being fed into the scanner, there are frequent paper jams, or documents are being overlapped when feeding, refer to Adjusting the Paper Separation Force (page 70).

    - All documents must be flat on the left, right, and leading edges.
      Make sure that any curling on the left, right, and leading edges of the documents is within the following range.

Horizontal (width)

30 mm (1.18 in.) or more
3 mm (0.12 in.) or less
Left Edge

30 mm (1.18 in.) or more
5 mm (0.20 in.) or less
Left Edge

30 mm (1.18 in.) or more
3 mm (0.12 in.) or less
Right Edge

30 mm (1.18 in.) or more
5 mm (0.20 in.) or less
Right Edge

Vertical (length)

30 mm (1.18 in.) or more
3 mm (0.12 in.) or less
Leading Edge
Feeding Direction

30 mm (1.18 in.) or more
5 mm (0.20 in.) or less
Leading Edge
Feeding Direction
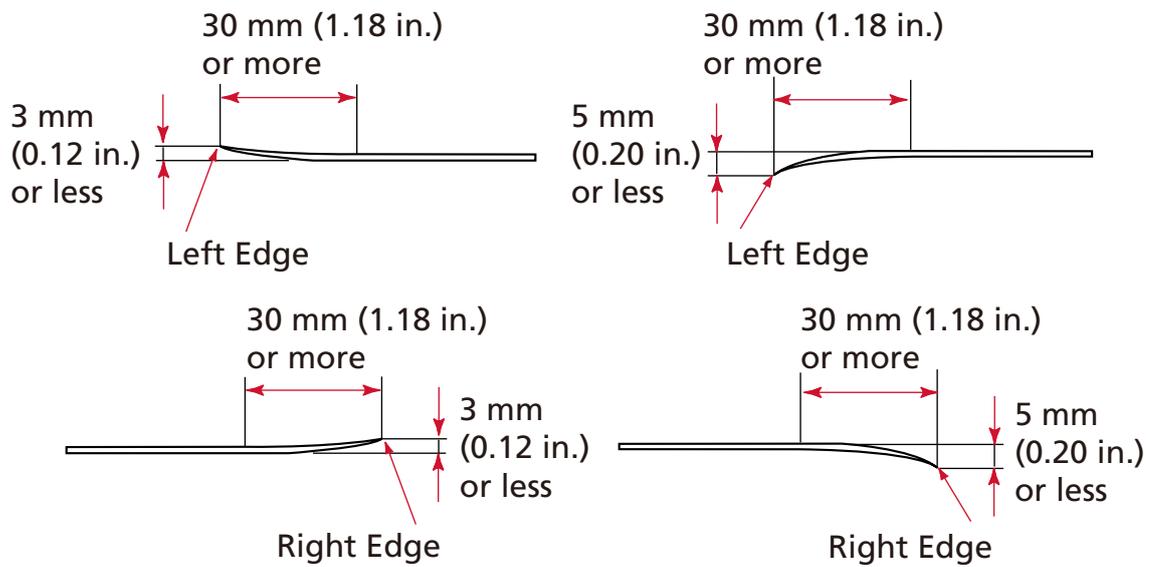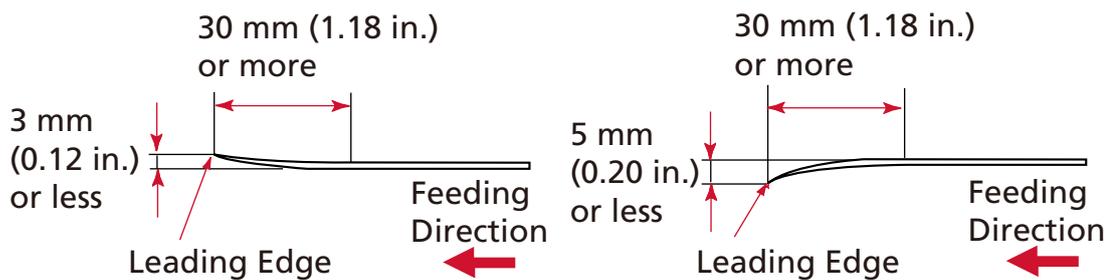
● **Notes on booklets**

When you scan booklets, take note of the following.

● Make sure to use a booklet with a thickness of 1.25 mm or less and check if the booklet can be fed before scanning it.

● If pages are added or a VISA is attached to a passport, which results in the page thickness exceeding 1.25 mm, it cannot be fed.

● Load the open booklet onto the hopper face-up with the edge of the side that has more pages set first. If you scan a booklet in the wrong orientation, the booklet may be damaged or the image may turn out elongated vertically.
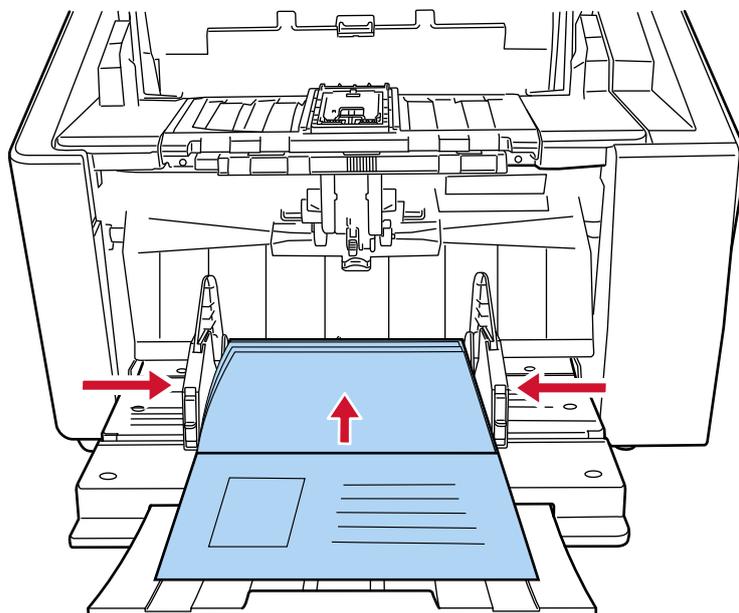
● Open the booklet fully and load it on the hopper. Otherwise, the booklet may not be fed.

● When scanning a booklet, switch to Straight Scan using the paper output selection switch, then switch to Manual Single Mode using the pick roller unit.
If you have started a scan without switching to Straight Scan, close the ADF, open it again, then switch to Straight Scan.

● Dirty rollers may cause feeding errors or dirt to get on a booklet.
Clean the rollers frequently.
For details about cleaning, refer to Daily Care (page 162).

● If there is dirt on the front or back side of a booklet, such as grease marks (fingerprints), wipe the dirt off then perform a scan.

Loading Capacity

The number of sheets that can be loaded on the hopper is determined by the paper size and paper weight of the document.

● **Graph Showing Loading Capacity**

See the graph below.

• For fi-8950/fi-8930
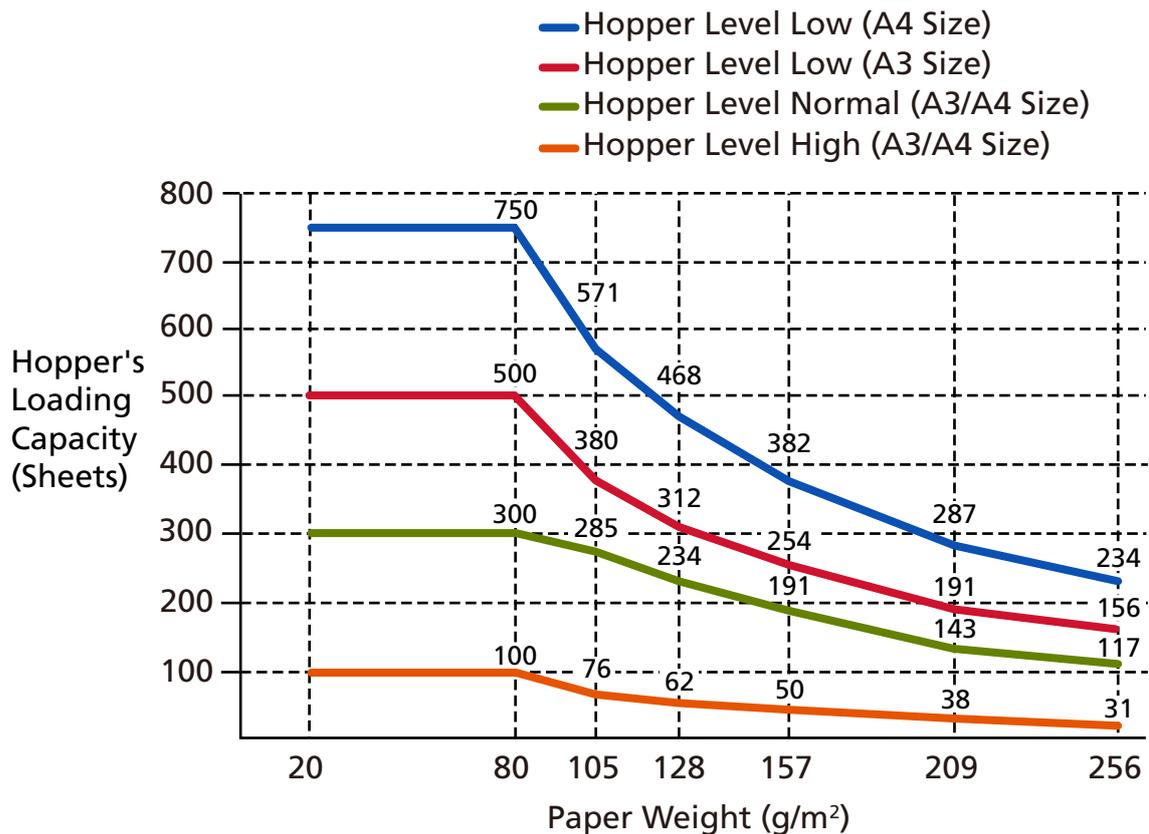
Up to 750 sheets can be loaded when the following conditions are met:

- Paper weight and size: 80 g/m^2 (20 lb), A4 size

- Total thickness: less than 80 mm

- Total weight: 5 kg or less

- When hopper level is set to [Lower]

- When the stacker stopper (medium) and stacker side guides are used

● For fi-8820

Legend:
- Hopper Level Low (A3/A4 Size)
- Hopper Level Normal (A3/A4 Size)
- Hopper Level High (A3/A4 Size)

Chart: Hopper's Loading Capacity (Sheets) vs Paper Weight (g/m²)

Data points:
- Hopper Level Low: 500, 380, 312, 254, 191, 156
- Hopper Level Normal: 300, 285, 234, 191, 143, 117
- Hopper Level High: 100, 76, 62, 50, 38, 31

Paper Weight (g/m²) axis: 20, 80, 105, 128, 157, 209, 256
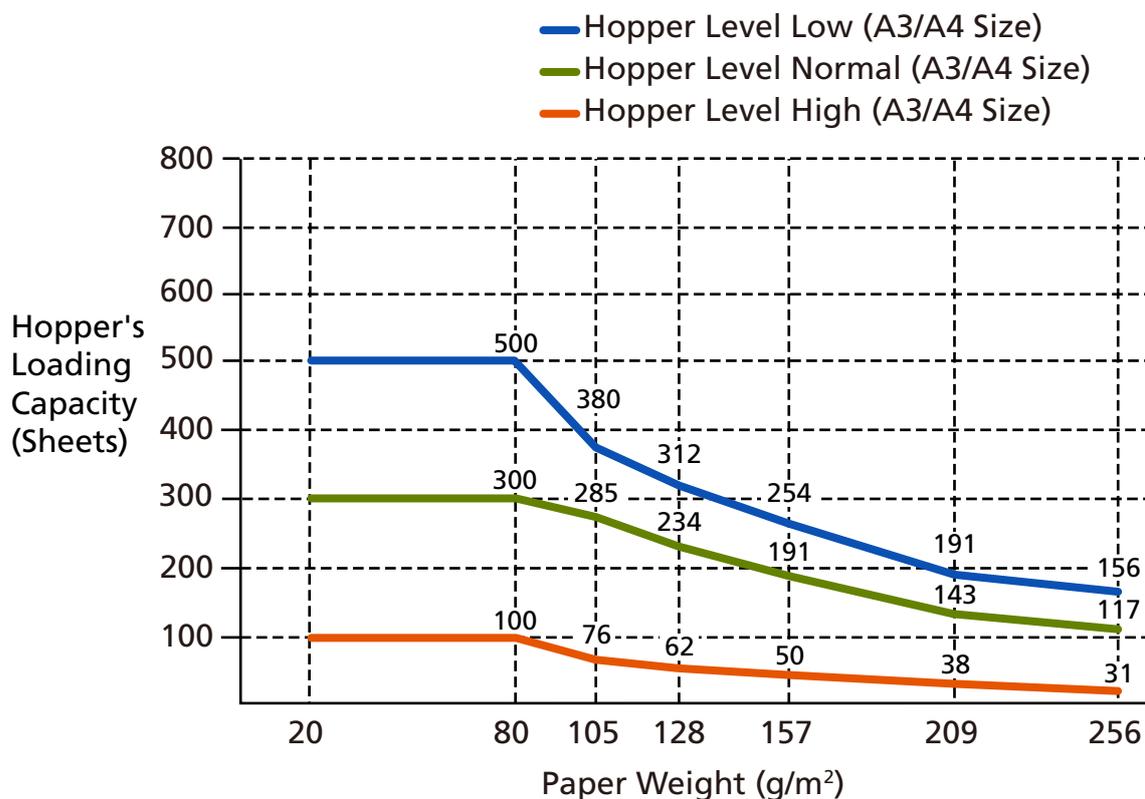
Up to 500 sheets can be loaded when the following conditions are met:

- Paper weight and size: 80 g/m² (20 lb), A4 size

- Total thickness: less than 53 mm

- Total weight: 5 kg or less

- When hopper level is set to [Lower]

- When the stacker stopper (medium) and stacker side guides are used

● **Unit Conversion Table**

Unit	g/m²	lb	kg
Conversion	20	5.3	17
	27	7.2	23
	30	8	26
	40	11	34.5
	52	14	45
	64	17	55
	75	20	65
	80	21	69

	105	28	90
	128	34	110
	157	42	135
	209	56	180
	256	68	220

Area Not to Be Perforated

An error may occur when there are punched holes in the area colored in light blue in the figure below.
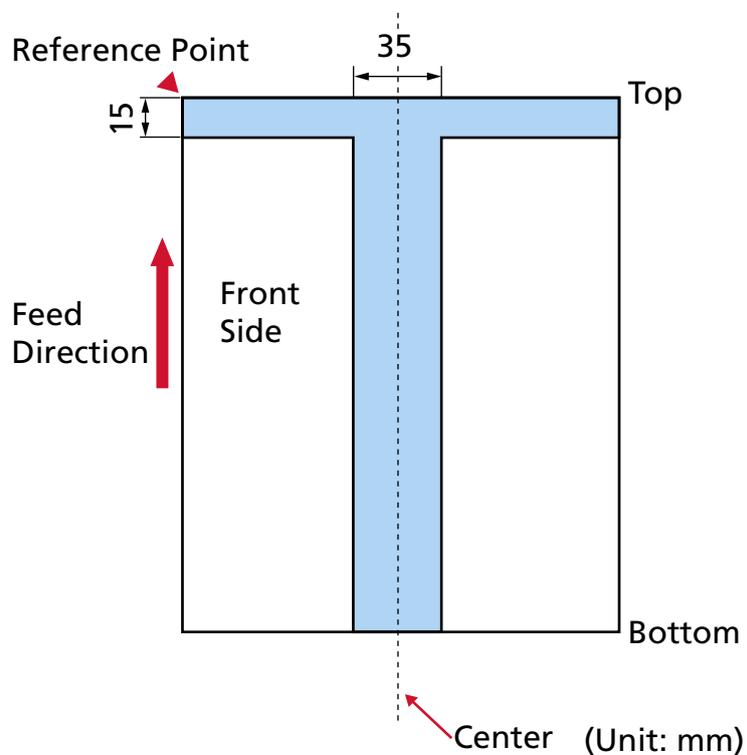
Reference Point · 35 · Top · 15 · Feed Direction · Front Side · Bottom · Center (Unit: mm)

ATTENTION

The above condition applies when the document is set to the center of the pick roller width.

HINT

If there are any holes in the 35 mm-wide central column, you can move the document to the left or right to avoid an error.

Loading Documents with Index Tabs or Non-rectangular Documents

To scan a document with index tabs or a document that is non-rectangular, place it in a way that it will not get caught when it is being fed through.

Good example

Feeding direction

Example:
Index tab

Example:
Non-rectangular document

Bad example

*these parts may get caught

Feeding direction

Example:
Index tab

Example:
Non-rectangular document
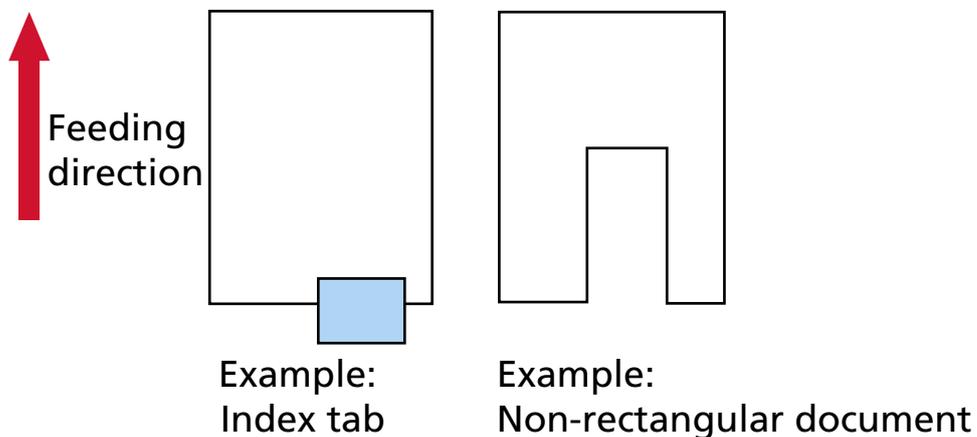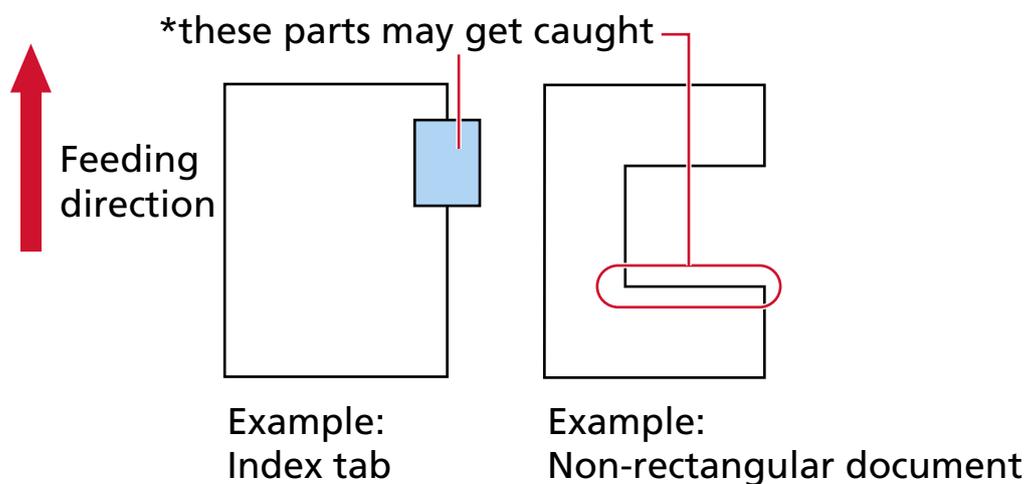
ATTENTION

When you perform scanning as shown in the bad example above, the indicated sections may be caught during feeding. This may cause a paper jam or tear the document.

Conditions Required to Accurately Detect Overlapped Documents (Multifeed)

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once. Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.
For documents that are loaded, the following conditions are required for overlapped documents to be detected accurately.

Detecting Overlapped Documents with the Ultrasonic Sensor

- Load documents of the same thickness onto the hopper.

- Paper weight: 20 to 256 g/m^2 (5.3 to 68 lb)

- Do not punch holes within 35 mm (1.38 in.) of the vertical lines in the left, center and right of the document. Refer to Fig. 1 (page 111).

- Do not attach any documents within 35 mm (1.38 in.) of the vertical lines in the left, center and right of the document. Refer to Fig. 1 (page 111).

Detecting Overlapped Documents according to the Difference in Length

- Load documents of the same length onto the hopper.

- Variance in document lengths: 1% or less

- Do not punch any holes within 35 mm (1.38 in.) from the center line of the document. Refer to Fig.2 (page 112).

Detecting Overlapped Documents with the Ultrasonic Sensor and According to the Difference in Length

- Load documents of the same thickness and the same length onto the hopper.

- Paper weight: 20 to 256 g/m^2 (5.3 to 68 lb)

- Variance in document lengths: 1% or less

- Do not punch holes within 35 mm (1.38 in.) of the vertical lines in the left, center and right of the document. Refer to Fig. 1 (page 111).

- Do not attach any documents within 35 mm (1.38 in.) of the vertical lines in the left, center and right of the document. Refer to Fig. 1 (page 111).

Fig. 1

Reference Point

35   35   35

Top

Front Side

Feed Direction

Bottom

60   60

15.3

Center   (Unit: mm)

Fig.2

Reference Point

Front Side

Feed
Direction

35

Top

Bottom

15.3

Center   (Unit: mm)
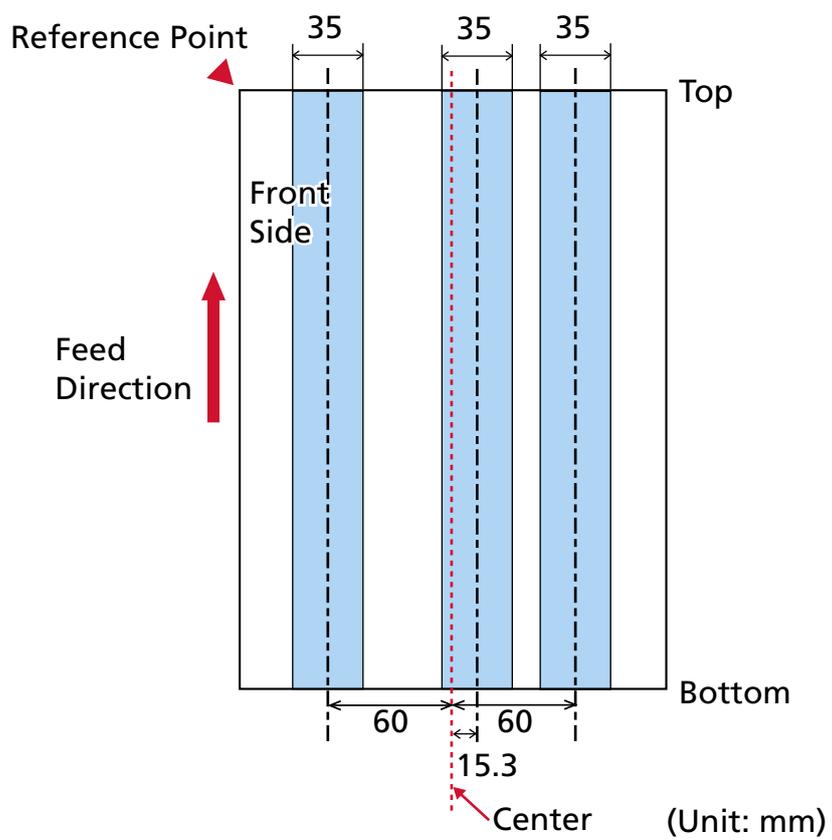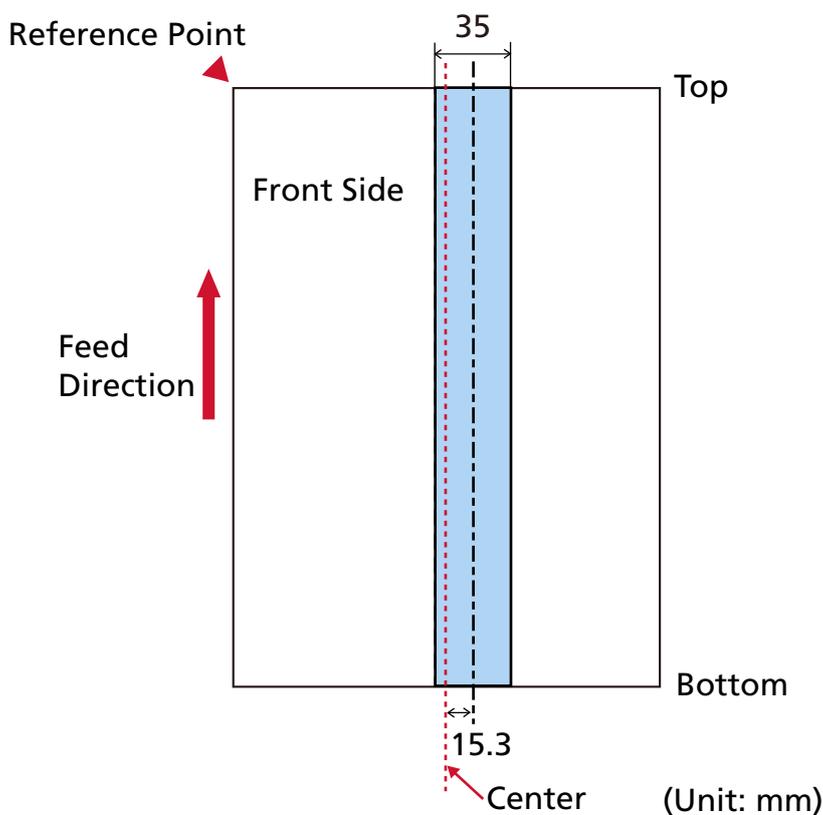
ATTENTION

The above condition applies when the document is loaded at the center point between the pick rollers.

HINT

- The accuracy of detection for overlapped documents may drop depending on the document type.

- In the Software Operation Panel, you can specify a range in which overlapped documents are not detected or a range in which they are in the area described in Fig. 1 (page 111).
  For details, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 379).

- When [Standard mode] is selected for [Intelligent Multifeed Function], overlapping is not detected in the following cases:

  - When the document length is 160 mm or more, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 80 mm or less, overlapping is not detected.

- When the document length is 110 mm or more and less than 160 mm, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 30 mm or less, overlapping is not detected.

- When the document length is less than 110 mm, overlapping of the document and an attached piece of paper (such as a sticky note) is not detected.

Depending on the conditions for overlap length, overlapping may not be detected.

Conditions for Mixed Batch Scanning

The following conditions apply when a mixed batch of documents with different paper weights/
friction coefficients/sizes is scanned.
Make sure to test a few sheets first to check if the mixed batch of documents can be fed.
For details about scanning, refer to .

Paper Direction

Align the direction of the paper fiber with the feed direction.

Paper Weight (Thickness)

When scanning documents with different paper weight in the same batch, keep the paper
weight within the following range:

- Recommended minimum paper weight: 0.038 mm (30 g/m^2 (8 lb))

- Recommended maximum paper weight: 0.257 mm (209 g/m^2 (56 lb))

Friction Coefficient

It is recommended that the same paper brand from the same manufacturer is used for
documents.
When different paper manufacturers/brands are mixed in documents to be scanned, it affects
the feeding performance as the difference in friction coefficient increases.
The following friction coefficients are recommended:
0.35 to 0.64 (reference value for paper friction coefficient)

Document Position

Load all documents so that they are positioned fully under both pick rollers (width across both
pick rollers: approx. 58 mm/2.28 in. wide).

For a guideline for mixed batch scanning, refer to .

Pick Rollers

About 58 mm
(2.28 in.)

Hopper Side Guides

Minimum Size

Maximum Size

Width across Both Pick Rollers

> **HINT**
>
> When loading the smallest document to be positioned fully under both pick rollers while also aligned to one side, as shown in the image below, load the documents so as to be aligned to one side. So that it prevents documents from skewing when being fed.
>
> Hopper Side Guides
>
> Minimum Size
>
> Maximum Size
>
> Width across Both Pick Rollers
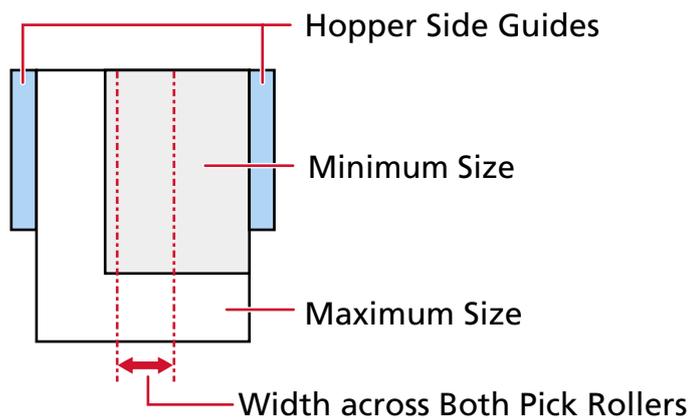
Paper Size

When a set of wider documents is placed on top of smaller documents within the same batch, the wider documents on top may hang down and affect the feeding performance.

Try to meet the following condition:

Pick Roller

10 mm or less

Document

Bottom of hopper
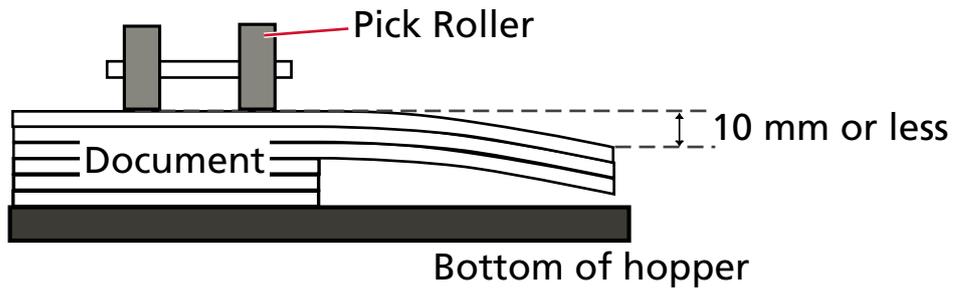
ATTENTION

● When a mixed batch with different sizes is scanned, documents are more likely to skew because the hopper side guides do not fit every sheet properly.
We recommend scanning with document paper size detection set to automatic.

● Do not specify the detection method by document length when scanning a mixed batch of documents with different lengths and detecting overlapped documents.

Combinations of Standard Paper Sizes in a Mixed Batch

Refer to the table below for a guideline of the range available for mixed batch scanning.

Document size Width (mm) (*1)			Maximum size												
			A3	DL	B4	LTR	A4	B5	A5	B6	A6	B7	A7	B8	A8
			297	279	257	216	210	182	149	129	105	91	74.3	64.3	52.5
Minimum size	A3	297	■												
	DL	279	■	■											
	B4	257	■	■	■										
	LTR	216	■	■	■	■									
	A4	210	■	■	■	■	■								
	B5	182	■	■	■	■	■	■							
	A5	149			■	■	■	■	■						
	B6	129				■	■	■	■	■					
	A6	105				■	■	■	■	■	■				
	B7	91						■	■	■	■	■			
	A7	74.3						■	■	■	■	■	■		
	B8	64.3						■	■	■	■	■	■	■	
	A8	52.5													■

■ Available range

DL: 11 × 17 inches

LTR: Letter size

*1: The following figure shows how to set the widest and the narrowest documents of the batch between the side guides.
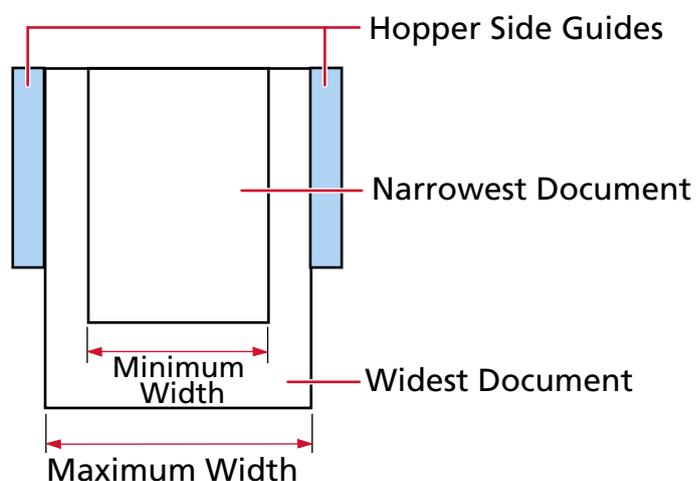
ATTENTION

A8 size documents cannot be mixed with other sizes in the same batch.

Documents That Cannot Be Scanned in a Mixed Batch

The following types of documents cannot be mixed in the same batch:

● Carbonless paper

● Bond paper

● Perforated documents

● Thermal paper

● Carbon-backed paper

● OHP film

● Tracing paper

Notes on Automatic Paper Size Detection

Page size detection will not work for the following types of documents:

● Non-rectangular documents

Page size detection may also not work for the following types of documents:

● Thin paper (52 g/m^2 [14 lb] or less)

● White documents with glossy edges

● Documents with darkish (gray) edges

Conditions for Using the Carrier Sheet

● **Paper Size**

The following paper sizes can be scanned:

- Carrier Sheet (216 × 297 mm)

- A3 (297 × 420 mm) (*1)

- A4 (210 × 297 mm)

- A5 (148 × 210 mm)

- A6 (105 × 148 mm)

- B4 (257 × 364 mm) (*1)

- B5 (182 × 257 mm)

- B6 (128 × 182 mm)

- Business card (51 × 89 mm) (*2)

- Letter (8.5 × 11 in./216 × 279.4 mm)

- Double Letter (11 × 17 in./279.4 × 431.8 mm) (*1)

- Custom size

  - Width
    25.4 to 431.8 mm (1 to 17 in.) (*1)

  - Length
    25.4 to 297 mm (1 to 11.69 in.)

*1: For documents wider than 216 mm (8.5 in.), fold them in half to scan them.

*2: Available when scanning with PaperStream IP (ISIS) fi-8000 Series.

● **Document Conditions**

Document Type

The document types (paper types) are as follows:

- Standard office paper

- Documents larger than A4/Letter size

- Documents that can be damaged quite easily such as photographs

- Documents that might cause paper jams such as clippings

Document Thickness (Paper Weight)

Documents with the following paper weight can be scanned:

20 to 105 g/m^2 (5.3 to 28 lb)

Precautions

Take note of the following:

● When using the Carrier Sheet

- Up to three Carrier Sheets can be loaded at once.

- Depending on the image scanning application, there may be insufficient memory to perform a [Double-page spread] scan using the Carrier Sheet in high resolution.
  In that case, specify a lower resolution and try scanning again.

- Do not write on, color, stain, or cut the end with a black and white pattern on the Carrier Sheet.
  Otherwise, the Carrier Sheet may not be recognized correctly.

- Do not load the Carrier Sheet upside down.
  Otherwise, a paper jam may occur and damage the Carrier Sheet and the document inside.

- As you keep using the Carrier Sheet, dirt and dust will accumulate on the surface and the inside.
  Clean it regularly because it may cause problems related to scanning or affect the scanned results.
  For details, refer to Cleaning the (Carrier) Sheet (page 184).
  If the problem still persists, replace the Carrier Sheet.

- Do not fold or pull the Carrier Sheet.

- Do not use a damaged Carrier Sheet.
  Doing so may damage or cause the scanner to malfunction.

- Do not slide your finger on the edge of the Carrier Sheet.
  Doing so may cut your finger.

- If paper jams occur frequently, feed about 50 sheets of PPC paper (recycled paper) before scanning with the Carrier Sheet.
  The PPC paper can either be blank or printed.

- Paper jams may occur when several small documents (such as photos or postcards) are placed in the Carrier Sheet for scanning.
  It is recommended to place only one document at a time in the Carrier Sheet.

- Do not place a booklet (such as a passport) in the Carrier Sheet for scanning.
  Doing so may cause a paper jam.

● When storing the Carrier Sheet

- Do not leave a document inside the Carrier Sheet for a long time.
  Otherwise, the ink on the document may be transferred onto the Carrier Sheet.

- Do not leave the Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
  Also, do not use the Carrier Sheet in such environments.
  Otherwise, the Carrier Sheet may deform.

- To avoid deformation, keep the Carrier Sheet on a flat surface without any weight on it.

Conditions for Using the Photo Carrier Sheet

- **Paper Size**

  The following paper sizes can be scanned:

  ● Photo Carrier Sheet (178 × 127 mm)

  ● A6 (105 × 148 mm)

  ● Business card (51 × 89 mm) (*1)

  ● Custom size

    - Width
      25.4 to 178 mm (1 to 7 in.)

    - Length
      25.4 to 127 mm (1 to 5 in.)

  ***1:** Available when scanning with PaperStream IP (ISIS) fi-8000 Series.

- **Document Conditions**

  Document Type

  The document types (paper types) are as follows:

  ● Documents that can be damaged quite easily such as photographs

  ● Documents that might cause paper jams such as clippings

  Document Thickness (Paper Weight)

  Documents with the following paper weight can be scanned:

  20 to 209 g/m^2 (5.3 to 56 lb)

  Precautions

  Take note of the following:

  ● When using the Photo Carrier Sheet

    - Up to three Photo Carrier Sheets can be loaded at once.

    - Do not write on, color, stain, or cut the end with a black and white pattern on the Photo Carrier Sheet.
      Otherwise, the Photo Carrier Sheet may not be recognized correctly.

    - Do not load the Photo Carrier Sheet upside down.
      Otherwise, a paper jam may occur and damage the Photo Carrier Sheet and the document inside.

    - As you keep using the Photo Carrier Sheet, dirt and dust will accumulate on the surface and the inside.
      Clean it regularly because it may cause problems related to scanning or affect the scanned results.
      For details, refer to Cleaning the (Carrier) Sheet (page 184).

If the problem still persists, replace the Photo Carrier Sheet.

- Do not fold or pull the Photo Carrier Sheet.

- Do not use a damaged Photo Carrier Sheet.
  Doing so may damage or cause the scanner to malfunction.

- Do not slide your finger on the edge of the Photo Carrier Sheet.
  Doing so may cut your finger.

- If paper jams occur frequently, feed about 50 sheets of PPC paper (recycled paper) before scanning with the Photo Carrier Sheet.
  The PPC paper can either be blank or printed.

- Even if the setting for a double-page spread image is enabled in the scanner driver, only the front side image is output.

- Do not place a booklet (such as a passport) in the Photo Carrier Sheet for scanning.
  Doing so may cause a paper jam.

● When storing the Photo Carrier Sheet

- Do not leave a document inside the Photo Carrier Sheet for a long time.
  Otherwise, the ink on the document may be transferred onto the Photo Carrier Sheet.

- Do not leave the Photo Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
  Also, do not use the Photo Carrier Sheet in such environments.
  Otherwise, the Photo Carrier Sheet may deform.

- To avoid deformation, keep the Photo Carrier Sheet on a flat surface without any weight on it.

How to Use the Operator Panel

This section explains how to use the operator panel.

Operator Panel Overview

The operator panel consists of a touch screen and buttons.

Names and Functions of the Operator Panel
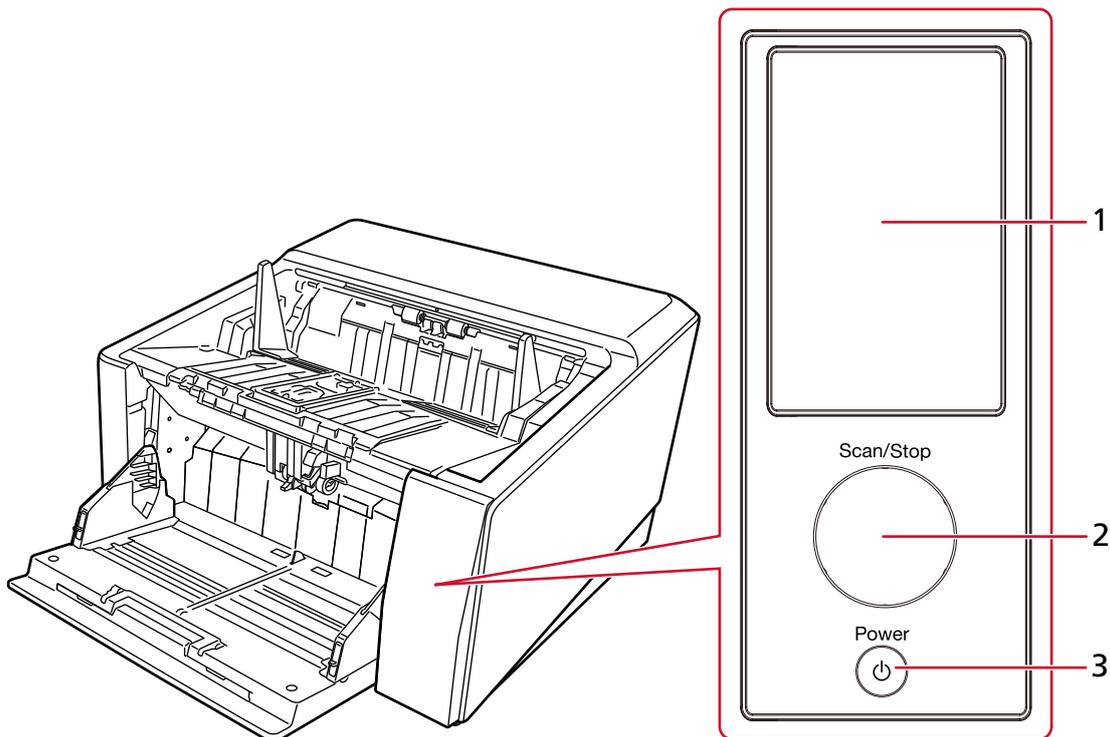
No.	Name	Function
1	Touch screen	Displays the status of the scanner and the menu used for configuring the settings for the operations of the scanner. When the scanner enters power saving mode, the touch screen switches off.
2	[Scan/Stop] button	Starts scanning. Pressing this button during scanning stops the scan. The outline of the [Scan/Stop] button lights up in green when the scanner is on. The outline of the [Scan/Stop] button flashes in green when the scanner enters power saving mode.
3	[Power] button	Turns the power ON/OFF.

Elements on the Touch Screen

This section explains the screens and icons displayed on the touch screen.

Screen	Description
	This is the main screen of the touch screen. ① **Feed mode** For manual feeding, either of the following will be displayed: ● Manual - Continuous When [Continuous Feed Mode] is enabled for [Manual Feeding] in the scanner settings, [Manual - Continuous] is displayed. ● Manual - Single When the feed mode is switched to Manual Single Mode using the pick roller unit, [Manual - Single] is displayed. **ATTENTION** When the feed mode is set to [Manual - Single], document overlapping will not be detected. Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope. Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents. ② **Paper path** Depending on the position of the paper output selection switch, the displayed text will change as follows: ● When slided to U-turn Scan No text will be displayed. ● When slided to Straight Scan [Straight] will be displayed.

Screen	Description
	③ **Function selection button** The operation (function) of the scanner that occurs when the [Scan/Stop] button on the scanner is pressed is displayed. Press this button to select the operation (function) that occurs when the [Scan/Stop] button on the scanner is pressed in the [Function Selection] screen.
← Settings　🏠 —(2) Scanner Information　>＞ Document Count Paper Source/Feeding　>＞ Cleaning & Maintenance　>＞ Scanner Settings　🔒 >＞ Guidance for Advanced Settings Display language Support　>＞	This screen displays the scanner information, and from here you can configure various settings. This screen is displayed when you press ⚙ at the bottom of the touch screen.
⊗ Function Selection F00 F13 ▭▭▭▭▭ F20 ▭▭▭▭▭▭▭ F50 ▭▭▭▭▭ ▲　1 / 1　▼	This screen is displayed when you press the function selection button ③ on the main screen. From the function list, select the operation (function) of the scanner that occurs when the [Scan/Stop] button on the scanner is pressed. The listed functions can be filtered. For details, refer to Function Selection Display (page 320). The list of functions is updated when the computer using the scanner is switched or the connection method of the scanner is changed.
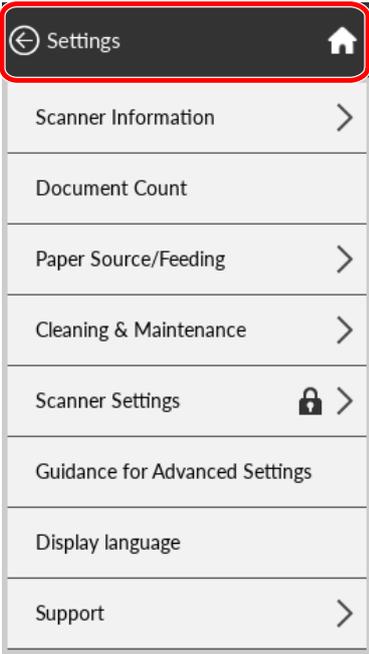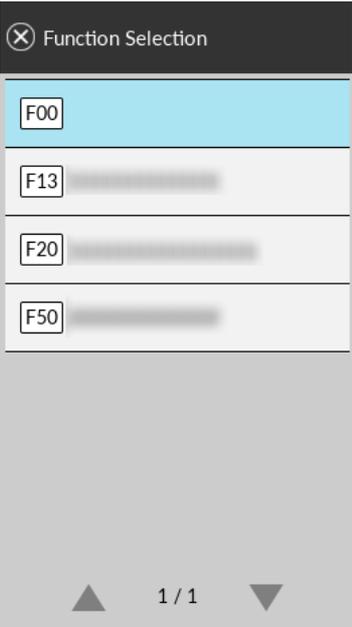
The following explains the details of each icon:

(1) Icons displayed in the lower part of the touch screen

The following icons are displayed:

You can check the connection method of the scanner.

Connection Method	Icon	Connection Status
Wired LAN		The scanner is connected via a wired LAN.
	None	The wired LAN is disabled.
USB		The scanner is connected via a USB cable.
	None	The scanner is not connected via a USB cable.

You can check the settings and messages for the scanner.

When there is a message, is displayed.

Press the icon to display the message.

Tab	Overview
Information	You can check the following settings. ● Operation mode for the Intelligent multifeed detection function and the number of sheets with overlapping patterns memorized (up to four overlap patterns can be memorized per sheet scanned) ● Paper Separation Force ● Error information which occurred most recently
Message	You can check messages related to glass cleaning, cleaning cycles, replacement of consumables, maintenance, or IP address conflicts.

You can check or change the settings for the scanner.

Press the icon to display a list of setting items.

When the scanner is used with another application, a message confirming whether you want to stop using the scanner with the application is displayed.

Item		Overview
Scanner Information		You can check the settings for the scanner. ● Standard Information ● Power Management ● Network
Document Count		The number of documents can be counted without outputting images of the documents. ● See Also - Counting Documents (page 131)

Paper Source/ Feeding	Paper Separation Force	The paper separation force can be adjusted.
		
		● See Also
		
		  - Adjusting the Paper Separation Force (page 70)
		
		  - Paper Separation Force (page 294)
		
		  - Settings to Memorize the Manually Adjusted Paper Separation Force [Paper Separation Force at Power-off] (page 395)

	Retry Paper Feeding	You can set the number of feeding retries when a document is not fed from the hopper.
		
		● See Also
		
		  - Retry Paper Feeding (page 295)
		
		  - Specifying the Number of Retries for Paper Feeding [Number of paper feeding retries] (page 358)

	Hopper Level	You can set the hopper height. ● See Also - Setting the Loading Capacity of the Hopper (page 60)

Item		Overview
		ATTENTION When Manual Single Mode is used, the hopper rises to the fixed position and the value set in [Hopper Level] is not applied.

	Stacker Positioning	You can configure whether to set the stacker height to be automatically adjustable or fixed.
		● See Also
		  - Fixing the Height of the Stacker (For Documents with Large Folds) (page 69)
		  - Adjusting the Stacker Height [Stacker Positioning] (page 370)

	Multifeed Detection	You can configure the settings to detect overlapped documents during a scan.
		● See Also
		  - Multifeed Detection (page 304)
		  - Specifying a Method to Detect Overlapped Documents [Multifeed] (page 377)

Cleaning & Maintenance	Notify when glass is dirty	You can configure the settings for detecting dirt on the glass. If the scanner detects dirt on the glass, the touch screen displays a notification on ⓘ when you receive a [Clean glass!] message. When there is a message, ⓘ is displayed. Press ⓘ to check the message, then clean the glass to prevent vertical streaks from appearing on images. ● See Also - Setting for Receiving Notifications about Dirt on the Glass [Notify when glass is dirty] (page 399)
	Cleaning	Use this setting when you clean the inside of the scanner.

Item		Overview
		● See Also - Daily Care (page 162)
Scanner Settings		An administrator of the scanner uses this to configure the settings for the scanner. ● See Also - Scanner Settings (Touch Screen) (page 288)
Guidance for Advanced Settings		Displays the procedures for configuring the advanced scanner settings. ● See Also - Scanner Settings (Software Operation Panel) (page 324)
Display language		You can configure the language setting for the touch screen.
Support	Authentication/License	You can check the conditions of the licenses for the authentication label and open source software. **ATTENTION** It may take a few minutes to display the License screen.
	Warranty Information	You can check the warranty information. Note that this is not displayed depending on the country or region where the scanner is purchased.
	Limited Warranty Guide	You can check the limited warranty guide. Note that this is not displayed depending on the country or region where the scanner is purchased.
	Maintenance	Service engineers use this for maintenance of the scanner.

(2) Icons displayed in the title area

When you move from the main screen to another screen, the following icons are displayed.

Go back to the previous screen.

Goes back to the main screen in accordance with the usage method.

Cancels the current operation and goes back to the previous screen.

Counting Documents

The number of documents can be counted without outputting images of the documents.
This operation is useful for checking the number of documents when you scan a large number of documents.
Document sizes up to Double Letter size (11 × 17 in., 279.4 × 431.8 mm) are supported.

1 **Turn on the scanner.**

For details, refer to How to Turn the Power ON (page 46).

2 **Make sure that the pick roller unit is at the lower position.**
When the feed mode has been switched to Manual Single Mode by lifting up the pick roller unit, the number of documents cannot be counted.

3 **On the touch screen, press** **→ [Document Count].**

The [Document Count] screen is displayed.

4 **Load documents on the hopper.**
For details, refer to How to Load Documents (page 90).

5 **Press the [Scan/Stop] button on the scanner or the [Scan] button on the touch screen.**

The number of documents that are loaded in the scanner is counted.
The number of documents is displayed in the [Document Count] screen.

ATTENTION

Documents may not be counted correctly if overlapped documents are fed.

Various Ways to Scan

This section explains how to configure the scanner settings and scan different types of documents with a scanner driver or the image scanning application.
For information on other ways to scan which are not explained here, refer to the help for the scanner driver, and the manual/help for the image scanning application.

Scanning Documents with Different Widths

> **ATTENTION**
>
> When you scan a mixed batch with different widths, some of the narrower documents may be skewed or not fed into the ADF.
> In that case, separate the documents by their widths, and scan them in different batches.

> **HINT**
>
> For details about document requirements for scanning a mixed batch of documents, refer to Conditions for Mixed Batch Scanning (page 114).

1 **Align the top of the documents.**

- Align by the center
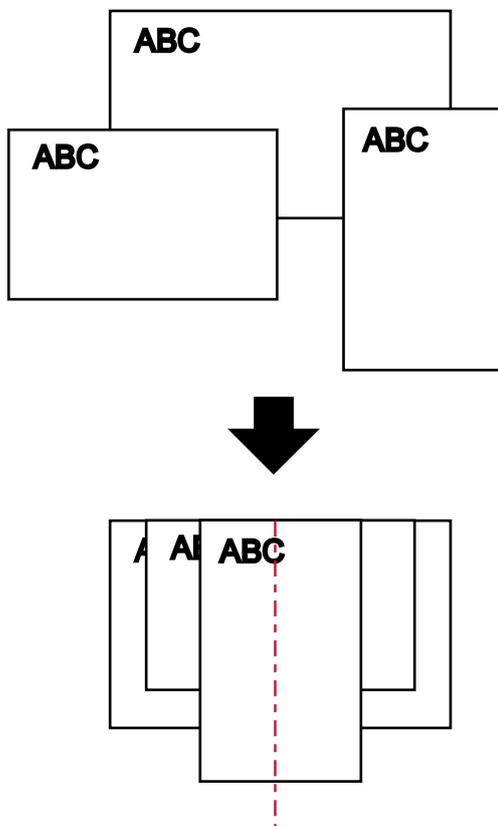
● Align by the side
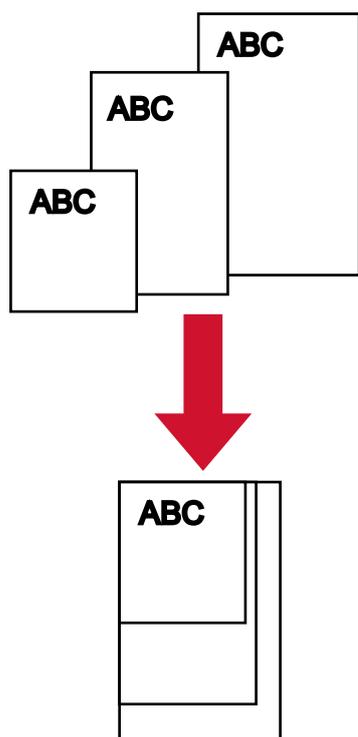
2 **Place the documents on the hopper and adjust the hopper side guides to the widest document in the batch.**
For information on how to load documents on the hopper, refer to How to Load Documents (page 90).

> **ATTENTION**
>
> Load all documents so that they are positioned fully under both pick rollers. Documents not positioned underneath both pick rollers will not be fed in.

● Good example

Width across Both Pick Rollers

*AB*C

Good

● Bad example

Width across Both Pick Rollers

*AB*C

Bad
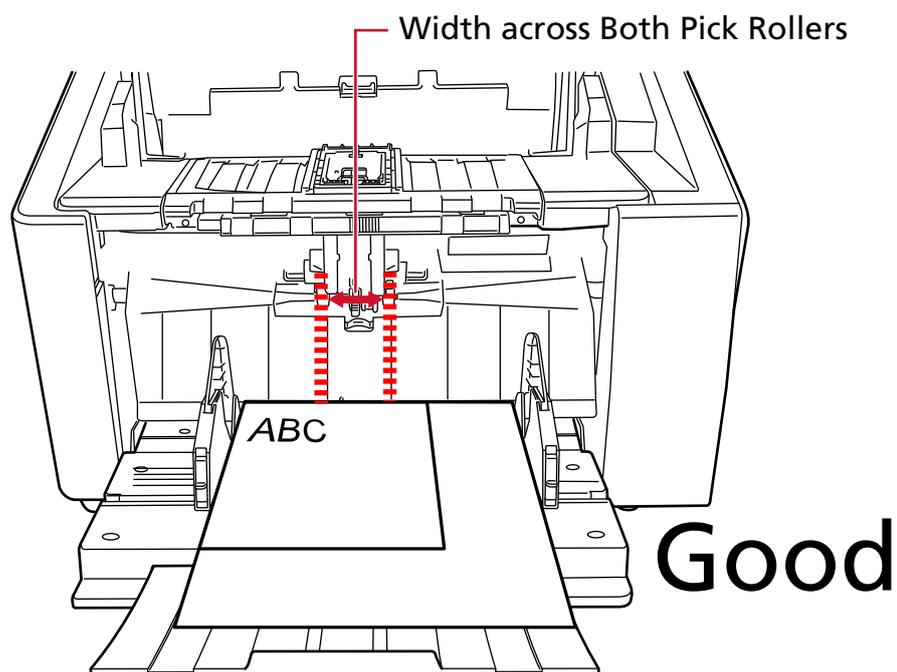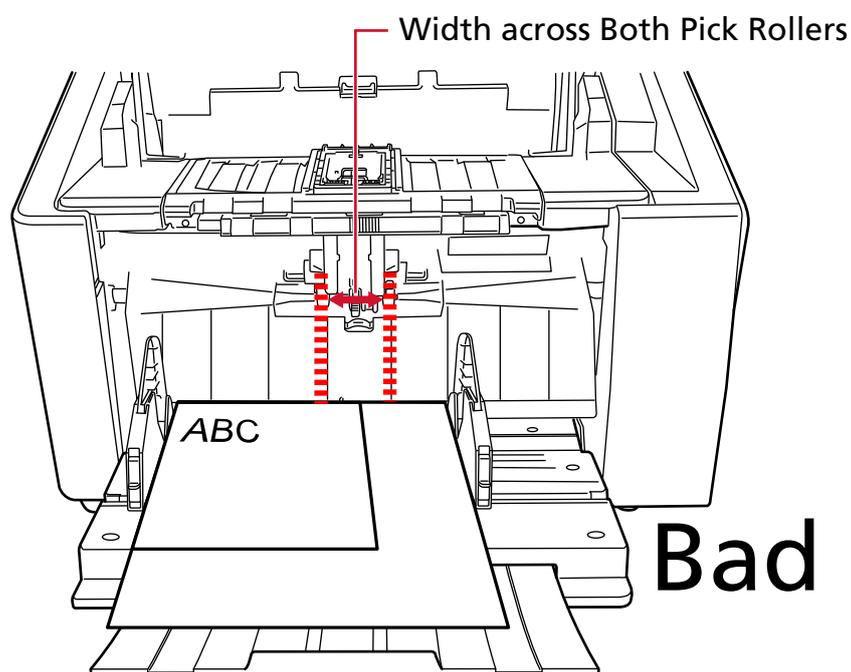
3 In the scanner driver, configure the scan settings to avoid skewed images and to detect the paper size automatically.

For details, refer to the help for the scanner driver.

4 Scan the documents with the image scanning application.

For details, refer to the manual/help of the image scanning application.

Scanning Documents Folded in Half

Using the pick roller unit to switch the feed mode to Manual Single Mode allows you to scan documents folded in half (documents up to A3 or Double Letter size with a thickness of 64 to 105 g/m^2 [17 to 28 lb]) as is.

1 **Fold the document in half so that the sides to be scanned are facing out.**

Fold it firmly and smooth out any creases.

> **ATTENTION**
>
> The document may be fed skewed if the folded part is too thick.
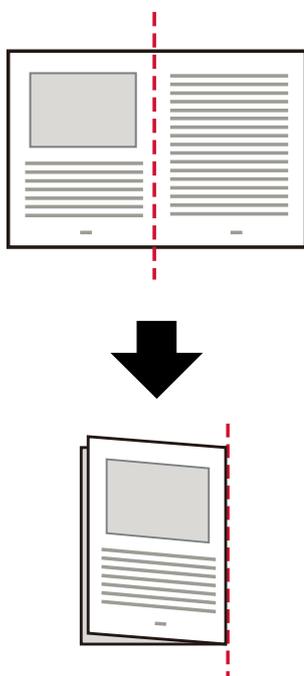
Example

2 **Remove all documents from the hopper.**

3 **Switch the feed mode to Manual Single Mode using the pick roller unit.**

For details, refer to Switching to Manual Single Mode (page 76).

4 **Load the document on the hopper.**

Set the documents with the front side (scanning side) facing up.

For details, refer to How to Load Documents (page 90).

> **ATTENTION**
>
> When the feed mode is switched to Manual Single Mode, the hopper will rise and the hopper side guides will be caught by the stacker. This will prevent operation.

In this case, press down on the parts that move up and down on the hopper side guides.

5 **Scan the document with the image scanning application.**
For details, refer to the manual/help of the image scanning application.

6 **Insert the document until the top edge touches the separator roller.**

Separator Roller

The document is picked, scanned, then ejected onto the stacker.

ATTENTION

● Release the document as soon as the document is fed in the scanner.

● Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope.

Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.

HINT

- In Manual Single Mode, the scanner will wait for documents to be loaded on the hopper until the timeout time elapses after scanning is started or a document is ejected.
  Scanning will finish if no document is loaded within the timeout time.
  To end a scan before the timeout time elapses, press the [Pause] button.
  To stop a scan before the timeout time elapses, press the [Scan/Stop] button.
  Use one of the following methods to set a timeout time.

  - The [Manual Feeding] screen on the touch screen
    Set [Timeout seconds]. The scanner waits for the next document to be loaded within a specified time.
    The screen can be displayed in the following procedure:

     → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

  - Software Operation Panel
    For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).

- To release Manual Single Mode, bring the pick roller unit back down to its original position.
  For details, refer to "HINT" in Switching to Manual Single Mode (page 76).

Scanning Documents such as Envelopes or Multi-Layered Transfer Paper

Using the pick roller unit to switch the feed mode to Manual Single Mode allows you to scan documents such as envelopes and multi-layered transfer paper.

> **ATTENTION**
>
> For details about the paper weights of the documents that can be scanned, refer to Document Thickness (Paper Weight) (page 100).

1 **Remove all documents from the hopper.**

2 **Switch the feed mode to Manual Single Mode using the pick roller unit.**
For details, refer to Switching to Manual Single Mode (page 76).

3 **Load a document on the hopper.**
Set the documents with the front side (scanning side) facing up.
To scan a multi-layered transfer paper, position the bound edge first when loading the paper.
For details, refer to How to Load Documents (page 90).

> **ATTENTION**
>
> When the feed mode is switched to Manual Single Mode, the hopper will rise and the hopper side guides will be caught by the stacker. This will prevent operation.
> In this case, press down on the parts that move up and down on the hopper side guides.
>
>

4 **Scan the document with the image scanning application.**
For details, refer to the manual/help of the image scanning application.

5 **Insert the document until the top edge touches the separator roller.**

Separator Roller

The document is picked, scanned, then ejected onto the stacker.

ATTENTION

● Release the document as soon as the document is fed in the scanner.

● Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope.
Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.

HINT

● In Manual Single Mode, the scanner will wait for documents to be loaded on the hopper until the timeout time elapses after scanning is started or a document is ejected.
Scanning will finish if no document is loaded within the timeout time.
To end a scan before the timeout time elapses, press the [Pause] button.
To stop a scan before the timeout time elapses, press the [Scan/Stop] button.
Use one of the following methods to set a timeout time.

  - The [Manual Feeding] screen on the touch screen
Set [Timeout seconds]. The scanner waits for the next document to be loaded within a specified time.
The screen can be displayed in the following procedure:

> ⚙ → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]
>
> - Software Operation Panel
>   For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).
>
> ● To release Manual Single Mode, bring the pick roller unit back down to its original position.
>   For details, refer to "HINT" in Switching to Manual Single Mode (page 76).

Scanning Thick Envelopes

After switching the paper output selection switch to Straight Scan, you can scan thick envelopes in Manual Single Mode.

ATTENTION

For details about the paper weights of the documents that can be scanned, refer to Document Thickness (Paper Weight) (page 100).

HINT

When using Straight Scan, switching to Manual Single Mode enables you to manually scan envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) one at a time.
Use this scanning method mainly for scanning thick envelopes.
For the precautions on scanning a thin booklet, refer to Precautions (page 102).

---

1 **Switch to Straight Scan using the paper output selection switch.**
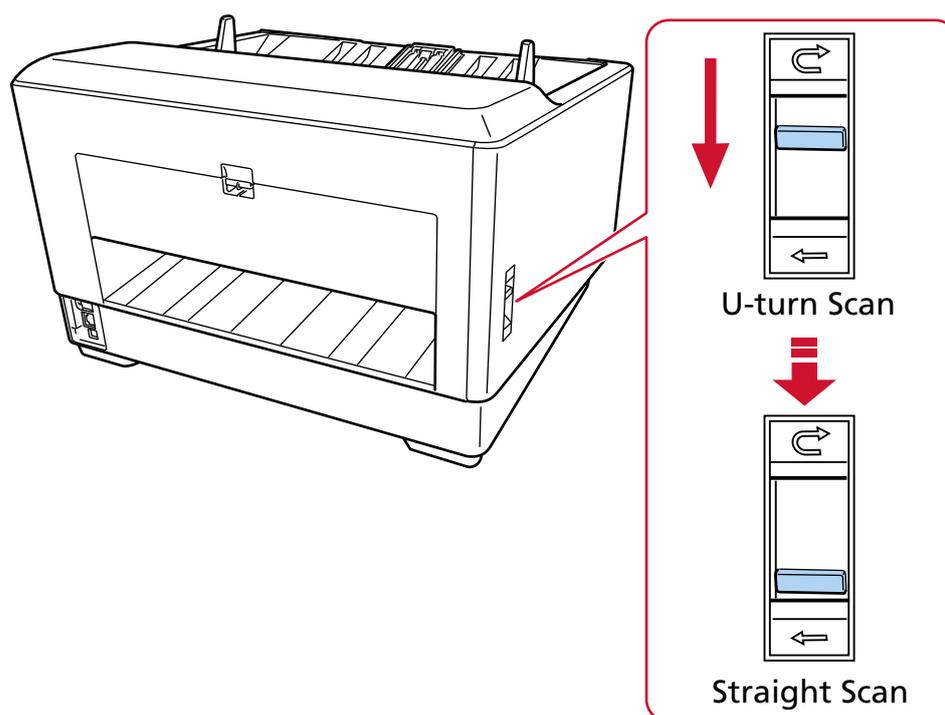
U-turn Scan

Straight Scan

2 **Remove all documents from the hopper.**

3 **Switch the feed mode to Manual Single Mode using the pick roller unit.**
For details, refer to Switching to Manual Single Mode (page 76).

4 **Load a document on the hopper.**
Set the documents with the front side (scanning side) facing up.
For details, refer to How to Load Documents (page 90).

ATTENTION

When the feed mode is switched to Manual Single Mode, the hopper will rise and the hopper side guides will be caught by the stacker. This will prevent operation.
In this case, press down on the parts that move up and down on the hopper side guides.

5 **Scan the document with the image scanning application.**

For details, refer to the manual/help of the image scanning application.

6 **Insert the document until the top edge touches the separator roller.**

Separator Roller
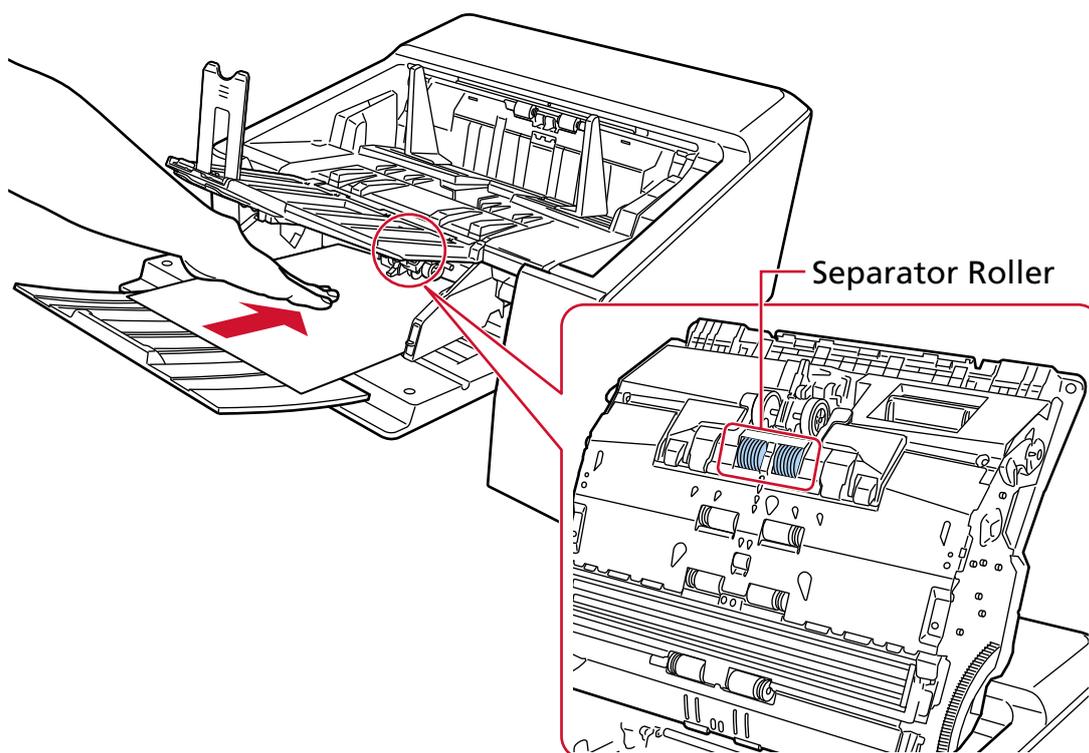
The document is picked, scanned, then ejected from the paper output on the back of the scanner.

ATTENTION

- Release the document as soon as the document is fed in the scanner.

- Straight Scan is a function used with Manual Single Mode to scan multi-layered documents, such as envelopes and booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets).
  Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.

- Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope.
  Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.

- When scanning long page documents using Straight Scan while [Manual Single Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
  For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

HINT

- In Manual Single Mode, the scanner will wait for documents to be loaded on the hopper until the timeout time elapses after scanning is started or a document is ejected.
  Scanning will finish if no document is loaded within the timeout time.
  To end a scan before the timeout time elapses, press the [Pause] button.
  To stop a scan before the timeout time elapses, press the [Scan/Stop] button.
  Use one of the following methods to set a timeout time.

  - The [Manual Feeding] screen on the touch screen
    Set [Timeout seconds]. The scanner waits for the next document to be loaded within a specified time.
    The screen can be displayed in the following procedure:

     → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

  - Software Operation Panel
    For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).

- To release Manual Single Mode, bring the pick roller unit back down to its original position.
  For details, refer to "HINT" in Switching to Manual Single Mode (page 76).

Scanning Documents That Can Be Damaged Quite Easily without Damaging Them

Using the optional Carrier Sheet allows you to scan documents that can be damaged quite easily without damaging them.
Fold a document larger than A4/Letter size (for example, A3 or B4 size) in half and place it inside the Carrier Sheet.

1 **Place the document inside the Carrier Sheet.**

    a **Fold the document in half so that the sides to be scanned are facing out.**
       Fold it firmly and smooth out any creases.
       The document may be fed skewed if the folded part is too thick.

       Example
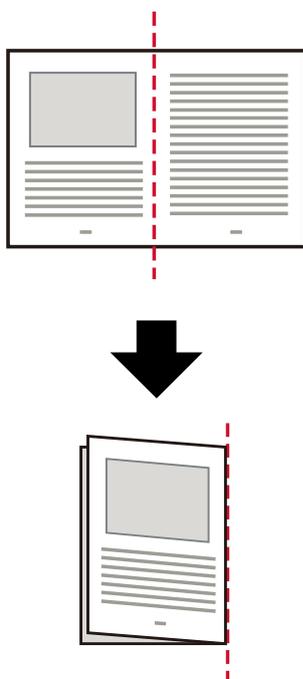
    b **Open the Carrier Sheet to place the document inside.**
       Note that the front side of the Carrier Sheet has a black and white pattern at the top and a thick vertical line in the upper right-hand corner.

Align the top and the fold line of the document with the Carrier Sheet so that no space is left in the upper and right sides of the Carrier Sheet.
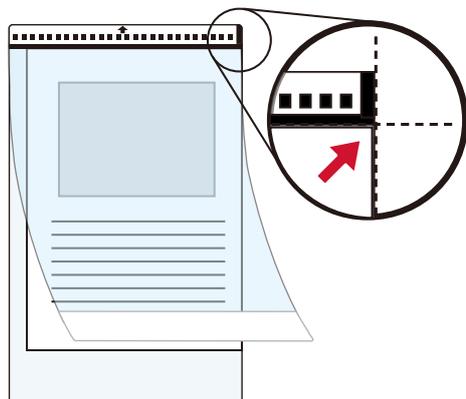
2 **Load the Carrier Sheet onto the hopper black and white pattern edge first.**
Set the documents with the front side (scanning side) facing up.
Secure the Carrier Sheet with the hopper side guides to avoid skewing.
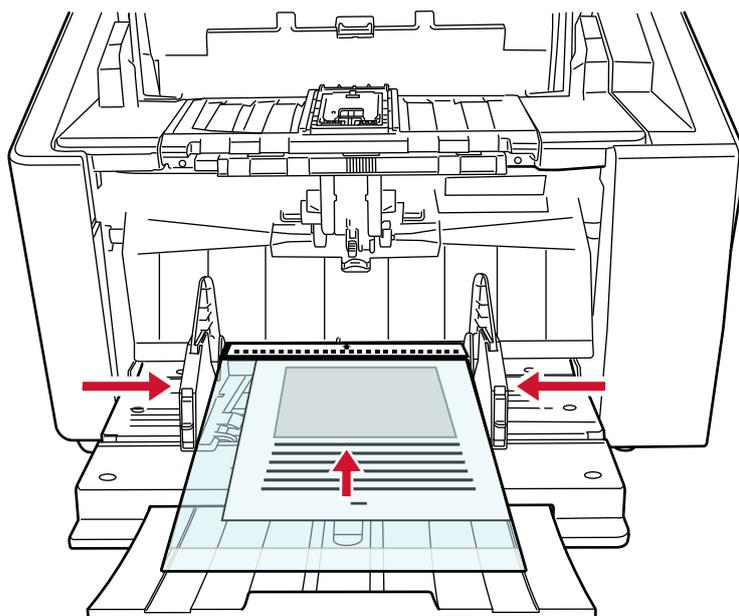
3 **Configure the scan settings in the scanner driver to use the Carrier Sheet.**
For details, refer to the help for the scanner driver.

4 **Scan the document with the image scanning application.**
For details, refer to the manual/help of the image scanning application.

ATTENTION

- The image printed on the document is cropped and it is pasted in the center of a blank image. The size of a blank image is the size specified for [Paper Size] in the scanner driver.

Example

When an A5 size image is printed on an A4 size document and [A4] is specified for [Paper Size] in the scanner driver.
→An A5 size image is pasted in the center of an A4 size blank image.

● When [Automatic] is specified for [Paper Size] in the scanner driver, the most suitable size is selected from standard sizes which can be specified for [Paper Size]. Note that the size of the image may become smaller than the original document depending on the document scanned, or part of the image may appear missing.

Example

When an A5 size image is printed in the center of an A4 size document
→The image is output in A5 size.

To output the scanned image in the actual size of the document, specify the document size for [Paper size].

Scanning Photographs and Clippings without Damaging Them

Using the optional Carrier Sheet or Photo Carrier Sheet allows you to scan non-standard size documents such as photographs or clippings without damaging them.
The procedure to perform a scan with the Photo Carrier Sheet is described as an example below.

1 **Place a document inside the Photo Carrier Sheet.**
Open the Photo Carrier Sheet and centrally place the top end of the document against the side with a black and white pattern of the Photo Carrier Sheet.
Note that the front side of the Photo Carrier Sheet has a black and white pattern at the top and a thick vertical line in the upper right-hand corner.
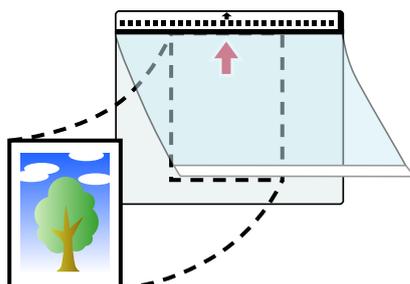
2 **Load the Photo Carrier Sheet onto the hopper black and white pattern edge first.**
Set the documents with the front side (scanning side) facing up.
Secure the Photo Carrier Sheet with the hopper side guides to avoid skewing.
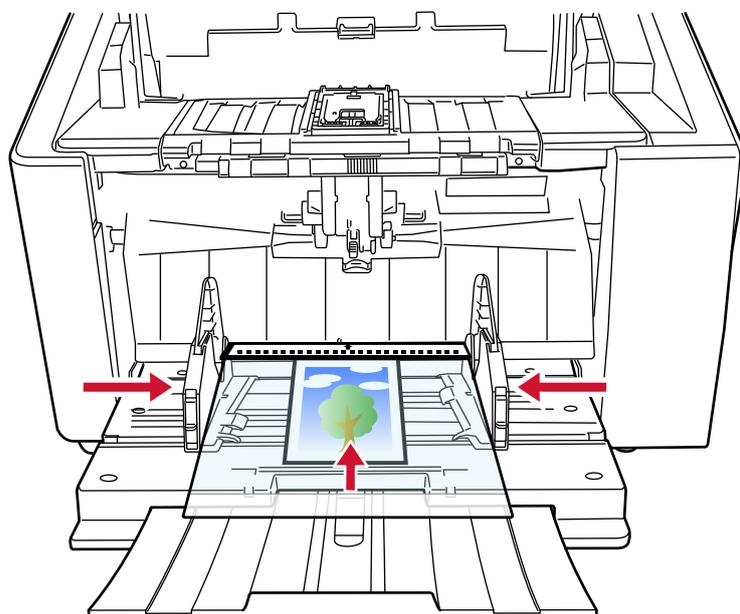
3 **Configure the scan settings in the scanner driver to use the Photo Carrier Sheet.**
For details, refer to the help for the scanner driver.

4 **Scan the document with the image scanning application.**
For details, refer to the manual/help of the image scanning application.

ATTENTION

- The image printed on the document is cropped and it is pasted in the center of a blank image. The size of a blank image is the size specified for [Paper Size] in the scanner driver.

  Example

  When an image the size of a business card is printed on an A6 size document and [A6] is specified for [Paper Size] in the scanner driver.
  →An image the size of a business card is pasted in the center of an A6 size blank image.

- An image printed on a document is cropped and output as it is when [Automatic] is specified for [Paper size] in the scanner driver.

  Example

  When a business card size image is printed in the center of an A6 size document
  →The image is output in A6 size.

HINT

In the following cases, place a blank (white) sheet of paper behind the document when scanning.

- The scanned image is not output in the actual size of the document when [Automatic] is specified for [Paper size] in the scanner driver.
- Shadows appear around the edges of the scanned image.
- Black lines appear around the edges of a uniquely shaped cutting.
- Image outside the document appears on the scanned image.
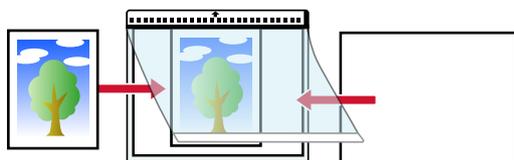
Scanning Long Page Documents

Documents with a length up to 6,096 mm (240 in.) can be scanned by long page scanning.
Depending on the resolution setting or the image scanning application, the document sizes that can be scanned may differ.
For details, refer to Documents for Scanning (page 99), the help for your scanner driver and the manual/help for your image scanning application.

1 **Load documents on the hopper.**

Set the documents with the front side (scanning side) facing up.
For details, refer to How to Load Documents (page 90).

> **ATTENTION**
>
> To scan documents longer than A3 size, pull out the hopper extension and stacker extension all the way.
> Also, make sure not to pull up the stacker stopper (large).

2 **In the scanner driver, configure the scan settings to scan the paper size of the long page.**
For details, refer to the help for the scanner driver.
For some image scanning applications, the setup window for the scanner driver may not appear.

3 **Scan the documents with the image scanning application.**
For details, refer to the manual/help of the image scanning application.

> **ATTENTION**
>
> When scanning a long page document, support the document with your hand so that it does not fall off.
> For details, refer to How to Load Documents (page 90).

Feeding Documents Manually

When feeding documents manually, you can continue loading and scanning documents repeatedly after starting scanning.

To configure the scanner to wait for a document to be loaded onto the hopper for a specified waiting time after scanning is started or document feeding is complete, specify the waiting time.

This enables continuous scanning as long as you load a document within the specified waiting time.

If the specified waiting time is exceeded, the scan is finished automatically.

By using this method, you can perform scanning as you check the documents one by one.

Manual feeding is effective in the following cases:

● To scan documents as you check the contents of each sheet

● To scan documents that are fed overlapped or jammed when the documents are loaded together in a batch

● To continue scanning documents such as magazines or newspaper clippings that cannot be loaded together, one at a time

● To scan a document folded in half, an envelope, or a multi-layered transfer paper one at a time

---

ATTENTION

For details about the paper weights of the documents that can be scanned, refer to Document Thickness (Paper Weight) (page 100).

When a document folded in half is scanned, the document may be fed skewed if the folded part is too thick.

---

1 **Remove all documents from the hopper.**

2 **Configure the settings for the scanner.**

● When scanning more than one document in succession manually

a Switch to Manual Continuous Mode.
For details, refer to Switching to Manual Continuous Mode (page 75).

b Use one of the following methods to set a timeout time.

- The [Manual Feeding] screen on the touch screen
Set [Timeout seconds].
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

- Software Operation Panel
For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).

● When scanning a document folded in half, an envelope, or a multi-layered transfer paper one at a time manually

a Switch the feed mode to Manual Single Mode using the pick roller unit.
For details, refer to Switching to Manual Single Mode (page 76).

b Use one of the following methods to set a timeout time.

- The [Manual Feeding] screen on the touch screen
  Set [Timeout seconds].
  The [Continuous Feed Mode] setting is ignored, and the [Timeout seconds] setting is enabled.
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Manual Feeding]

- Software Operation Panel
  For details, refer to Waiting Time in Manual Feeding [Manual Feeding] (page 392).

3 Load the document on the hopper.
Set the documents with the front side (scanning side) facing up.
To scan a multi-layered transfer paper, position the bound edge first when loading the paper.
For details, refer to How to Load Documents (page 90).

ATTENTION

When the feed mode is switched to Manual Single Mode, the hopper will rise and the hopper side guides will be caught by the stacker. This will prevent operation.
In this case, press down on the parts that move up and down on the hopper side guides.

---

4 Scan the document with the image scanning application.
For details, refer to the manual/help of the image scanning application.

5 Insert the document until the top edge touches the separator roller.

When more than one sheet is loaded, only insert the document on the top of the stack.

Separator Roller
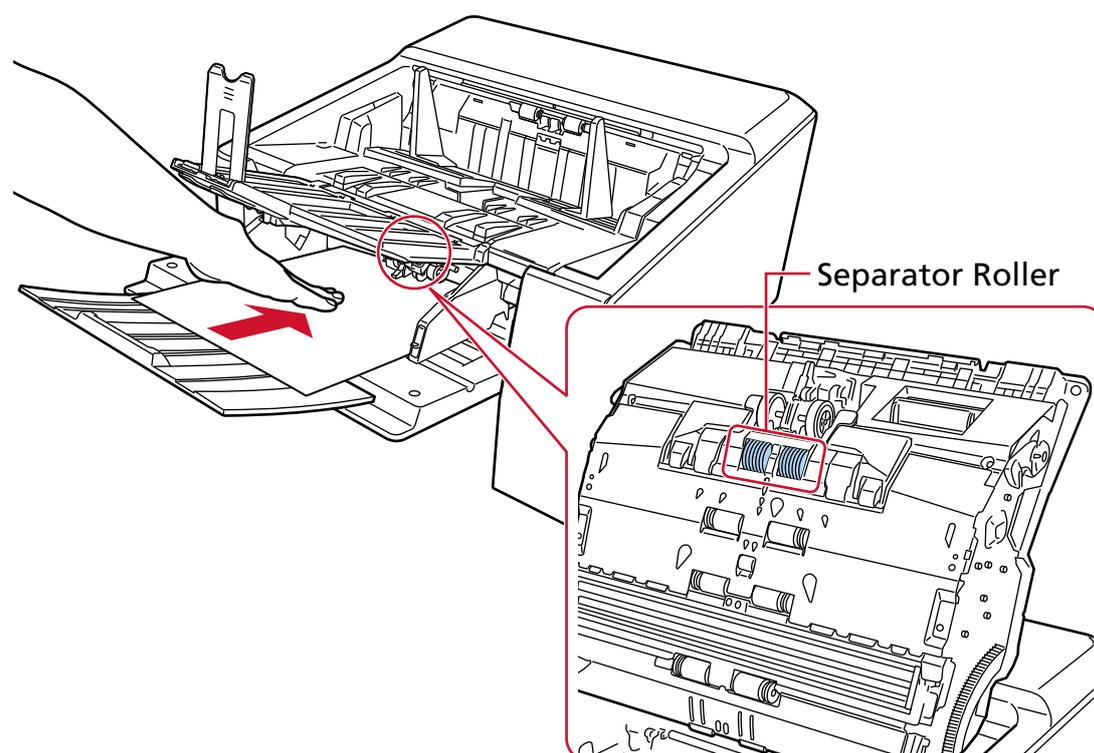
The document is picked, scanned, then ejected onto the stacker.
After scanning is started or a document is ejected, the scanner will wait for a document to be loaded on the hopper until the timeout time elapses.
In Manual Continuous Mode, the rollers inside the ADF keep rotating.
In Manual Single Mode, the rollers inside the ADF do not rotate.

ATTENTION

Release the document as soon as the document is fed in the scanner.

---

6 **Load the next document onto the hopper.**

7 **Repeat step 6 until all documents are scanned.**

8 **Finish scanning.**

Scanning will finish if no document is loaded within the timeout time after the last document is ejected.
To end a scan before the timeout time elapses, press the [Pause] button.
To stop a scan before the timeout time elapses, press the [Scan/Stop] button.

ATTENTION

When scanning long page documents using Straight Scan while [Manual Single Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.

For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

HINT

- To release Manual Single Mode, bring the pick roller unit back down to its original position. For details, refer to "HINT" in Switching to Manual Single Mode (page 76).

- If you use manual feeding frequently, the replacement cycle of the consumables may be shortened.

Configuring Not to Detect Overlapped Documents

If detecting overlapped documents during a scan is set, when you scan a document with a paper attachment such as a sticky note, receipt, or photo, it is detected as overlapped documents, and the scan may stop. Use the intelligent multifeed detection function not to detect these types of documents.

This function has two modes, a mode that is used to configure the setting manually by a user every time the scanner detects overlapped documents, and a mode that is used to configure the setting automatically by the scanner based on the overlap patterns (length and location) for paper attachments such as sticky notes, receipts, or photos that the scanner has memorized.

To use this setting, detecting overlapped documents needs to be set in advance.

● [Multifeed Detection] in the scanner driver
For details, refer to the help for the scanner driver.

● [Multifeed Detection] on the touch screen
For details, refer to Multifeed Detection (page 304).

● [Multifeed] in the Software Operation Panel
For details, refer to Specifying a Method to Detect Overlapped Documents [Multifeed] (page 377).
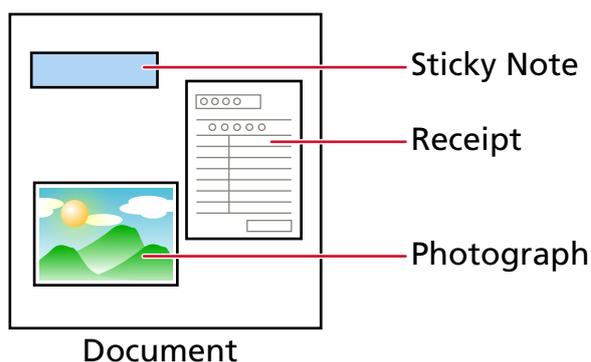
The following four operation modes are available.

Operation Mode	Description
● Standard mode (Touch screen) ● Standard mode (Software Operation Panel)	Specify whether or not to only detect overlapped documents when rescanning documents detected as overlapped documents. Overlapped documents are not detected in the following cases: ● When the document length is 160 mm or more, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 80 mm or less, overlapping is not detected. ● When the document length is 110 mm or more and less than 160 mm, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 30 mm or less, overlapping is not detected.

Operation Mode	Description
	● When the document length is less than 110 mm, overlapping of the document and an attached piece of paper (such as a sticky note) is not detected. Depending on the conditions for overlap length, overlapping may not be detected. Scanning will stop immediately if overlapped documents are detected. Note that if the settings for the scanner driver are configured to stop the scan to check images, scanning will stop after detected overlapped documents are scanned to the bottom edge.
● Manually Bypass (Touch screen) ● Manual mode (Software Operation Panel)	Specify whether or not to only detect overlapped documents when rescanning documents detected as overlapped documents. Scanning will stop immediately if overlapped documents are detected. Note that if the settings for the scanner driver are configured to stop the scan to check images, scanning will stop after detected overlapped documents are scanned to the bottom edge.
● Automatically Bypass (combination of length and position) (Touch screen) ● Auto mode 1 (Software Operation Panel)	When overlapping is detected for a document on which a piece of paper such as a sticky note, receipt, or photo is attached, the length and position of the paper will be memorized and documents with the same pattern will not be detected afterward. Specify whether the length and position of a piece of paper attached on a document detected as overlapped documents are memorized as an overlap pattern. If the overlap pattern is memorized, documents with the same overlap pattern are not detected as overlapped documents from the next scan.

Operation Mode	Description
	If overlapped documents are detected, scanning will stop after the documents are scanned to the bottom edge. Document (1) Position — Feed direction A — Length Memorized The next document is scanned Document (2) Position — Position A — Length B — Length Memorized A: Since the position and length are the same as the memorized pattern, A is not detected as overlapping even though it is located to the left of the memorized pattern B: Since the positon and the length are not the same as the memorized pattern, B is detected as overlapping

Operation Mode	Description
	The next document is scanned Document (3) A: Since the position and length are the same as the first memorized pattern, A is not detected as overlapping even though it is located to the right of the memorized pattern B: Since the position and length are the same as the second memorized pattern, the two Bs are not detected as overlapping even though there are two Bs and they are located to the left of the memorized pattern Overlap patterns can be memorized for up to 32 sheets (up to four overlap patterns can be memorized per sheet scanned). Once overlap patterns have been memorized for 32 sheets, the memorized patterns will be overwritten by any newly detected patterns starting from the first sheet that was memorized. However, when turning the scanner off and on, the number of memorized overlap patterns depends on the setting for [Overlap patterns at power-off] in the Software Operation Panel. For details, refer to Setting to Ignore Certain Overlap Patterns [Intelligent Multifeed Function] (page 385).
● Automatically Bypass (length) (Touch screen) ● Auto mode 2 (Software Operation Panel)	When overlapping is detected for a document on which a piece of paper such as a sticky note, receipt, or photo is attached, the length of the longest piece of paper attached will be memorized, and documents with a piece of paper of the same length or shorter attached will not be detected as overlapped documents afterward. Specify whether the length of the longest piece of paper attached on a document detected as overlapped documents is memorized as an overlap pattern. If the overlap pattern is memorized, a document with a piece of paper in the same length or shorter attached is not detected as overlapped documents from the next scan. If overlapped documents are detected, scanning will stop after the documents are scanned to the bottom edge.

Operation Mode	Description
	Only the overlap pattern with the longest overlapped part will be memorized.

Use one of the following methods to select an operation mode.

- The [Intelligent Multifeed Detection] screen on the touch screen
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Paper Source/Feeding] → [Paper Feeding] → [Intelligent Multifeed Detection]

- Software Operation Panel
  For details, refer to Setting to Ignore Certain Overlap Patterns [Intelligent Multifeed Function] (page 385).

Operational Procedure

1 **If [Multifeed detected (Overlap)] (error code: "J2:55") is displayed on the touch screen, open the ADF to remove the document.**
   For details, refer to How to Open the ADF (page 57).

   > ⚠ **CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

2 **If you open the ADF to remove the document, close it.**
   For details, refer to How to Close the ADF (page 59).

   > ⚠ **CAUTION** Be careful not to get your fingers caught when closing the ADF.

   > **ATTENTION**
   > Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

3 **Place the removed document back on the hopper.**

4 **Respond to a message that is displayed in the touch screen.**
   The following settings can be configured depending on the operation mode.

   - When using [Standard mode]/[Manually Bypass] on the touch screen or [Standard mode]/[Manual mode] in the Software Operation Panel

     - [Disable the multifeed detection]
       Select whether to detect overlapped documents for the next scan.

     - [Save an image when overlapping is detected]
       Select whether to save the image when overlapped documents are detected.

This setting item is displayed when the setting for stopping the scan to check images is set to on in the scanner driver.

● When using [Automatically Bypass (combination of length and position)] on the touch screen or [Auto mode 1] in the Software Operation Panel

- [Memorize Patterns]
  Select whether you set the scanner to memorize the paper overlapping patterns.

- [Save an image when overlapping is detected]
  Select whether to save the image when overlapped documents are detected.
  This setting item is displayed when the setting for stopping the scan to check images is set to on in the scanner driver.

● When using [Automatically Bypass (length)] on the touch screen or [Auto mode 2] in the Software Operation Panel

- [Memorize Patterns]
  Select whether you set the scanner to memorize the paper overlapping patterns.

- [Save an image when overlapping is detected]
  Select whether to save the image when overlapped documents are detected.
  This setting item is displayed when the setting for stopping the scan to check images is set to on in the scanner driver.

Depending on the above procedure and the operation mode, the scanner will operate as follows.

● When using [Standard mode]/[Manually Bypass] on the touch screen or [Standard mode]/[Manual mode] in the Software Operation Panel
When [Disable the multifeed detection] is set to on, the scanner scans the next sheet without detecting overlapped documents, and from the second sheet onwards, detects overlapped documents based on the setting configured in the scanner driver, on the touch screen, or on the Software Operation Panel.

● When using [Automatically Bypass (combination of length and position)] on the touch screen or [Auto mode 1] in the Software Operation Panel
When [Memorize Patterns] is set to on, the scanner memorizes the length and location of the paper attachment that was detected as overlapped documents, and continues scanning. After that, documents with the same overlap pattern are not detected as overlapped documents.

● When using [Automatically Bypass (length)] on the touch screen or [Auto mode 2] in the Software Operation Panel
When [Memorize Patterns] is set to on, the scanner memorizes the longest paper attachment among the attachments detected as overlapped documents, and continues scanning. After that, documents with the same overlap pattern or with a shorter overlap pattern are not detected as overlapped documents.

Disabling Paper Protection

When [Paper protection] is enabled, in the following cases, the scan may stop even when the documents are being fed correctly.

- If you scan a wrinkled document

- If you scan a document that is not square or rectangular

- If you scan a document that has a dark background

- If you scan a document that has text or patterned background printed close to the edge

- If a document is fed skewed

In such cases, you can disable paper protection for the protected document to be rescanned only.

Operational Procedure

1 **If [Paper damage prevention (feeding accuracy)] (error code: "J0:51") is displayed on the touch screen, open the ADF to remove the document.**
For details, refer to How to Open the ADF (page 57).

> ⚠ **CAUTION**   When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

2 **Close the ADF.**
For details, refer to How to Close the ADF (page 59).

> ⚠ **CAUTION**   Be careful not to get your fingers caught when closing the ADF.

> **ATTENTION**
>
> Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

3 **Place the removed document back on the hopper.**

4 **Respond to a message that is displayed in the touch screen.**
The following setting can be configured.

Disable the paper protection

Select whether to disable the paper protection to scan the protected document again.

5 **Press the [Scan/Stop] button on the scanner.**
Scanning starts.
The paper protection function is disabled for the first sheet of documents. From the second sheet onwards, the paper protection function is enabled.

HINT

If paper damage prevention errors are frequently displayed on the touch screen, refer to Paper Damage Prevention Is Set Off Frequently (page 260).

Daily Care

This section describes how to clean the scanner.

⚠ CAUTION	• Do not use aerosol spray or spray that contains alcohol. Paper dust blown up by strong air from the spray may enter inside the scanner which may cause the scanner to fail or malfunction. Also note that sparks generated by static electricity may cause a fire. • The inside of the ADF becomes very hot when the scanner is being used. Before you start cleaning the inside of the ADF, make sure to turn off the power, unplug the power cable and wait for at least 15 minutes for the inside of the ADF to cool down.

ATTENTION

Before using the scanner, make sure that there is no residue from the protective seal for the scanner remaining on the glass.

Cleaning Materials

Name	Part No.	Notes
Cleaner F1	PA03950-0352	100 ml Liquid cleaner to use for removing dirt and stains
Cleaning Paper	CA99501-0012	10 sheets Used to clean the inside of the scanner with ease. Spray it with Cleaner F1 and scan it with the scanner in the same way as a document.
Cleaning Sheet	CA99501-0016	20 sheets These are A4-size cleaning sheets. Use two sheets to clean once.
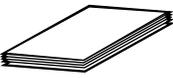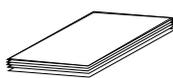
Name	Part No.	Notes
Cleaning Wipe	PA03950-0419	24 packets Pre-moistened with Cleaner F1. It can be used instead of moistening a cloth with Cleaner F1.
Cotton swab	Commercially available	Used to clean a tiny part such as the ultrasonic sensor.
Dry cloth		Used to wipe off dirt and stains. Moisten it with Cleaner F1 for cleaning.
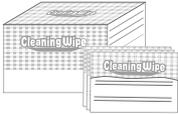
ATTENTION

In order to use the cleaning materials safely and correctly, read the precautions on each product thoroughly.

For more information about the cleaning materials, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Location and Frequency

Location		Cleaning Paper/ Cleaning Sheet	Cloth Sprayed with Cleaner F1/ Cleaning Wipe	Frequency
Inside of the scanner (ADF)	Pick roller	○	○	Every 10,000 sheets
	Separator roller	○	○	
	Brake roller	○	○	
	Feed roller	○	○	
	Eject roller	○	○	
	Pinch roller	○	○	
	Paper path	○	○	
	Sheet guide	—	○	
	Glass	—	○	
	Ultrasonic sensor	—	○	
	Document sensor	—	○	
	Friction pad	—	○	
Outside of the scanner	Scanner	—	○	Clean when dust and dirt are noticeable.
	Touch screen	—	○	

○: Cleanable

—: Not cleanable

The inside of the scanner (ADF) needs to be cleaned regularly for every certain number of sheets scanned. The scanner records the number of sheets scanned so that you can check the number of sheets scanned after you cleaned it last.

Use one of the following methods to check the number of sheets that have been scanned.

● The [Cleaning cycle] screen on the touch screen (displayed when the time for cleaning is approaching)

    Check the information about the cleaning cycle.

    The screen can be displayed in the following procedure:

     → → [Cleaning cycle]

● The [Consumable counters] screen on the touch screen

Check the color of [After cleaning].

- When the background color of the counter is green
  It is not time to clean the scanner yet.

- When the background color of the counter is yellow
  It is about time to clean the scanner.

- When the background color of the counter is red
  It is time to clean the scanner. Clean the scanner.

The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
  For details, refer to Clearing the Sheet Counters (page 347).

ATTENTION

Cleaning cycles may vary depending on the condition of the documents. Also, cleaning must be performed more frequently when the following types of documents are scanned:

● Smooth-faced documents such as coated paper

● Documents with printed text/graphics that almost cover the entire surface

● Chemically-treated documents such as carbonless paper

● Documents containing a large amount of calcium carbonate

● Documents written in lead pencil

● Documents on which the toner is not sufficiently fused

Cleaning the Outside of the Scanner

● **Scanner**

The scanner including the hopper and stacker should be cleaned with either a piece of dry cloth, a cloth moistened with Cleaner F1/mild detergent, or a sheet of Cleaning Wipe.

ATTENTION

- Never use paint thinner or any other organic solvents. Doing so could result in deformation or discoloration.

- Be careful not to let any moisture or water inside the scanner during cleaning.

- It may take a long time to dry if an excessive amount of Cleaner F1/mild detergent is used. Use only a small amount. Wipe off the cleaner completely to leave no residue on the cleaned parts.

Cloth

Cleaner F1
or Mild Detergent

Thinner

Cleaning Wipe
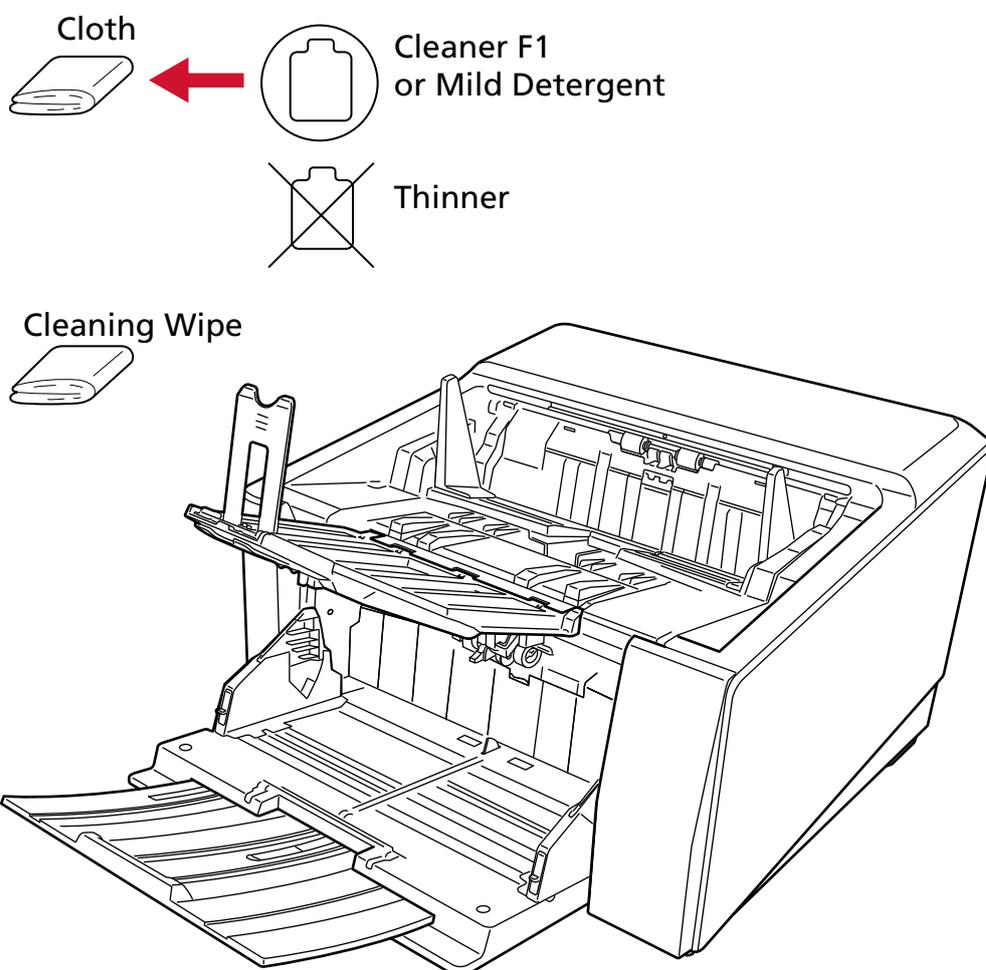
● **Touch screen**

To avoid the surface of the touch screen becoming dirty, clean it regularly by gently wiping dirt and dust off with a soft, dry cloth.

Clean the touch screen with care. Do not rub or tap the surface with hard objects as doing so may damage the surface.

ATTENTION

Do not wipe the touch screen with a damp cloth.

Dust on the surface may become stuck between the touch screen and the scanner, causing the touch screen to malfunction.

Cleaning the Inside of the Scanner (ADF) (with the Cleaning Paper/ Cleaning Sheet)

Use the Cleaning Paper/Cleaning Sheet to clean the rollers on both the upper and lower sides of the paper path.

For more details about the Cleaning Paper/Cleaning Sheet, refer to Cleaning Materials (page 162). Clean according to the procedure for each cleaning material, such as the Cleaning Paper or Cleaning Sheet.

As the scanner continues to feed the documents, paper dust will accumulate inside the ADF and it may cause problems related to scanning or affect the scanned results. Cleaning should be performed approximately every 10,000 sheets scanned. Note that this guideline varies depending on the types of documents you scan. For instance, it may be necessary to clean the scanner more frequently when you scan documents on which the toner is not sufficiently fused.

> **ATTENTION**
>
> ● Do not use water or mild detergent to clean the ADF.
>
> ● It may take a long time to dry if an excessive amount of Cleaner F1 is used. Use only a small amount.

Cleaning with the Cleaning Paper

1 **Turn on the scanner.**
   For details, refer to How to Turn the Power ON (page 46).

2 **Switch to U-turn Scan by sliding the paper output selection switch upward.**

3 **On the touch screen, press** ⚙ **→ [Cleaning & Maintenance] → [Cleaning] → [Cleaning Paper].**
   The [Cleaning Paper] screen is displayed.

> **ATTENTION**
>
> Do not start scanning with an image scanning application during cleaning.

4 **Spray the Cleaning Paper with Cleaner F1.**

5 **Adjust the hopper extension according to the length of the Cleaning Paper.**
   For details, refer to How to Load Documents (page 90).

6 **Adjust the stacker according to the length of the Cleaning Paper.**
   For details, refer to Setting Up the Stacker (page 62).

7 **Load the Cleaning Paper on the hopper.**
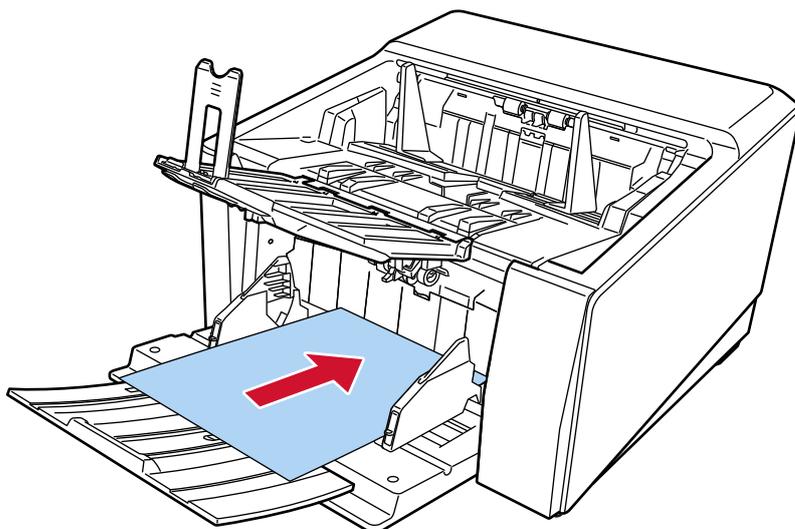
8 **Adjust the hopper side guides to the width of the Cleaning Paper.**
Move the hopper side guides so that there is no space between the hopper side guides and the Cleaning Paper.
Otherwise, the Cleaning Paper may be fed skewed.
For details, refer to How to Load Documents (page 90).

9 **Scan the Cleaning Paper.**
On the touch screen, press the [Start] button on the [Cleaning Paper] screen to scan the cleaning paper.
The Cleaning Paper is fed and ejected onto the stacker.

10 **Use one of the following methods to clear the cleaning counter.**

● The [Cleaning cycle] screen on the touch screen (displayed when the time for cleaning is approaching)
Press the [Clear] button.
The screen can be displayed in the following procedure:

→ → [Cleaning cycle]

● The [Consumable counters] screen on the touch screen
Press the [Clear] button for [After cleaning].
The screen can be displayed in the following procedure:

→ [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
For details, refer to Clearing the Sheet Counters (page 347).

Cleaning with the Cleaning Sheet

1 Turn on the scanner.
   For details, refer to How to Turn the Power ON (page 46).

2 Switch to U-turn Scan by sliding the paper output selection switch upward.

3 On the touch screen, press ![gear] → [Cleaning & Maintenance] → [Cleaning] → [Cleaning Paper].
   The [Cleaning Paper] screen is displayed.

> **ATTENTION**
>
> Do not start scanning with an image scanning application during cleaning.

4 Set the width of the hopper side guides to B4.
   For details, refer to How to Load Documents (page 90).

5 Adjust the stacker according to the length of the Cleaning Sheet.
   For details, refer to Setting Up the Stacker (page 62).

6 Remove the protective paper from the Cleaning Sheet.
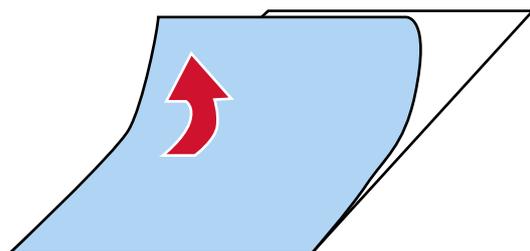
7 Place the Cleaning Sheet on the left-hand side between the side guides with its adhesive side facing up.
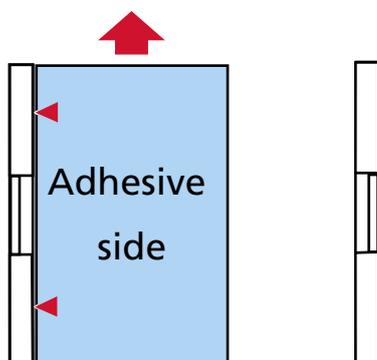
8 Scan the Cleaning Sheet.
   On the touch screen, press the [Start] button on the [Cleaning Paper] screen to scan the cleaning sheet.
   The Cleaning Sheet is fed through and ejected onto the stacker.

9 **Place the same Cleaning Sheet on the right-hand side between the side guides with its adhesive side facing up.**

Adhesive side
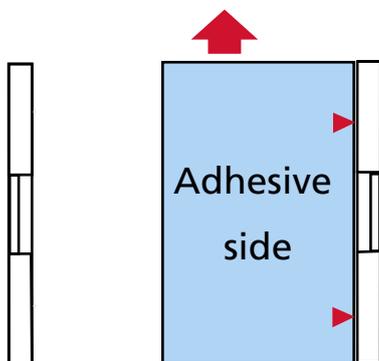
10 **Scan the Cleaning Sheet.**
On the touch screen, press the [Start] button on the [Cleaning Paper] screen to scan the cleaning sheet.
The Cleaning Sheet is fed through and ejected onto the stacker.

11 **Remove the protective paper from a new Cleaning Sheet.**

12 **Place the Cleaning Sheet on the left-hand side between the hopper side guides with its adhesive side facing down.**

13 **Scan the Cleaning Sheet.**
On the touch screen, press the [Start] button on the [Cleaning Paper] screen to scan the cleaning sheet.
The Cleaning Sheet is fed through and ejected onto the stacker.

14 **Place the same Cleaning Sheet on the right-hand side between the hopper side guides with its adhesive side facing down.**

15 **Scan the Cleaning Sheet.**
On the touch screen, press the [Start] button on the [Cleaning Paper] screen to scan the cleaning sheet.
The Cleaning Sheet is fed through and ejected onto the stacker.

16 **Use one of the following methods to clear the cleaning counter.**

- The [Cleaning cycle] screen on the touch screen (displayed when the time for cleaning is approaching)
  Press the [Clear] button.
  The screen can be displayed in the following procedure:

   → → [Cleaning cycle]

- The [Consumable counters] screen on the touch screen
  Press the [Clear] button for [After cleaning].

The screen can be displayed in the following procedure:

⚙ → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
  For details, refer to Clearing the Sheet Counters (page 347).

Cleaning the Inside of the Scanner (ADF) with a Cloth

The inside of the ADF can be cleaned with a piece of cloth moistened with Cleaner F1, or a sheet of Cleaning Wipe.
As the scanner continues to feed the documents, paper dust will accumulate inside the ADF and it may cause problems related to scanning or affect the scanned results. Cleaning should be performed approximately every 10,000 sheets scanned. Note that this guideline varies depending on the types of documents you scan. For instance, it may be necessary to clean the scanner more frequently when you scan documents on which the toner is not sufficiently fused.

> ⚠ **CAUTION**   The inside of the ADF becomes very hot when the scanner is being used. Before you start cleaning the inside of the ADF, make sure to turn off the power, unplug the power cable and wait for at least 15 minutes for the inside of the ADF to cool down.

> **ATTENTION**
>
> ● Do not use water or mild detergent to clean the ADF.
>
> ● It may take a long time to dry if an excessive amount of Cleaner F1 is used. Use only a small amount. Wipe off the cleaner completely to leave no residue on the cleaned parts.

1 **If the hopper has been raised, bring it back down to the lower position.**
   For details, refer to Setting the Loading Capacity of the Hopper (page 60).

2 **Turn off the scanner, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.**
   For details, refer to How to Turn the Power OFF (page 49).

3 **Switch to U-turn Scan by sliding the paper output selection switch upward.**

4 **Clean the following locations with a cloth moistened with Cleaner F1, or a sheet of Cleaning Wipe.**

   Pick Roller (2 units)

   Gently wipe the pick rollers so that the pick roller surface does not get damaged.
   Wipe along the grooves of the pick roller surface. Make sure to clean thoroughly because the feeding performance is affected especially when there is black foreign matter on the

roller. Remove the pick rollers from the scanner. For information on how to remove the pick rollers, refer to Replacing the Pick Roller (page 188).
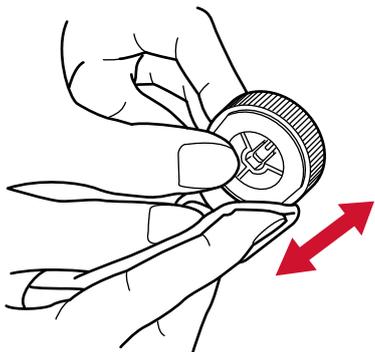
Separator Roller (1 unit)

Gently wipe the separator roller so that the separator roller surface does not get damaged. Wipe along the grooves of the separator roller surface. Make sure to clean thoroughly because the feeding performance is affected especially when there is black foreign matter on the roller. Remove the separator roller from the scanner. For information on how to remove the separator roller, refer to Replacing the Separator Roller (page 192).
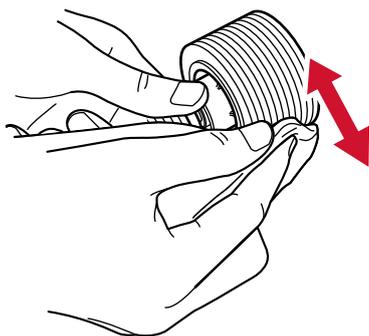
Brake Roller (1 unit)

Gently wipe the brake roller so that the brake roller surface does not get damaged. Wipe along the grooves of the brake roller surface. Remove the brake roller from the scanner. For details about removing the brake roller, refer to Replacing the Brake Roller (page 199).
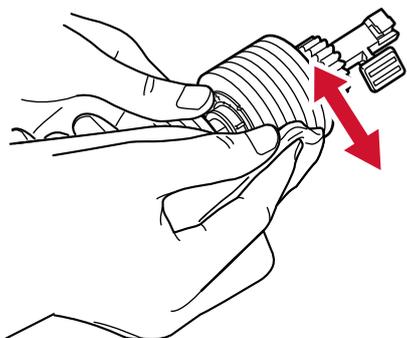
Feed Roller/Eject Roller

The power must be turned on to rotate the feed/eject rollers for cleaning.

● Paper path lower-side (feed rollers: 5 locations × 2 units)

Feed Rollers (at Rear):
2 Units at 1 Location

Feed Rollers:
2 Units at 4 Locations
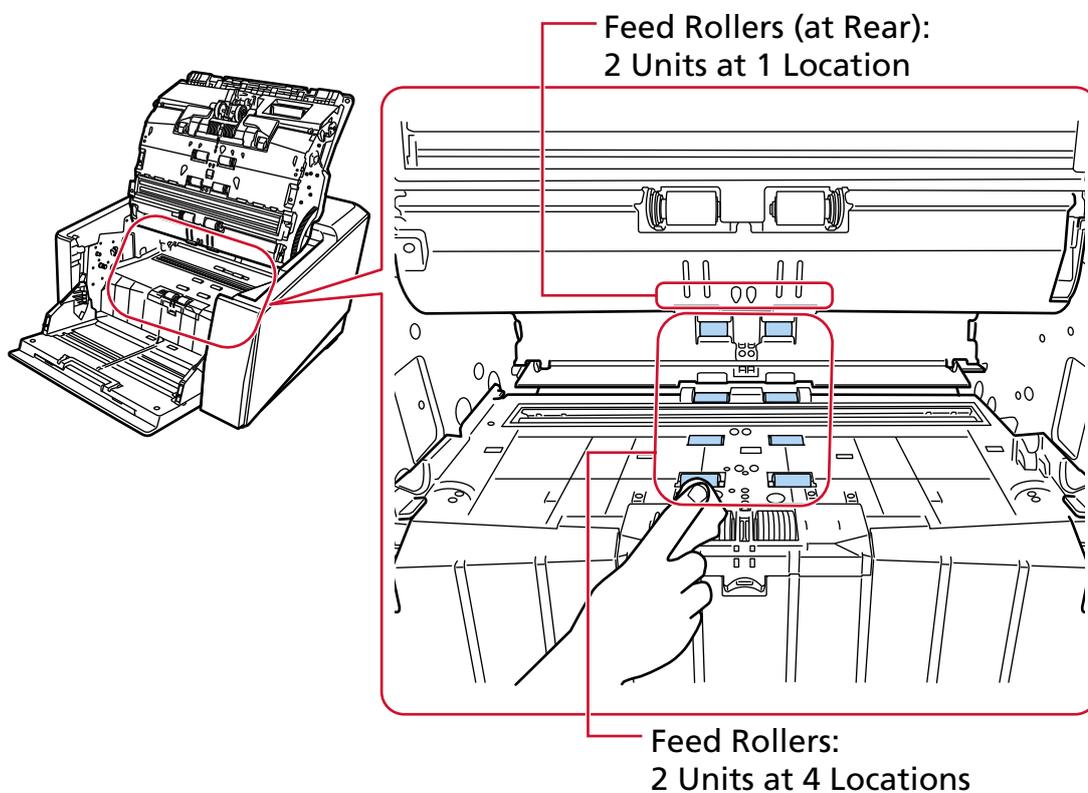
● Paper output unit (eject rollers: 1 location × 2 units)

Eject Roller
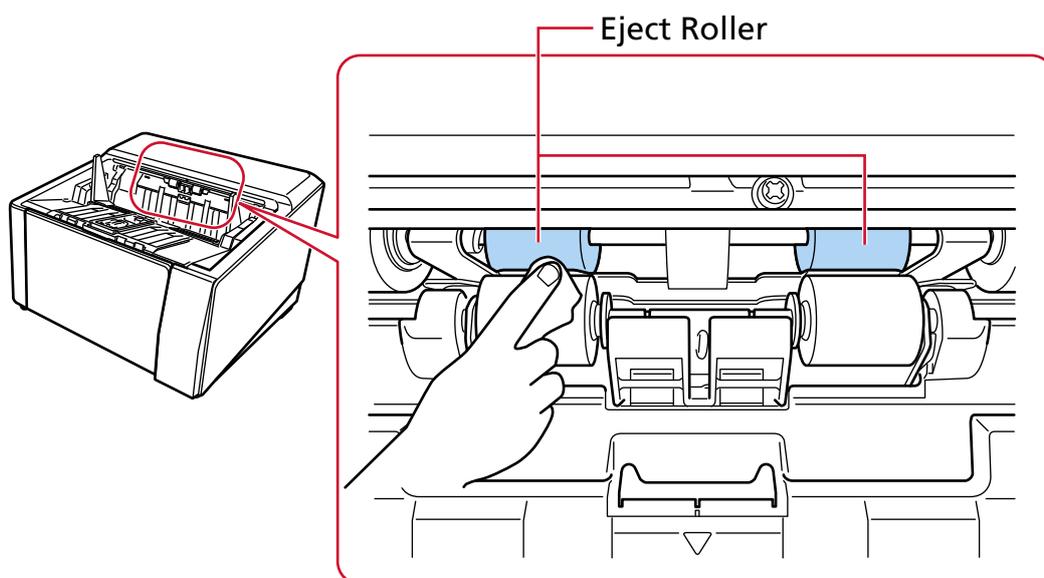
Clean the rollers in the following procedure:

a Plug in the power cable and turn on the scanner.

For details, refer to How to Turn the Power ON (page 46).

b On the touch screen, press ⚙ → [Cleaning & Maintenance] → [Cleaning] → [Cleaning Wipe].
The [Cleaning Wipe] screen is displayed.

> **ATTENTION**
>
> Do not start scanning with an image scanning application during cleaning.

c Follow the instructions below in accordance with the part to be cleaned.

- When cleaning the feed rollers on the lower side of the paper path
  Open the ADF.
  For details, refer to How to Open the ADF (page 57).

- When cleaning the eject rollers in the paper output unit
  Open the ADF over halfway (about 70°).
  For details, refer to How to Open the ADF (page 57).

> ⚠ **CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

d If you press the [Start] button on the [Cleaning Wipe] screen on the touch screen, the feed/eject rollers will rotate a certain amount simultaneously.
If you press and hold the [Start] button, the feed/eject rollers rotate continuously.

> ⚠ **CAUTION**
>
> - Be careful not to touch the feed/eject rollers with your hand while they are rotating.
> - If you press the [Start] button firmly on the [Cleaning Wipe] screen on the touch screen, the ADF may close accidentally. Be careful not to get your fingers caught.

e While rotating the feed/eject rollers by pressing the [Start] button, place a piece of cloth moistened with Cleaner F1 or a sheet of Cleaning Wipe against the surface of the rollers and wipe horizontally to clean dirt and dust off the entire surface of the rollers.
Make sure to clean thoroughly because the feeding performance is affected especially when there is black foreign matter on the roller.
As a guideline, pressing the [Start] button seven times will rotate the feed/eject rollers one revolution.

f Close the ADF.
For details, refer to How to Close the ADF (page 59).

> ⚠️ **CAUTION** — Be careful not to get your fingers caught when closing the ADF.

ATTENTION

Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

Pinch Roller

Gently wipe the pinch rollers so that the pinch roller surface does not get damaged.
Clean the whole surface as you rotate the pinch roller manually.

● Paper path uppers-side (pinch rollers: 5 locations × 2 units)
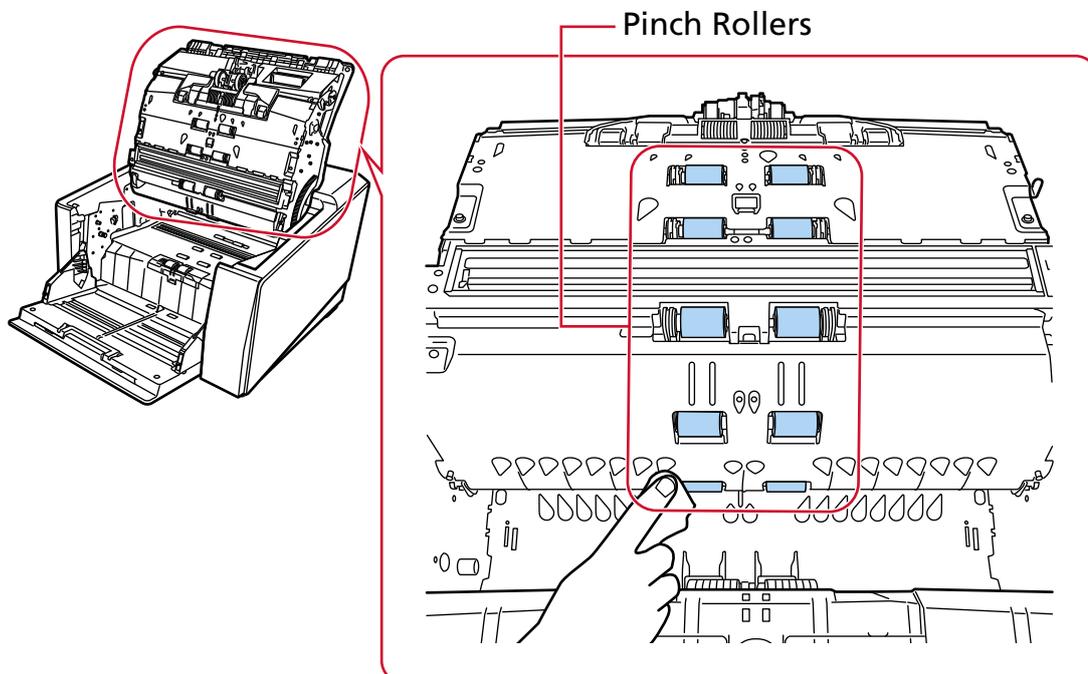
Pinch Rollers

● Paper output unit (pinch rollers: 1 location × 2 units)

Pinch Rollers
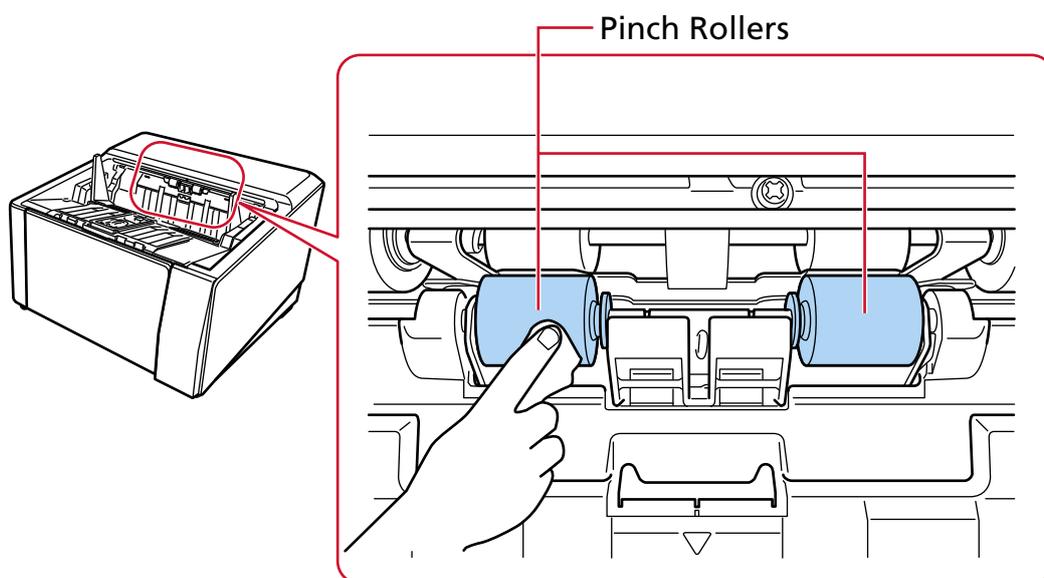
Paper Path/Sheet Guide

Give the whole area a quick cleaning.

> **HINT**
>
> Use a vacuum cleaner if there is a lot of paper dust in the paper path.

● Paper path upper-side
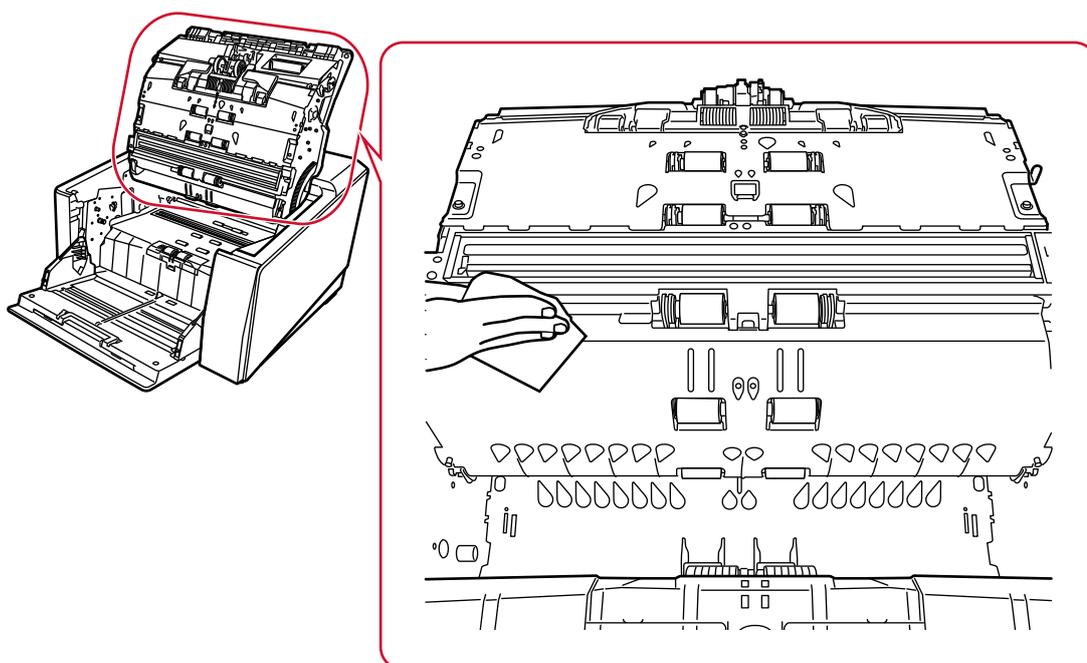
● Paper path lower-side
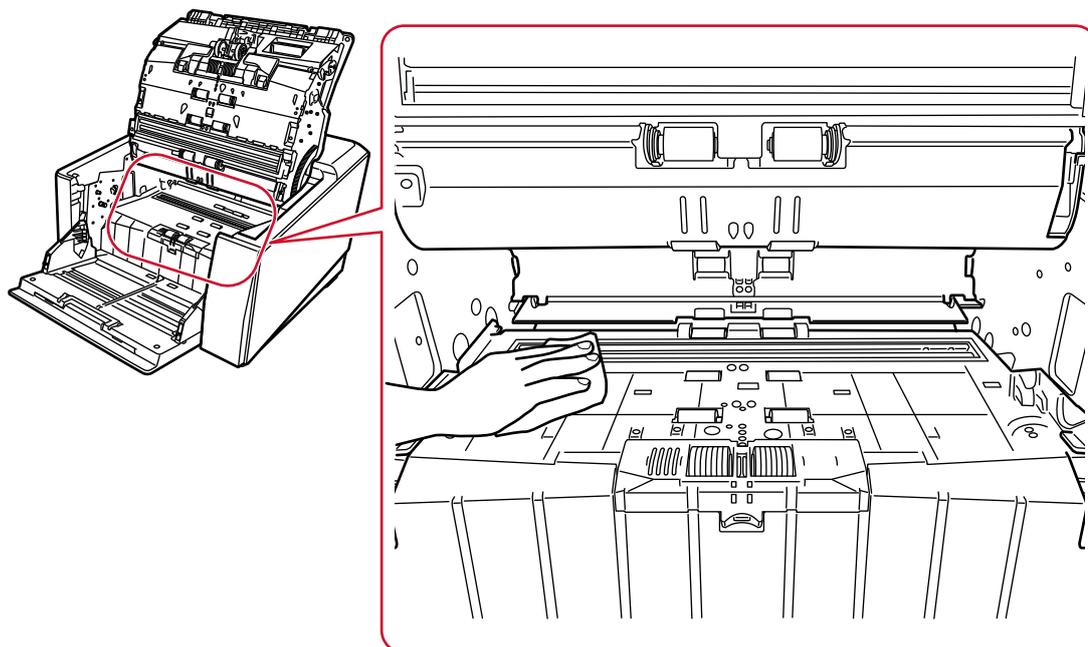
Glass

Clean it lightly.

> **HINT**
> Vertical streaks may appear on the scanned image when the glass is dirty.

● Paper path upper-side (glass: 1 sheet)
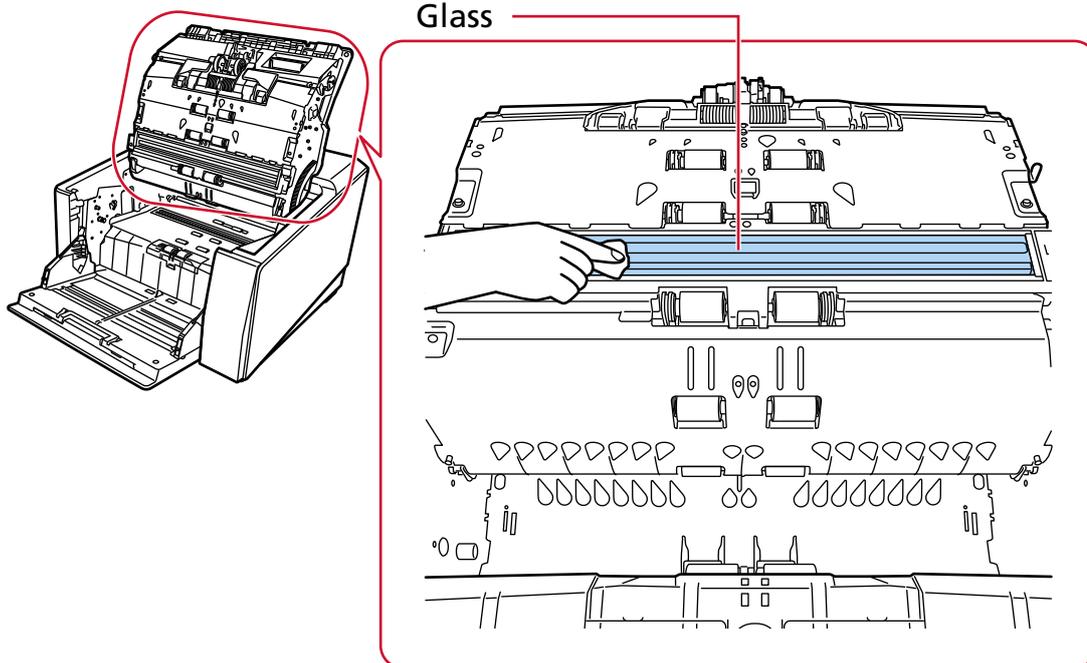
Glass

● Paper path lower-side (glass: 1 sheet)

Glass
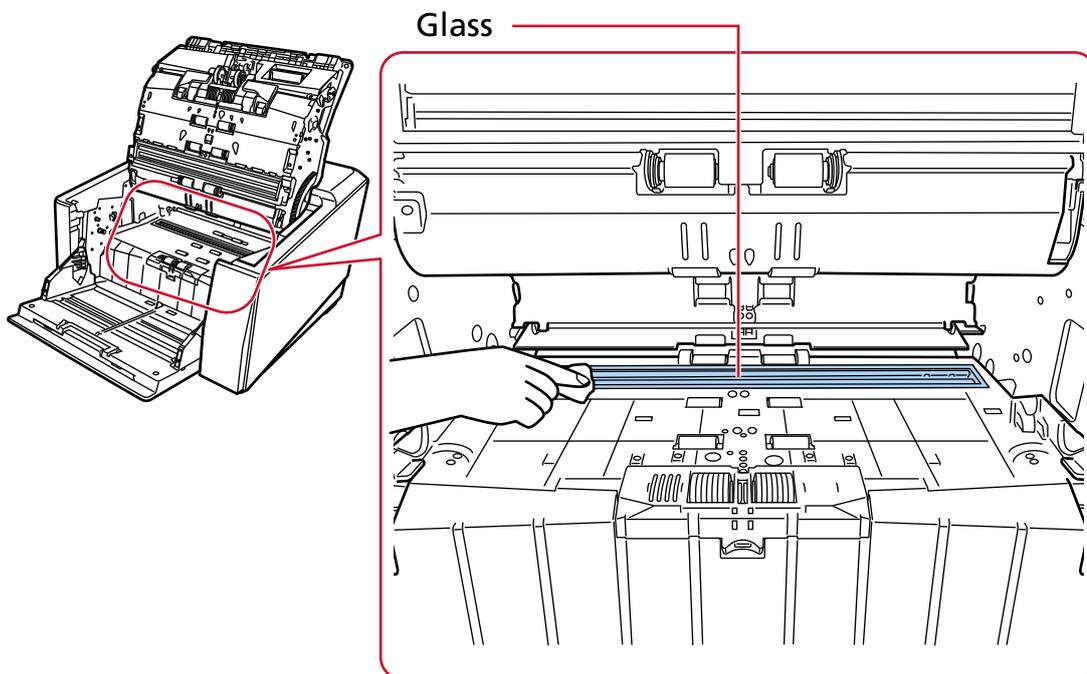
Ultrasonic sensor

Clean it lightly.
If it is difficult to clean, use a cotton swab.

● Paper path upper-side (ultrasonic sensor: 3 units)

Ultrasonic Sensors
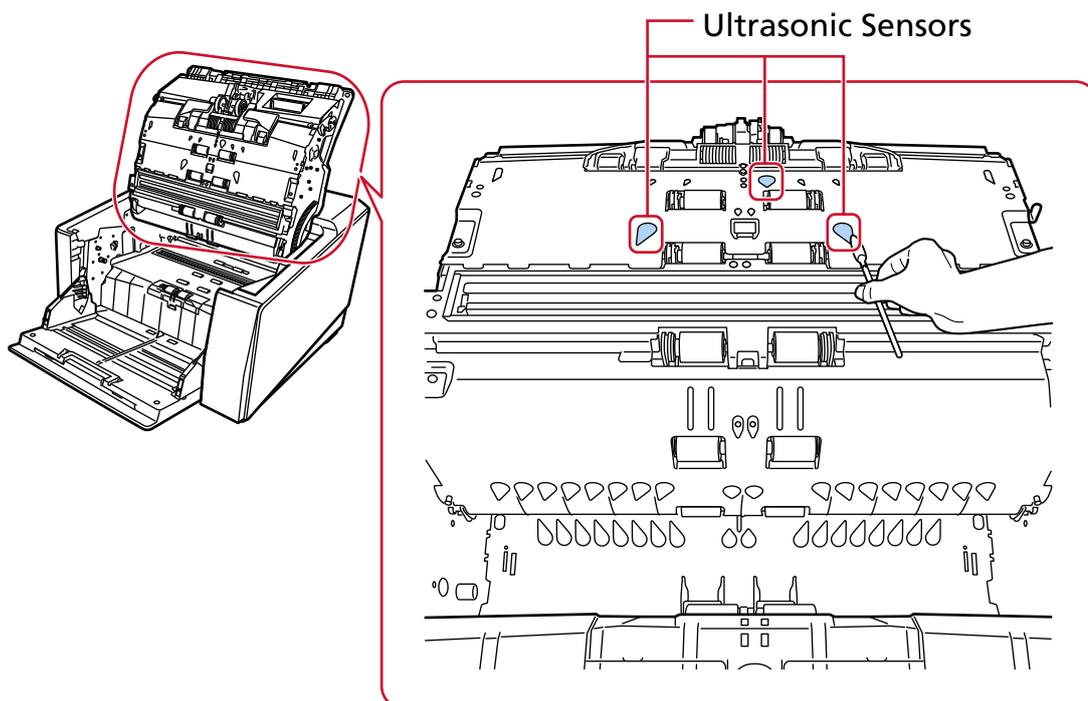
● Paper path lower-side (ultrasonic sensor: 3 units)

Ultrasonic Sensors
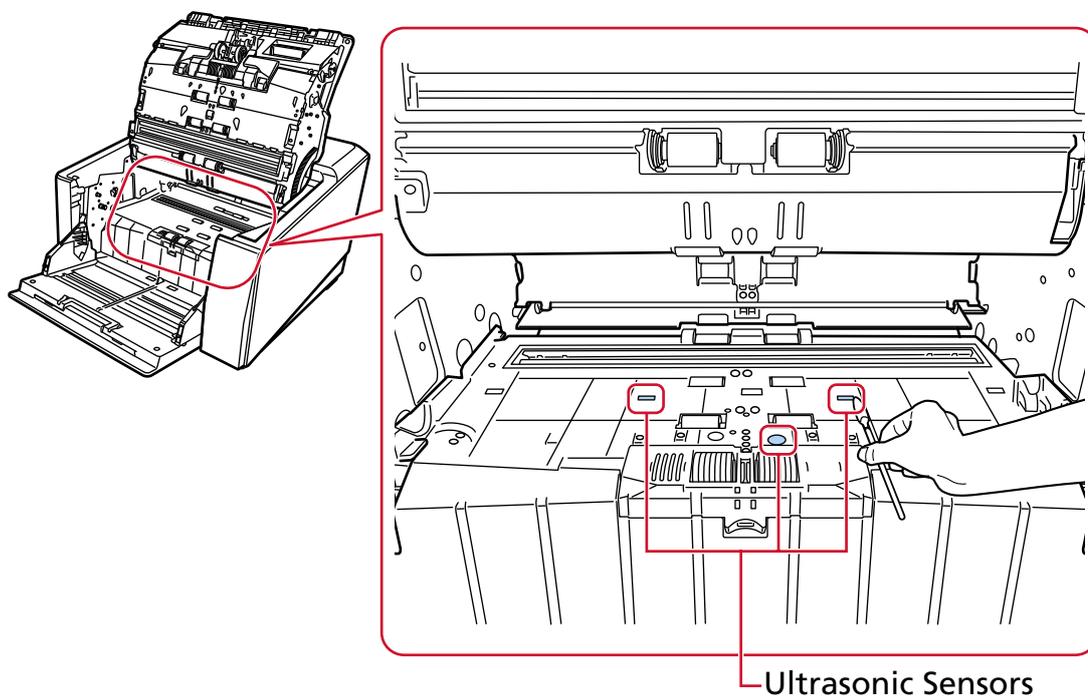
Document Sensor

Clean it lightly.
If it is difficult to clean, use a cotton swab.

● Paper path upper-side (document sensor: 10 units)

Document Sensor (at Rear):
1 Unit

Document Sensors: 9 Units
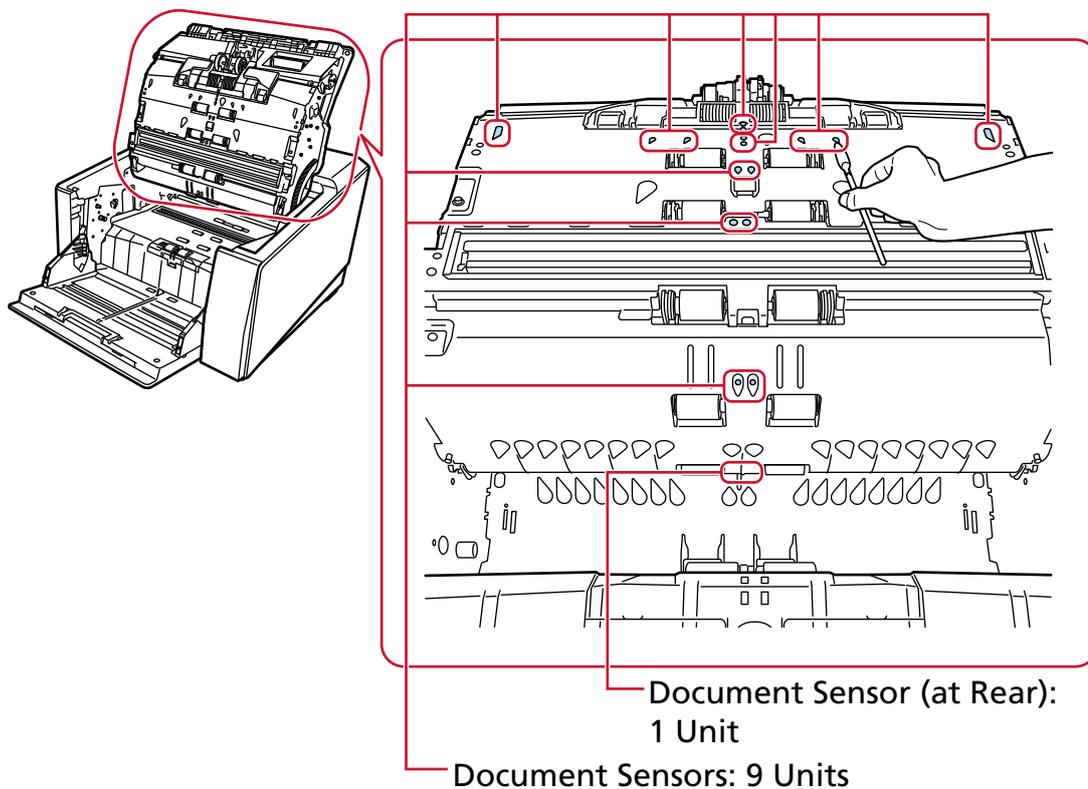
● Paper path lower-side (document sensor: 10 units)

Document Sensors: 9 Units

Document Sensor (at Rear):
1 Unit
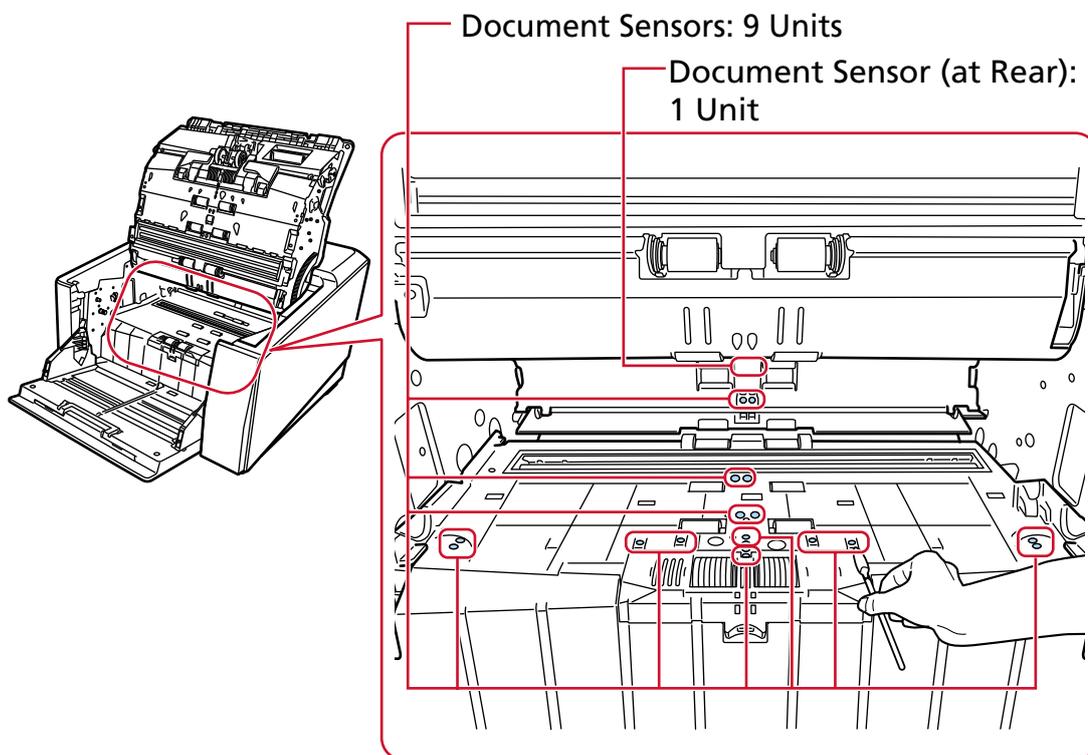
Friction Pad (2 units)

Clean it lightly.
Friction pads are located on the hopper table.
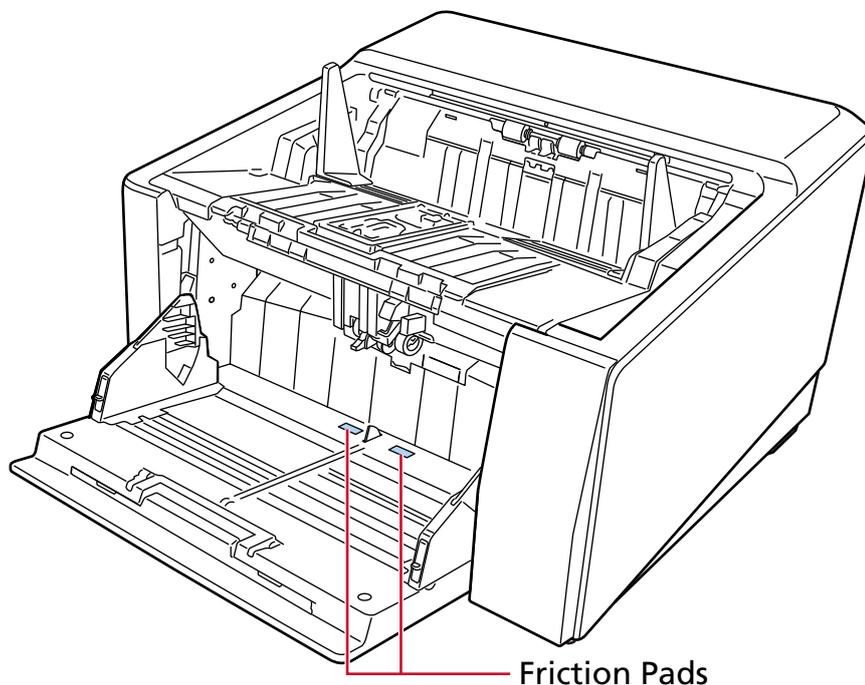
Friction Pads

5 **Use one of the following methods to clear the cleaning counter.**

● The [Cleaning cycle] screen on the touch screen (displayed when the time for cleaning is approaching)
Press the [Clear] button.
The screen can be displayed in the following procedure:

 → → [Cleaning cycle]

● The [Consumable counters] screen on the touch screen
Press the [Clear] button for [After cleaning].
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
For details, refer to Clearing the Sheet Counters (page 347).

Cleaning the (Carrier) Sheet

The (Carrier) Sheet should be cleaned with either a piece of dry cloth, a cloth moistened with Cleaner F1/mild detergent, or a sheet of Cleaning Wipe.
Gently wipe dirt and dust off the surface and the inside of the (Carrier) Sheet.
As you keep using the (Carrier) Sheet, dirt and dust will accumulate on the surface and the inside.
Clean it regularly because it may cause problems related to scanning or affect the scanned results.

<div style="border:1px solid red; padding:10px;">

ATTENTION

- Make sure that the (Carrier) Sheet is not creased.

- To avoid deformation and discoloration, never use paint thinner or any other organic solvents.

- Do not use force to rub against the (Carrier) Sheet because doing so may cause damage or deformation.

- After cleaning the inside of the (Carrier) Sheet with a cloth moistened with Cleaner F1/mild detergent or a sheet of Cleaning Wipe, do not close the (Carrier) Sheet until it is completely dry.

- The Carrier Sheet and Photo Carrier Sheet should be replaced approximately every 500 scans. Note that these guidelines vary depending on the type of documents scanned and how often the scanner is used and cleaned.
  For information on purchasing the (Carrier) Sheets, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

</div>

Replacing the Consumables

This section explains how to replace the consumables for the scanner.

> ⚠️ **CAUTION** The inside of the ADF becomes very hot when the scanner is being used. Before you replace the consumables, make sure to turn off the power, unplug the power cable and wait for at least 15 minutes for the inside of the ADF to cool down.

Consumables and Replacement Cycles

Name	Part No.	Suggested Replacement Cycle
PICK ROLLER	PA03830-K021	700,000 sheets or one year
SEPARATOR ROLLER	PA03830-K022	700,000 sheets or one year
BRAKE ROLLER	PA03830-K023	700,000 sheets or one year
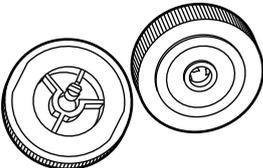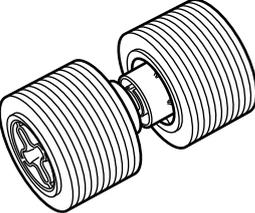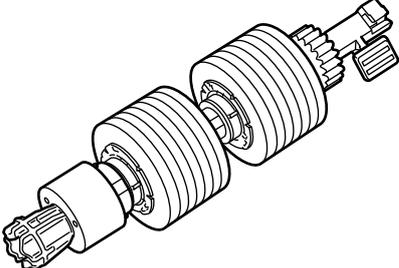
Name	Part No.	Suggested Replacement Cycle
PRINT CARTRIDGE (*1)	CA00050-0262	4,000,000 characters or less (this may be less depending on the font specified)
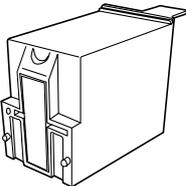
Consumables need to be replaced periodically. It is recommended that you keep a stock of new consumables and replace them before it reaches the end of the consumable life. The scanner records the number of sheets scanned for each consumable (pick roller, separator roller, and brake roller) and the amount of remaining ink (print cartridge), which allows you to determine when to replace consumables.

Use one of the following methods to check the number of sheets that have been scanned and the amount of remaining ink.

● The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  Check the information about consumable parts.
  The screen can be displayed in the following procedure:

   → → [Replacement of the Pick Roller]

● The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  Check the information about consumable parts.
  The screen can be displayed in the following procedure:

   → → [Replacement of the Separator Roller]

● The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  Check the information about consumable parts.
  The screen can be displayed in the following procedure:

   → → [Replacement of the Brake Roller]

● The [Remaining Ink] screen on the touch screen (displayed when the time for replacement is approaching)
  Check the information about consumable parts.
  The screen can be displayed in the following procedure:

   → → [Remaining Ink]

- The [Consumable counters] screen on the touch screen
  Check the information about consumable parts.

  - When the background color of the counter is green
    It is not time to replace the consumable yet.

  - When the background color of the counter is yellow
    It is about time to replace the consumables.

  - When the background color of the counter is red
    It is time to replace the consumables. Replace them.
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

- Software Operation Panel
  For details, refer to Clearing the Sheet Counters (page 347).

Note that the suggested replacement cycles are guidelines for using A4 (80 g/m^2 [20 lb]) wood-free or wood-containing paper, as these cycles vary depending on the type of documents scanned and how often the scanner is used and cleaned.

ATTENTION

Only use the specified consumables.

For information on purchasing the consumables, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.
Please note that some parts (other than the consumables) need to be replaced by a service engineer, depending on the type of documents scanned and how often the scanner is used. For instance, maintenance parts need to be replaced by a service engineer.
For details about maintenance parts, contact a service engineer. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Replacing the Pick Roller

Replace the pick roller in following procedure.

> **HINT**
>
> There are two pick rollers. Make sure to replace both units.

1 **Turn off the scanner, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.**
For details, refer to How to Turn the Power OFF (page 49).

2 **Remove all documents from the stacker.**

3 **Open the ADF.**
For details, refer to How to Open the ADF (page 57).

> ⚠ **CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

4 **Remove the pick rollers (× 2) from the scanner.**

    a **Open the roller cover.**
    Grab the tabs on the left and right side with your fingers and pull down the cover towards you.
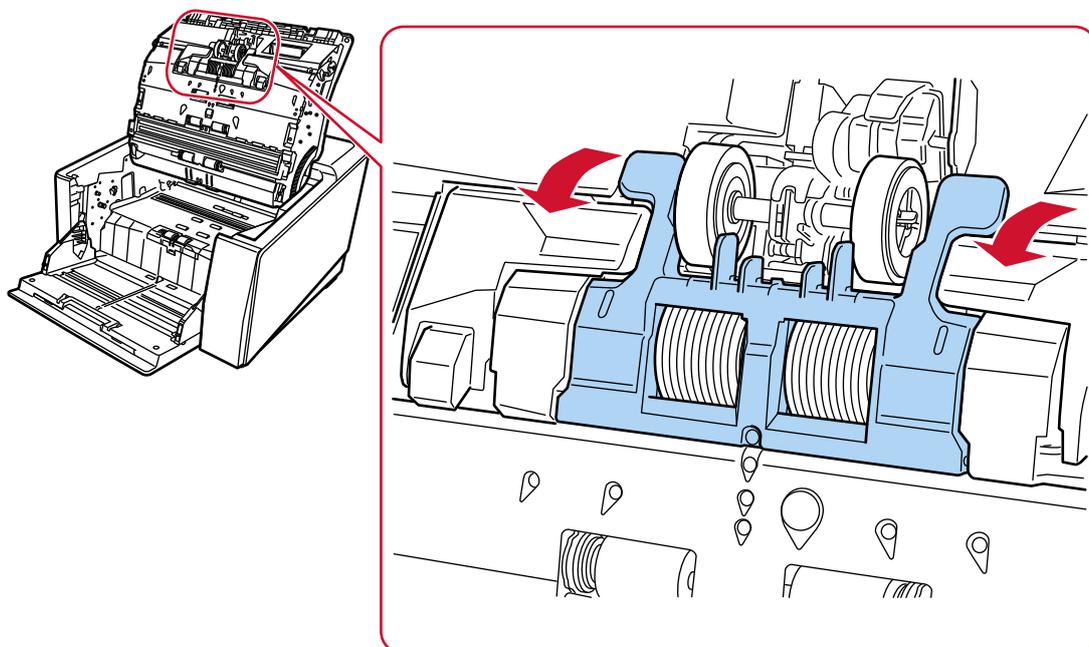
b Grab the tabs on the pick rollers (× 2) to pull the pick rollers off the rotating shaft.
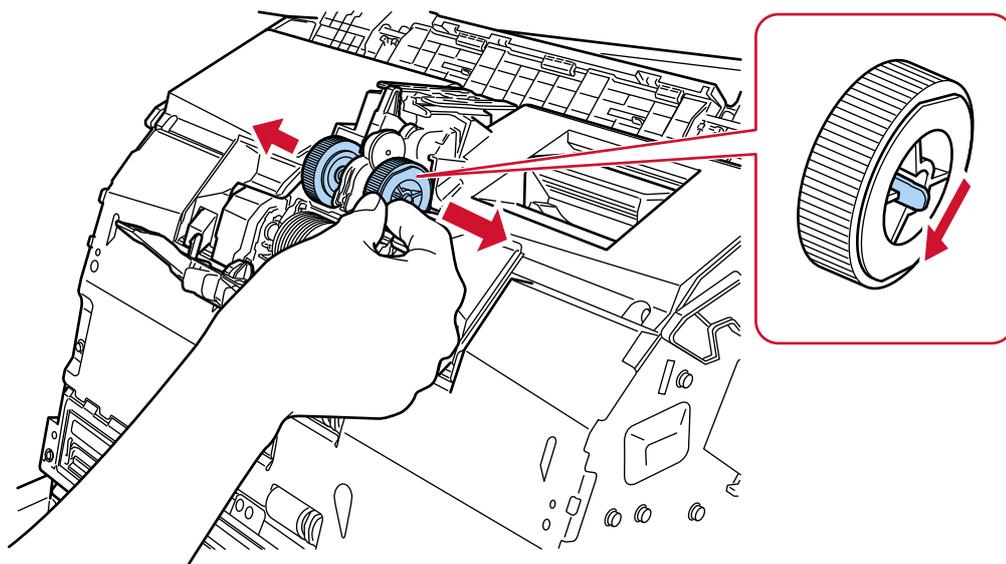
5 Install a new set of pick rollers (× 2) in the scanner.

a Place the pick rollers (× 2) on the shaft.
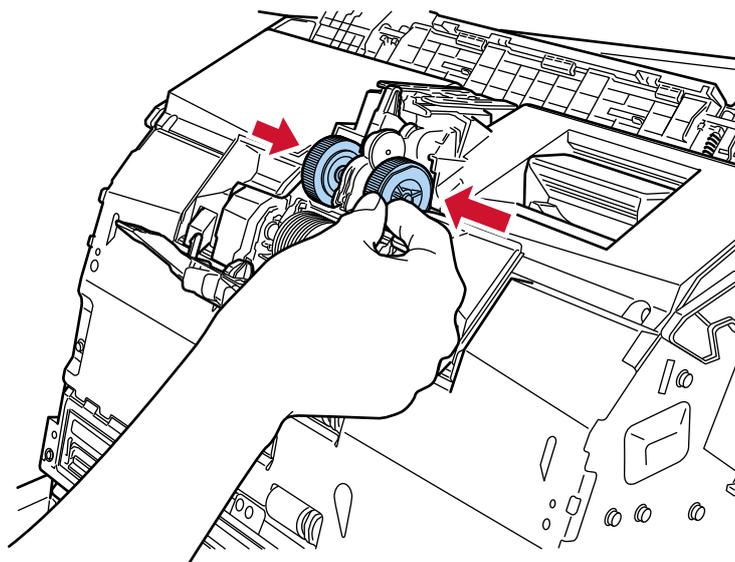
b Close the roller cover.
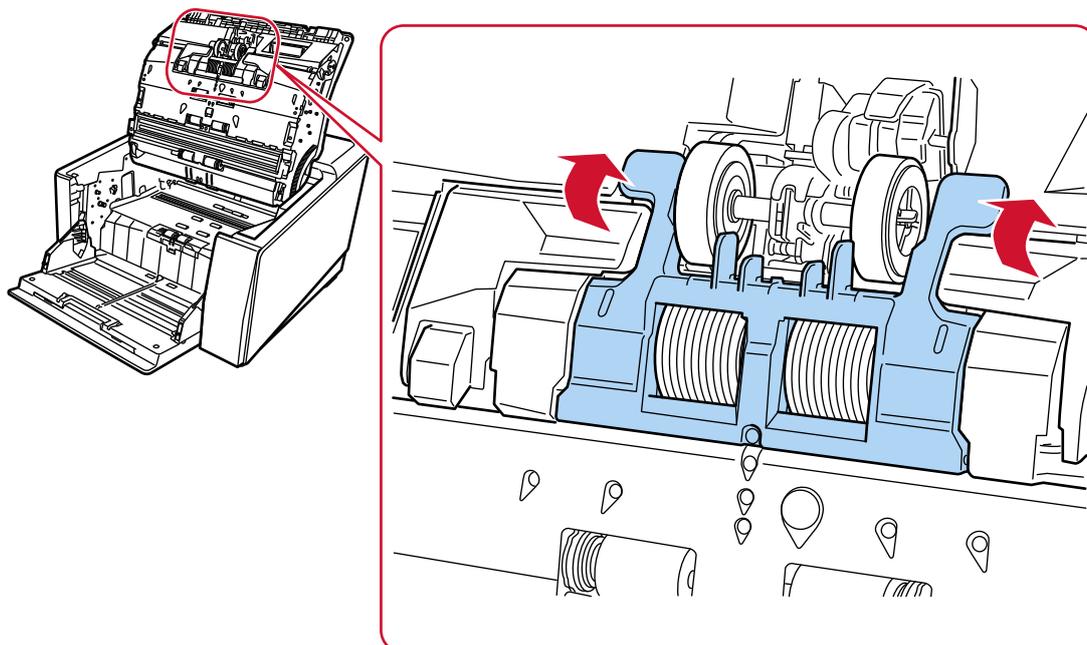
Make sure that both ends of the cover are locked firmly.

6 **Close the ADF.**

For details, refer to How to Close the ADF (page 59).

⚠️**CAUTION** | Be careful not to get your fingers caught when closing the ADF.

ATTENTION

● Do not close the ADF while the roller cover is open.

● Confirm that the pick rollers are installed properly. When the pick rollers are not installed properly, it causes feeding errors such as paper jams.

---

7 **Plug in the power cable and turn on the scanner.**

For details, refer to How to Turn the Power ON (page 46).

8 **Use one of the following methods to clear the pick roller counter.**

● The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
Press the [Clear] button.
The screen can be displayed in the following procedure:
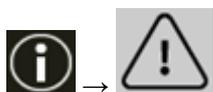
🛈 → ⚠️ → [Replacement of the Pick Roller]

● The [Consumable counters] screen on the touch screen
Press the [Clear] button for [After Replacing the Pick Roller].

The screen can be displayed in the following procedure:

⚙ → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
For details, refer to Clearing the Sheet Counters (page 347).

Replacing the Separator Roller

Replace the separator roller in following procedure.

1 **Turn off the scanner, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.**
For details, refer to How to Turn the Power OFF (page 49).

2 **Remove all documents from the stacker.**

3 **Open the ADF.**
For details, refer to How to Open the ADF (page 57).

⚠ CAUTION	When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

4 **Remove the separator roller from the scanner.**

    a **Open the roller cover.**
    Grab the tabs on the left and right side with your fingers and pull down the cover towards you.
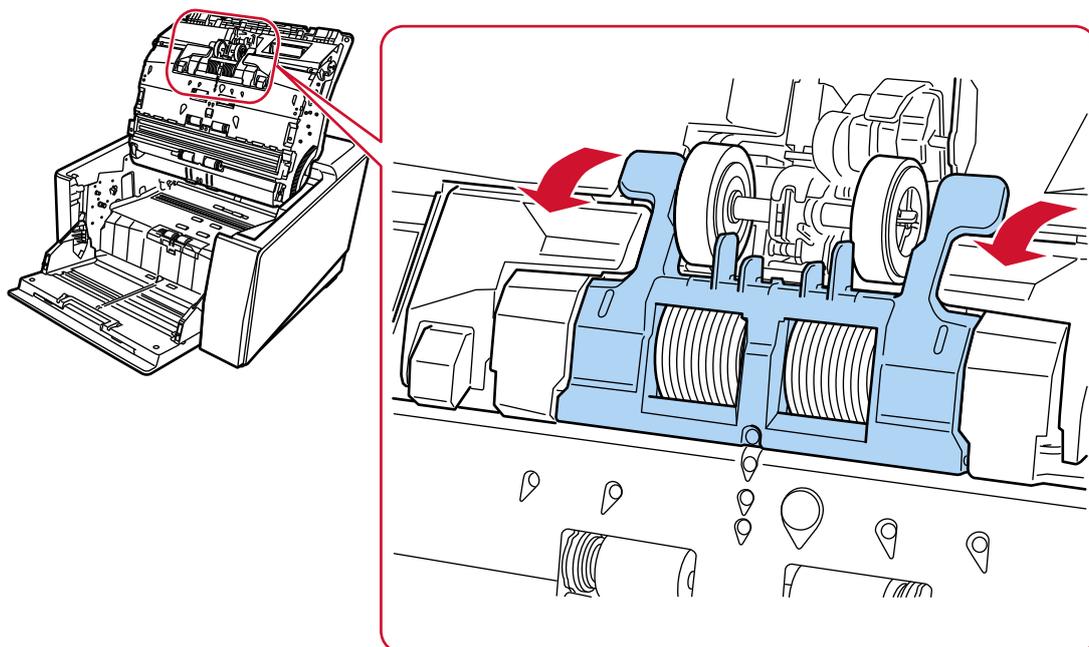
b **Pull down the levers on the right and left sides of the separator roller.**
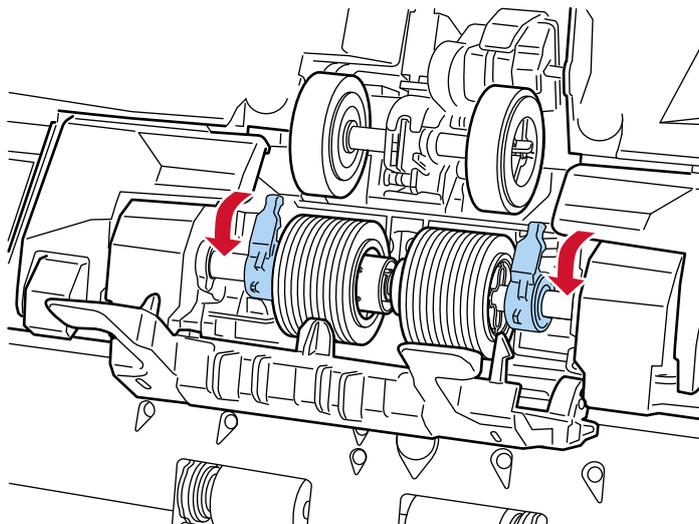
c **Slide the levers on the right and left sides of the separator roller outward.**
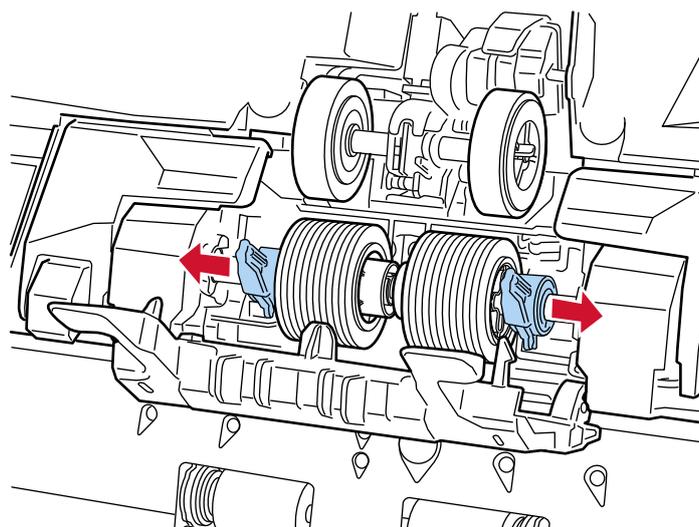
d   Remove the separator roller.
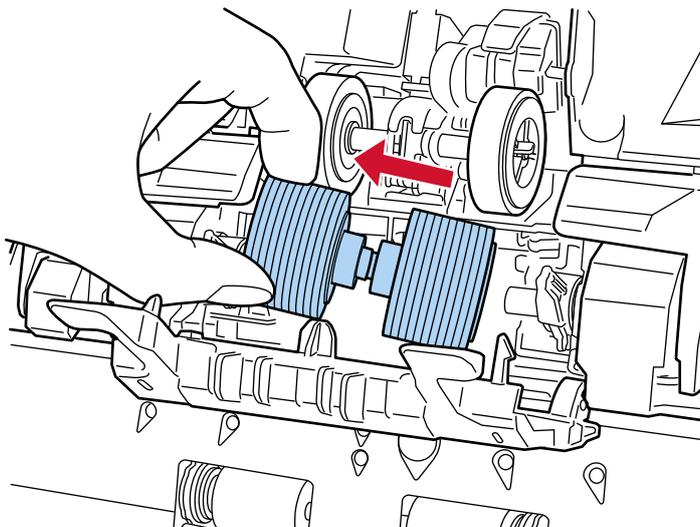
5   Install a new separator roller on the scanner.

a   Install the new separator roller at the place where the removed separator roller was installed.
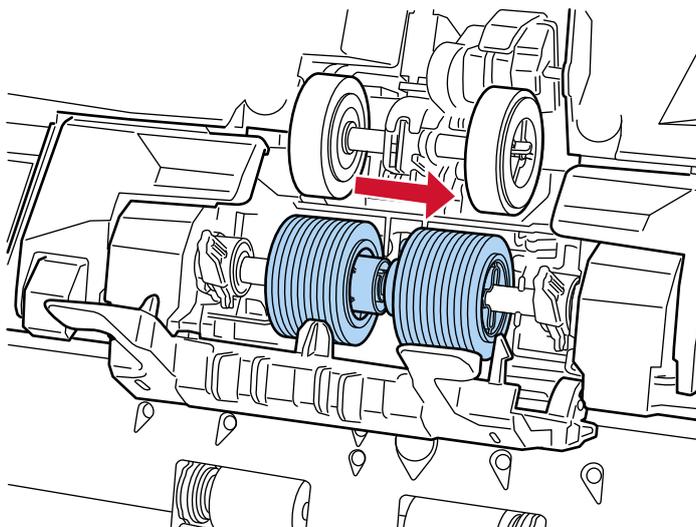
b   **Slide the lever on the right side of the separator roller toward the center, fitting the two protrusions on the lever into the cross-shaped slot on the separator roller.**
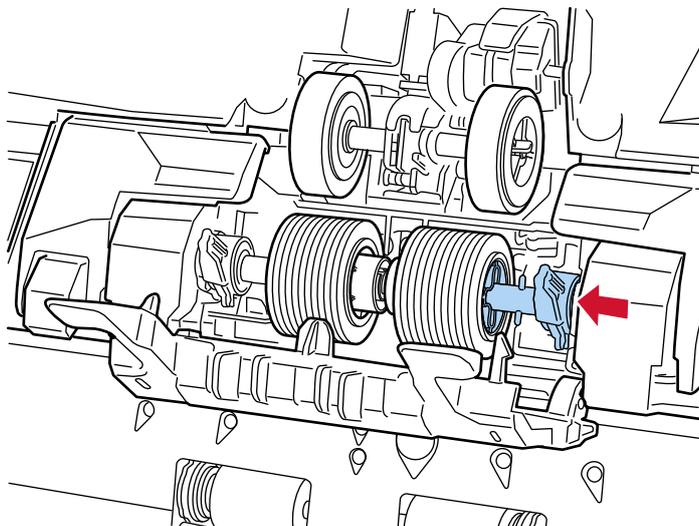
c   **Push up the lever on the right side of the separator roller.**
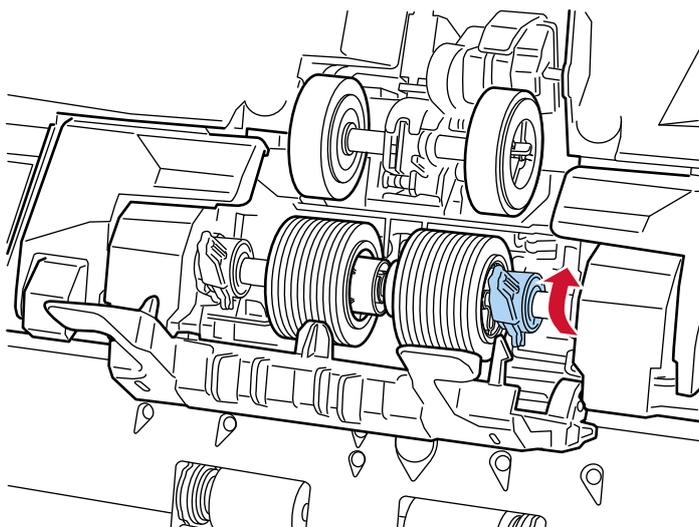
d **Slide the lever on the left side of the separator roller toward the center, fitting the two protrusions on the lever into the cross-shaped slot on the separator roller.**
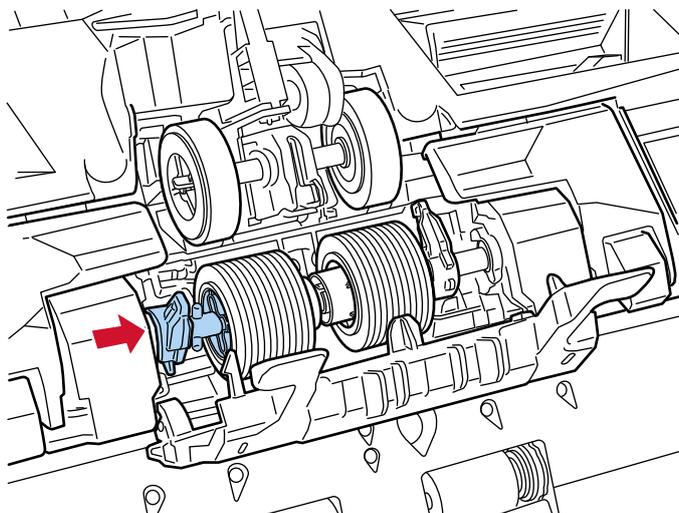
e **Push up the lever on the left side of the separator roller.**
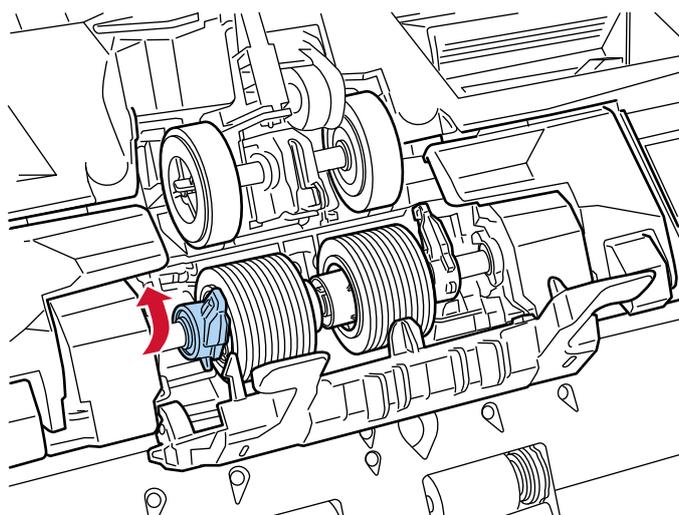
f **Close the roller cover.**
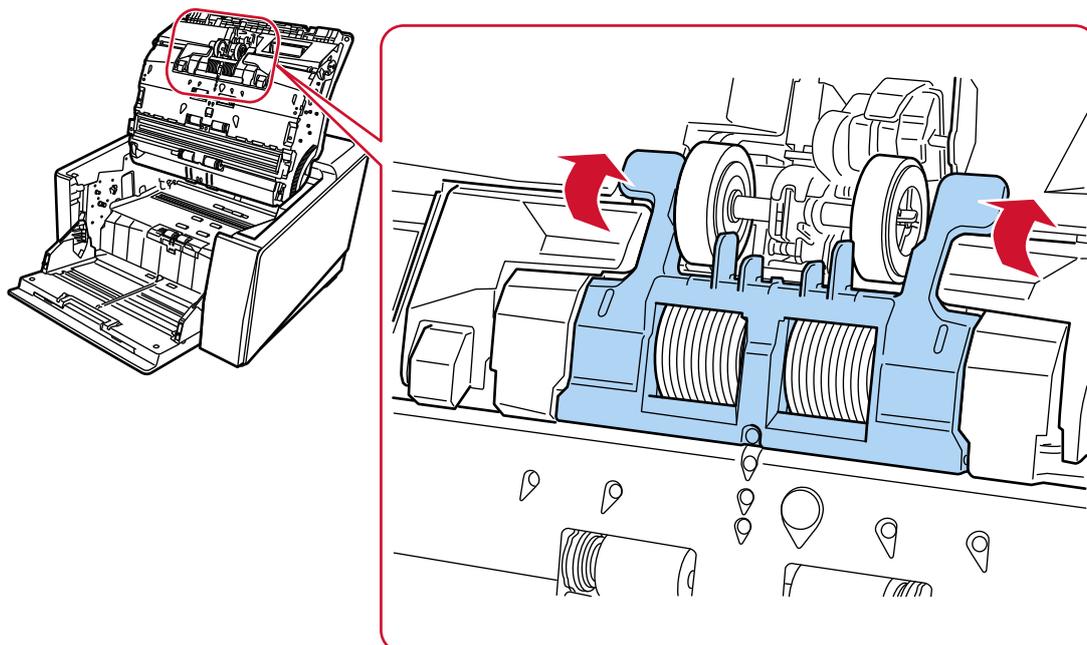
Make sure that both ends of the cover are locked firmly.

6 **Close the ADF.**

For details, refer to How to Close the ADF (page 59).

> ⚠️ **CAUTION**   Be careful not to get your fingers caught when closing the ADF.

ATTENTION

- Do not close the ADF while the roller cover is open.

- Confirm that the separator roller is installed properly. When the separator roller is not installed properly, it causes feeding errors such as paper jams.

7 **Plug in the power cable and turn on the scanner.**

For details, refer to How to Turn the Power ON (page 46).

8 **Use one of the following methods to clear the separator roller counter.**

- The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  Press the [Clear] button.
  The screen can be displayed in the following procedure:

  🛈 → ⚠️ → [Replacement of the Separator Roller]

- The [Consumable counters] screen on the touch screen
  Press the [Clear] button for [After Replacing the Separator Roller].

The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
For details, refer to Clearing the Sheet Counters (page 347).

Replacing the Brake Roller

Replace the brake roller in following procedure.

1 **If the hopper has been raised, bring it back down to the lower position.**
For details, refer to Setting the Loading Capacity of the Hopper (page 60).

2 **Turn off the scanner, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.**
For details, refer to How to Turn the Power OFF (page 49).

3 **Remove all documents from the stacker.**

4 **Open the ADF.**
For details, refer to How to Open the ADF (page 57).

> ⚠ **CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

5 **Remove the brake roller from the scanner.**

    a **Open the brake roller cover.**
Lift up the cover from the bottom middle to open it.
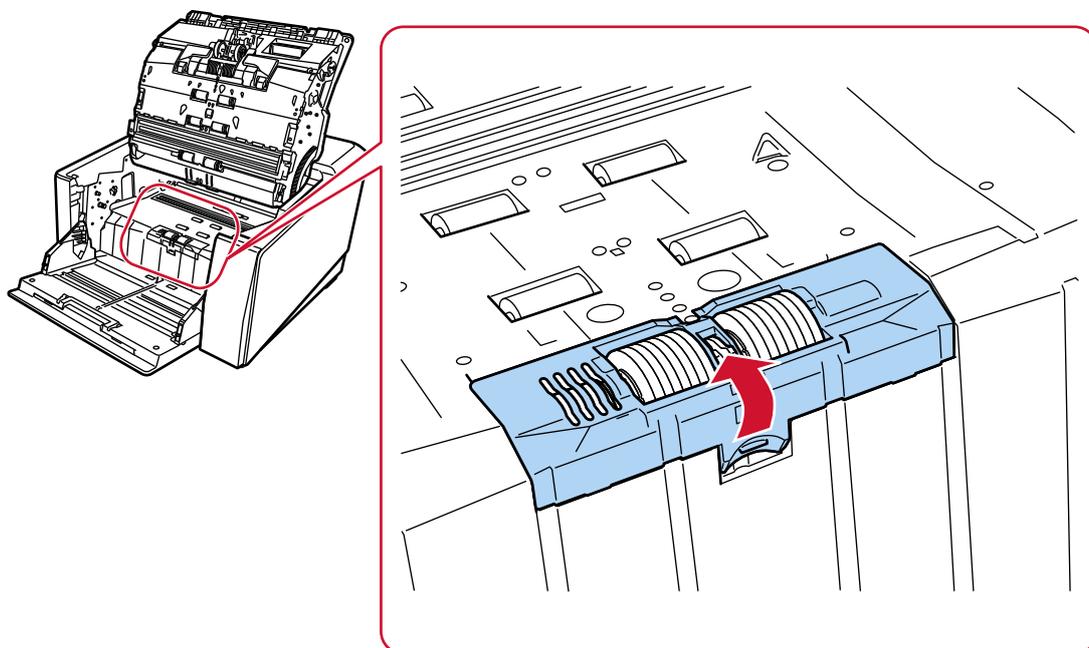
⚠ **CAUTION** | The inside of the cover gets extremely hot. Take care as there is a risk of burns.

Hot Part
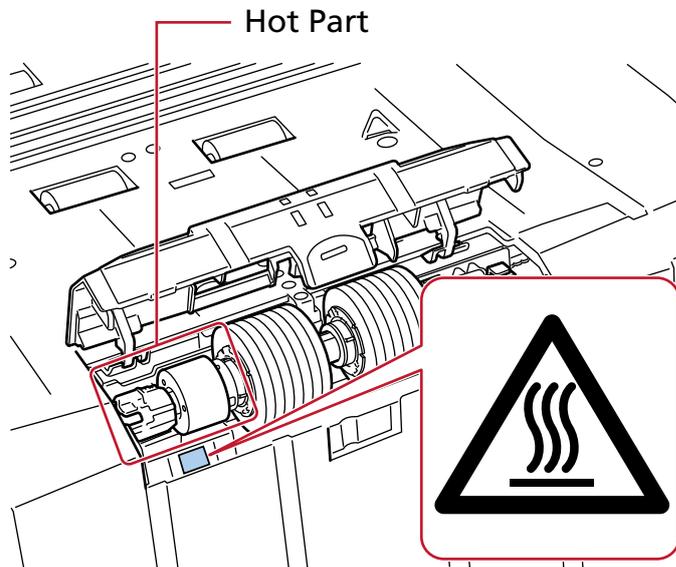
b **Push up the lever on the right side of the brake roller.**

200
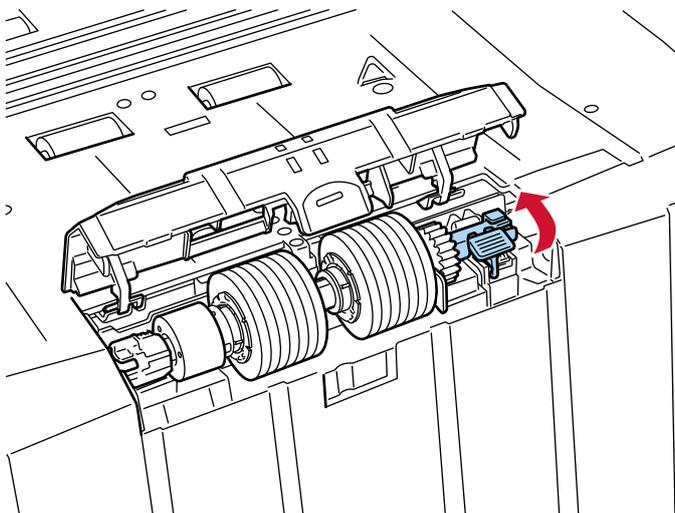
c **Lift up the right side of the brake roller first, then remove the roller by sliding it to the right side.**
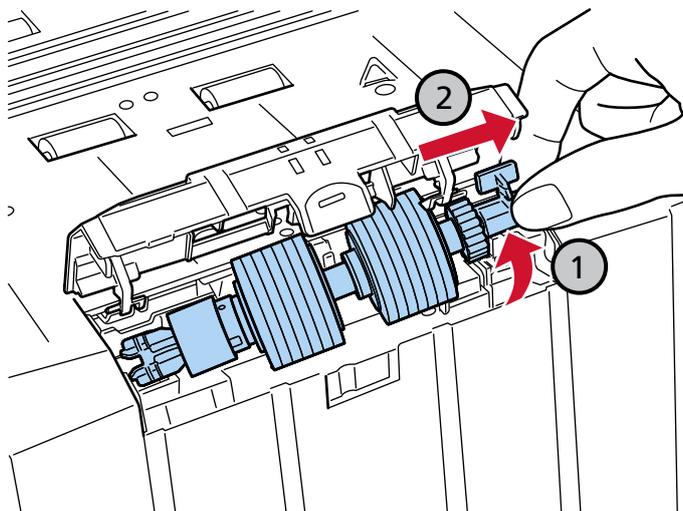
6 **Install a new brake roller on the scanner.**

a **Fit the cross-shaped slot on the left side of the new brake roller onto the two protrusions located where the old brake roller was installed.**
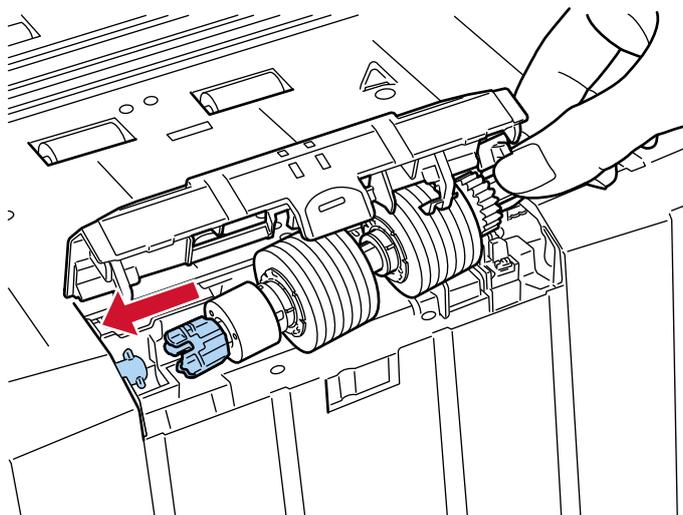
b **Pull down the lever on the right side of the brake roller.**
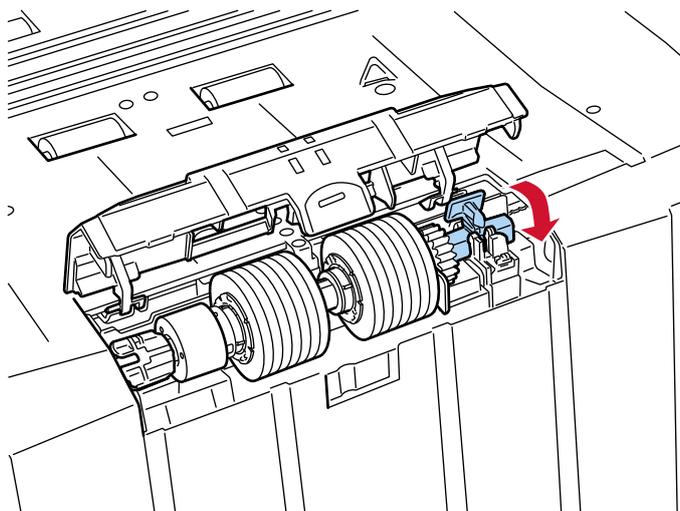
c **Close the brake roller cover.**
Make sure that both ends of the cover are locked firmly.
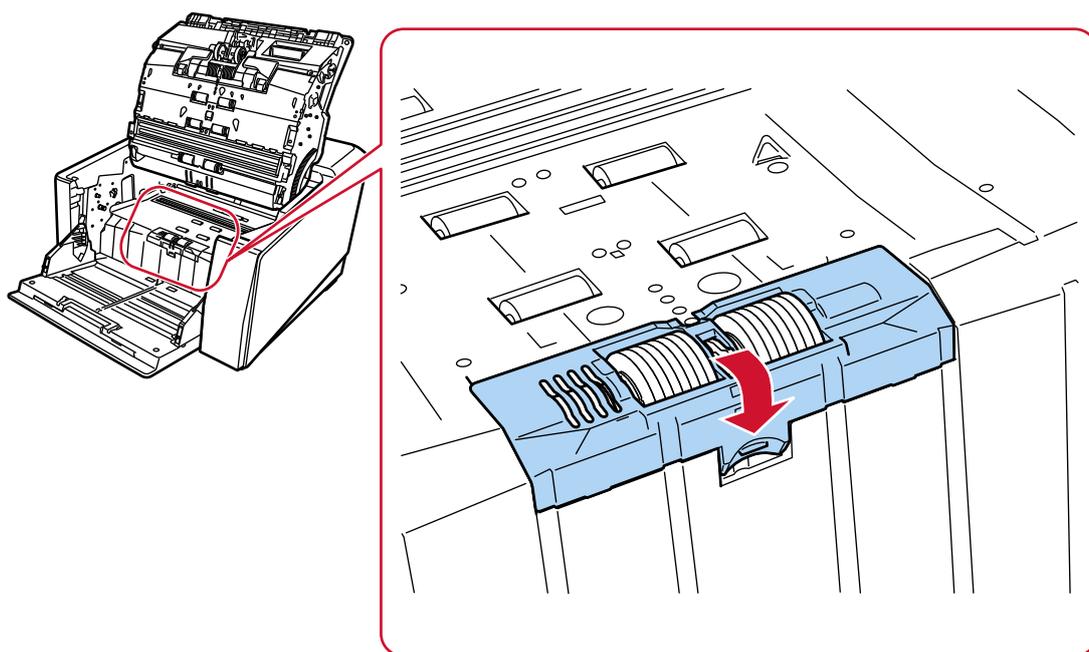
7 **Close the ADF.**
For details, refer to .

⚠ CAUTION	Be careful not to get your fingers caught when closing the ADF.

> **ATTENTION**
>
> - Do not close the ADF while the roller cover is open.
>
> - Confirm that the brake roller is installed properly. When the brake roller is not installed properly, it causes feeding errors such as paper jams.

8 **Plug in the power cable and turn on the scanner.**

For details, refer to How to Turn the Power ON (page 46).

9 **Use one of the following methods to clear the brake roller counter.**

- The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  Press the [Clear] button.
  The screen can be displayed in the following procedure:

   → → [Replacement of the Brake Roller]

- The [Consumable counters] screen on the touch screen
  Press the [Clear] button for [After Replacing the Brake Roller].
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

- Software Operation Panel
  For details, refer to Clearing the Sheet Counters (page 347).

Replacing the Print Cartridge

Replace the print cartridge only when the imprinter is installed.

For information on how to replace the print cartridge, refer to the "fi-890PRF/fi-890PRB Imprinter Operator's Guide".

Troubleshooting

This section explains about the countermeasures against paper jams and other troubles, items to check before contacting the distributor/dealer, and how to read the product label on the scanner.

> **ATTENTION**
>
> For details about other errors/troubles that are not covered in this section, refer to the scanner driver's Help.

When a Paper Jam Occurs

Remove the documents that are left in the ADF in the following procedure:

> **⚠ CAUTION**
> - Do not use force to pull out jammed documents, and make sure to open the ADF first.
> - Be careful not to touch any sharp parts when removing jammed documents. Doing so could result in injury.
> - Be careful not to get things such as hair, neckties or necklaces caught inside the scanner when removing jammed documents.
> - The inside of the ADF may become extremely hot during operation. Be careful not to burn yourself.

> **ATTENTION**
>
> Be aware that if the ADF is opened too far (50° or more) with the stacker extension lifted toward you, the stacker extension may fall back down, and the documents may be caught inside.
> Before opening the ADF, make sure to return the stacker extension to its original position.

1 **Remove all documents from the stacker.**

> **⚠ CAUTION**   Do not open the ADF when there is a large volume of documents left on the stacker.

Your fingers could become caught if the ADF closes from the weight of the documents.
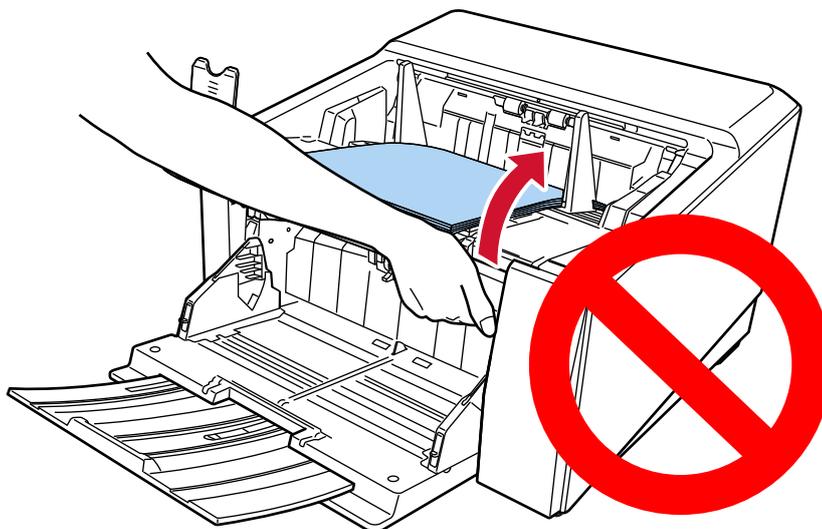
2 **Open the ADF.**

For details, refer to How to Open the ADF (page 57).

⚠️**CAUTION** When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

3 **Remove the jammed document.**
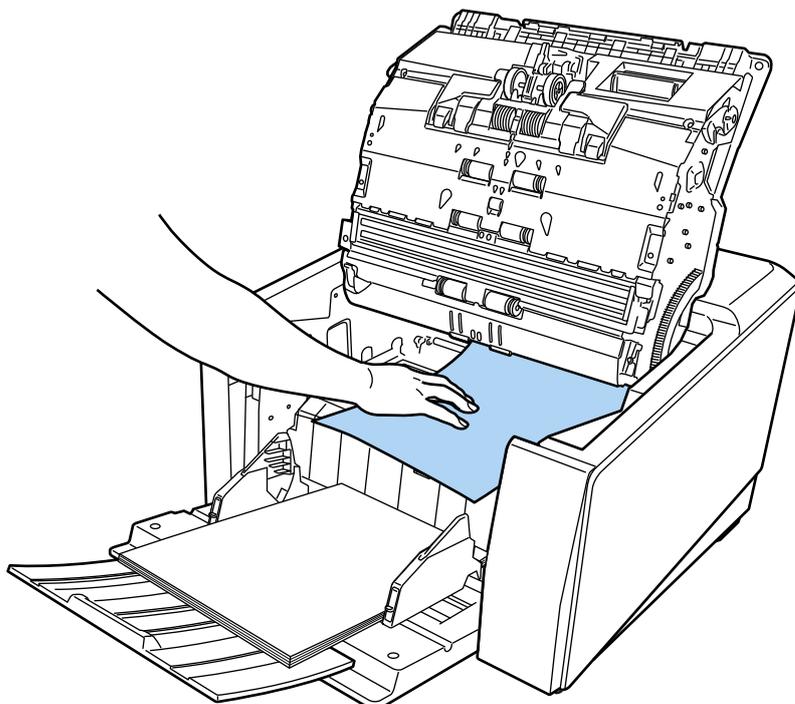
ATTENTION

- Make sure to check the documents and the paper path thoroughly. Remove any metal objects such as staples or paper clips to prevent paper jams.

- Be careful not to damage the glass surface and the guides when removing documents with metal objects such as staples or paper clips.

4 Close the ADF.

For details, refer to How to Close the ADF (page 59).

⚠ **CAUTION** Be careful not to get your fingers caught when closing the ADF.

ATTENTION

- Confirm that the ADF is closed properly. Otherwise, documents may not be fed into the ADF.

- Occasionally when scanning is complete or canceled, documents may remain in the ADF without any error message displayed. In that case, follow steps 1 through 4 above to remove the documents.

- To continue scanning, check which page you want to resume from, and load the document on the hopper again.

Errors

● **Error Indication**

When an error occurs on the scanner, the [Error] screen is displayed on the touch screen.
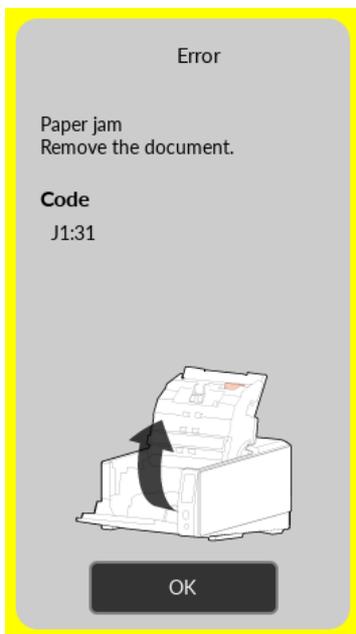
Check the solution for the error and press the [OK] button to close the [Error] screen.

> **HINT**
>
> Error Recovery Guide is started up and the icon is displayed in the notification area of the task bar when you logged onto Windows.
> When an error occurs on the scanner, the error name and code number is displayed in the Error Recovery Guide window.
> Take note of the displayed information and click the [More Info] button to check the troubleshooting procedure.
>
>
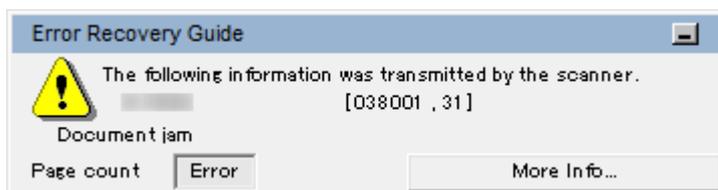
● **Error Code List**

Error Code	Overview of Content in Operator Panel	Content in Error Recovery Guide	Refer to
A1:B3	Imprinter error (communication timeout) (when the imprinter is installed)	Imprinter error (communication timeout)	Imprinter Error (When the Imprinter Is Installed) (page 214)
A2:B5	Imprinter error (print head) (when the imprinter is installed)	Imprinter error (print head)	
A3:B6	Imprinter error (EEPROM) (when the imprinter is installed)	Imprinter error (EEPROM)	
A4:B8	Imprinter error (ROM) (when the imprinter is installed)	Imprinter error (ROM)	
C0:E5	Memory error (front)	Memory error (Front)	Memory Error/LSI Error (page 214)
C0:E6	Memory error (back)	Memory error (Back)	
C0:E9	LSI error	LSI error	
C1:E0	LSI error (initialization failure)	LSI error (Initialization failure)	
C8:F2	Internal communication error of the scanner	Internal communication error of the scanner	Internal Communication Error of the Scanner (page 215)
E2:74	Optical error (ADF front)	Optical error (ADF front)	Optical Error (ADF) (page 215)
E3:75	Optical error (ADF back)	Optical error (ADF back)	
E6:D3	Operator panel error	Operator panel error	Operator Panel Error (page 216)
E7:D2	EEPROM error	EEPROM error	EEPROM Error (page 216)
E9:F5	Image memory read-write error	Image memory read-write error	Image Memory Read-Write Error (page 217)
F1:C0	Hopper malfunction	Hopper Malfunction	Hopper Malfunction (page 217)
F1:C1	Stacker malfunction	Stacker Malfunction	Stacker Malfunction (page 218)

Error Code	Overview of Content in Operator Panel	Content in Error Recovery Guide	Refer to
F1:C6	Hopper malfunction	Hopper Malfunction	Hopper Malfunction (page 217)
F1:C7	Brake roller unit malfunction	Brake roller unit malfunction	Brake Roller Unit Malfunction (page 218)
F1:C8	Pick encoder malfunction	Pick encoder malfunction	Pick Encoder Malfunction (page 219)
F2:C9	Solenoid malfunction	Solenoid malfunction	Solenoid Malfunction (page 219)
F4:C2	Background switching mechanism error (ADF front)	Background switching mechanism error (ADF Front)	Background Switching Mechanism Error (page 219)
F4:C3	Background switching mechanism error (ADF back)	Background switching mechanism error (ADF Back)	
F6:EC	Fan malfunction	Fan malfunction	Fan Malfunction (page 220)
H1:80	Motor circuit error	Motor circuit error	Motor Circuit Error (page 220)
H1:8B			
H2:81			
H2:82			
H2:90			
H2:96			
H2:97			
H3:8C			
H4:8D			
H6:B1	Imprinter system error (when the imprinter is installed)	Imprinter system error	Imprinter System Error (When the Imprinter Is Installed) (page 222)
H8:88	Motor circuit error	Motor circuit error	Motor Circuit Error (page 220)
J0:36	Failed to switch from Straight Scan	Failed to switch from Straight Scan	Failure in Switching Paper Output Slot (page 222)
J0:38	Failed to switch from U-turn Scan	Failed to switch from U-turn Scan	

Error Code	Overview of Content in Operator Panel	Content in Error Recovery Guide	Refer to
J0:43	Paper damage prevention (staple detection on the top edge)	Paper damage prevention (staple detection on the top edge)	Paper Damage Prevention (page 223)
J0:44	Paper damage prevention (staple detection on the bottom edge)	Paper damage prevention (staple detection on the bottom edge)	
J0:51	Paper damage prevention (feeding accuracy)	Paper damage prevention (feeding accuracy)	
J1:31	Paper jam	Paper jam	Paper Jam/Pick Error (page 224)
J1:34			
J1:50	Pick error	Pick error	
J2:55	Multifeed detected (overlap)	Multifeed detected (Overlap)	Multifeed (page 225)
J2:56	Multifeed detected (length)	Multifeed detected (Length)	
J3:54	Paper damage prevention (outside scannable area)	Paper damage prevention (outside scannable area)	Paper Damage Prevention (page 223)
J8:01	Sensor(s) dirty	Sensor(s) dirty	Sensor(s) Dirty (page 225)
J8:02			
J8:03			
J8:04			
J8:05			
J8:06			
J8:07			
J8:08			
J8:0D			
J8:0E			
J9:61	Pick roller error	Pick Roller error	Pick Roller Error (page 226)
J9:64	Brake roller/separator roller(s) not installed correctly	Brake Roller/Separator Roller(s) Not Installed Correctly	Brake Roller/Separator Roller(s) Not Installed Correctly (page 227)
L0:11	Sensor error	Sensor error	Sensor Error (page 228)

Error Code	Overview of Content in Operator Panel	Content in Error Recovery Guide	Refer to
L1:12			
L2:13			
L3:14			
L4:15			
L5:17			
L5:18			
L6:1B			
L6:2A			
L6:2B			
L7:1C			
L7:29			
L8:1D			
L8:1E			
L8:1F			
LB:1A			
M1:D5	Wired LAN error	—	Wired LAN Error (page 230)
M4:AB	Network setting error	—	Network Setting Error (page 230)
U4:40	ADF open	ADF open	ADF Open (page 231)
U5:4A	Imprinter Cover Open	Imprinter Cover Open	Imprinter Cover Open (page 231)
U6:B4	Print Cartridge Not Installed (when the imprinter is installed)	Print Cartridge Not Installed	Print Cartridge Not Installed (When the Imprinter Is Installed) (page 231)
U7:B9	Imprinting area error (when the imprinter is installed)	Imprinting area error	Imprinting Area Error (When the Imprinter Is Installed) (page 232)
—	—	Being used by others	Being Used by Others (page 232)

Error Code	Overview of Content in Operator Panel	Content in Error Recovery Guide	Refer to
—	The [Document Count] screen	The scanner is in Doc Counting mode.	The Scanner Is in Doc Counting Mode. (page 232)
—	No paper. Load documents.	—	No Paper. Load Documents. (page 232)
—	Scanning was stopped.	—	Scanning Was Stopped (page 232)
—	Pause	Scanning has been paused by the user.	Scanning Has Been Paused by the User (page 232)
—	—	Outside designated scan area error	Outside Designated Scan Area Error (page 233)
—	—	Invalid CDB field	Invalid CDB Field (page 233)
—	—	Invalid field parameter list	Invalid Field Parameter List (page 234)
—	—	Command sequence error	Command Sequence Error (page 234)
—	—	Wrong windows combination	Wrong Windows Combination (page 234)

Imprinter Error (When the Imprinter Is Installed)

If an error occurs in the imprinter, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
A1:B3	Imprinter error (communication timeout) If the problem persists after turning the power back on, inform your service provider of the error code. Code A1:B3
A2:B5	Imprinter error (print head) If the problem persists after turning the power back on, inform your service provider of the error code. Code A2:B5
A3:B6	Imprinter error (EEPROM) If the problem persists after turning the power back on, inform your service provider of the error code. Code A3:B6
A4:B8	Imprinter error (ROM) If the problem persists after turning the power back on, inform your service provider of the error code. Code A4:B8

Take the following measures.

● Refer to the fi-890PRF/fi-890PRB Imprinter Operator Guide to check if the print cartridge is installed correctly.

● Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Memory Error/LSI Error

If a memory error or LSI error occurs, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
C0:E5	Memory error (Front) If the problem persists after turning the power back on, inform your service provider of the error code. Code C0:E5

Error Code	Error Details and the Solution
C0:E6	Memory error (Back) If the problem persists after turning the power back on, inform your service provider of the error code. Code C0:E6
C0:E9	LSI error If the problem persists after turning the power back on, inform your service provider of the error code. Code C0:E9
C1:E0	LSI error (Initialization failure) If the problem persists after turning the power back on, inform your service provider of the error code. Code C1:E0

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Internal Communication Error of the Scanner

If an internal communication error occurs in the scanner, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
C8:F2	Internal communication error of the scanner If the problem persists after turning the power back on, inform your service provider of the error code. Code C8:F2

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Optical Error (ADF)

If an optical error occurs in the ADF, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
E2:74	Optical error (ADF Front) If the problem persists after turning the power back on, inform your service provider of the error code. Code E2:74
E3:75	Optical error (ADF Back) If the problem persists after turning the power back on, inform your service provider of the error code. Code E3:75

Take the following measures.

● Refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 173) and clean the glass.

● Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Operator Panel Error

When an operator panel error occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
E6:D3	Operator Panel error If the problem persists after turning the power back on, inform your service provider of the error code. Code E6:D3

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

EEPROM Error

If an EEPROM error occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
E7:D2	EEPROM error

Error Code	Error Details and the Solution
	If the problem persists after turning the power back on, inform your service provider of the error code. Code E7:D2

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Image Memory Read-Write Error

If an error occurs when data is read from the image memory or written on the image memory, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
E9:F5	Image memory read-write error If the problem persists after turning the power back on, inform your service provider of the error code. Code E9:F5

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Hopper Malfunction

If a hopper malfunction occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
F1:C0	Hopper malfunction If the problem persists after turning the power back on, please inform your service provider of the error code below. Code F1:C0
F1:C6	Hopper malfunction If the problem persists after turning the power back on, inform your service provider of the error code. Code F1:C6

Take the following measures.

● Make sure that there is nothing beneath the hopper.

● Confirm that the hopper is not closed with the pick roller unit in the upper position.

● Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Stacker Malfunction

If a stacker malfunction occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
F1:C1	Stacker malfunction If the problem persists after turning the power back on, inform your service provider of the error code. Code F1:C1

Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Brake Roller Unit Malfunction

If a brake roller unit malfunction occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
F1:C7	Brake roller unit malfunction If the problem persists after turning the power back on, inform your service provider of the error code. Code F1:C7

Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Pick Encoder Malfunction

When a pick encoder malfunction occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
F1:C8	Pick encoder malfunction If the problem persists after turning the power back on, inform your service provider of the error code. Code F1:C8

Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Solenoid Malfunction

If a solenoid malfunction occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
F2:C9	Solenoid malfunction If the problem persists after turning the power back on, inform your service provider of the error code. Code F2:C9

Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Background Switching Mechanism Error

If a background switching mechanism error occurs in the ADF, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
F4:C2	Background switching mechanism error (ADF Front) If the problem persists after turning the power back on, inform your service provider of the error code. Code F4:C2

Error Code	Error Details and the Solution
F4:C3	Background switching mechanism error (ADF Back) If the problem persists after turning the power back on, inform your service provider of the error code. Code F4:C3

Open the ADF to check that there are no documents remaining, and then turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Fan Malfunction

When a fan error occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
F6:EC	Fan malfunction If the problem persists after turning the power back on, inform your service provider of the error code. Code F6:EC

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Motor Circuit Error

If a motor circuit error occurs, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
H1:80	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H1:80
H1:8B	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code.

Error Code	Error Details and the Solution
	Code H1:8B
H2:81	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H2:81
H2:82	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H2:82
H2:90	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H2:90
H2:96	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H2:96
H2:97	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H2:97
H3:8C	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H3:8C
H4:8D	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H4:8D
H8:88	Motor circuit error If the problem persists after turning the power back on, inform your service provider of the error code. Code H8:88

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Imprinter System Error (When the Imprinter Is Installed)

If a circuit error occurs in the imprinter, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
H6:B1	Imprinter system error If the problem persists after turning the power back on, inform your service provider of the error code. Code H6:B1

Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Failure in Switching Paper Output Slot

If switching paper output slots fails, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
J0:36	Failed to switch from Straight Scan The document was scanned with Straight Scan. Slide the paper output selection switch up or down again and try scanning. If the problem still persists, refer to the Operator's Guide of your scanner model. Code J0:36
J0:38	Failed to switch from U-turn Scan The document was scanned with U-turn Scan. Slide the paper output selection switch up or down again and try scanning. If the problem still persists, refer to the Operator's Guide of your scanner model. Code J0:38

Check the position of the paper output selection switch and perform the scan again.

U-turn Scan

Straight Scan

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Paper Damage Prevention

When scanning is stopped to prevent documents being damaged, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
J0:43	Paper damage prevention (staple detection on the top edge) Remove the document and check it.
J0:44	Paper damage prevention (staple detection on the bottom edge) Remove the document and check it.
J0:51	Paper damage prevention (feeding accuracy) Remove the document and check it. When loading the documents, make sure there is no gap between the side guides and the document edges.
J3:54	Paper damage prevention (outside scannable area) Remove the document and check it.

Error Code	Error Details and the Solution
	When loading the documents, make sure there is no gap between the side guides and the document edges.

Take the following measures.

● If this error occurs, check if the document meets the requirements described in Documents for Scanning (page 99).

● If this error frequently occurs even when the document meets the scanning requirements, lower the sensitivity level for paper protection or stapled document detection.

● If this error occurs frequently even when the document meets the requirements for scanning, disable [Stapled Documents Detection].

● If documents remain in the ADF, remove the documents by referring to When a Paper Jam Occurs (page 205).

Paper Jam/Pick Error

If a paper jam or pick error occurs, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
J1:31	Paper jam Remove the document.
J1:34	Paper jam Remove the document.
J1:50	Pick error Remove the document.

Take the following measures.

● When a paper jam occurs inside the scanner, refer to When a Paper Jam Occurs (page 205) to remove jammed documents.

● Refer to Documents for Scanning (page 99) in order to check if the document is suitable for scanning.

● If paper jams occur frequently, take measures according to Paper Jams/Pick Errors Occur Frequently (page 263).

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Multifeed

If documents are overlapped and fed into the scanner, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
J2:55	Multifeed detected (Overlap) Press the [Eject Document] button to eject the document.
J2:56	Multifeed detected (Length) Press the [Eject Document] button to eject the document.

If documents remain in the scanner, refer to When a Paper Jam Occurs (page 205) to remove the documents.
If documents are overlapped and fed into the scanner frequently, take measures according to Overlapped Documents Are Frequently Fed into the Scanner (page 254).
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Sensor(s) Dirty

If sensors are dirty,the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
J8:01	Sensor(s) dirty Clean the Pick Sensor.
J8:02	Sensor(s) dirty Clean the Skew Sensor (Left).
J8:03	Sensor(s) dirty Clean the FEED-TOP Sensor.
J8:04	Sensor(s) dirty Clean the READ-TOP Sensor.
J8:05	Sensor(s) dirty Clean the IMP-TOP Sensor.
J8:06	Sensor(s) dirty Clean the EXIT Sensor.
J8:07	Sensor(s) dirty Clean the JAM Sensor (Left).
J8:08	Sensor(s) dirty

Error Code	Error Details and the Solution
	Clean the Skew Sensor (Right).
J8:0D	Sensor(s) dirty Clean the Separator Sensor.
J8:0E	Sensor(s) dirty Clean the JAM Sensor (Right).

Take the following measures.

- The sensors shown in the error details and solution are collectively referred to as "document sensors".
  Clean the document sensors by referring to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 173).

- Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Pick Roller Error

When a pick roller error occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
J9:61	Pick Roller error Pull down the Pick Roller Unit to its correct position. Remove excessive documents from the hopper. If the problem persists after turning the power back on, inform your service provider of the error code. Code J9:61

Take the following measures.

● Place your finger on the tab in the center and push the pick roller unit down to its correct position.

Pick Roller Unit
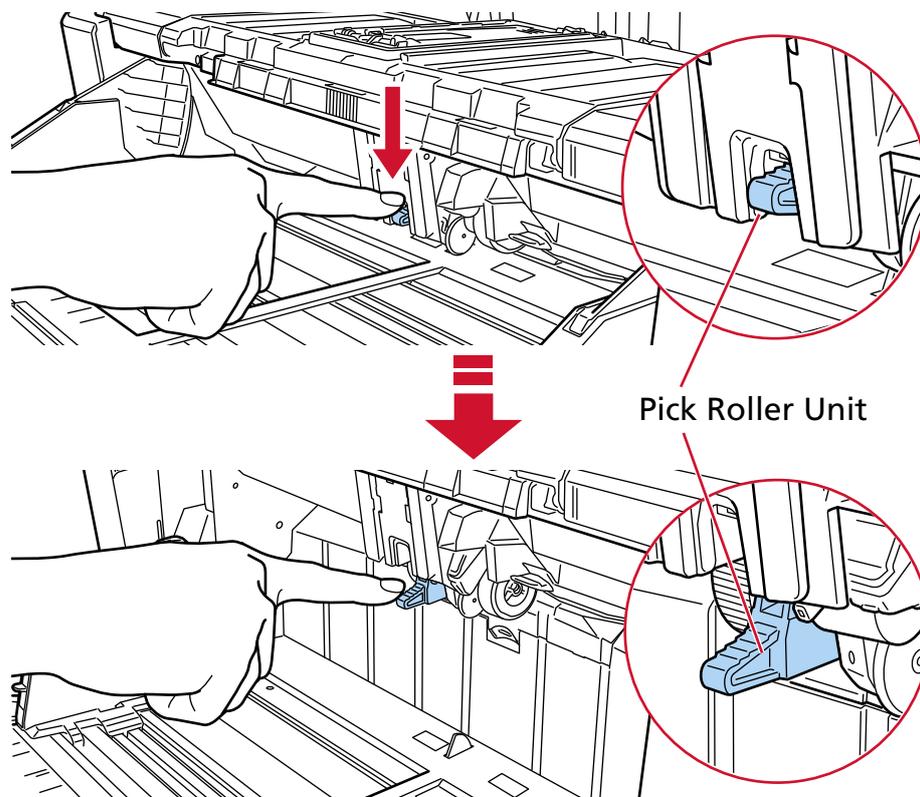
● Remove excess documents from the hopper.

● Refer to Setting the Loading Capacity of the Hopper (page 60) to lower the height of the hopper.

● Refer to Daily Care (page 162) to clean the rollers and sensors.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Brake Roller/Separator Roller(s) Not Installed Correctly

When a brake roller/separator roller installation error occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
J9:64	Brake roller/separator roller(s) not installed correctly Set the Brake Roller/Separator Roller(s) unit correctly. If the problem persists after turning the power back on, inform your service provider of the error code. Code J9:64

Take the following measures.

● Refer to Replacing the Brake Roller (page 199) to check if the brake roller is installed correctly.

● Refer to Replacing the Separator Roller (page 192) to check if the separator roller is installed correctly.

● Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Sensor Error

If a sensor error occurs, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
L0:11	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L0:11
L1:12	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L1:12
L2:13	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L2:13
L3:14	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L3:14
L4:15	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L4:15
L5:17	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L5:17
L5:18	Sensor error

Error Code	Error Details and the Solution
	If the problem persists after turning the power back on, inform your service provider of the error code. Code L5:18
L6:1B	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L6:1B
L6:2A	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L6:2A
L6:2B	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L6:2B
L7:1C	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L7:1C
L7:29	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L7:29
L8:1D	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L8:1D
L8:1E	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L8:1E
L8:1F	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code L8:1F
LB:1A	Sensor error If the problem persists after turning the power back on, inform your service provider of the error code. Code LB:1A

Take the following measures.

● Refer to Cleaning the Inside of the Scanner (ADF) with a Cloth (page 173) to clean the ultrasonic sensors.

● Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Wired LAN Error

If a wired LAN error occurs, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
M1:D5	Wired LAN error If the problem persists after turning the power back on, inform your service provider of the error code. Code M1:D5

Turn the scanner off then back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Network Setting Error

If a network settings error occurs, the operator panel displays one of the following error codes and the corresponding details and solution.

Error Code	Error Details and the Solution
M4:AB	Failed to send data. Check the network status, reload the document, and try again.

Check the scanner network settings in fi Series Network Settings or IP Address Setting Tool.
For details about fi Series Network Settings, refer to Network Settings (fi Series Network Settings) (page 400).
For details about IP Address Setting Tool, refer to the Network Setup Tool for fi Series Help.
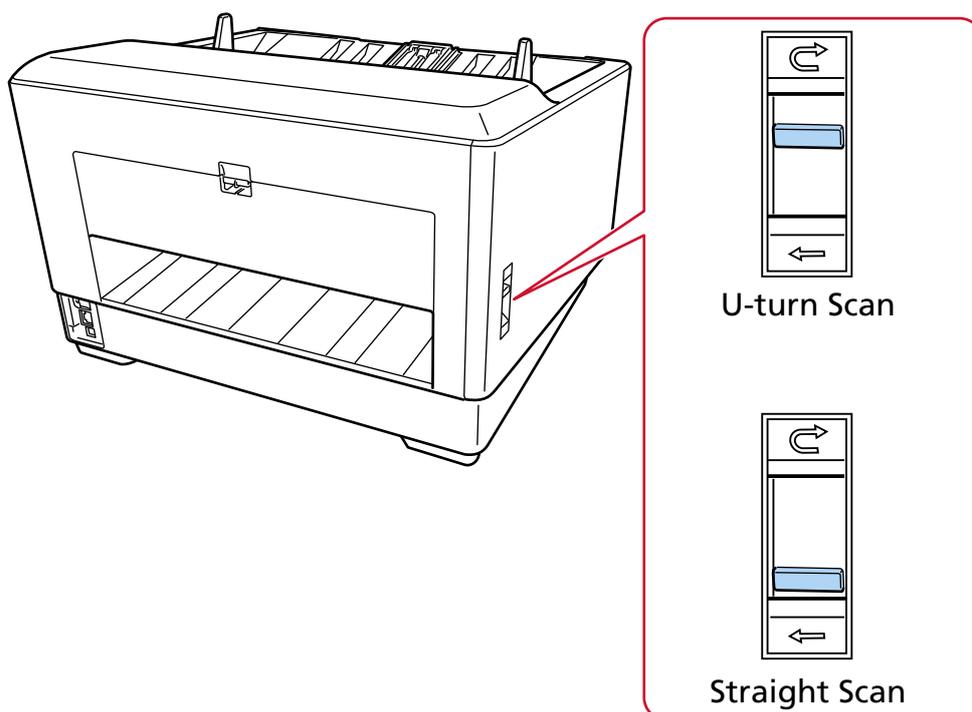If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer

to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

ADF Open

If the ADF is opened during a scan and closed after the scan is canceled, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
U4:40	ADF open

> **HINT**
>
> If the ADF is opened when the scanner is not performing a scan, the operator panel does not display the error code.
> Also, note that operations on the operator panel are disabled while the ADF is open.

Remove the document from the ADF, and close the ADF.
Confirm that the ADF is closed properly.
Fully close the ADF, then confirm that "ADF open" without an error code is not displayed.
For more details about opening and closing the ADF, refer to Opening/Closing the ADF (page 57).

Imprinter Cover Open

If you open the Back-Side imprinter cover while scanning, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
U5:4A	Imprinter Cover Open

Remove the document from the Back-Side imprinter, and close the imprinter cover.
Confirm that the Back-Side imprinter cover is closed properly.
To check whether or not it is closed completely, open the Back-Side imprinter cover and then close it again.
For details about opening and closing the Back-Side imprinter cover, refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.

Print Cartridge Not Installed (When the Imprinter Is Installed)

If the print cartridge is not installed in the imprinter, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
U6:B4	The print cartridge is not seated properly. Check whether it has been installed correctly.

Refer to the fi-890PRF/fi-890PRB Imprinter Operator Guide to install the print cartridge.

Imprinting Area Error (When the Imprinter Is Installed)

If an error occurs with the print start position in the imprinter, the operator panel displays the following error code and the corresponding details and solution.

Error Code	Error Details and the Solution
U7:B9	Attempting to print outside of printable area.

Adjust the start position and character string for printing so that the print area is inside the document.
For details, refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.

Being Used by Others

The scanner is already being used.

- Make sure that another application is not using the scanner.
- Make sure that the connection method of the scanner is correct.
- Make sure that no operations are being performed on the operator panel.

The Scanner Is in Doc Counting Mode.

The Scanner is in "Doc Counting mode" and therefore scanning cannot be performed.
Close the [Document Count] screen on the touch screen to exit the Doc Counting mode.

No Paper. Load Documents.

No document has been loaded.
Load a document on the hopper.

Scanning Was Stopped

Scanning has been stopped by the user.
When the [Scan/Stop] button is pressed during scanning, document feeding stops and then scanning stops.
If documents remain in the scanner, refer to When a Paper Jam Occurs (page 205) to remove the documents.

Scanning Has Been Paused by the User

Scanning has been paused by the user.
When the [Pause] button on the touch screen is pressed during scanning, scanning pauses.
To resume scanning, press the [Scan/Stop] button or the [Scan] button on the touch screen.

To stop scanning, press ⊗ on the touch screen.

Outside Designated Scan Area Error

A paper jam occurs when the bottom edge of the document is detected before the specified area is scanned with the ADF.
Example:
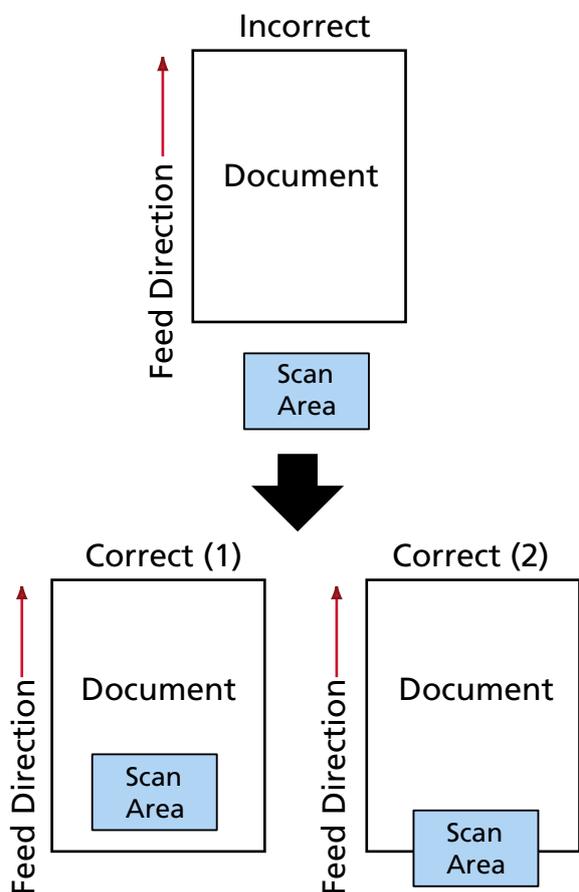
Outside of the document may have been scanned because the scanned document is shorter than the specified paper size.
In this case, take one of the following measures, and then scan again.

● Load a document of the specified paper size on the hopper.

● Change the scan settings so that the scanning area is set inside of the document.

> **ATTENTION**
>
> Ways to designate the scanning area differ depending on scanner drivers and image scanning applications. For details, refer to the help for your scanner driver and the manual/help for your image scanning application.

Invalid CDB Field

If the same message appears after a scan is retried, turn off both the computer and the scanner, then turn them back on.

If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Invalid Field Parameter List

If the same message appears after a scan is retried, turn off both the computer and the scanner, then turn them back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Command Sequence Error

If the same message appears after a scan is retried, turn off both the computer and the scanner, then turn them back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Wrong Windows Combination

If the same message appears after a scan is retried, turn off both the computer and the scanner, then turn them back on.
If the problem still persists, write down the error code, check each item in Before You Contact the Distributor/Dealer (page 285) and then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Troubleshooting

This section describes examples of troubles that you may encounter when using the scanner and also describes the solutions to them.
Before you request for a repair, take measures by looking through the examples of the troubles and solutions.
If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.
The following are examples of troubles that you may encounter.

- **Power of the scanner**

  - The Scanner Cannot Be Powered ON (page 237)

  - One or Both of the Touch Screen and the Outline Light of the [Scan/Stop] Button Turn Off (page 238)

- **Touch screen**

  - The Touch Screen Does Not Function (page 239)

  - A Malfunction Occurs in the Touch Screen/The Display on the Touch Screen Is in an Incorrect Position (page 240)

  - The Display on the Touch Screen Is Distorted (page 241)

- **Connection of the scanner**

  Wired LAN

  - Cannot Connect the Scanner and a Computer via a Wired LAN (page 242)

  USB

  - Cannot Connect the Scanner and a Computer via the USB Cable (page 248)

- **Scanning operations**

  - Scanning Does Not Start (page 250)

  - Scanning Takes a Long Time (page 252)

  - An Error (Error Code "U4:40" or "U5:4A", or Message "ADF open" or "Imprinter Cover Open") is Already Displayed on the Touch Screen After Power-on (page 253)

  - Overlapped Documents Are Frequently Fed into the Scanner (page 254)

  - Situation in Which the Document Is not Fed into the ADF Occurs Frequently (page 258)

  - Paper Damage Prevention Is Set Off Frequently (page 260)

  - Paper Jams/Pick Errors Occur Frequently (page 263)

The Scanner Cannot Be Powered ON

Check the following points

- Is the power cable connected properly? (page 237)

- Did you press the [Power] button on the scanner? (page 237)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Is the power cable connected properly?**

  Solution

  Connect the power cable properly.
  For details, refer to Scanner Setup (page 28).

- **Did you press the [Power] button on the scanner?**

  Solution

  Press the [Power] button on the scanner.
  For details, refer to How to Turn the Power ON (page 46).

One or Both of the Touch Screen and the Outline Light of the [Scan/Stop] Button Turn Off

Check the following points

- Has the scanner been left out of operation for a long time after being powered on? (page 238)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Has the scanner been left out of operation for a long time after being powered on?**

Solution

The scanner has entered power saving mode or has been automatically turned off.

- If the scanner has entered power saving mode
  The touch screen turns off and the outline of the [Scan/Stop] button flashes in green.
  Resume from power saving mode by one of the following methods:

  - Load a document on the hopper.

  - Press the [Scan/Stop] button on the scanner.

  - Scan a document with the image scanning application.
  For details, refer to Entering and Resuming from Power Saving Mode (page 50).

- If the scanner has been automatically turned off
  The touch screen and the outline light of the [Scan/Stop] button turn off.
  Turn on the scanner.
  For details, refer to How to Turn the Power ON (page 46).

The Touch Screen Does Not Function

Check the following points

● Did you turn the scanner off then back on? (page 239)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you turn the scanner off then back on?**

Solution

Turn the scanner off then back on.

Wait for at least 5 seconds after turning off the scanner before turning it back on.

For details, refer to How to Turn the Power ON (page 46).

A Malfunction Occurs in the Touch Screen/The Display on the Touch Screen Is in an Incorrect Position

Check the following points

- Did you turn the scanner off then back on? (page 240)

  If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you turn the scanner off then back on?**

Solution

Turn the scanner off then back on.

Wait for at least 5 seconds after turning off the scanner before turning it back on.

For details, refer to How to Turn the Power ON (page 46).

The Display on the Touch Screen Is Distorted

Check the following points

● Did you turn the scanner off then back on? (page 241)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you turn the scanner off then back on?**

Solution

Turn the scanner off then back on.
Wait for at least 5 seconds after turning off the scanner before turning it back on.
For details, refer to How to Turn the Power ON (page 46).

Cannot Connect the Scanner and a Computer via a Wired LAN

Check the following points

- Is the scanner connected to a network device (such as a switch, a hub, or a router) via a LAN cable? (page 242)

- Is the network device (such as a switch, a hub, or a router) turned on? (page 243)

- Is the firmware version for the network device the latest? (page 243)

- Is the computer connected to a network device (such as a switch, a hub, or a router)? (page 243)

- Did you configure the settings related to communication conditions on a network device (such as a switch, a hub, or a router)? (page 243)

- Are there any security limitations in the network? (page 243)

- Is the network stable? (page 244)

- Are there any security restrictions on the computer? (page 244)

- Is the computer connected to a wired LAN? (page 244)

- Is the scanner connected to another computer? (page 244)

- Is the IP address of the scanner correct? (page 244)

- Is the IP address of the scanner used for other communication devices? (page 245)

- Is the DNS server information configured correctly? (page 245)

- Does the DNS server function normally? (page 246)

- Did you perform a search using the scanner name (host name) and select the scanner in Scanner Selection Tool? (page 246)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the scanner connected to a network device (such as a switch, a hub, or a router) via a LAN cable?**

Solution

Connect the scanner to a network device (such as a switch, a hub, or a router) via a LAN cable. Also, connect the LAN cable properly.
When the LAN cable is connected properly, take the following measures:

- Replace the LAN cable.

- Change the port on the network device, which the LAN cable is connected to.

- Change the transmission method for the network device to "full-duplex" or "half-duplex".

● **Is the network device (such as a switch, a hub, or a router) turned on?**

  Solution

    Turn on the network device (such as a switch, a hub, or a router).
    Also, check that there is no error or malfunction on the network device.
    For errors that occur on the network device, refer to the manual of your network device.

● **Is the firmware version for the network device the latest?**

  Solution

    If the firmware version for the network device is not the latest, unexpected operations may
    occur.
    Contact the network administrator to check the firmware version, and consider updating it to
    the latest version.
    For details about how to update the firmware for the network device, refer to the manual of
    your network device.

● **Is the computer connected to a network device (such as a switch, a hub, or a router)?**

  Solution

    Connect the computer to a network device (such as a switch, a hub, or a router).
    For details, refer to the manual of your computer.

● **Did you configure the settings related to communication conditions on a network device (such as a
   switch, a hub, or a router)?**

  Solution

    When the following are set on the network device (such as a switch, a hub, or a router), take
    measures accordingly.

    ● Protocol filter function is enabled.
      Allow the protocol which is to be used for communication.

    ● MAC address filtering is enabled.
      Configure the network device (such as a switch, a hub, or a router) with the MAC address of
      the scanner.
    For the settings on the network device, refer to the manual of your network device.

● **Are there any security limitations in the network?**

  Solution

    The access limitations for users may be configured in the network.
    For details, contact the network administrator.

● **Is the network stable?**

   Solution

   Connect to the network after it becomes stable.
   A network can be unstable by the following events:

   ● A network monitoring program is running.

   ● A file is transferring.
   If the network is unstable, restart the network devices. However, before restarting them, make sure that communications with other devices are not affected if the network devices are restarted. The network devices may become unstable.

● **Are there any security restrictions on the computer?**

   Solution

   In the Windows Firewall settings or in the firewall settings of your security software, unblock the communication of the port numbers which are used by the following software.

   ● Scanner Selection Tool for fi Series
      Port number: 52217

   ● Button Event Manager for fi Series
      Port number: 53218
   For details about unblocking the communication, refer to the manual/help of your computer or security software.

● **Is the computer connected to a wired LAN?**

   Solution

   Start up the command prompt on your computer, specify the computer host name or IP address using the PING command, then check the connection status.
   For details, refer to How to Check the Network Connection for the Scanner (page 421).

● **Is the scanner connected to another computer?**

   Solution

   The scanner can be connected to only one computer at a time. Wait until the other computer is disconnected from the scanner, and then connect the computer to be used again.

● **Is the IP address of the scanner correct?**

   Solution

   Take the following measures:

   ● Check the IP address of the scanner.
      The IP address of the scanner can be checked in the screen that appears using the following procedure:

⚙️ → [Scanner Information] → [Network] on the touch screen

> **HINT**
>
> The IP address of the scanner can also be checked in fi Series Network Settings or IP Address Setting Tool.
> For more details about fi Series Network Settings, refer to Network Settings (fi Series Network Settings) (page 400).
> For details about the IP Address Setting Tool, refer to the Network Setup Tool for fi Series Help.

- Set the scanner IP address.
  The scanner IP address can be set with [IPv4 Configuration] or [IPv6 Configuration] for [Wired LAN] in fi Series Network Settings.
  For details, refer to Network Settings (fi Series Network Settings) (page 400).
  When specifying an IP address manually, specify the correct IP address.
  When setting the IP address automatically, check whether the DHCP server functions normally.
  Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

  > **HINT**
  >
  > The IP address of the scanner can also be set using IP Address Setting Tool.
  > For details about IP Address Setting Tool, refer to the Network Setup Tool for fi Series Help.

● **Is the IP address of the scanner used for other communication devices?**

  Solution

  If there are multiple communication devices using the same IP address on the same network, communication may fail. Avoid duplicates in IP addresses.

  > **HINT**
  >
  > If there is an IP address conflict, a notification appears on the touch screen.

● **Is the DNS server information configured correctly?**

  Solution

  Take the following measures:

  - Check the scanner DNS server information.

The scanner DNS server information can be checked in the screen that appears via the following procedure:

⚙ → [Scanner Information] → [Network] on the touch screen

> **HINT**
>
> The scanner DNS server information can also be checked in fi Series Network Settings.
> For details, refer to Network Settings (fi Series Network Settings) (page 400).

- Configure the scanner DNS server information.
  The scanner DNS server information can be set with [DNS Server] for [Wired LAN] in fi Series Network Settings.
  For details, refer to Network Settings (fi Series Network Settings) (page 400).
  When specifying the DNS server information manually, specify the correct information.
  When retrieving the DNS server information automatically, check that the DHCP server is operating normally.
  Even when the DHCP server is operating normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

● **Does the DNS server function normally?**

  Solution

  Start up the command prompt on your computer, specify the IP address for the DNS server by using the PING command, and then check whether the DNS server functions normally.
  If the DNS server does not function normally, contact the DNS server administrator.
  For details, refer to How to Check the Network Connection for the Scanner (page 421).

  > **HINT**
  >
  > The IP address for the DNS server can also be checked in fi Series Network Settings.
  > For details, refer to Network Settings (fi Series Network Settings) (page 400).

● **Did you perform a search using the scanner name (host name) and select the scanner in Scanner Selection Tool?**

  Solution

  Make sure that the scanner is connected to the network and that the IP address displayed on the window of Scanner Selection Tool is correct by following the procedure below.

  1 Start up the command prompt on the computer where you ran Scanner Selection Tool.
  For example, in Windows 10, you can start up the command prompt by clicking [Start] menu → [Windows System] → [Command Prompt].

2 Execute the following command.

```
ping ScannerName
```

3 In either of the following cases, turn the scanner off then back on.

- There is no response.

- The IP address that is returned is different from the IP address displayed on the window of Scanner Selection Tool.

Cannot Connect the Scanner and a Computer via the USB Cable

Check the following points

- Is the USB cable connected properly? (page 248)

- Is the connector on the USB cable broken or damaged? (page 248)

- Is the correct scanner name set for the image scanning application? (page 248)

- Did you select [Auto] for the USB setting for the scanner? (page 249)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the USB cable connected properly?**

Solution

Use the USB cable that is supplied.
Check whether the scanner and computer are connected via the USB cable.
For details, refer to Scanner Setup (page 28).
When connecting the USB cable to a USB hub, make sure you connect it to a USB hub that is connected to the USB port of a computer.
Using a USB hub may cause a communication error.
If a communication error occurs, connect the scanner directly to a USB port on the computer instead of using the USB hub.

● **Is the connector on the USB cable broken or damaged?**

Solution

Use a new USB cable and connect it properly.

● **Is the correct scanner name set for the image scanning application?**

Solution

Check whether the scanner name for a USB connection is set for the image scanning application.
Depending on the scanner driver, the scanner name that you select differs as follows.

- For PaperStream IP (TWAIN)/PaperStream IP (TWAIN x64)
  PaperStream IP xxx

- For PaperStream IP (ISIS) fi-8000 Series
  PaperStream_IP xxx

The scanner model name is shown in [xxx]. For details, refer to the help for the scanner driver.

● **Did you select [Auto] for the USB setting for the scanner?**

Solution

If you select [Auto] for the USB setting for the scanner, the connection between the scanner and a computer may not be able to be established.
Change the USB setting for the scanner to [USB 2.0] using one of the following methods:

● The [USB] screen on the touch screen
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [USB]

● Software Operation Panel
For details, refer to Specifying the USB Operation [USB] (page 393).

Scanning Does Not Start

Check the following points

- Did you configure the settings for the button to be used for starting a scan? (page 250)

- Are the documents set on the hopper correctly? (page 250)

- Is the ADF closed properly? (page 250)

- Are the scanner and the computer properly connected? (page 250)

- Have WinHTTP proxy settings been configured on the computer? (page 251)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you configure the settings for the button to be used for starting a scan?**

Solution

Configure the settings for the button to be used for starting a scan.
For details, refer to Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 81).

● **Are the documents set on the hopper correctly?**

Solution

Reload the documents on the hopper.

● **Is the ADF closed properly?**

Solution

Close the ADF firmly.
If the document is caught in the ADF, remove the document and close the ADF.

● **Are the scanner and the computer properly connected?**

Solution

- For a wired LAN
  Connect the scanner and the computer via a wired LAN. When you cannot connect them via a wired LAN, refer to Cannot Connect the Scanner and a Computer via a Wired LAN (page 242).

- For USB
  Connect the USB cable properly. For details, refer to Connecting the Scanner to a Computer via the USB Cable (page 33).

● **Have WinHTTP proxy settings been configured on the computer?**

When the scanner is connected to a computer via a wired LAN, scanning may not be started even if the scanner is selected in Scanner Selection Tool.

Solution

Configure the settings on the computer so that the computer can access the scanner.
Change the WinHTTP proxy settings by the following procedure:

1 Open the command prompt on the computer as an administrator.

2 Run the following command to check the proxy server name and port number.
netsh winhttp show proxy

> **HINT**
>
> The proxy server name and port number are displayed as follows:
> "*ProxyServerName*:*PortNumber*"

3 Execute one of the following commands.

● When a proxy server is set
Change the settings so as to not use a proxy server.

> netsh winhttp set proxy proxy-server="XXXXXX:YYYY" bypass-list=ZZZ.ZZZ.ZZZ.ZZZ

XXXXXX: Proxy server name
YYYY: Port number used
ZZZ.ZZZ.ZZZ.ZZZ: Scanner IP address (*1) (*2)

● When a proxy server is not set
Resetting the settings may enable the computer to access the scanner.

> netsh winhttp reset proxy

*1: The IP address of the scanner can be checked on the touch screen, in fi Series Network Settings, or in IP Address Setting Tool.

*2: The IPv4 address format is shown below as an example.
The following format is used for an IPv6 address:
ZZZZ:ZZZZ:ZZZZ:ZZZZ:ZZZZ:ZZZZ:ZZZZ:ZZZZ

Scanning Takes a Long Time

Check the following points

- If a USB connection is used, is the USB cable connected to the USB 1.1 port on the computer? (page 252)

- Did you start a scan while the computer was unstable (for example, immediately after computer start-up or logon)? (page 252)

- Are the rollers clean? (page 252)

- Does the computer meet the requirements of the measurement environment? (page 252)
  If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **If a USB connection is used, is the USB cable connected to the USB 1.1 port on the computer?**

  Solution

  If a USB connection is used, connect the USB cable to the USB 3.2 Gen 1x1 (USB 3.0)/USB 2.0 port.

- **Did you start a scan while the computer was unstable (for example, immediately after computer start-up or logon)?**

  Solution

  When you start or log onto the computer, wait a while before starting a scan.

- **Are the rollers clean?**

  Solution

  Clean the rollers.
  For details, refer to Daily Care (page 162).

- **Does the computer meet the requirements of the measurement environment?**

  Solution

  If the computer does not meet the requirements for CPU or memory in the measurement environment (described in Basic Specification (page 414)), use another computer that meets the requirements.

An Error (Error Code "U4:40" or "U5:4A", or Message "ADF open" or "Imprinter Cover Open") is Already Displayed on the Touch Screen After Power-on

Check the following points

- Is the ADF closed firmly? (page 253)

- Is the imprinter cover closed firmly? (page 253)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the ADF closed firmly?**

Solution

Close the ADF firmly.
For details, refer to How to Close the ADF (page 59).

● **Is the imprinter cover closed firmly?**

Solution

Close the imprinter cover firmly.
For details, refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.

Overlapped Documents Are Frequently Fed into the Scanner

Check the following points

- Do the documents meet the paper requirements? (page 254)

- Are you using the (Carrier) Sheet? (page 254)

- If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately? (page 255)

- Did you fan the documents before loading them on the scanner? (page 255)

- Have the documents just been printed out from a copy machine or a laser printer? (page 255)

- Is the document stack thinner than 80 mm [fi-8950/fi-8930] (*1) or 53 mm [fi-8820] (*1)? (page 255)

- Does the document stack weigh less than 5 kg? (page 255)

- Are the pick rollers, separator roller, and brake roller installed correctly? (page 255)

- Are the pick rollers, separator roller, and brake roller clean? (page 256)

- Are the pick rollers, separator roller, and brake roller worn out? (page 256)

- Are you using the scanner at an altitude of 2,000 m or higher? (page 257)

- Did you adjust the paper separation force on the touch screen? (page 257)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Do the documents meet the paper requirements?**

  Solution

  Use documents that meet the requirements.
  For details, refer to Documents for Scanning (page 99).

- **Are you using the (Carrier) Sheet?**

  Solution

  Configure the scan settings in the scanner driver to use them.
  For details, refer to the following:

  - Scanning Documents That Can Be Damaged Quite Easily without Damaging Them (page 144)

  - Scanning Photographs and Clippings without Damaging Them (page 147)

- **If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately?**

  Solution

  Some documents may be detected as overlapped documents accidentally.
  For details, refer to Conditions Required to Accurately Detect Overlapped Documents (Multifeed) (page 110).
  If necessary, specify the area to detect overlapped documents.
  For details, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 379).

- **Did you fan the documents before loading them on the scanner?**

  Solution

  Fan the documents.
  For details, refer to Preparation (page 88).

- **Have the documents just been printed out from a copy machine or a laser printer?**

  Solution

  Fan the documents a few times to remove static electricity.
  For details, refer to Preparation (page 88).

- **Is the document stack thinner than 80 mm [fi-8950/fi-8930] (*1) or 53 mm [fi-8820] (*1)?**

  Solution

  You can load a document stack thinner than 80 mm [fi-8950/fi-8930] (*1) or 53 mm [fi-8820] (*1). Reduce the number of sheets to make the document stack thinner than 80 mm [fi-8950/fi-8930] (*1) or 53 mm [fi-8820] (*1).

- **Does the document stack weigh less than 5 kg?**

  Solution

  Reduce the number of sheets.

- **Are the pick rollers, separator roller, and brake roller installed correctly?**

  Solution

  Install the pick rollers, separator roller, and brake roller correctly.
  For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

● **Are the pick rollers, separator roller, and brake roller clean?**

   Solution

   Clean the pick rollers, separator roller, and brake roller.
   For details, refer to Daily Care (page 162).

● **Are the pick rollers, separator roller, and brake roller worn out?**

   Solution

   Check the counters for the pick rollers, separator roller, and brake roller with one of the
   following methods.

   ● The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for
     replacement is approaching)
     The screen can be displayed in the following procedure:

     → → [Replacement of the Pick Roller]

   ● The [Replacement of the Separator Roller] screen on the touch screen (displayed when the
     time for replacement is approaching)
     The screen can be displayed in the following procedure:

     → → [Replacement of the Separator Roller]

   ● The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time
     for replacement is approaching)
     The screen can be displayed in the following procedure:

     → → [Replacement of the Brake Roller]

   ● The [Consumable counters] screen on the touch screen
     The screen can be displayed in the following procedure:

     → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

   ● Software Operation Panel
     For details, refer to Clearing the Sheet Counters (page 347).
   If necessary, replace the pick rollers, separator roller, and brake roller.
   For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page
   192), and Replacing the Brake Roller (page 199).

● **Are you using the scanner at an altitude of 2,000 m or higher?**

Solution

If the scanner is being used at an altitude of 2,000 m or higher, enable [High Altitude Mode] in the Software Operation Panel.
For details, refer to Scanning at High Altitude [High Altitude Mode] (page 364).

> **HINT**
>
> If the scanner is being used on level ground lower than 2,000 m with [High Altitude Mode] enabled, overlapped documents may not be detected.
> If the scanner is being used on level ground lower than 2,000 m, disable [High Altitude Mode].

● **Did you adjust the paper separation force on the touch screen?**

Solution

Increase the paper separation force if it is set low.
For details, refer to Adjusting the Paper Separation Force (page 70).

*1:When A4 size documents with a paper weight of 80 g/m^2 (20 lb) are scanned.

Situation in Which the Document Is not Fed into the ADF Occurs Frequently

Check the following points

- Do the documents meet the paper requirements? (page 258)

- Did you fan the documents before loading them on the scanner? (page 258)

- Are the pick rollers, separator roller, and brake roller installed correctly? (page 258)

- Are the pick rollers, separator roller, and brake roller clean? (page 258)

- Are the pick rollers, separator roller, and brake roller worn out? (page 259)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Do the documents meet the paper requirements?**

  Solution

    Use documents that meet the requirements.
    For details, refer to Documents for Scanning (page 99).

- **Did you fan the documents before loading them on the scanner?**

  Solution

    Fan the documents.
    For details, refer to Preparation (page 88).

- **Are the pick rollers, separator roller, and brake roller installed correctly?**

  Solution

    Install the pick rollers, separator roller, and brake roller correctly.
    For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

- **Are the pick rollers, separator roller, and brake roller clean?**

  Solution

    Clean the pick rollers, separator roller, and brake roller.
    For details, refer to Daily Care (page 162).

● **Are the pick rollers, separator roller, and brake roller worn out?**

Solution

Check the counters for the pick rollers, separator roller, and brake roller with one of the following methods.

- The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

  → → [Replacement of the Pick Roller]

- The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

  → → [Replacement of the Separator Roller]

- The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

  → → [Replacement of the Brake Roller]

- The [Consumable counters] screen on the touch screen
  The screen can be displayed in the following procedure:

  → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

- Software Operation Panel
  For details, refer to Clearing the Sheet Counters (page 347).
  If necessary, replace the pick rollers, separator roller, and brake roller.
  For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

Paper Damage Prevention Is Set Off Frequently

Check the following points

- Did you adjust the hopper side guides to the width of the documents when you loaded the documents? (page 260)

- Do the documents meet the paper requirements? (page 260)

- Is there any foreign matter in the ADF? (page 260)

- Are the pick rollers, separator roller, and brake roller installed correctly? (page 260)

- Are the pick rollers, separator roller, and brake roller clean? (page 261)

- Are the pick rollers, separator roller, and brake roller worn out? (page 261)

- Is the paper protection sensitivity level set to high? (page 262)

- Is the sensitivity level is set to high for [Stapled Documents Detection]? (page 262)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Did you adjust the hopper side guides to the width of the documents when you loaded the documents?**

  Solution

  Load documents so that their top edges are aligned properly and make sure that there are no gaps between the hopper side guides and the document edges.

- **Do the documents meet the paper requirements?**

  Solution

  Use documents that meet the requirements.
  For details, refer to Documents for Scanning (page 99).

- **Is there any foreign matter in the ADF?**

  Solution

  Clean the ADF.
  Remove any foreign matter from the ADF.
  For details, refer to Daily Care (page 162).

- **Are the pick rollers, separator roller, and brake roller installed correctly?**

  Solution

  Install the pick rollers, separator roller, and brake roller correctly.

For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

● **Are the pick rollers, separator roller, and brake roller clean?**

Solution

Clean the pick rollers, separator roller, and brake roller.
For details, refer to Daily Care (page 162).

● **Are the pick rollers, separator roller, and brake roller worn out?**

Solution

Check the counters for the pick rollers, separator roller, and brake roller with one of the following methods.

- The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

   → → [Replacement of the Pick Roller]

- The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

   → → [Replacement of the Separator Roller]

- The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

   → → [Replacement of the Brake Roller]

- The [Consumable counters] screen on the touch screen
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

- Software Operation Panel
  For details, refer to Clearing the Sheet Counters (page 347).

If necessary, replace the pick rollers, separator roller, and brake roller.
For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

- **Is the paper protection sensitivity level set to high?**

  Solution

  Use one of the following methods to lower the paper protection sensitivity level.

  - [Paper protection] screen on the touch screen
    The screen can be displayed in the following procedure:

    ⚙ → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Paper protection]

  - Software Operation Panel
    For details, refer to Settings for the Paper Protection Function [Paper Protection] (page 374).

- **Is the sensitivity level is set to high for [Stapled Documents Detection]?**

  Solution

  Use one of the following methods to set the sensitivity level to [Normal] for [Stapled Documents Detection].

  - The [Stapled Documents Detection] screen on the operator panel
    The screen can be displayed in the following procedure:

    ⚙ → [Scanner Settings] → [Paper Source/Feeding] → [Paper Source] → [Stapled Documents Detection]

  - Software Operation Panel
    For details, refer to Settings to Detect Stapled Documents [Stapled Documents Detection] (page 376).

Paper Jams/Pick Errors Occur Frequently

Check the following points

- Do the documents meet the paper requirements? (page 263)

- Is there any foreign matter in the ADF? (page 263)

- Is there a document remaining in the ADF? (page 263)

- Are the pick rollers, separator roller, and brake roller installed correctly? (page 263)

- Are the pick rollers, separator roller, and brake roller clean? (page 264)

- Are the pick rollers, separator roller, and brake roller worn out? (page 264)

- Did you adjust the paper separation force on the touch screen? (page 265)

- Did you scan long page documents with [Moire Reduction (Advanced)] enabled? (page 265)

- Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Do the documents meet the paper requirements?**

Solution

Use documents that meet the requirements.
For details, refer to Documents for Scanning (page 99).

● **Is there any foreign matter in the ADF?**

Solution

Clean the ADF.
Remove any foreign matter from the ADF.
For details, refer to Daily Care (page 162).

● **Is there a document remaining in the ADF?**

Solution

Remove the document from the ADF.
For details, refer to When a Paper Jam Occurs (page 205).

● **Are the pick rollers, separator roller, and brake roller installed correctly?**

Solution

Install the pick rollers, separator roller, and brake roller correctly.

For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

● **Are the pick rollers, separator roller, and brake roller clean?**

   Solution

   Clean the pick rollers, separator roller, and brake roller.
For details, refer to Daily Care (page 162).

● **Are the pick rollers, separator roller, and brake roller worn out?**

   Solution

   Check the counters for the pick rollers, separator roller, and brake roller with one of the following methods.

   ● The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Replacement of the Pick Roller]

   ● The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Replacement of the Separator Roller]

   ● The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Replacement of the Brake Roller]

   ● The [Consumable counters] screen on the touch screen
The screen can be displayed in the following procedure:

 → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

   ● Software Operation Panel
For details, refer to Clearing the Sheet Counters (page 347).
If necessary, replace the pick rollers, separator roller, and brake roller.
For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

- **Did you adjust the paper separation force on the touch screen?**

    Solution

    Decrease the paper separation force if it is set high.
    For details, refer to Adjusting the Paper Separation Force (page 70).

- **Did you scan long page documents with [Moire Reduction (Advanced)] enabled?**

    Solution

    The scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
    For details about supported document lengths, refer to the help for the scanner driver.

- **Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled?**

    Solution

    The scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
    Documents with the following paper lengths can be scanned:

    - When the resolution is set at 50 to 200 dpi
      4064 mm (160 in.)

    - When the resolution is set at 201 to 400 dpi
      2700 mm (106.3 in.)

Documents Are Not Ejected from the Paper Output at the Front

Check the following points

● Did you switch to Straight Scan using the paper output selection switch? (page 266)
If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you switch to Straight Scan using the paper output selection switch?**

Solution

If [Straight] is displayed on the touch screen, switch to U-turn Scan using the paper output selection switch.

Straight Scan
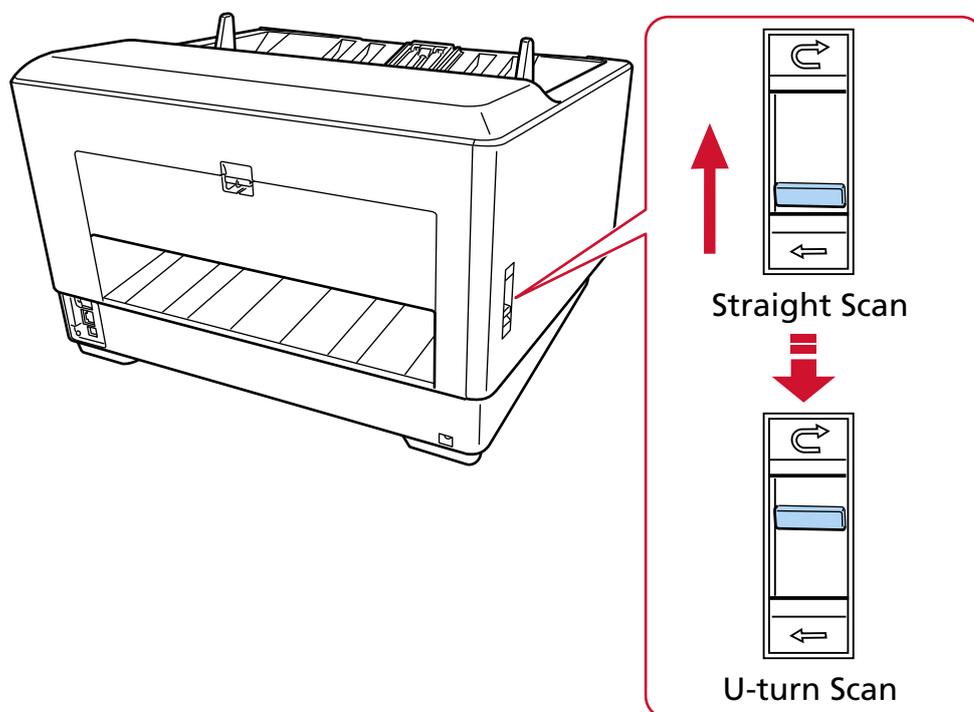
U-turn Scan

Paper Output Selection Switch Does Not Work

Solution

Take the following measures:

- If scanned documents are ejected from the paper output at the back of the scanner when the paper output selection switch is at the U-turn Scan position, slide the switch back to the Straight Scan position, then slide it to the U-turn Scan position again.

- If scanned documents are ejected onto the stacker when the paper output selection switch is at the Straight Scan position, slide the switch back to the U-turn Scan position, then slide it to the Straight Scan position again.

U-turn Scan

Straight Scan
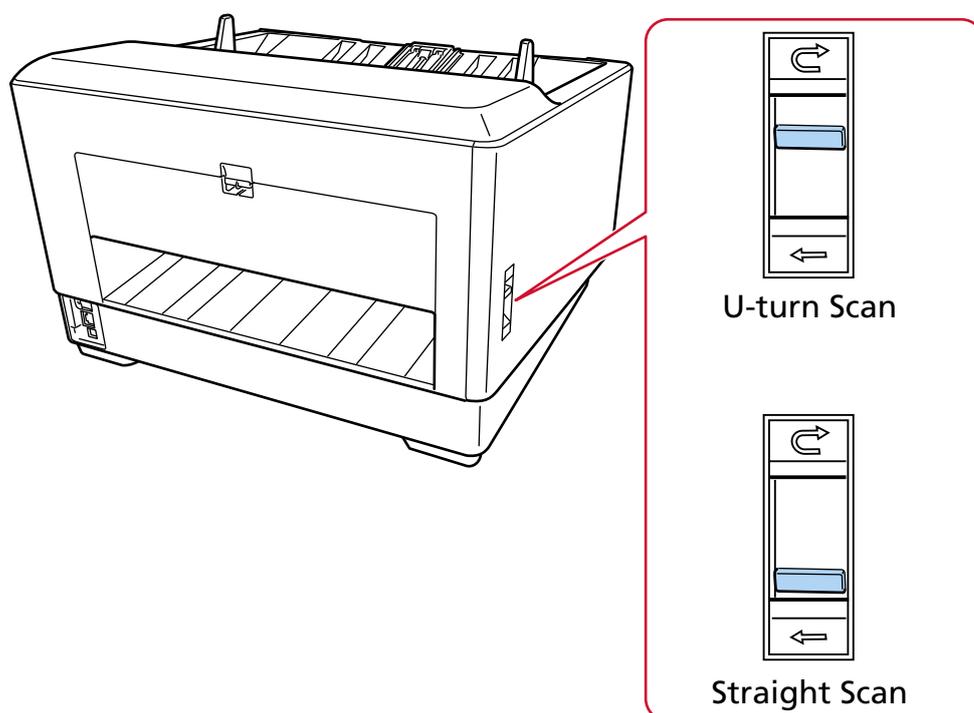
If the problem still persists, the sensors may be malfunctioning.
Check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

The Scanned Image of a Picture or Photo is Rough/Image Noise Appears

Check the following points

- Did you configure the settings in the scanner driver to scan in black & white mode? (page 268)

- Did you specify a lower resolution for scanning in the scanner driver? (page 268)

- Are the glass and rollers inside the ADF clean? (page 268)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you configure the settings in the scanner driver to scan in black & white mode?**

Solution

Use a scanner driver to configure the scan settings that do not "binarize" (output in black and white), and then perform a scan.
The scanned image may differ from the original image significantly if you simply "binarize" (output in black & white) a picture or a photo.

● **Did you specify a lower resolution for scanning in the scanner driver?**

Solution

If you scan a halftone printed document, patterned noise (moire) may appear on the image. Specify a higher resolution in the scanner driver.

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Daily Care (page 162).

Quality of Scanned Text or Lines Is Unsatisfactory

Check the following points

- Are the glass and rollers inside the ADF clean? (page 269)

- Is the resolution appropriate? (page 269)

- Did you configure the settings in the scanner driver to scan in grayscale or color mode? (page 269)

- Is there any foreign matter (such as dust or paper dust) on the document? (page 269)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the glass and rollers inside the ADF clean?**

　Solution

　　Clean the dirty parts.
　　For details, refer to Daily Care (page 162).

● **Is the resolution appropriate?**

　Solution

　　Specify a higher resolution in the scanner driver.

● **Did you configure the settings in the scanner driver to scan in grayscale or color mode?**

　Solution

　　Configure the settings in the scanner driver to scan in black & white mode.
　　When you scan in grayscale or in color mode, the scanned image may not become sharp and clear.

● **Is there any foreign matter (such as dust or paper dust) on the document?**

　Solution

　　Remove any foreign matter off the document.
　　Foreign matter may get on the glass that is inside the ADF, and cause the image to appear dirty.

Images Are Distorted or Not Clear

Check the following points

- Are the glass and rollers inside the ADF clean? (page 270)
- Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF? (page 270)
- Is a scan performed on a place that is unstable or vibrates? (page 270)
- Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner? (page 270)
- Are there any wrinkles or curls on the document? (page 270)
- Did you scan a booklet? (page 271)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the glass and rollers inside the ADF clean?**

  Solution

  Clean the dirty parts.
  For details, refer to Daily Care (page 162).

● **Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF?**

  Solution

  Do not push down the top of the ADF, or place any heavy objects on the ADF during scanning.

● **Is a scan performed on a place that is unstable or vibrates?**

  Solution

  Perform a scan on a place that is stable and does not vibrate.

● **Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner?**

  Solution

  Place the scanner on a flat and level surface.
  Or, attach the rubber pads on the bottom of the scanner.

● **Are there any wrinkles or curls on the document?**

  Solution

  Smooth out the wrinkles or curls on the document.

● **Did you scan a booklet?**

Solution

When scanning an open booklet, load it onto the hopper face-up with the edge of the side that has more pages set first. If you scan a booklet in the wrong orientation, the booklet may be damaged or the image may turn out elongated vertically.
Open the booklet fully and load it on the hopper. Otherwise, the booklet may not be fed.

● **Did you scan a booklet?**

Vertical Streaks Appear on the Images

Check the following points

- Are the glass and rollers inside the ADF clean? (page 272)

- Do vertical streaks disappear when a lower resolution is specified? (page 272)

- Is there any foreign matter (such as dust or paper dust) on the document? (page 272)

- Is [Vertical Streaks Reduction] enabled in the scanner driver for a scan? (page 272)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Daily Care (page 162).

● **Do vertical streaks disappear when a lower resolution is specified?**

Solution

Specify a lower resolution to scan documents.

● **Is there any foreign matter (such as dust or paper dust) on the document?**

Solution

Remove any foreign matter off the document.
Foreign matter may get on the glass that is inside the ADF, and cause the image to appear dirty.

● **Is [Vertical Streaks Reduction] enabled in the scanner driver for a scan?**

Solution

Enable [Vertical Streaks Reduction] in the scanner driver, and then perform a scan.

Images Turn Out Elongated

Check the following points

- Are the rollers clean? (page 273)
- Do the documents meet the paper requirements? (page 273)
- Are the pick rollers, separator roller, and brake roller worn out? (page 273)
- Have you adjusted the magnification level? (page 274)
- Did you scan a booklet? (page 274)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are the rollers clean?**

Solution

Clean the rollers.
For details, refer to Daily Care (page 162).

● **Do the documents meet the paper requirements?**

Solution

Use documents that meet the requirements.
For details, refer to Documents for Scanning (page 99).

● **Are the pick rollers, separator roller, and brake roller worn out?**

Solution

Check the counters for the pick rollers, separator roller, and brake roller with one of the following methods.

- The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

   → → [Replacement of the Pick Roller]

- The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
  The screen can be displayed in the following procedure:

   → → [Replacement of the Separator Roller]

● The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

[info icon] → [warning icon] → [Replacement of the Brake Roller]

● The [Consumable counters] screen on the touch screen
The screen can be displayed in the following procedure:

[settings icon] → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

● Software Operation Panel
For details, refer to Clearing the Sheet Counters (page 347).
If necessary, replace the pick rollers, separator roller, and brake roller.
For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

● **Have you adjusted the magnification level?**

  Solution

  In the Software Operation Panel, adjust the magnification level for feed direction.
  For details, refer to Adjusting the Starting Position for Scanning [Offset Setting/Vertical magnification Adjustment] (page 352).

● **Did you scan a booklet?**

  Solution

  When scanning an open booklet, load it onto the hopper face-up with the edge of the side that has more pages set first. If you scan a booklet in the wrong orientation, the booklet may be damaged or the image may turn out elongated vertically.
  Open the booklet fully and load it on the hopper. Otherwise, the booklet may not be fed.

A Shadow Appears at the Top or the Bottom of the Image

Check the following points

- Have you adjusted the offset (position to start the scan)? (page 275)

- Did you use the page edge filler function to fill in the shadow around the edge? (page 275)
If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

- **Have you adjusted the offset (position to start the scan)?**

  Solution

  Adjust the vertical (length) offset in the Software Operation Panel.
  For details, refer to Adjusting the Starting Position for Scanning [Offset Setting/Vertical magnification Adjustment] (page 352).

- **Did you use the page edge filler function to fill in the shadow around the edge?**

  Solution

  Use one of the following methods to fill in the shadow around the edge.

  - Software Operation Panel
    For details, refer to Removing Black Streaks that Appear around the Edges of Images (Shadow of a Document) [Page Edge Filler (ADF)] (page 354).

  - Scanner driver
    For details, refer to the help for the scanner driver.

Vertical Streaks Appear on Scanned Images

Check the following points

- Is [Moire Reduction (Advanced)] enabled? (page 276)
  If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is [Moire Reduction (Advanced)] enabled?**

Solution

Enable [Moire Reduction (Advanced)] using one of the following methods:

- Scanner driver
  For details, refer to the help for the scanner driver.

- The [Moire Reduction (Advanced)] screen on the touch screen
  The screen can be displayed in the following procedure:

   → [Scanner Settings] → [Moire Reduction (Advanced)]

- Software Operation Panel
  For details, refer to Settings to Prevent Vertical Streaks (Moire) Appearing in Images [Moire Reduction (Advanced)] (page 373).

> **ATTENTION**
> When scanning long page documents while [Moire Reduction (Advanced)] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
> For details about supported document lengths, refer to the help for the scanner driver.

> **HINT**
> Priority is given to the scanner driver setting.

There Are Black Traces on the Document

Check the following points

● Are you scanning documents written in lead pencil or carbon paper? (page 277)

● Are the glass and rollers inside the ADF clean? (page 277)
If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Are you scanning documents written in lead pencil or carbon paper?**

Solution

When you scan documents written in lead pencil, make sure you clean the rollers frequently. For details, refer to Daily Care (page 162).

● **Are the glass and rollers inside the ADF clean?**

Solution

Clean the dirty parts.
For details, refer to Daily Care (page 162).

The (Carrier) Sheet Is Not Fed Smoothly/Paper Jams Occur

Check the following points

- Did you scan just the (Carrier) Sheet continuously? (page 278)

- Is the (Carrier) Sheet clean? (page 278)

- Did you start the scan after loading the (Carrier) Sheet on the hopper? (page 278)

- Are the glass and rollers inside the ADF clean? (page 279)

- Are the pick rollers, separator roller, and brake roller worn out? (page 279)

- Is there any foreign matter in the ADF? (page 279)

- Did you place a thick document inside the Carrier Sheet/Photo Carrier Sheet? (page 280)
If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you scan just the (Carrier) Sheet continuously?**

Solution

Feed about 50 sheets of PPC paper (recycled paper) before scanning with the (Carrier) Sheet. The PPC paper can either be blank or printed.

● **Is the (Carrier) Sheet clean?**

Solution

Perform one of the following.

- Clean the (Carrier) Sheet.
For details, refer to Cleaning the (Carrier) Sheet (page 184).

- Replace the (Carrier) Sheet.
For information on purchasing the (Carrier) Sheets, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you start the scan after loading the (Carrier) Sheet on the hopper?**

Solution

Start the scan after loading the (Carrier) Sheet on the hopper.
For details, refer to the following:

- Scanning Documents That Can Be Damaged Quite Easily without Damaging Them (page 144)

- Scanning Photographs and Clippings without Damaging Them (page 147)

● **Are the glass and rollers inside the ADF clean?**

  Solution

  Clean the dirty parts.
  For details, refer to Daily Care (page 162).

● **Are the pick rollers, separator roller, and brake roller worn out?**

  Solution

  Check the counters for the pick rollers, separator roller, and brake roller with one of the following methods.

  • The [Replacement of the Pick Roller] screen on the touch screen (displayed when the time for replacement is approaching)
    The screen can be displayed in the following procedure:

     → → [Replacement of the Pick Roller]

  • The [Replacement of the Separator Roller] screen on the touch screen (displayed when the time for replacement is approaching)
    The screen can be displayed in the following procedure:

     → → [Replacement of the Separator Roller]

  • The [Replacement of the Brake Roller] screen on the touch screen (displayed when the time for replacement is approaching)
    The screen can be displayed in the following procedure:

     → → [Replacement of the Brake Roller]

  • The [Consumable counters] screen on the touch screen
    The screen can be displayed in the following procedure:

     → [Scanner Settings] → [Cleaning & Maintenance] → [Consumable counters]

  • Software Operation Panel
    For details, refer to Clearing the Sheet Counters (page 347).
  If necessary, replace the pick rollers, separator roller, and brake roller.
  For details, refer to Replacing the Pick Roller (page 188), Replacing the Separator Roller (page 192), and Replacing the Brake Roller (page 199).

● **Is there any foreign matter in the ADF?**

  Solution

  Clean the ADF.

Remove any foreign matter from the ADF.
For details, refer to Daily Care (page 162).

● **Did you place a thick document inside the Carrier Sheet/Photo Carrier Sheet?**

Solution

Some papers may be too thick to place inside the Carrier Sheet/Photo Carrier Sheet.
Use documents that meet the requirements.
For details about conditions for using the (Carrier) Sheet, refer to the following:

● Conditions for Using the Carrier Sheet (page 119)

● Conditions for Using the Photo Carrier Sheet (page 121)

Part of the Image Appears Missing in the Case Where the (Carrier) Sheet Is Used

Check the following points

- ● Did you place several small documents (such as photos or postcards) in the (Carrier) Sheet for scanning? (page 281)

- ● Is the fold line of the document outside the range of the Carrier Sheet? (page 281)
  If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Did you place several small documents (such as photos or postcards) in the (Carrier) Sheet for scanning?**

Solution

Place only one document (such as a photo or postcard) at a time in the (Carrier) Sheet.

● **Is the fold line of the document outside the range of the Carrier Sheet?**

Solution

If the fold line of the document is outside the range of the Carrier Sheet, part of the image may appear missing around the fold line.
Place the document so that the fold line of the document is placed about 1 mm inside from the edge of the Carrier Sheet.

Forgotten Passcode

Solution

No passcode is set as the factory default.

For details, refer to Passcode (page 322) on the touch screen.

If you have forgotten the current passcode, contact the distributor/dealer where you purchased this product after checking the scanner details listed in Before You Contact the Distributor/Dealer (page 285). Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Forgotten Admin Password

Solution

You can check the default administrator password by checking whether there is a label or not. For details about the label, refer to Checking the Product Label (page 287).

If you have forgotten the current administrator password set in Admin Password (page 410) in fi Series Network Settings, contact the distributor/dealer where you purchased this product after checking the scanner details listed in Before You Contact the Distributor/Dealer (page 285). Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

An Error Occurs When Entering the Default Administrator Password

Check the following points

- Is the default administrator password that you entered correct? (page 284)

If the problem still persists, check each item in Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

● **Is the default administrator password that you entered correct?**

Solution

You can check the default administrator password by checking whether there is a label or not. For details about the label, refer to Checking the Product Label (page 287).

Before You Contact the Distributor/Dealer

This section explain about actions to take and items to check before contacting the distributor/dealer where you purchased this product.

Actions to Take Before You Contact the Distributor/Dealer

If you encounter any errors or troubles while using the scanner, take the following measures before you contact the distributor/dealer:

● Make sure that sufficient power is supplied. Do not use an extension cable.

● Use the AC cable and AC adapter that are supplied.

● Refer to Daily Care (page 162) to clean the inside of the scanner.

● Turn the scanner off then back on.
If the problem still persists, check each item in Items to Check Before You Contact the Distributor/Dealer (page 285) first, then contact the distributor/dealer where you purchased this product.
Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Items to Check Before You Contact the Distributor/Dealer

● **General**

Item	Findings
Scanner name	Example: fi-8950 For details, refer to Checking the Product Label (page 287).
Serial No.	Example: XXXX000001 For details, refer to Checking the Product Label (page 287).
Date of manufacture	Example: 20XX-01 (January 20XX) For details, refer to Checking the Product Label (page 287).
Date of purchase	
Symptom	
Frequency of trouble	
Do you have a warranty for this product?	
Names of optional products used	Example: Carrier Sheet For details, refer to Scanner Options (page 419).

● **Error Status**

Computer Connection Issues

Item	Findings
Operating system (Windows)	
Error message	
Interface	Example: USB interface
Interface controller	Example: A LAN board is used.
Connection method	Example: USB, Wired LAN

Feeding Issues

Item	Findings
Paper Type	
Main purpose of use	
Date of last cleaning	
Date of consumable replacement	
Operator panel status	

Image Quality Issues

Item	Findings
Scanner driver and version	
Interface controller	Example: A LAN board is used.
Operating system (Windows)	
Application	Example: PaperStream ClickScan
Scanning sides	Example: front, back, both
Resolution	Example: 600 dpi, 75 dpi
Image mode	Example: color, grayscale, black & white

Other

Item	Findings
Can you send the output image and a photo that shows the paper condition by e-mail or fax?	

Checking the Product Label

This section explains about the product label on the scanner.

The label is located on the back of the scanner.
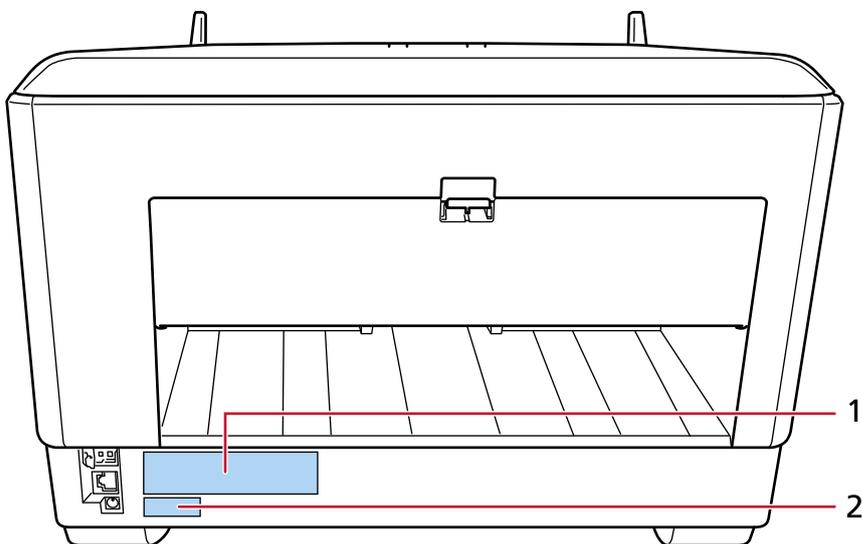
Label 1 (example)

Shows the scanner information.
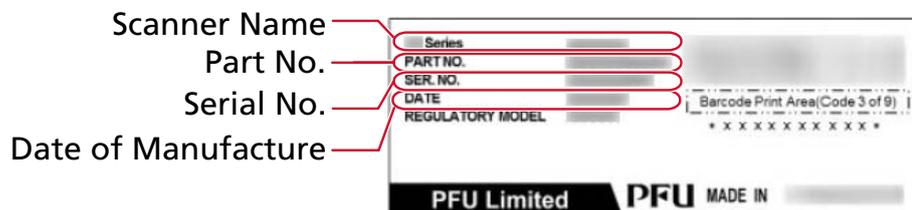
Label 2 (example)

Shows the default administrator password. The xxxxxxxx (8-digit number) part is the password.
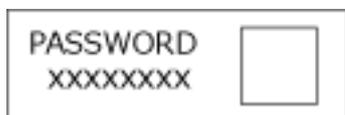
If there is no label, the default administrator password is "password".

Scanner Settings (Touch Screen)

This section explains how to use the touch screen to configure the scanner settings.

> **HINT**
>
> Some settings can also be configured in the Software Operation Panel or fi Series Network Settings. For details, refer to the following:
>
> ● Scanner Settings (Software Operation Panel) (page 324)
>
> ● Network Settings (fi Series Network Settings) (page 400)

Setting Items

The scanner settings can be changed in [Scanner Settings] on the screen that appears when you press

 in the lower part of the touch screen.

This section shows a list of setting items that you can configure.

> **ATTENTION**
>
> The passcode is not required for displaying the [Scanner Settings] screen when the passcode setting is disabled.
> The passcode is required for displaying the [Scanner Settings] screen when the passcode setting is enabled.
> To restrict user access to scanner settings to administrators only, enable the passcode setting and specify a passcode.
> Change the passcode regularly.
> The passcode setting is disabled in the factory default settings.
> The passcode can be changed in the screen that appears in the following procedure:
>
> → [Scanner Settings] → [Passcode]

Setting Item		Description
Power Management (page 292)	Power Save Mode (page 292)	You can specify the waiting time for the scanner to automatically enter power saving mode or to be automatically turned off if it is left on for a certain period of time without being used.
	ECO Mode (page 292)	Specify this to save the power consumption of the scanner by slowing down the scanning speed.

Setting Item			Description
Paper Source/ Feeding (page 294)	Paper Source (page 294)	Paper Separation Force (page 294)	Adjust the paper separation force.
		Retry Paper Feeding (page 295)	Specify the number of feeding retries when a document is not fed from the hopper.
		Pre-Pick (page 295)	Specify this to shorten the scanning time when scanning more than one document.
		Pick Speed (page 296)	Set the timing at which document feeding into the scanner is started.
		Thin Paper Mode (page 296)	Configure this setting to lower the pick roller unit and prevent thin paper from jamming.
		Manual Feeding (page 297)	Specify this to continue loading and scanning documents repeatedly after starting scanning.
		Automatic Skew Correction [fi-8950/fi-8930] (page 298)	Configure this setting to correct the orientation of a skewed document and feed the document straight.
		Paper protection (page 299)	Configure the settings to detect warped documents caused by a feeding error.
		Stapled Documents Detection (page 301)	Configure this setting to detect stapled documents.
	Paper Feeding (page 303)	Low-speed Feed Mode (page 303)	Specify this to slow down the scanning speed in order to protect the documents.
		Stacking Control (page 303)	Specify whether to make the scanning speed faster than [Standard] or stack documents more neatly than [Standard] when scanning small size documents (a length of 138 mm or less).
		Multifeed Detection (page 304)	Configure the settings to detect overlapped documents during a scan.

Setting Item			Description
		Intelligent Multifeed Detection (page 306)	Configure the setting to automatically ignore certain patterns of overlapped documents when the setting to detect overlapped documents is enabled.
		Detection of Documents outside Scannable Area (page 310)	Specify whether or not to stop document feeding when the scanner detects that a document is becoming skewed and fed outside the scanning area of the scanner.
Moire Reduction (Advanced) (page 312)			Adjusts the image quality when scanning documents (such as magazines or photographs) to prevent vertical streaks (moire) appearing.
Cleaning & Maintenance (page 313)	Consumable counters (page 313)		You can check the replacement cycle of the consumables, cleaning time, and the total page count. When you have replaced or cleaned a consumable part, clear the corresponding counter.
	Imprinter (When the Imprinter Is Installed) (page 314)		Amount of ink remaining in the print cartridge of the Imprinter can be checked. After replacing the print cartridge, clear the counter.
	Cleaning cycle (page 315)		Specify the cleaning cycle for the scanner inside.
	Pick Roller Replacement Cycle (page 316)		Specify the replacement cycle for the pick roller.
	Brake Roller Replacement Cycle (page 316)		Specify the replacement cycle for the brake roller
	Separator Roller Replacement Cycle (page 317)		Specify the replacement cycle for the separator roller
	Maintenance cycle (page 318)		Specify the maintenance and inspection cycle for the scanner that is performed by a service engineer.
Function Selection Display (page 320)			Specify whether or not to display buttons with no function name on the [Function Selection] screen.

Setting Item	Description
USB (page 321)	Change the USB setting if an error occurred on a computer during communication.
Passcode (page 322)	Set a passcode.
Restore Factory Defaults (page 323)	Restore the scanner settings to the factory default.

ATTENTION

You cannot back up or restore the scanner settings on the touch screen.

Power Management

Power Save Mode

You can specify the waiting time for the scanner to automatically enter power saving mode or to be automatically turned off if it is left on for a certain period of time without being used.

Power Save minutes

Specify the waiting time before the scanner enters power saving mode.
The factory default setting is "15".

Auto Shutdown hours

Specify the waiting time before the scanner turns off automatically.

● Disabled (Never)

● 1

● 2

● 4

This is the factory default setting.

● 8

> **ATTENTION**
>
> If [Disable power switch] is set for [Power Switch Control] for [Device Setting 2] in the Software Operation Panel, the scanner will not turn off even after the period of time specified for [Auto Shutdown hours] has passed.

[Default] button

Restores the power saving mode settings to the factory default.

ECO Mode

Specify this to save the power consumption of the scanner by slowing down the scanning speed.

Enable

The factory default setting is set to off.

[Default] button

Restores the ECO mode setting to the factory default.

ATTENTION

When scanning long page documents while [ECO Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.

For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

Paper Source/Feeding

Paper Source

Paper Separation Force

Adjust the paper separation force.

Automatic Separation Control

Select whether to adjust the paper separation force automatically for each document type.
Enabling this function reduces multifeeds, pick errors, and paper jams.

Enable

The factory default setting is set to on.

> **HINT**
>
> When Manual Single Mode is used, [Automatic Separation Control] is disabled.

Paper Separation Force

Specify the paper separation force.
This can be specified when [Automatic Separation Control] is set to off.
The factory default setting is "3".

> **HINT**
>
> When Manual Single Mode is used, [Paper Separation Force] is disabled.

Memorize paper separation force

Specify whether or not the scanner memorizes the manually adjusted paper separation force setting when the setting is changed.

If the setting of the manually adjusted paper separation force is memorized, the paper separation force will be set the next time the scanner is powered on.

This can be specified when [Automatic Separation Control] is set to off.

Enable

The factory default setting is set to off.

Operated by operators

Specify whether or not to allow operators to adjust the paper separation force in the [Paper Separation Force] screen on the touch screen.

The screen can be displayed in the following procedure:

 → [Paper Source/Feeding] → [Paper Separation Force]

Enable

The factory default setting is set to on.

[Default] button

Resets the adjusted paper separation force settings to the factory default.

Retry Paper Feeding

Specify the number of feeding retries when a document is not fed from the hopper.

Paper Feeding Retries

The factory default setting is "3".

Operated by operators

Specify whether or not to allow operators to set the number of retries in the [Retry Paper Feeding] screen on the touch screen.

The screen can be displayed in the following procedure:

 → [Paper Source/Feeding] → [Retry Paper Feeding]

Enable

The factory default setting is set to on.

[Default] button

Resets the paper feeding retry settings to the factory default.

Pre-Pick

Specify this to shorten the scanning time when scanning more than one document.

"Pre-pick" refers to feeding the next document into the ADF before ejecting the current document being scanned.

Enable

The factory default setting is set to on.

> **HINT**
> - If you cancel in the middle of scanning while pre-pick is enabled, you have to remove the pre-picked document, then load the document again.
> - It can also be configured in the scanner driver or the Software Operation Panel.
>   Note that priority is given to the scanner driver setting.

[Default] button

Resets the pre-pick mode settings to the factory default.

Pick Speed

Set the timing at which document feeding into the scanner is started.
When overlapped documents or paper jams occur frequently, delaying the timing of document feeding may improve the performance.
This setting is effective when you scan thin paper.

Pick Speed

Set the timing at which document feeding into the scanner is started.

Normal

This is the factory default setting.

Slow

The timing at which document feeding is started is slower than [Normal].

> **ATTENTION**
> The total time for scanning is longer because the start timing of document feeding is delayed.

[Default] button

Resets the pick speed settings to the factory default.

> **HINT**
> When Manual Single Mode is used, [Pick Speed] is disabled.

Thin Paper Mode

Configure this setting to lower the pick roller unit and prevent thin paper from jamming.

Enable

The factory default setting is set to off.

[Default] button

Restores the thin paper mode setting to the factory default.

HINT

When Manual Single Mode is used, [Thin Paper Mode] is disabled.

Manual Feeding

Specify this to continue loading and scanning documents repeatedly after starting scanning.
To configure the scanner to wait for a document to be loaded onto the hopper for a specified waiting time after scanning is started or document feeding is complete, specify the waiting time.
This enables continuous scanning as long as you load a document within the specified waiting time.
If the specified waiting time is exceeded, the scan is finished automatically.

Continuous Feed Mode

Set whether to enable the Manual Continuous Mode.
Set [Continuous Feed Mode] to on to scan more than one document in succession manually.
The factory default setting is set to off.

Timeout seconds

Specify the time period until which the scanner confirms that no documents are loaded on the hopper (the interval between the last scan and the detection of whether the next document is loaded or not).
The factory default setting is "10".

[Default] button

Restores the manual feeding settings to the factory default.

HINT

● When scanning documents manually, [Manual - Continuous] or [Manual - Single] is displayed for the feed mode on the touch screen.
For details about scanning documents manually, refer to Feeding Documents Manually (page 150).

● When Manual Single Mode is used, the scanner will wait for documents to be loaded until the specified timeout time elapses regardless of the setting for [Continuous Feed Mode].

● You can end the scan immediately by pressing the [Pause] button on the touch screen, lifting up the pick roller unit, or bringing it back down to its original position while the scanner is waiting for documents to be loaded.

Automatic Skew Correction [fi-8950/fi-8930]

Configure this setting to correct the orientation of a skewed document and feed the document straight.

Enable

The factory default setting is set to on.

Correction level

Specify the correction level.
This can be specified when [Enable] is set to on.

Normal

This is the factory default setting.

High

Document skewing can be corrected more than with [Normal].

ATTENTION

● For documents including thin paper, disable [Automatic Skew Correction] to prevent documents from being damaged.

● If the rollers are dirty, automatic skew correction may be less efficient.
If automatic skew correction becomes less efficient, clean the rollers.
For details, refer to Daily Care (page 162).

● When [Automatic Skew Correction] is enabled, scanning speed may be reduced.

HINT

● [Automatic Skew Correction] is disabled in the following cases:

 - When Manual Single Mode is used

 - When [Thin Paper Mode] is enabled

 - When [Pick Speed] is set to [Slow]

● This setting can also be configured in the scanner driver or the Software Operation Panel.
Note that priority is given to the scanner driver setting.

[Default] button

Restore the automatic skew correction settings to the factory default.

Paper protection

Prioritize the touch screen settings

Prioritizes the paper protection settings on the touch screen.

Enable

Although there is no factory default setting, it is set to off when you turn on the power.

Feeding Accuracy

Configure the settings to detect warped documents caused by a feeding error.
Paper jams due to feeding errors could damage or tear valuable documents.
Detecting a feeding error and stopping the scan can prevent damage to documents.
This function is effective when you scan documents which are difficult to feed such as thin paper documents.

Enable

The factory default setting is set to on.

Sensitivity

This can be specified when [Enable] is set to on for [Feeding Accuracy].

Low

Decreases the sensitivity level for detecting warped documents.
Specify this to detect warped documents only when they are highly warped.

Normal

Detects warped documents at the optimum sensitivity level.
This is the factory default setting.

High

Increases the sensitivity level for detecting warped documents.
Specify this to detect warped documents even when they are only slightly deformed.

Detection Range

This can be specified when [Enable] is set to on for [Feeding Accuracy].

Normal

Detects warped documents with the optimum range.
This is the factory default setting.

Large

Widens the range for detecting warped documents.
Specify this to detect warped documents over a wide range.

[Default] button

Restore the paper protection settings to the factory default.

ATTENTION

● Note that the paper protection function is to prevent damages to documents, but the protection of all documents is not guaranteed.

● When you use the paper protection function, make sure to load the documents with their top edges aligned and so that there is no space between the hopper side guides and the document (especially for a mixed batch of documents with different lengths).
If the top edges are not aligned properly, or if there is a space between the hopper side guides and the document, the scan may stop even when the documents are being fed correctly.

HINT

● When [Paper Protection] is enabled, in the following cases, the scan may stop even when the documents are being fed correctly.

- If you scan a wrinkled document

- If you scan a document that is not square or rectangular

- If you scan a document that has a dark background

- If you scan a document that has text or patterned background printed close to the edge

- If a document is fed skewed.
In such cases, you can disable paper protection for the protected document to be rescanned only.
For details, refer to Disabling Paper Protection (page 160).

● If the paper protection function stops scans frequently, take measures according to Paper Damage Prevention Is Set Off Frequently (page 260).

● When Thin Paper Mode is enabled, it is recommended that you set the sensitivity level to [High].

● When Manual Single Mode is used, [Paper Protection] is disabled.

● This setting can also be configured in the scanner driver or the Software Operation Panel. Note that priority is given to the scanner driver setting.
When [Prioritize the touch screen settings] is enabled on the operator panel, priority is given in the following order.

    1 [Paper Protection] in the scanner driver

    2 [Paper protection] on the operator panel

    3 [Paper Protection] in the Software Operation Panel

Stapled Documents Detection

Prioritize the touch screen settings

Prioritizes the stapled documents detection settings on the touch screen.

Enable

Although there is no factory default setting, it is set to off when you turn on the power.

Stapled Documents Detection

Configure this setting to detect stapled documents.
When stapled documents are fed, the stapled part may be torn off.
Stopping the scan when stapled documents are detected can prevent documents from being damaged.

Enable

The factory default setting is set to on.

Sensitivity

This can be specified when [Enable] is set to on for [Stapled Documents Detection].

Normal

Stapled documents will be detected at the optimum sensitivity level.
This is the factory default setting.

High

Increases the sensitivity level for detecting stapled documents.

[Default] button

Reset the stapled documents detection settings to the factory default.

ATTENTION

● Note that while the stapled document detection function is used to prevent damage to documents, using it does not guarantee that all documents will be protected.

● Remove all paper clips and staples from documents before loading them onto the scanner.

HINT

● When Manual Single Mode is used, [Stapled Documents Detection] is disabled.

● This setting can also be configured in the scanner driver or the Software Operation Panel. Note that priority is given to the scanner driver setting.
When [Prioritize the touch screen settings] is enabled on the operator panel, priority is given in the following order.

1 [Stapled Documents Detection] for the scanner driver

2 [Stapled Documents Detection] for the operator panel

3 [Stapled Documents Detection] for the Software Operation Panel

Paper Feeding

Low-speed Feed Mode

Specify this to slow down the scanning speed in order to protect the documents.
Regardless of the resolution settings of images, scanning is performed at the same speed as when 600 dpi is set as the resolution.

Enable

The factory default setting is set to off.

[Default] button

Restores the Low-speed Feed Mode setting to the factory default.

ATTENTION

When scanning long page documents while [Low-speed Feed Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

HINT

When Manual Single Mode is used, [Low-speed Feed Mode] is disabled.

Stacking Control

Specify whether to make the scanning speed faster than [Standard] or stack documents more neatly than [Standard] when scanning small size documents (a length of 138 mm or less).

Stacking Control

Specify the stacking control.

Standard

This is the factory default setting.

Speed Emphasis

The scanning speed of small size documents is faster than [Standard].

Stackability Emphasis

The ejected small size documents can be stacked up more neatly compared to [Standard].
However, the scanning speed of small size documents is reduced by about 30% with this setting.

[Default] button

Restores the stacking control setting to the factory default.

Multifeed Detection

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once. Configure the settings to detect overlapped documents during a scan.
Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.
When overlapped documents are detected, an error message is displayed and the scan stops.

ATTENTION

When the feed mode of the scanner is set to [Manual - Single], document overlapping will not be detected.
Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope. Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.

Detection Method

Specify a method to detect overlapped documents.

● Does not detect
  Does not detect overlapped documents.

● Check Overlapping (Ultrasonic)
  Detects overlapped documents with the ultrasonic sensor.
  When this is selected, you can specify the following two options:

  - Specify an area to detect overlapped documents by the length from the leading edge of the document in the feeding direction.
    This option can be configured using [Document check area specification for Multifeed Detection] in the Software Operation Panel.

  - When a piece of paper is attached on a document, the length and position of the paper can be memorized, and set to ignore overlapping of documents.
    For details about how to configure the setting, refer to Configuring Not to Detect Overlapped Documents (page 154).
  This is the factory default setting.

● Check Length
  Detects overlapped documents according to the difference in length.
  Select this to scan documents of the same length.

> **ATTENTION**
>
> Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

● Check Overlapping and Length
Detects overlapped documents by the combination of [Check Overlapping (Ultrasonic)] and [Check Length].
When this is selected, you can specify the following two options:

- Specify an area to detect overlapped documents by the length from the leading edge of the document in the feeding direction.
  This option can be configured using [Document check area specification for Multifeed Detection] in the Software Operation Panel.

- When a piece of paper is attached on a document, the length and position of the paper can be memorized, and set to ignore overlapping of documents.
  For details about how to configure the setting, refer to Configuring Not to Detect Overlapped Documents (page 154).

> **ATTENTION**
>
> Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

Threshold (Length)

Specify this item when [Check Length] or [Check Overlapping and Length] is selected for [Detection Method].
Specify the conditions for determining whether or not to detect overlapped documents.

● 10 mm or less is not detected
This is the factory default setting.

● 15 mm or less is not detected

● 20 mm or less is not detected

Operated by operators

Specify whether or not to allow operators to configure the multifeed detection settings in the [Multifeed Detection] screen on the touch screen.
The screen can be displayed in the following procedure:

 → [Paper Source/Feeding] → [Multifeed Detection]

Enable

The factory default setting is set to on.

[Default] button

Restores the multifeed detection settings to the factory default.

> **ATTENTION**
>
> ● To scan documents with different lengths, select [Check Overlapping (Ultrasonic)].
>
> ● When [Check Overlapping (Ultrasonic)] is selected, if an attachment such as a sticky note, receipt, or photo is attached to the document, the attached part of the document may be detected as overlapped documents.
> To disable the detection of overlapped documents, configure one of the following:
>
> - Select [Check Length]
>
> - Configure the settings so as not to detect areas where pieces of paper are attached in [Document check area specification for Multifeed Detection] in the Software Operation Panel
>
> - In [Intelligent Multifeed Detection], select [Automatically Bypass (combination of length and position)] or [Automatically Bypass (length)]

> **HINT**
>
> ● This setting can also be configured in the scanner driver or the Software Operation Panel. Note that priority is given to the scanner driver setting.
>
> ● When the (Carrier) Sheet setting is enabled in the scanner driver, the touch screen does not display the error message. The scanner driver does.

Intelligent Multifeed Detection

Configure the setting to automatically ignore certain patterns of overlapped documents when the setting to detect overlapped documents is enabled.
Note that you first need to specify [Check Overlapping (Ultrasonic)] or [Check Length] in the scanner driver and "Multifeed Detection (page 304)" on the touch screen before setting this item.
For details about the settings on the touch screen, refer to Configuring Not to Detect Overlapped Documents (page 154).

Operation mode

Set the operation mode.

Standard mode

Specify whether or not to only detect overlapped documents when rescanning documents detected as overlapped documents.
Overlapped documents are not detected in the following cases:

● When the document length is 160 mm or more, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 80 mm or less, overlapping is not detected.

● When the document length is 110 mm or more and less than 160 mm, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 30 mm or less, overlapping is not detected.

● When the document length is less than 110 mm, overlapping of the document and an attached piece of paper (such as a sticky note) is not detected.
Depending on the conditions for overlap length, overlapping may not be detected.
Scanning will stop immediately if overlapped documents are detected.
Note that if the settings for the scanner driver are configured to stop the scan to check images, scanning will stop after detected overlapped documents are scanned to the bottom edge.
This is the factory default setting.

Manually Bypass

Specify whether or not to only detect overlapped documents when rescanning documents detected as overlapped documents.
Scanning will stop immediately if overlapped documents are detected.
Note that if the settings for the scanner driver are configured to stop the scan to check images, scanning will stop after detected overlapped documents are scanned to the bottom edge.

Automatically Bypass (combination of length and position)

When overlapping is detected for a document on which a piece of paper such as a sticky note, receipt, or photo is attached, the length and position of the paper will be memorized and documents with the same pattern will not be detected afterward.
Specify whether the length and position of a piece of paper attached on a document detected as overlapped documents are memorized as an overlap pattern.
If the overlap pattern is memorized, documents with the same overlap pattern are not detected as overlapped documents from the next scan.

If overlapped documents are detected, scanning will stop after the documents are scanned to the bottom edge.

Document (1)

The next document is scanned

Document (2)

A: Since the position and length are the same as the memorized pattern, A is not detected as overlapping even though it is located to the left of the memorized pattern

B: Since the positon and the length are not the same as the memorized pattern, B is detected as overlapping

The next document is scanned

Document (3)

A: Since the position and length are the same as the first memorized pattern, A is not detected as overlapping even though it is located to the right of the memorized pattern

B: Since the position and length are the same as the second memorized pattern, the two Bs are not detected as overlapping even though there are two Bs and they are located to the left of the memorized pattern

Overlap patterns can be memorized for up to 32 sheets (up to four overlap patterns can be memorized per sheet scanned).
Once overlap patterns have been memorized for 32 sheets, the memorized patterns will be overwritten by any newly detected patterns starting from the first sheet that was memorized.
However, when the scanner is turned off and on, the number of memorized overlap patterns depends on the setting for [When powering off] of [Memorize overlap pattern].

Automatically Bypass (length)

When overlapping is detected for a document on which a piece of paper such as a sticky note, receipt, or photo is attached, the length of the longest piece of paper attached will be memorized, and documents with a piece of paper of the same length or shorter attached will not be detected as overlapped documents afterward.
Specify whether the length of the longest piece of paper attached on a document detected as overlapped documents is memorized as an overlap pattern.
If the overlap pattern is memorized, a document with a piece of paper in the same length or shorter attached is not detected as overlapped documents from the next scan.
If overlapped documents are detected, scanning will stop after the documents are scanned to the bottom edge.
Only the overlap pattern with the longest overlapped part will be memorized.

Default applied when overlapping is detected

[Memorize Patterns]

When [Automatically Bypass (combination of length and position)] or [Automatically Bypass (length)] is selected, you can switch whether or not to memorize an overlap pattern when overlapped documents are detected.
Select this to on to change the default setting to enable in order to memorize the overlap pattern when overlapped documents are detected.
The factory default setting is set to off.
The overlap pattern is memorized when the [Scan/Stop] button on the scanner is pressed for the next scan.
For details about the function that memorizes an overlap pattern, refer to Configuring Not to Detect Overlapped Documents (page 154).

Clear overlap pattern

Clear at power-off

Specify whether or not to keep overlap patterns upon turning the power off.
When this is set to on, eight of the most recent overlap patterns for [Automatically Bypass (combination of length and position)] and one overlap pattern for [Automatically Bypass (length)] can be used the next time the scanner is powered on.
The factory default setting is set to off.

[Clear right away] button

Press this to erase the overlap patterns that were memorized in Auto mode.
Delete all the overlap patterns that have been memorized in the scanner.
You can erase overlap patterns that were not supposed to be memorized, but be careful with this operation because all memorized patterns will be erased.

[Default] button

Restores the intelligent multifeed detection settings to the factory default.

> **HINT**
>
> When the setting for using the Carrier Sheet is enabled in the scanner driver, [Intelligent Multifeed Detection] is disabled.

Detection of Documents outside Scannable Area

Specify whether or not to stop document feeding when the scanner detects that a document is becoming skewed and fed outside the scanning area of the scanner.
If a document is fed outside the scanning area of the scanner, a paper jam could occur, which may damage or tear important documents.
Stopping document feeding can prevent documents from being damaged.

Enable

The factory default setting is set to on.

[Default] button

Reset the settings for detection of documents outside the scannable area to the factory default.

Moire Reduction (Advanced)

Moire Reduction (Advanced)

Adjusts the image quality when scanning documents (such as magazines or photographs) to prevent vertical streaks (moire) appearing.

Enable

The factory default setting is set to off.

Reduction Mode

Set the reduction mode.
This can be specified when [Enable] is set to on.

Prioritize speed

Suppresses vertical streaks (moire).
The scanning speed may slow down.
This is the factory default setting.

Prioritize image quality

This option is more effective for suppressing vertical streaks (moire) than [Prioritize speed].
However, the scanning speed will slow down.

[Default] button

Resets the [Moire Reduction (Advanced)] settings to the factory default.

ATTENTION

When scanning long page documents while [Moire Reduction (Advanced)] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
For details about supported document lengths, refer to the help for the scanner driver.

HINT

It can also be configured in the scanner driver or the Software Operation Panel.
Note that priority is given to the scanner driver setting.

Cleaning & Maintenance

Consumable counters

You can check the replacement cycle of the consumables, cleaning time, and the total page count.
When you have replaced or cleaned a consumable part, clear the corresponding counter.

Total sheets scanned (ADF)

Total number of sheets scanned using the ADF is displayed.

After cleaning

Total number of sheets scanned after the last cleaning is displayed.
The background of this counter changes color as shown below in accordance with what percentage of the value specified for Cleaning cycle (page 315) has been reached by the sheet count after cleaning.

● Less than 95%: green

● 95% or more: yellow

● 100% or more: red

[Clear] button

Press this to clear the counter.

After Replacing the Brake Roller

Total number of sheets scanned since the last replacement of brake roller is displayed.
The background of this counter changes color as shown below in accordance with what percentage of the value specified for Brake Roller Replacement Cycle (page 316) has been reached by the sheet count after replacing the item.

● Less than 95%: green

● 95% or more: yellow

● 100% or more: red

[Clear] button

Press this to clear the counter.

After Replacing the Pick Roller

Total number of sheets scanned since the last replacement of pick rollers is displayed. The background of this counter changes color as shown below in accordance with what percentage of the value specified for Pick Roller Replacement Cycle (page 316) has been reached by the sheet count after replacing the item.

- Less than 95%: green

- 95% or more: yellow

- 100% or more: red

[Clear] button

Press this to clear the counter.

After Replacing the Separator Roller

Total number of sheets scanned since the last replacement of separator roller is displayed. The background of this counter changes color as shown below in accordance with what percentage of the value specified for Separator Roller Replacement Cycle (page 317) has been reached by the sheet count after replacing the item.

- Less than 95%: green

- 95% or more: yellow

- 100% or more: red

[Clear] button

Press this to clear the counter.

Feed roller

Total number of sheets scanned using the ADF is displayed.

Imprinter (When the Imprinter Is Installed)

Amount of ink remaining in the print cartridge of the Imprinter can be checked.
After replacing the print cartridge, clear the counter.

Remaining Ink

Amount of ink remaining in the print cartridge of the Imprinter is displayed.
The background of this counter changes color as shown below in accordance with what percentage of remaining ink has been reached.

- 32% or less: red

- 33% or more: no color change

[Clear] button

Press this to clear the counter.

Clear the remaining ink level

Specify whether or not to display the [Clear] button to allow operators to clear the remaining ink level.

● The [Remaining Ink] screen on the touch screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Remaining Ink]

Allow operators to clear

The factory default setting is set to on.

[Default] button

Restores the imprinter settings to the factory default.

Cleaning cycle

Specify the cleaning cycle for the scanner inside.
The background of the [After cleaning] counter in the [Consumable counters] screen changes color as shown below in accordance with what percentage of the value specified here has been reached by the sheet count after cleaning.

● Less than 95%: green

● 95% or more: yellow

● 100% or more: red

Cycle (x 1000 Sheets)

Specify the cleaning cycle in increments of 1000 sheets.
The factory default setting is "10", which means 10,000 sheets.

Issue a cleaning time notification

Specify whether or not to display the cleaning instruction message.
When [Issue a cleaning time notification] is set to on, a notification can be displayed on

 on the touch screen when the time for cleaning approaches.

The factory default setting is set to off.

Clear the counter

Specify whether or not to display the [Clear] button to allow operators to clear the consumable counters on the following screens.

● The [Cleaning cycle] screen (displayed when the time for cleaning is approaching)
The screen can be displayed in the following procedure:

 → → [Cleaning cycle]

Allow operators to clear

The factory default setting is set to on.

[Default] button

Restores the cleaning cycle settings to the factory default.

Pick Roller Replacement Cycle

Specify the replacement cycle for the pick roller.
The background of the [After Replacing the Pick Roller] counter in the [Consumable counters] screen changes color as shown below in accordance with what percentage of the value specified here has been reached by the sheet count after replacing the pick rollers.

● Less than 95%: green

● 95% or more: yellow

● 100% or more: red

In addition, a notification can be displayed on on the touch screen when the time for replacing the pick roller approaches.

Cycle (x 10000 Sheets)

Specify the replacement cycle for the pick roller in increments of 10,000 sheets.
The factory default setting is "70", which means 700,000 sheets.

Clear the counter

Specify whether or not to display the [Clear] button to allow operators to clear the consumable counters on the following screens.

● The [Replacement of the Pick Roller] screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Replacement of the Pick Roller]

Allow operators to clear

The factory default setting is set to on.

[Default] button

Resets the settings for the replacement cycle of the pick rollers to the factory default.

Brake Roller Replacement Cycle

Specify the replacement cycle for the brake roller

The background of the [After Replacing the Brake Roller] counter in the [Consumable counters] screen changes color as shown below in accordance with what percentage of the value specified here has been reached by the sheet count after replacing the brake roller.

● Less than 95%: green

● 95% or more: yellow

● 100% or more: red

In addition, a notification can be displayed on on the touch screen when the time for replacing the brake roller approaches.

Cycle (x 10000 Sheets)

Specify the replacement cycle for the brake roller in increments of 10,000 sheets.
The factory default setting is "70", which means 700,000 sheets.

Clear the counter

Specify whether or not to display the [Clear] button to allow operators to clear the consumable counters on the following screens.

● The [Replacement of the Brake Roller] screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Replacement of the Brake Roller]

Allow operators to clear

The factory default setting is set to on.

[Default] button

Resets the settings for the replacement cycle of the brake rollers to the factory default.

Separator Roller Replacement Cycle

Specify the replacement cycle for the separator roller
The background of the [After Replacing the Separator Roller] counter in the [Consumable counters] screen changes color as shown below in accordance with what percentage of the value specified here has been reached by the sheet count after replacing the separator roller.

● Less than 95%: green

● 95% or more: yellow

● 100% or more: red

In addition, a notification can be displayed on on the touch screen when the time for replacing the separator roller approaches.

Cycle (x 10000 Sheets)

Specify the replacement cycle for the separator roller in increments of 10,000 sheets.
The factory default setting is "70", which means 700,000 sheets.

Clear the counter

Specify whether or not to display the [Clear] button to allow operators to clear the consumable counters on the following screens.

● The [Replacement of the Separator Roller] screen (displayed when the time for replacement is approaching)
The screen can be displayed in the following procedure:

 → → [Replacement of the Separator Roller]

Allow operators to clear

The factory default setting is set to on.

[Default] button

Resets the settings for the replacement cycle of the separator roller to the factory default.

Maintenance cycle

Specify the maintenance and inspection cycle for the scanner that is performed by a service engineer.
If the specified period has passed after the last maintenance and inspection date, the touch screen displays a notification on when you receive a [Maintenance] message.

When there is a message, is displayed.

Pressing displays the message.

Check the message and ask a service engineer to perform regular maintenance and inspection for the scanner.
For regular maintenance and inspection on the scanner by a service engineer, contact the distributor/dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

Enable

Specify whether or not to get a notification on the touch screen when the time for maintenance approaches.
The factory default setting is set to off.

Cycle (months)

Specify a cycle for receiving notifications on maintenance.
The factory default setting is "12".

[Default] button

Restores the maintenance cycle settings to the factory default.

Function Selection Display

Filtering

Specify whether or not to display only the functions which have names in the [Function Selection] screen that is displayed by pressing the function selection button in the main screen when you start an image scanning application using the [Scan/Stop] button on the scanner.
For details about how to launch an image scanning application and scan documents using the [Scan/Stop] button on the scanner, refer to Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 81).
For details about the function selection button, refer to Elements on the Touch Screen (page 124).
The factory default setting is set to on.
When [Filtering] is set to off, buttons with no name set for them are displayed as well.

USB

USB

Change the USB setting if an error occurred on a computer during communication.

If this setting is changed, the scanner is restarted.

- Automatic
  Operates in accordance with the connection environment.
  This is the factory default setting.

- USB 2.0
  Operates with USB 2.0.

Passcode

Passcode

Set a passcode.
To restrict user access to scanner settings to administrators only, enable the passcode setting and specify a passcode.
Change the passcode regularly.
The passcode setting is disabled in the factory default settings.

Enable

The factory default setting is set to off.

New Passcode

Enter a new passcode within 16 characters to change the current passcode.
This can be specified when [Enable] is set to on.
The following characters can be used for a new passcode:

● Numerical characters

● Symbols

-.

Confirm New Passcode

Re-enter the passcode entered for [New Passcode] for confirmation to change the current passcode.
This can be specified when [Enable] is set to on.

Restore Factory Defaults

Restore Factory Defaults

Restore the scanner settings to the factory default.

[Start] button

Restores the factory defaults.
The scanner is restarted.
When the warranty information appears on the touch screen, confirm the displayed information and press the [OK] button.

Scanner Settings (Software Operation Panel)

This section explains how to use the Software Operation Panel to configure the scanner settings. With the Software Operation Panel, you can configure settings for operations of the scanner and management of the consumable parts.

Starting Up the Software Operation Panel

Start up the Software Operation Panel in the following procedure.

> **ATTENTION**
>
> ● Do not start up the Software Operation Panel in the following situations:
>
>   - During scanning
>
>   - While the settings on the operator panel are being configured
>
>   - While the settings in fi Series Network Settings are being configured
>
> ● If you change the Software Operation Panel settings while the scanner driver window is displayed, the changes may not be applied immediately. In that case, close the scanner driver window and open it again.

1 **Make sure that the setup process for the scanner is complete, then turn on the scanner.**
   For details about how to setup the scanner, refer to Scanner Setup (page 28).
   For details about how to turn on the scanner, refer to How to Turn the Power ON (page 46).

2 **Display the [Software Operation Panel] window.**

   ● For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
     Click [Start] menu → [fi Series] → [Software Operation Panel].

   ● For Windows 11

Click [Start] menu → [All apps] → [fi Series] → [Software Operation Panel].
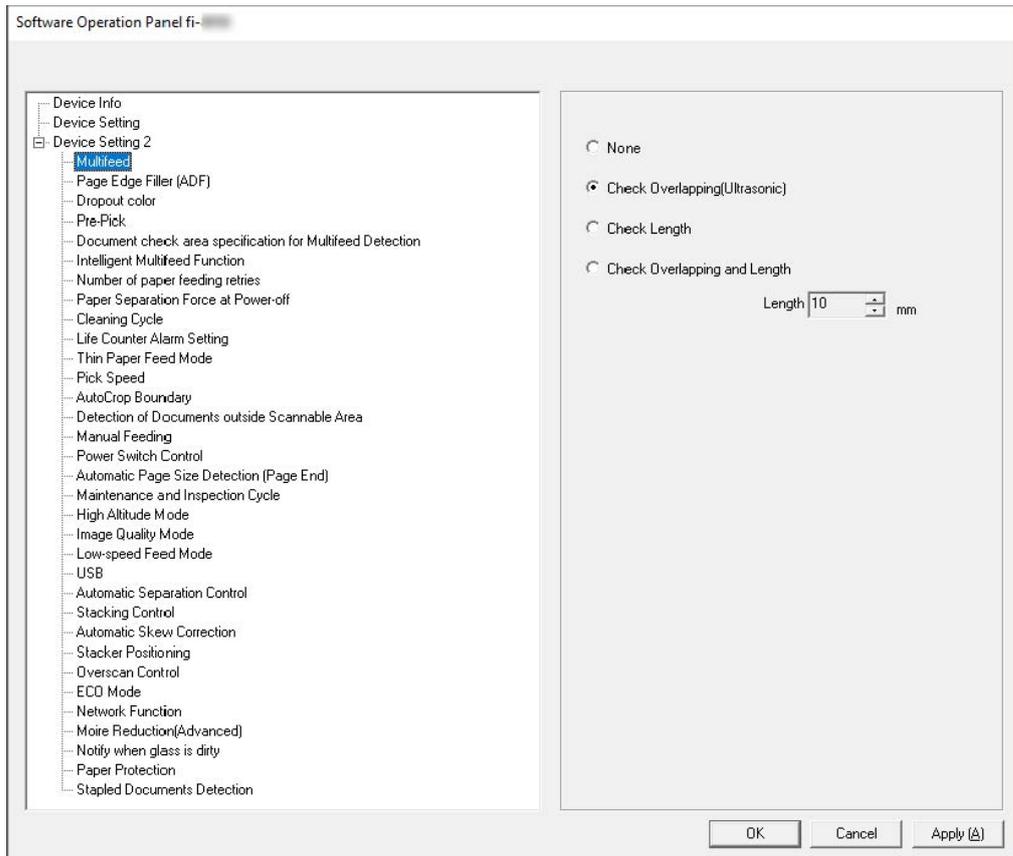
The Software Operation Panel icon is displayed in the menu that appears when you click [⌃] in the notification area of the taskbar.

To have the Software Operation Panel icon always displayed in the notification area, drag and drop the icon onto the notification area.

ATTENTION

When the scanner is connected via a wired LAN, take note of the following:

- A message window appears when the scanner is not selected in Scanner Selection Tool.
  Take measures according to the instructions displayed in the message window.

- If the window for selecting a scanner appears, select a scanner to perform a particular action that you want by using the Software Operation Panel.

Setting the Software Operation Panel to [View Only mode]

By setting a password, the Software Operation Panel can run in [View Only mode] which allows users to only view the scanner settings.
The scanner settings can be configured if no password is set.
In order to prevent unnecessary changes to the settings, a password can be used to restrict user operations.

Setting [View Only mode]

Set the Software Operation Panel to [View Only mode].

1 Set a password.
For details, refer to Setting a Password (page 331).

2 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [View Only mode] from the menu.
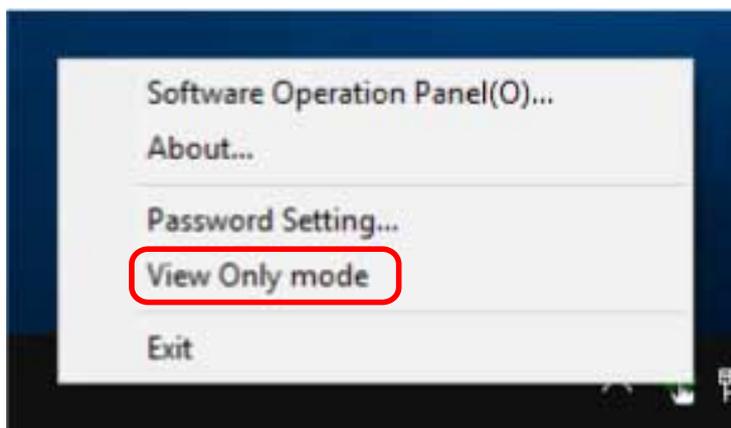
The Software Operation Panel enters [View Only mode].
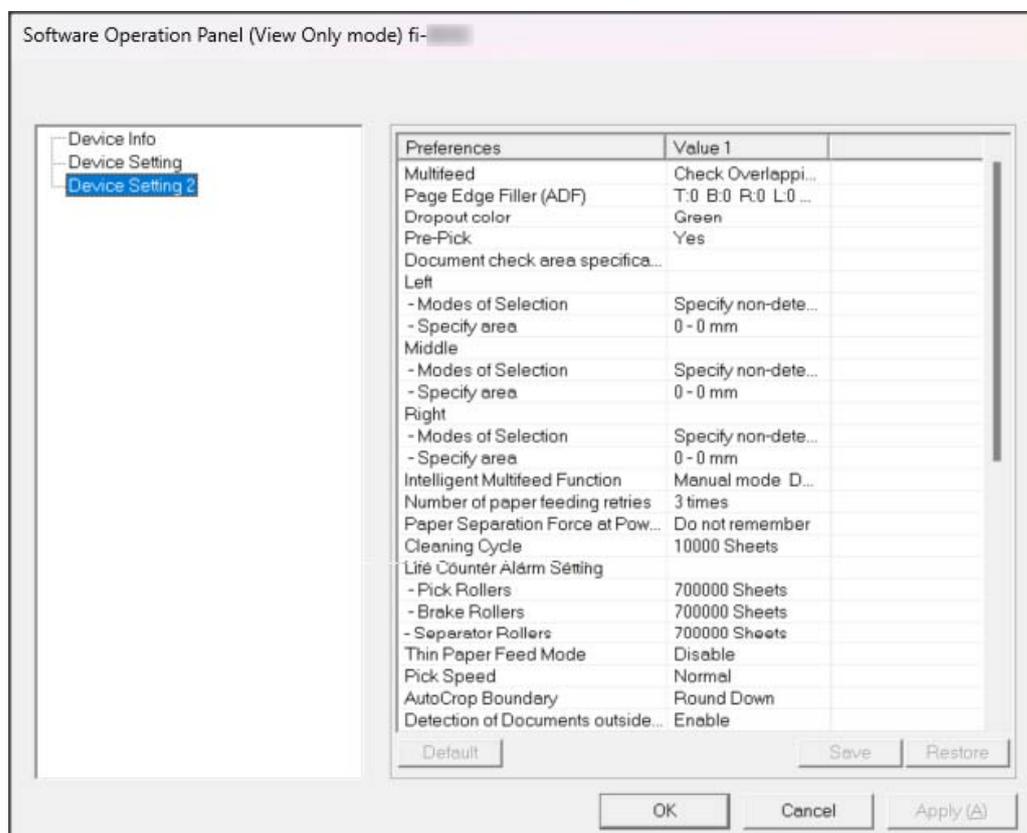
HINT

In [View Only mode], a check mark appears next to [View Only mode] in the menu that is displayed
by right-clicking the Software Operation Panel icon in the notification area.
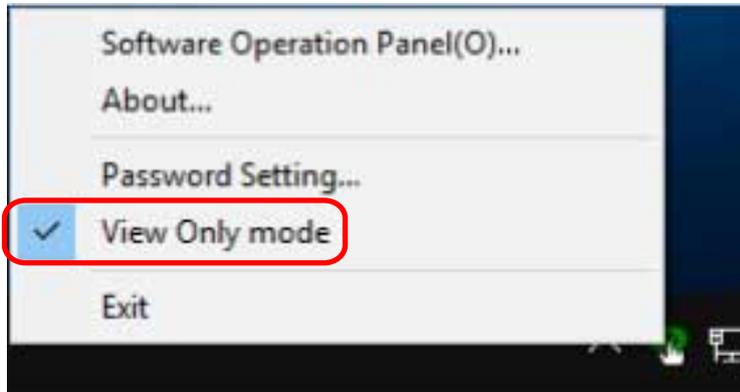
Exiting [View Only mode]

Exit [View Only mode] on the Software Operation Panel in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [View Only mode] from the menu.**
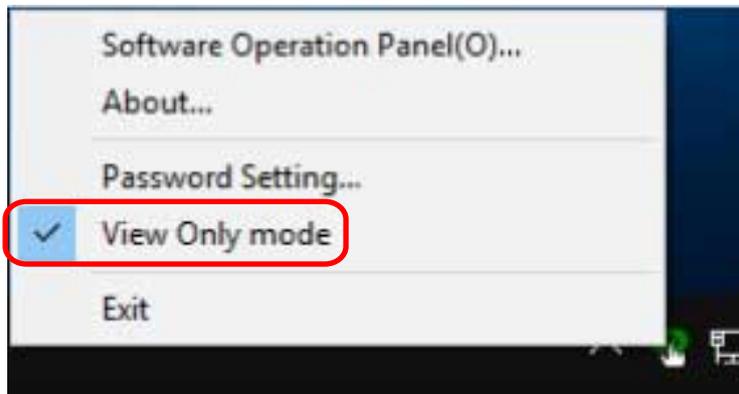
The [Password setting] window appears.

2 **Enter the current password and click the [OK] button.**

The Software Operation Panel exits [View Only mode], and the scanner settings can now be changed.
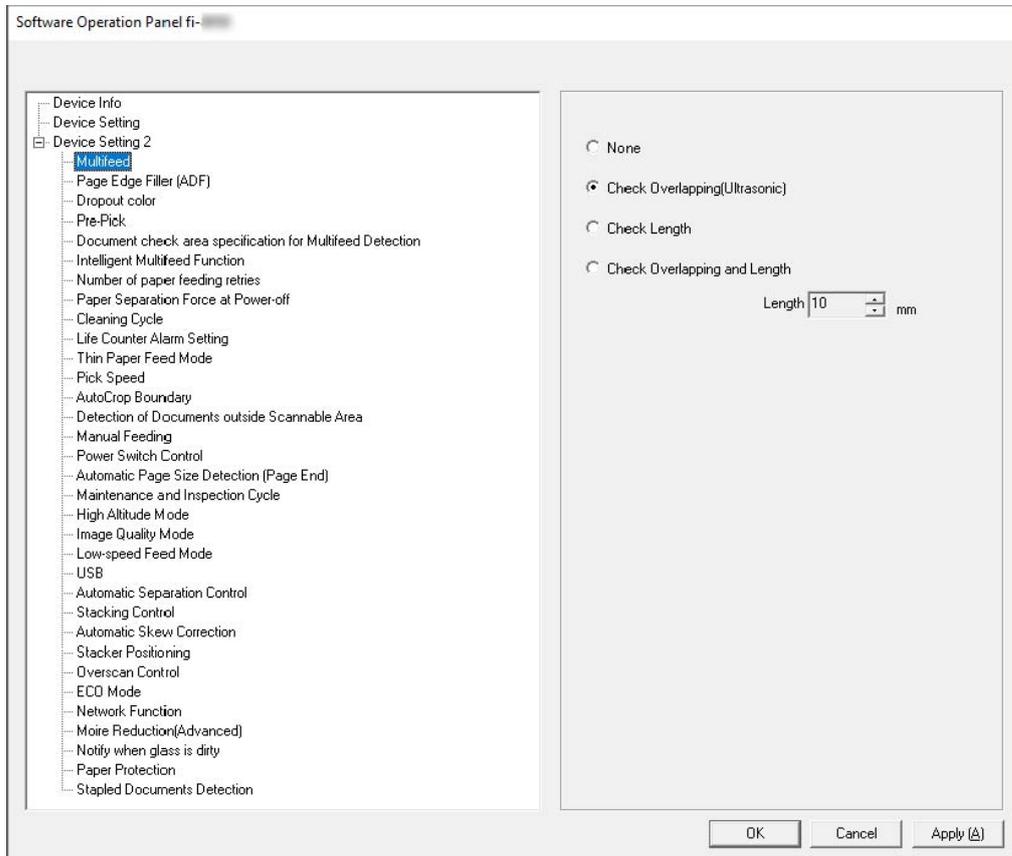
HINT

When the Software Operation Panel exits [View Only mode], the check mark next to [View Only mode] disappears from the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.
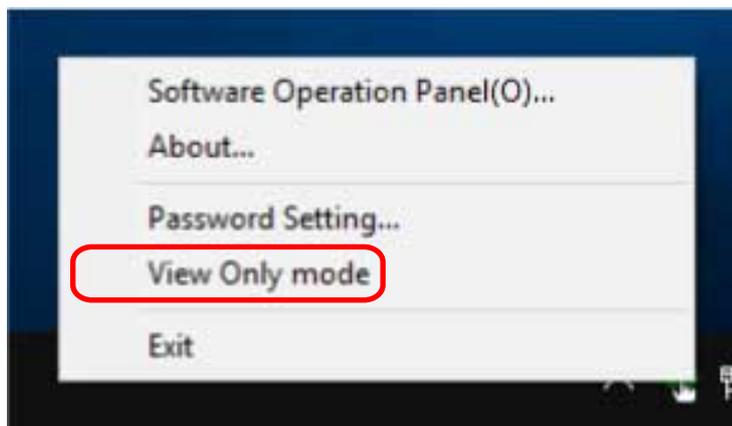
Setting a Password

Set a password in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.**
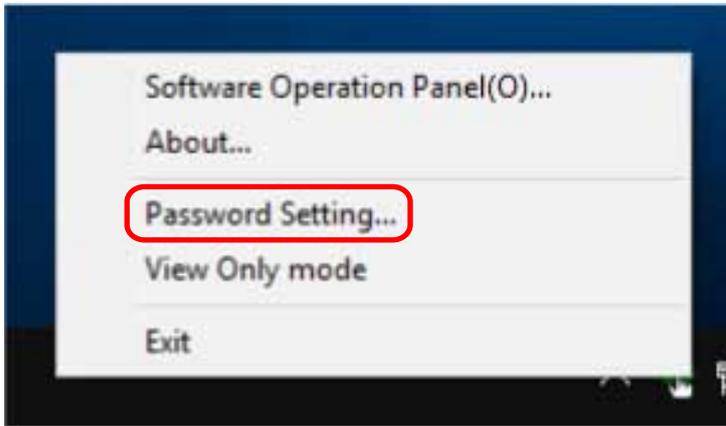
The [Password setting] window appears.

2 **Enter a new password then again to confirm, and click the [OK] button.**
Up to 32 characters can be used for the password.
Note that only alphanumeric characters (a to z, A to Z, 0 to 9) are allowed.
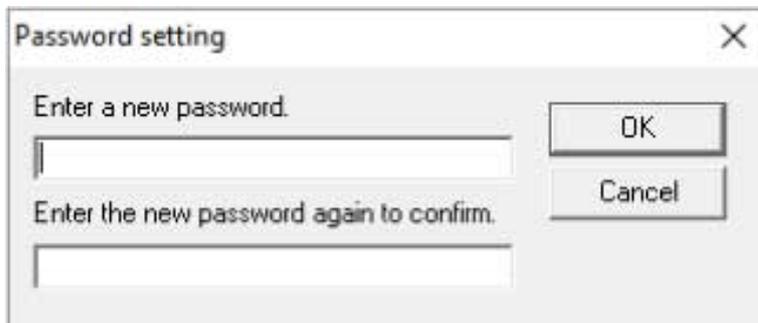
A message window appears.

3 **Click the [OK] button.**

The password is set.

Changing the Password

Change the password in the following procedure.

1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.

The [Password setting] window appears.

2 Enter the current password and click the [OK] button.
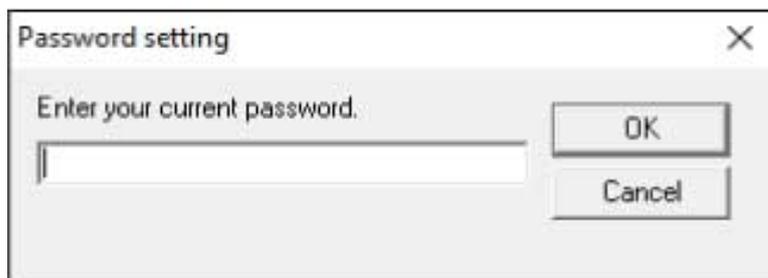
The [Password setting] window appears.

3 Enter a new password then again to confirm, and click the [OK] button.
Up to 32 characters can be used for the password.
Note that only alphanumeric characters (a to z, A to Z, 0 to 9) are allowed.
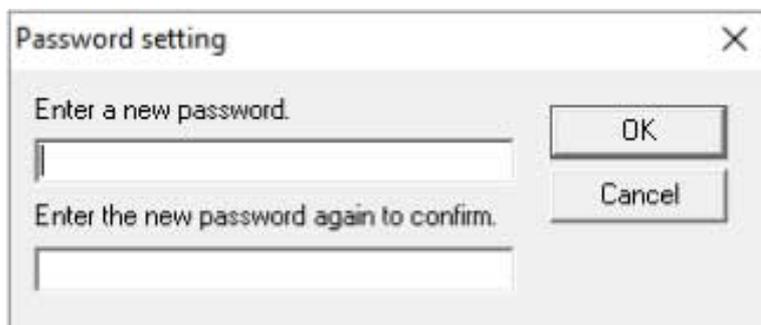
A message window appears.

4 **Click the [OK] button.**

The password is set.

Clearing the Password

Clear the password in the following procedure.

1 **Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.**
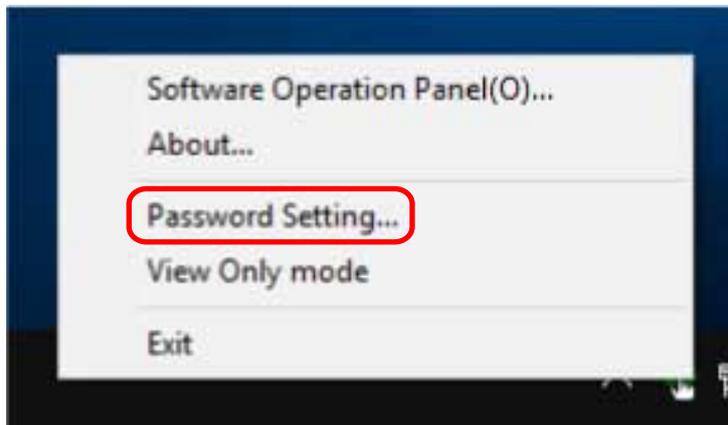
The [Password setting] window appears.

2 **Enter the current password and click the [OK] button.**
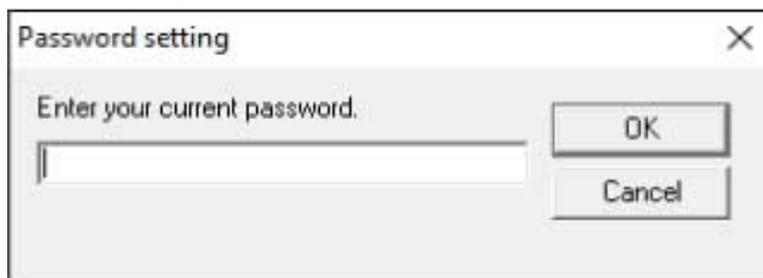
The [Password setting] window appears.

3 **Leave both fields blank and click the [OK] button.**

A message window appears.

4 **Click the [OK] button.**

The password is cleared.

Resetting the Password

If you forgot your password, reset it.

1 **Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.**
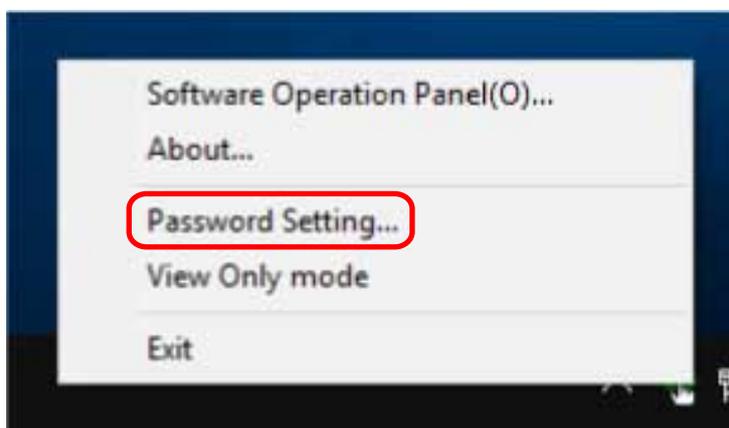
The [Password setting] window appears.

2 **Enter the default password which is "fi-scanner", and click the [OK] button.**

The [Password setting] window appears.

3 **Enter a new password then again to confirm, and click the [OK] button.**
Up to 32 characters can be used for the password.
Note that only alphanumeric characters (a to z, A to Z, 0 to 9) are allowed.

A message window appears.

4 **Click the [OK] button.**

The password is set.

Setting Items

The Software Operation Panel allows the configuration of the settings that are related to scanning documents or managing consumable parts for the scanner that is connected to the computer.
The following lists are used for configuration.

- [Device Setting]
  You can configure settings that are related to counting the number of sheets scanned and managing consumable parts. You can also configure settings that are related to managing the power of a scanner and adjusting the position to start the scan.

- [Device Setting 2]
  You can configure settings that are related to scanning documents.

Device Setting

1 **Start up the Software Operation Panel.**
   For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting] and click the [Offset] button.**
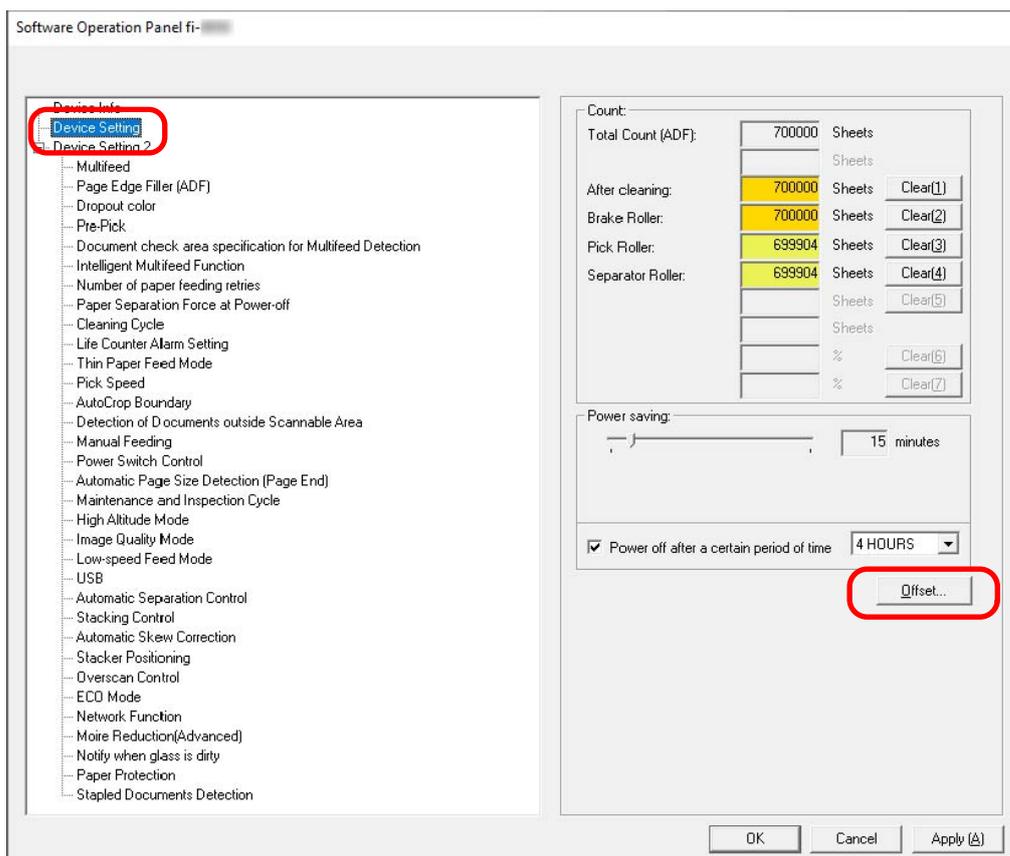
The [Offset] window appears.
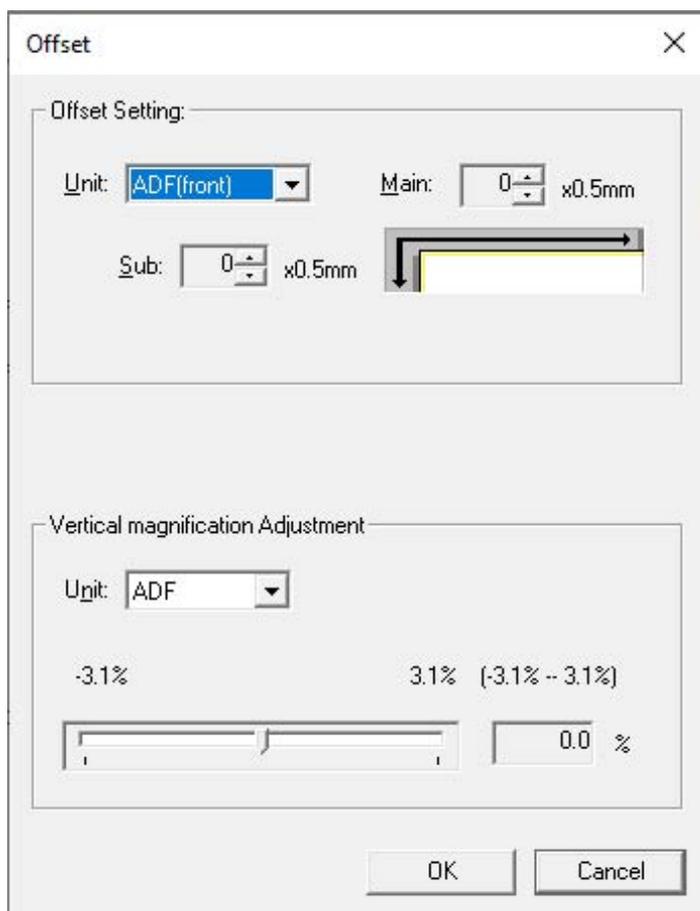
Items that can be configured in these windows are as follows:

Setting Item	Description
Consumable counters (Checking/Clearing)	You can check the replacement cycle of the consumables, cleaning time, and the total page count. When you have replaced or cleaned a consumable part, clear the corresponding counter.
Power saving	Specify the waiting time before the scanner enters power saving mode.
Offset Setting	Specify a starting position for scanning.
Vertical magnification Adjustment	Specify the magnification level for the feed direction.

Device Setting 2

1 **Start up the Software Operation Panel.**

For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2].**
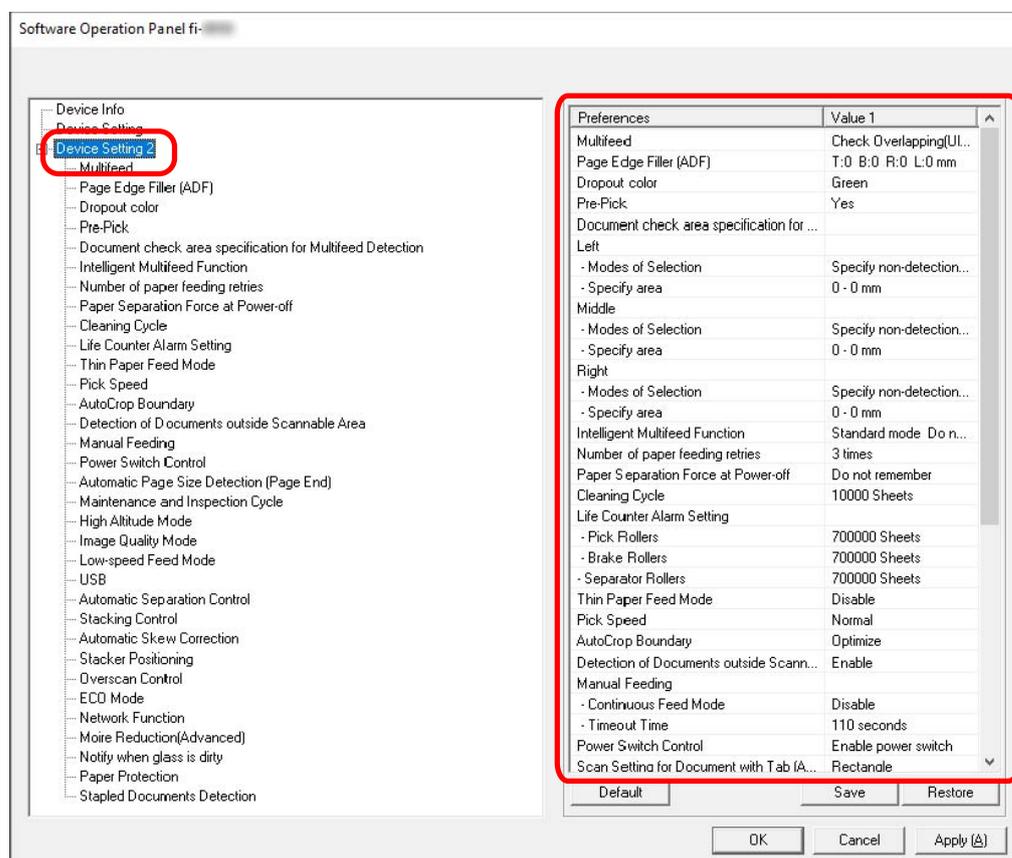
The settings that are currently configured in [Device Setting 2] are listed in the window.

> **HINT**
>
> ● The Software Operation Panel settings can be restored to the factory default.
> To restore the settings to the factory default, click the [Default] button. After a message is displayed, click the [OK] button.
> Note that the settings you have configured will be cleared.
>
> ● The Software Operation Panel settings can be backed up.
> To back up the settings, click the [Save] button, then specify the file name and click the [Save] button in the displayed window.
>
> ● You can use a backup file of the Software Operation Panel settings to restore the settings on other scanners only if the scanner type is the same.
> To restore the settings, click the [Restore] button, then specify the backup file and click the [Open] button in the displayed window. After a message is displayed, click the [OK] button.
> Note that restoration cannot be performed for other types of scanners.

Items that can be configured in [Device Setting 2] are as follows:

Setting Item	Description
Multifeed	Configure the settings to detect overlapped documents during a scan.
Page Edge Filler (ADF)	Configure the settings to fill in the black streaks (shadow of scanned document) around the edges of the scanned image.
Dropout Color	When outputting images in black & white or grayscale, you can leave out a color when scanning by selecting either red, green, or blue (three primary colors).
Pre-Pick	Specify this to shorten the scanning time when scanning more than one document.
Document check area specification for Multifeed Detection	Specify a range in which not to detect overlapped documents or a range in which to detect them.
Intelligent Multifeed Function	Configure the setting to automatically ignore certain patterns of overlapped documents when the setting to detect overlapped documents is enabled.
Number of paper feeding retries	Specify the number of feeding retries when a document is not fed from the hopper.
Paper Separation Force at Power-off	Specify whether or not the scanner memorizes the manually adjusted paper separation force setting after the power is turned off.
Cleaning Cycle	Specify the cleaning cycle for the scanner inside.
Life Counter Alarm Setting	Specify the replacement cycles for the consumables.
Thin Paper Feed Mode	Configure this setting to lower the pick roller unit and prevent thin paper from jamming.
Pick Speed	Set the timing at which document feeding into the scanner is started.
AutoCrop Boundary	When the scanner is set to detect the paper size automatically, specify whether or not to optimize (round up/down) the fractional part of the scanned image.
Detection of Documents outside Scannable Area	Specify whether or not to stop document feeding when the scanner detects that a document is becoming skewed and fed outside the scanning area of the scanner.
Manual Feeding	Specify this to continue loading and scanning documents repeatedly after starting scanning.

Setting Item	Description
Power Switch Control	Specify whether or not to turn on/off the scanner by pressing the [Power] button on the scanner.
Automatic Page Size Detection (Page End)	For documents with index stickers or index tabs (documents with index tabs), or non-rectangular documents, configure this setting to scan beyond the document edge detected by the scanner so that the scanned image includes the index stickers or index tabs.
Maintenance and Inspection Cycle	Specify the maintenance and inspection cycle for the scanner that is performed by a service engineer.
High Altitude Mode	Enable this mode to use the scanner at an altitude of 2,000 m or higher.
Image Quality Mode	To obtain an image quality that is close to the image quality for scanning with fi-7800/fi-7900, set the image quality mode.
Low-speed Feed Mode	Specify this to slow down the scanning speed in order to protect the documents.
USB	Change the USB setting if an error occurred on a computer during communication.
Automatic Separation Control	Select whether to adjust the paper separation force automatically for each document type.
Stacking Control	Specify whether to make the scanning speed faster than [Standard] or stack documents more neatly than [Standard] when scanning small size documents (a length of 138 mm or less).
Automatic Skew Correction [fi-8950/fi-8930]	Configure this setting to correct the orientation of a skewed document and feed the document straight.
Stacker Positioning	Specify whether to set the stacker height to be automatically adjustable or fixed.
Overscan Control	Specify whether or not to prevent a part of an image from being missing when documents are fed skewed.
ECO Mode	Specify this to save the power consumption of the scanner by slowing down the scanning speed.
Network Function	Specify whether or not to use the scanner only via the USB connection.
Moire Reduction (Advanced)	Adjusts the image quality when scanning documents (such as magazines or photographs) to prevent vertical streaks (moire) appearing.

Setting Item	Description
Notify when glass is dirty	Configure this setting to send a notification about dirt on the glass.
Paper Protection	Configure the settings to detect warped documents caused by a feeding error.
Stapled Documents Detection	Configure this setting to detect stapled documents.

Settings Related to Sheet Counters

Checking the Sheet Counters

You can check the replacement cycle of the consumables, cleaning time, and the total page count.
The background color of the counter changes as it gets closer to the time to replace the consumables or to clean the scanner.
The color of each counter changes as follows:

- [Brake Roller]/[Pick Roller]/[Separator Roller] counters
  These counters turn light yellow when the sheet count after the consumable replacement reaches 95% of the value specified in Specifying the Cycle to Replace Consumables [Life Counter Alarm Setting] (page 351) in the Software Operation Panel, and turn yellow when the sheet count reaches 100%.

- [After cleaning] counter
  This counter turns yellow when the sheet count after cleaning reaches the value specified in Scanner Cleaning Cycle [Cleaning Cycle] (page 350) in the Software Operation Panel.

- [Ink Level:Front]/[Ink Level:Back] counters
  These counters turn yellow when the amount of remaining ink reaches below 33% (only displayed when the imprinter is installed).

  1 **Start up the Software Operation Panel.**
     For details, refer to Starting Up the Software Operation Panel (page 324).

  2 **From the list, select [Device Setting].**

3 Check each counter.
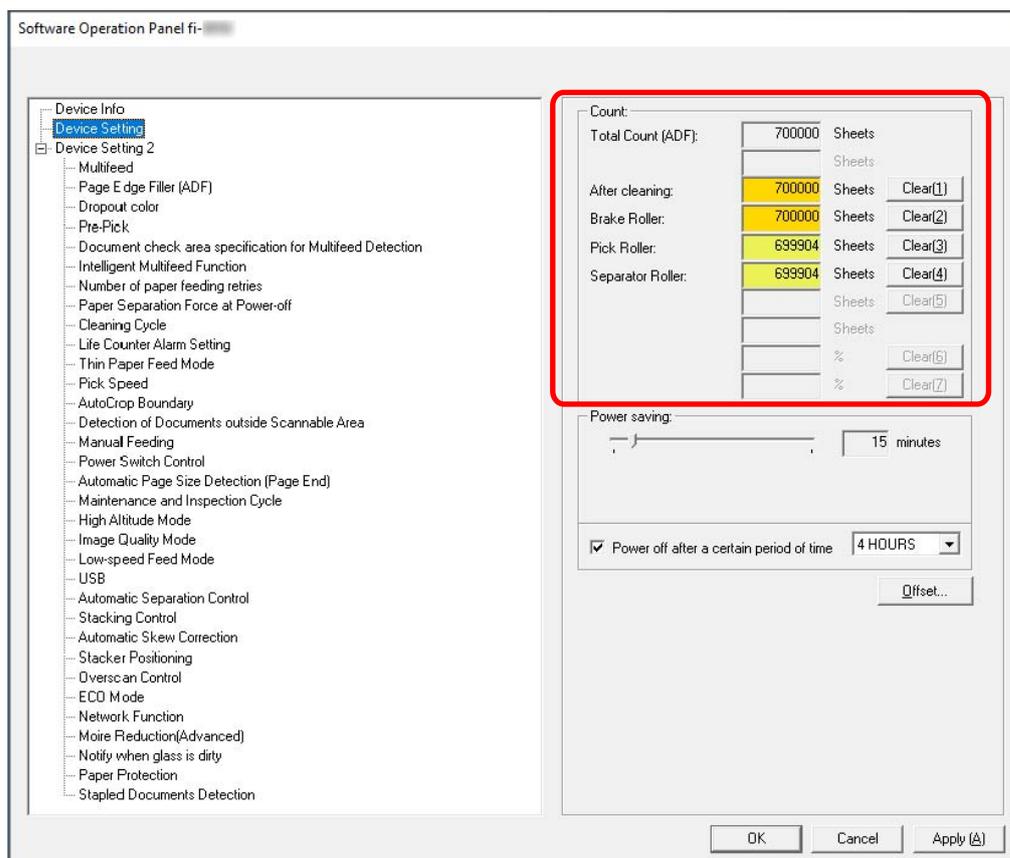
Total Count (ADF)

Total number of sheets scanned using the ADF (in 1 sheet increments)

After cleaning

Total number of sheets scanned after the last cleaning (in 1 sheet increments)

Brake Roller

Total number of sheets scanned since the last replacement of brake roller (in 1 sheet increments)

Pick Roller

Total number of sheets scanned since the last replacement of pick rollers (in 1 sheet increments)

Separator Roller

Total number of sheets scanned since the last replacement of separator roller (in 1 sheet increments)

Ink Level:Front

Amount of ink remaining in the print cartridge of the Front-Side Imprinter. (only displayed when the imprinter is installed)

Ink Level:Back

Amount of ink remaining in the print cartridge of the Back-Side Imprinter. (only displayed when the imprinter is installed)

The factory default setting for each counter is "0".
The factory default settings for the [Ink Level:Front]/[Ink Level:Back] counters are displayed only when the imprinter is installed.

> **ATTENTION**
>
> If you turned off the scanner by unplugging the power cable, or selected [Disable power switch], the number of scanned sheets may not be counted in [Total Count].
> For details about disabling the power switch, refer to Method for Turning the Scanner ON/OFF [Power Switch Control] (page 395).

Clearing the Sheet Counters

When you have replaced or cleaned a consumable part, clear the corresponding counter.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting].**

3 **Click the [Clear] button for [After cleaning] when cleaning is performed or click the [Clear] button for the consumable that you replaced.**

The counter is reset to 0.
For remaining ink, it is reset to 100.

4 **Click the [OK] button.**

A message window appears.

5 **Click the [OK] button.**

The settings are saved.

Messages for Cleaning or Replacing Consumables

The following message may appear on the computer while the scanner is in use.

Note that, when this message appears, the touch screen displays a notification on ![info icon] for a message related to replacing the consumables or cleaning the scanner.

Example: Message for replacing consumables
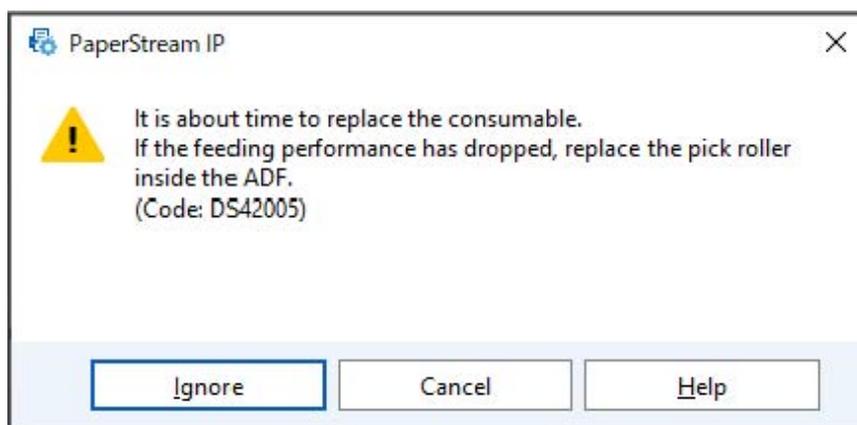
Example: Message for cleaning
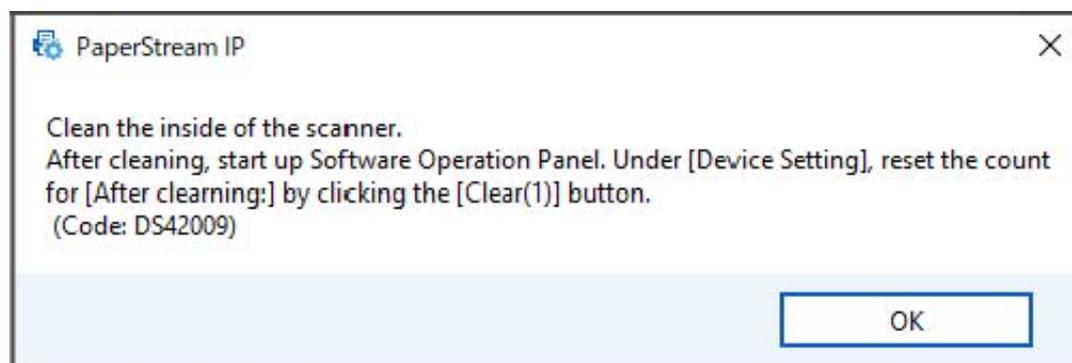
Take the following measures according to the displayed message.

● When a message for replacing consumables appears
  Check the message, and replace the consumable accordingly.
  If you click the [Ignore] button, the message disappears and the scan can be continued. However, it is recommended that you replace the consumable as soon as possible.
  To stop the scan and replace the consumable right away, click the [Cancel] button.
  For details about replacing consumables, refer to the following:

  - Brake roller
    Replacing the Brake Roller (page 199)

  - Pick roller
    Replacing the Pick Roller (page 188)

- Separator roller
  Replacing the Separator Roller (page 192)

- Print cartridge
  Replacing the Print Cartridge (page 204)

● When a message for cleaning appears
  Check the message, and perform cleaning accordingly.
  For details about cleaning, refer to Daily Care (page 162).

Scanner Cleaning Cycle [Cleaning Cycle]

Specify the cleaning cycle for the scanner inside.
The background color of the [After cleaning] counter in [Device Setting] changes to yellow when the counter reaches the specified value for this item.
You can also display a cleaning instruction message that is described in Messages for Cleaning or Replacing Consumables (page 348).

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Cleaning Cycle].**

3 **Specify a value for the cleaning cycle.**
The value can range from 1,000 to 255,000 sheets (in increments of 1,000).
The factory default setting is "10", which means 10,000 sheets.

4 **Specify whether or not to display the cleaning instruction message.**
The [Show cleaning instructions.] check box is cleared for the factory default settings.

Specifying the Cycle to Replace Consumables [Life Counter Alarm Setting]

Specify the replacement cycles for the consumables.
The background color of the counters for [Brake Roller], [Pick Roller], and [Separator Roller] in [Device Setting] changes to light yellow when the sheet count for each consumable (after replacement) reaches 95% of the value specified for this setting, and it turns yellow when the sheet count reaches 100%.
You can also display the message for replacing consumables, which is described in Messages for Cleaning or Replacing Consumables (page 348).

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Life Counter Alarm Setting].**

3 **Specify the replacement cycle for [Pick Rollers], [Brake Rollers], and [Separator Rollers].**
The value can range from 10,000 to 2,550,000 sheets (in increments of 10,000).
The factory default setting is "70", which means 700,000 sheets.

Settings Related to Scanning

Adjusting the Starting Position for Scanning [Offset Setting/Vertical magnification Adjustment]

When the output position of the scanned image is not correct or the image appears shortened/elongated (vertically), adjust the offset and the vertical (length) magnification.

> **ATTENTION**
>
> Normally, you should not have to modify anything as the factory default settings already use adjusted values.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting] and click the [Offset] button.**

3 **Configure the settings to adjust the offset/vertical magnification as necessary.**
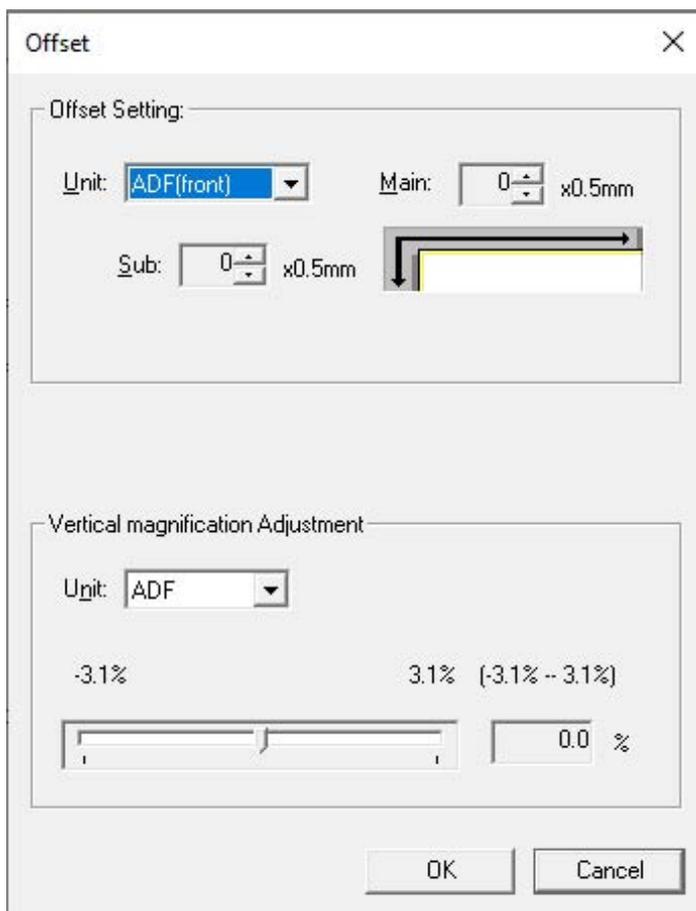
Offset Setting

Unit

Select [ADF(front)] or [ADF(back)] as the unit for an offset adjustment.

Main

Specify the horizontal (width) offset.
The specified value can range from -2 to +3 mm (in increments of 0.5).
The factory default setting is "0".

Sub

Specify the vertical (length) offset.
The specified value can range from -2 to +3 mm (in increments of 0.5).
The factory default setting is "0".
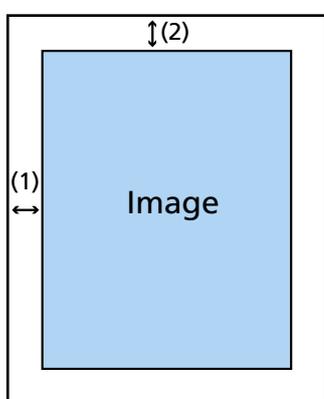
(1): Main= -2 to 3 mm
(2): Sub= -2 to 3 mm
(in 0.5 mm increments)

Vertical magnification Adjustment

Unit

The unit for a vertical magnification adjustment is fixed to [ADF].

Vertical magnification Adjustment

Specify the vertical (length) magnification.
The specified value can range from -3.1 to +3.1% (in increments of 0.1).
The factory default setting is "0.0".

Removing Black Streaks that Appear around the Edges of Images (Shadow of a Document) [Page Edge Filler (ADF)]

Configure the settings to fill in the black streaks (shadow of scanned document) around the edges of the scanned image.

Depending on the condition of the scanned documents, the document shadow may appear as black streaks around the edges of the scanned image.

In this case, remove the black streaks by filling in the edges of the scanned image.

1 Start up the Software Operation Panel.

For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Page Edge Filler (ADF)].

3 Specify the width of each margin (Top/Bottom/Right/Left) to fill in.
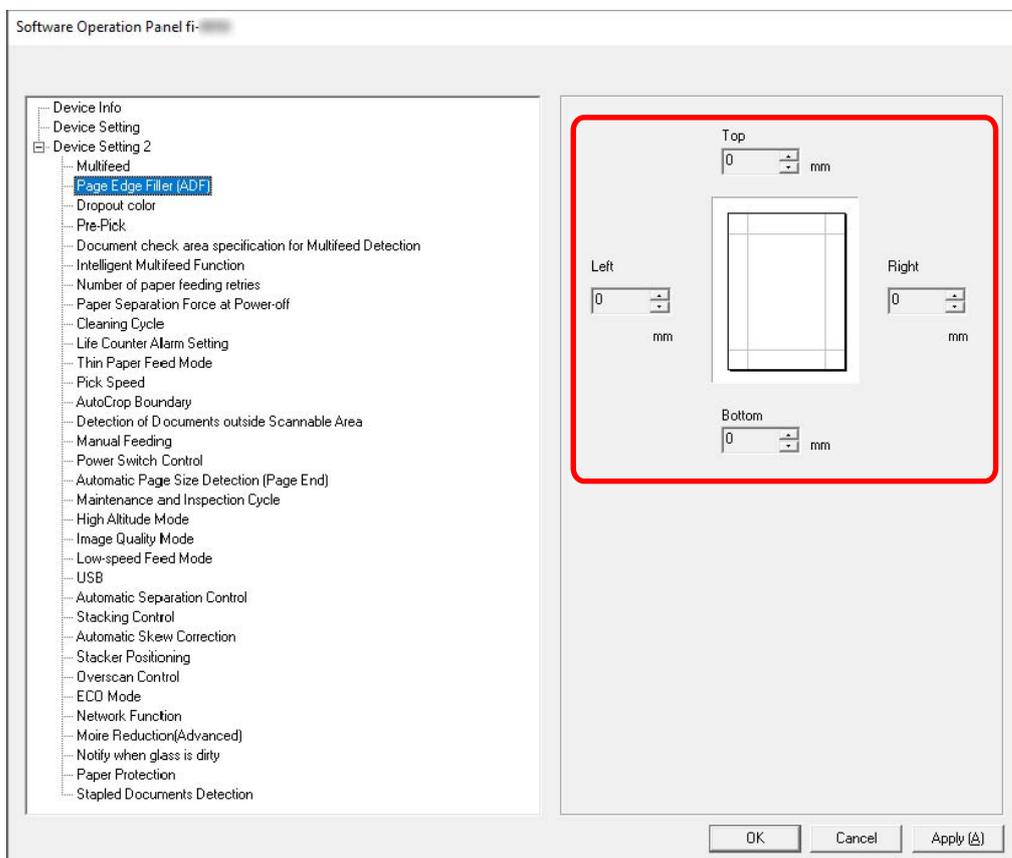
The factory default setting is "0".

White is used to fill in the black streaks when [White] is set for [Background] of [Cropping] in the scanner driver, and black is used when [Black] is set.
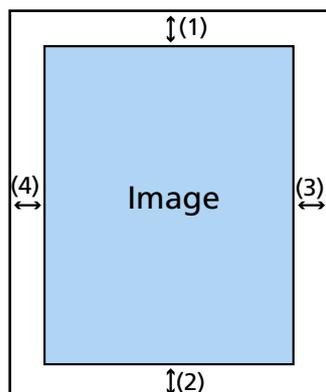
(1): Top = 0 to 15 mm
(2): Bottom = -7 to 7 mm
(3): Right = 0 to 15 mm
(4): Left = 0 to 15 mm
(in 1 mm increments)

ATTENTION

Note that if the target range of the page edge filler is too wide, some elements, such as characters near the document edge, may be erased.

HINT

- [Page Edge Filler (ADF)] goes into effect when [None] or [End of Page Detection] is specified for [Cropping] in the scanner driver.
  For details, refer to the help for the scanner driver.

- Depending on the value you specify for the bottom margin of [Page Edge Filler (ADF)], the page edge filler function operates as follows:

  - 1 to 7 mm
    Fills in the specified area with the background color from the bottom edge of the image towards the inside.

  - -1 to -7 mm
    Outputs the image without filling in the specified area with the background color from the bottom edge of the image towards the outside. (Outputs the image with the specified area added when [Page End Detection] is set in the scanner driver.)

- This setting can also be configured in the scanner driver.
  In such a case, the page edge filler of the scanner driver is used on the image which the scanner already filled in the edges.

Configuring the Scan Setting to Drop Out Specified Colors When Scanning [Dropout Color]

When outputting images in black & white or grayscale, you can leave out a color when scanning by selecting either red, green, or blue (three primary colors).
Documents can be scanned without excluding any colors.
For example, when scanning a document with black characters and a green frame, if you select green for the dropout color, only the black characters of the document are scanned.

1 **Start up the Software Operation Panel.**

For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Dropout Color].**

3 **Select a color that you want to remove.**

Red, Green, Blue

The selected color is removed.
The factory default setting is [Green].

None

No color is removed.

ATTENTION

This function works the best with light (low intensity) colors, and dark colors may not be excluded.

HINT

This setting can also be configured in the scanner driver.
Any color can be specified in addition to red, green, and blue.
Note that priority is given to the scanner driver setting.
For details, refer to the help for the scanner driver.

Shortening the Scanning Intervals [Pre-Pick]

Specify this to shorten the scanning time when scanning more than one document.
"Pre-pick" refers to feeding the next document into the ADF before ejecting the current document being scanned.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Pre-Pick].**

3 **Select whether to enable or disable [Pre-Pick].**
The factory default setting is [Enable].

HINT

- If you cancel in the middle of scanning while pre-pick is enabled, you have to remove the pre-picked document, then load the document again.

- This setting can also be configured in the scanner driver or on the operator panel.
  Note that priority is given to the scanner driver setting.

Specifying the Number of Retries for Paper Feeding [Number of paper feeding retries]

Specify the number of feeding retries when a document is not fed from the hopper.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Number of paper feeding retries].**

3 **Specify the number of paper feeding retries.**
The value can range from 1 to 12 times.
The factory default setting is "3 times".

> **HINT**
> This setting can also be configured in the operator panel.

Setting the Mode to Scan Thin Papers [Thin Paper Feed Mode]

Configure this setting to lower the pick roller unit and prevent thin paper from jamming.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Thin Paper Feed Mode].**

3 **Select whether to enable or disable [Thin Paper Feed Mode].**
The factory default setting is [Disable].

> **HINT**
>
> ● When Manual Single Mode is used, [Thin Paper Feed Mode] is disabled.
>
> ● This setting can also be configured in the operator panel.

Setting the Timing at Which Document Feeding is Started [Pick Speed]

Set the timing at which document feeding into the scanner is started.
When overlapped documents or paper jams occur frequently, delaying the timing of document feeding may improve the performance.
This setting is effective when you scan thin paper.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Pick Speed].**

3 **Select the timing at which document feeding into the scanner is started.**

Normal

This is the factory default setting.

Slower

The timing at which document feeding is started is slower than [Normal].

ATTENTION

The total time for scanning is longer because the start timing of document feeding is delayed.

HINT

- When Manual Single Mode is used, [Pick Speed] is disabled.

- This setting can also be configured in the operator panel.

Settings for Image Sizes [AutoCrop Boundary]

When the scanner is set to detect the paper size automatically, specify whether or not to optimize (round up/down) the fractional part of the scanned image.
When the paper size is detected, there may be a fractional part of the scanned image compared to the standard paper size.
Output image size varies depending on how the fractional part is processed.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [AutoCrop Boundary].**

3 **Select whether to include or exclude the fractional data.**
Select [Optimize] to prevent document elements from being partially omitted.
The factory default setting is [Round Down].

> **ATTENTION**
>
> - While selecting [Optimize] can prevent document elements from being partially omitted, a shadow may appear around the edges of an image.
>
> - When you scan a document with elements such as text on the edges with [Round Down] selected, document elements may be partially omitted in the output image.

Settings for the Paper Damage Prevention Function [Detection of Documents outside Scannable Area]

Specify whether or not to stop document feeding when the scanner detects that a document is becoming skewed and fed outside the scanning area of the scanner.
If a document is fed outside the scanning area of the scanner, a paper jam could occur, which may damage or tear important documents.
Stopping document feeding can prevent documents from being damaged.

1 **Start up the Software Operation Panel.**
Refer to .

2 **From the list, select [Device Setting 2] → [Detection of Documents outside Scannable Area].**

3 **Select whether to enable or disable [Detection of Documents outside Scannable Area].**
The factory default setting is [Enable].

> **HINT**
> This setting can also be configured in the operator panel.

Settings for Scanning Documents with Index Tabs or Non-rectangular Documents [Automatic Page Size Detection (Page End)]

For documents with index stickers or index tabs (documents with index tabs), or non-rectangular documents, configure this setting to scan beyond the document edge detected by the scanner so that the scanned image includes the index stickers or index tabs.

To scan documents with index tabs, load the documents so that the edge where the index stickers or tabs are attached is the bottom edge.

For details, refer to Loading Documents with Index Tabs or Non-rectangular Documents (page 109).

1 Start up the Software Operation Panel.

Refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Automatic Page Size Detection (Page End)].

3 Select the shape of the document.

Rectangle

Stops the scan when it detects the bottom edge of the document.
This is the factory default setting.

With index tab

Scans up to 20 mm off the bottom edge of the document with a tab.

Non-rectangle

Scans up to 120 mm off the bottom edge of the detected document.

ATTENTION

If you select [With index tab] or [Non-rectangle], the scanning speed will be reduced.

Scanning at High Altitude [High Altitude Mode]

Enable this mode to use the scanner at an altitude of 2,000 m or higher.
Low atmospheric pressure at high altitudes may lower the accuracy in detections for overlapped documents with the ultrasonic sensor.
Setting [Enable] to on for High Altitude Mode improves the accuracy to detect overlapped documents.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [High Altitude Mode].**

3 **Select [Enable] to use the scanner at high altitude.**
The factory default setting is [Disable].

Specifying the Image Quality for Scanning [Image Quality Mode]

To obtain an image quality that is close to the image quality for scanning with fi-7800/fi-7900, set the image quality mode.

1 **Start up the Software Operation Panel.**
For details, refer to .

2 **From the list, select [Device Setting 2] → [Image Quality Mode].**

3 **Select whether to obtain an image quality that is close to the image quality with fi-7800/fi-7900.**
The factory default setting is [Disable].

Settings for the Paper Damage Prevention Function [Low-speed Feed Mode]

Specify this to slow down the scanning speed in order to protect the documents.
Regardless of the resolution settings of images, scanning is performed at the same speed as when 600 dpi is set as the resolution.

1 **Start up the Software Operation Panel.**
Refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Low-speed Feed Mode].**

3 **Select [Enable] if you perform a slow scanning speed in order to protect the documents.**
The factory default setting is [Disable].

ATTENTION

When scanning long page documents while [Low-speed Feed Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

HINT

● When Manual Single Mode is used, [Low-speed Feed Mode] is disabled.

● This setting can also be configured in the operator panel.

Setting the Automatic Control of the Paper Separation Force [Automatic Separation Control]

Select whether to adjust the paper separation force automatically for each document type.
Enabling this function reduces multifeeds, pick errors, and paper jams.

1 **Start up the Software Operation Panel.**
Refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Automatic Separation Control].**

3 **Specify whether to enable or disable [Automatic Separation Control].**
The factory default setting is [Enable].

> **HINT**
>
> ● When Manual Single Mode is used, [Automatic Separation Control] is disabled.
>
> ● This setting can also be configured in the operator panel.

Setting the Control for Ejecting Small Size Documents [Stacking Control]

Specify whether to make the scanning speed faster than [Standard] or stack documents more neatly than [Standard] when scanning small size documents (a length of 138 mm or less).

1 Start up the Software Operation Panel.
Refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Stacking Control].

3 Specify the stacking speed.

Standard

This is the factory default setting.

Speed Emphasis

The scanning speed of small size documents is faster than [Standard].

Stackability Emphasis

The ejected small size documents can be stacked up more neatly compared to [Standard]. However, the scanning speed of small size documents is reduced by about 30% with this setting.

HINT
This setting can also be configured in the operator panel.

Correcting the Orientation of a Skewed Document to Feed the Document Straight [Automatic Skew Correction] (fi-8950/fi-8930)

Configure this setting to correct the orientation of a skewed document and feed the document straight.

1 Start up the Software Operation Panel.
For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Automatic Skew Correction].

3 To correct the orientation of a skewed document, select [Enable].
The factory default setting is [Enable].
When [Enable] is selected, specify the following items:

Correction level

    Normal

        This is the factory default setting.

    High

        Document skewing can be corrected more than with [Normal].

ATTENTION

- For documents including thin paper, disable [Automatic Skew Correction] to prevent documents from being damaged.

- If the rollers are dirty, automatic skew correction may be less efficient.
  If automatic skew correction becomes less efficient, clean the rollers.
  For details, refer to Daily Care (page 162).

- When [Automatic Skew Correction] is enabled, scanning speed may be reduced.

HINT

- [Automatic Skew Correction] is disabled in the following cases:

  - When Manual Single Mode is used

  - When [Thin Paper Mode] is enabled

  - When [Pick Speed] is set to [Slower]

- This setting can also be configured in the scanner driver or on the operator panel.
  Note that priority is given to the scanner driver setting.

Adjusting the Stacker Height [Stacker Positioning]

Specify whether to set the stacker height to be automatically adjustable or fixed.
When the stacker height is set to be automatically adjustable, the stacker lowers automatically as documents are ejected and stacked to keep the top of the stacked documents at the same height. This ensures that documents are stacked neatly.
When the stacker is fixed, a certain distance is maintained between the top of the stacked document and the area where documents are ejected, which prevents documents with large folds from bumping into other documents and being scattered.

1 Start up the Software Operation Panel.
For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Stacker Positioning].

3 Specify whether to set the stacker height to be automatically adjustable or fixed.

Auto

The stacker automatically moves up and down to keep the top of the stacked documents at the same height.
This is the factory default setting.

Fixed

Fixes the stacker.

HINT

This setting can also be configured in the operator panel.

Preventing an Image from Missing Any Parts When Documents Are Fed Skewed [Overscan Control]

Specify whether or not to prevent a part of an image from being missing when documents are fed skewed.
If you set [Enable] for [Overscan Control], when documents are fed skewed, the scanning area is automatically widened to prevent the image from missing any parts.
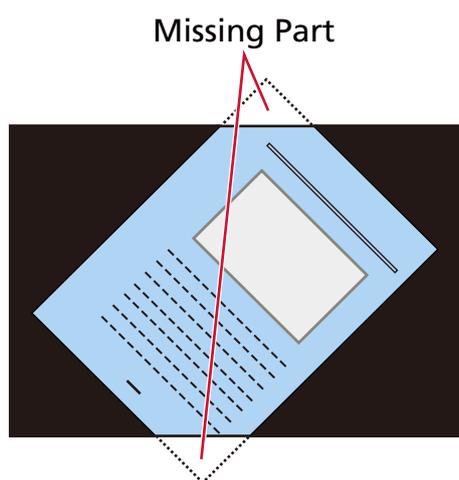
Missing Part

When a part of
an image is missing
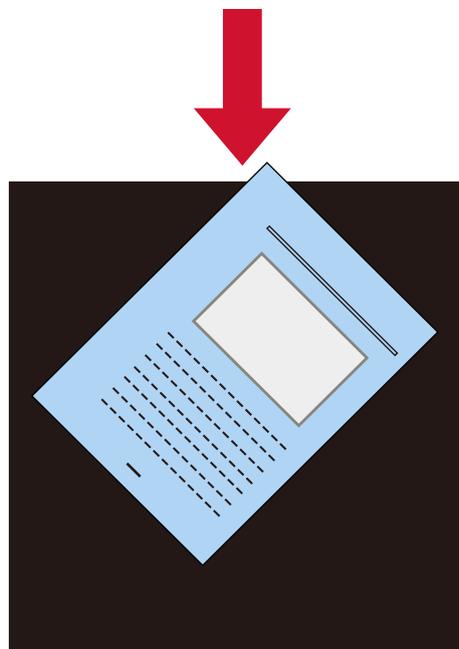
When [Enable] is selected

1 Start up the Software Operation Panel.
    Refer to Starting Up the Software Operation Panel (page 324).

2 From the list, click [Device Setting 2] → [Overscan Control].

3 Select [Enable] to prevent the image from missing any parts.
The factory default setting is [Enable].

> **HINT**
> It is recommended that you scan in the largest available paper size.

Settings to Prevent Vertical Streaks (Moire) Appearing in Images [Moire Reduction (Advanced)]

Adjusts the image quality when scanning documents (such as magazines or photographs) to prevent vertical streaks (moire) appearing.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Moire Reduction (Advanced)].**

3 **Select [Enable] to prevent vertical streaks (moire) appearing in images.**
The factory default setting is [Disable].
When [Enable] is selected, specify the following items:

Reduction Mode

Prioritize speed

Suppresses vertical streaks (moire).
The scanning speed may slow down.
This is the factory default setting.

Prioritize image quality

This option is more effective for suppressing vertical streaks (moire) than [Prioritize speed].
However, the scanning speed will slow down.

> **ATTENTION**
> When scanning long page documents while [Moire Reduction (Advanced)] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
> For details about supported document lengths, refer to the help for the scanner driver.

> **HINT**
> This setting can also be configured in the scanner driver or on the operator panel.
> Note that priority is given to the scanner driver setting.

Settings for the Paper Protection Function [Paper Protection]

Configure the settings to detect warped documents caused by a feeding error.
Paper jams due to feeding errors could damage or tear valuable documents.
Detecting a feeding error and stopping the scan can prevent damage to documents.
This function is effective when you scan documents which are difficult to feed such as thin paper documents.

1 Start up the Software Operation Panel.
For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Paper Protection].

3 Select [Enable] to detect document warping caused by a feeding error.
The factory default setting is [Enable].
When [Enable] is selected, specify the following items:

Sensitivity

Normal

Detects warped documents at the optimum sensitivity level.
This is the factory default setting.

Low

Decreases the sensitivity level for detecting warped documents.
Specify this to detect warped documents only when they are highly warped.

High

Increases the sensitivity level for detecting warped documents.
Specify this to detect warped documents even when they are only slightly deformed.

Detection Range

Normal

Detects warped documents with the optimum range.
This is the factory default setting.

Large

Widens the range for detecting warped documents.
Specify this to detect warped documents over a wide range.

ATTENTION

- Note that the paper protection function is to prevent damages to documents, but the protection of all documents is not guaranteed.

- When you use the paper protection function, make sure to load the documents with their top edges aligned and so that there is no space between the hopper side guides and the document (especially for a mixed batch of documents with different lengths).

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If the top edges are not aligned properly, or if there is a space between the hopper side guides and the document, the scan may stop even when the documents are being fed correctly.

HINT

- When [Paper Protection] is enabled, in the following cases, the scan may stop even when the documents are being fed correctly.

  - If you scan a wrinkled document

  - If you scan a document that is not square or rectangular

  - If you scan a document that has a dark background

  - If you scan a document that has text or patterned background printed close to the edge

  - If a document is fed skewed.
  In such cases, you can disable paper protection for the protected document to be rescanned only.
  For details, refer to Disabling Paper Protection (page 160).

- If the paper protection function stops scans frequently, take measures according to Paper Damage Prevention Is Set Off Frequently (page 260).

- When Thin Paper Mode is enabled, it is recommended that you set the sensitivity level to [High].

- When Manual Single Mode is used, [Paper Protection] is disabled.

- This setting can also be configured in the scanner driver or on the operator panel.
  Note that priority is given to the scanner driver setting.
  When [Prioritize the touch screen settings] is enabled on the operator panel, priority is given in the following order.

    1 [Paper Protection] in the scanner driver

    2 [Paper protection] on the operator panel

    3 [Paper Protection] in the Software Operation Panel

Settings to Detect Stapled Documents [Stapled Documents Detection]

Configure this setting to detect stapled documents.
When stapled documents are fed, the stapled part may be torn off.
Stopping the scan when stapled documents are detected can prevent documents from being damaged.

1 Start up the Software Operation Panel.
For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Stapled Documents Detection].

3 To detect stapled documents, select [Enable].
The factory default setting is [Enable].
When [Enable] is selected, specify the following items:

Sensitivity

Normal

Stapled documents will be detected at the optimum sensitivity level.
This is the factory default setting.

High

Increases the sensitivity level for detecting stapled documents.

ATTENTION

● Note that while the stapled document detection function is used to prevent damage to documents, using it does not guarantee that all documents will be protected.

● Remove all paper clips and staples from documents before loading them onto the scanner.

HINT

● When Manual Single Mode is used, [Stapled Documents Detection] is disabled.

● This setting can also be configured in the scanner driver or on the operator panel.
Note that priority is given to the scanner driver setting.
When [Prioritize the touch screen settings] is enabled on the operator panel, priority is given in the following order.

1 [Stapled Documents Detection] for the scanner driver

2 [Stapled Documents Detection] for the operator panel

3 [Stapled Documents Detection] for the Software Operation Panel

Settings Related to the Detection for Overlapped Documents (Multifeed)

Specifying a Method to Detect Overlapped Documents [Multifeed]

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once.
Configure the settings to detect overlapped documents during a scan.
Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.
When overlapped documents are detected, an error message is displayed and the scan stops.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Multifeed].**

3 **Select a detection method.**

None

Does not detect overlapped documents.

Check Overlapping(Ultrasonic)

Detects overlapped documents with the ultrasonic sensor.
When this is selected, you can specify the following two options:

- Specify an area to detect overlapped documents by the length from the leading edge of the document in the feeding direction.
  For details about how to configure the settings, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 379).

- When a piece of paper is attached on a document, the length and position of the paper can be memorized, and set to ignore overlapping of documents.
  For details about how to configure the settings, refer to Configuring Not to Detect Overlapped Documents (page 154).
  This is the factory default setting.

Check Length

Detects overlapped documents according to the difference in length.
Select this to scan documents of the same length.
Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

Check Overlapping and Length

Detects overlapped documents by the combination of [Check Overlapping(Ultrasonic)] and [Check Length].
When this is selected, you can specify the following two options:

- Specify an area to detect overlapped documents by the length from the leading edge of the document in the feeding direction.
  For details about how to configure the settings, refer to Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection] (page 379).

- When a piece of paper is attached on a document, the length and position of the paper can be memorized, and set to ignore overlapping of documents.
  For details about how to configure the settings, refer to Configuring Not to Detect Overlapped Documents (page 154).

Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

Length

Specify the difference in length of documents to be detected as overlapped documents. Overlapped documents are detected when the difference in length of documents is longer than the specified value.
Specify this item when [Check Length] or [Check Overlapping and Length] is selected.
Any length under the specified value is tolerated as a slight error and not detected as overlapped documents.
Select from 10/15/20 mm. The factory default setting is "10".

ATTENTION

- To scan documents with different lengths, select [Check Overlapping(Ultrasonic)].

- When [Check Overlapping(Ultrasonic)] is selected, if an attachment such as a sticky note, receipt, or photo is attached to the document, the attached part of the document may be detected as overlapped documents.
  To disable the detection of overlapped documents, configure one of the following:

  - Select [Check Length]

  - Configure the settings so as not to detect areas where pieces of paper are attached in [Document check area specification for Multifeed Detection]

  - In [Intelligent Multifeed Function], select [Auto mode 1] or [Auto mode 2]

HINT

- This setting can also be configured in the scanner driver or on the operator panel.
  Note that priority is given to the scanner driver setting.

- When the (Carrier) Sheet setting is enabled in the scanner driver, the touch screen does not display the error message. The scanner driver does.

Specifying the Area to Detect Overlapped Documents [Document check area specification for Multifeed Detection]

Specify a range in which not to detect overlapped documents or a range in which to detect them. Specify this item when [Check Overlapping(Ultrasonic)] or [Check Overlapping and Length] is selected for [Multifeed].

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Document check area specification for Multifeed Detection].**

3 **Specify the detection range.**
Select the [Selected range] check box.
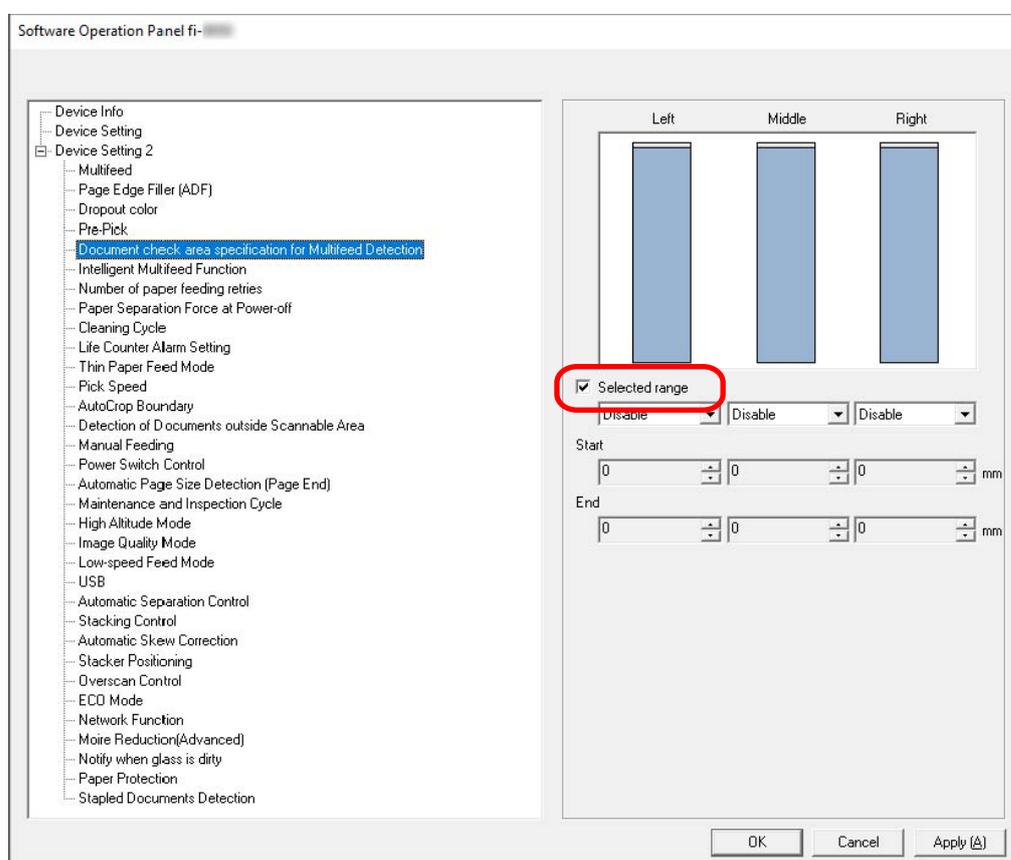
[Selected range] check box

Select the check box to specify the detection range (colored in light blue) in the figure below.
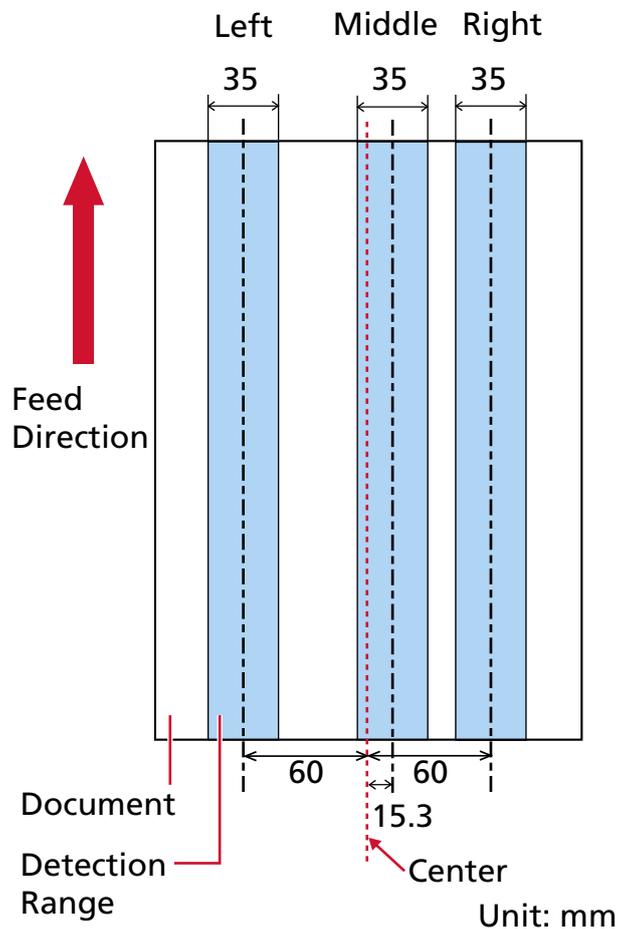
The check box is cleared for the factory default settings.
Clearing this check box sets both start and end positions to "0", and overlapped documents are detected within the whole document.
The above condition applies when the document is set to the center of the pick roller width.

Disable (Left/Middle/Right)

This can be selected when the [Selected range] check box is selected.
Overlapped documents are not detected within the specified area.
This is the factory default setting.

Enable (Left/Middle/Right)

This can be selected when the [Selected range] check box is selected.
Overlapped documents are detected within the specified area.

Start (Left/Middle/Right)

Specify the start position of the detection area by the length from the leading edge of the document in the feeding direction.

Range: 0 to 510 mm, in 2 mm increments, Start $\leqq$ End
The factory default setting is "0".

End (Left/Middle/Right)

Specify the end position of the detection area by the length from the leading edge of the document in the feeding direction.
Range: 0 to 510 mm, in 2 mm increments, Start $\leqq$ End
The factory default setting is "0".

HINT

- When the start and end positions are both "0", overlapped documents are detected in the whole document regardless of the setting for [Selected range].

- To disable the detection of overlapped documents for the whole document, select [Disable] for [Selected range], and set the start position to "0" and the end position to equal the document length or longer.

- If the start position is set at a length longer than the document length, overlapped documents are detected in the whole document when [Disable] is selected for [Selected range], and overlapped documents are not detected anywhere in the whole document when [Enable] is selected.

- To detect overlapped documents, the area must be at least 5 mm in length.
  Configure the setting so that the value of the end position minus the start position is 6 mm or more.

- You can also set the start position and the end position by the following methods:

  - On the window for specifying the detection area, draw a square by dragging the mouse pointer.

  - On the window for specifying the detection area, drag the handles that indicate the start position and the end position.

- For examples of the overlapping detection area settings, refer to Examples of the Settings for the Area to Detect the Overlapping of Documents (page 382).

■ **Examples of the Settings for the Area to Detect the Overlapping of Documents**

Example 1

Setting details are as follows.

● Specified position: Left
Selected range = Disable, Start = 50 mm, End = 200 mm

● Specified position: Middle
Selected range = Enable, Start = 50 mm, End = 200 mm

● Specified position: Right
Selected range = Disable, Start = 50 mm, End = 200 mm
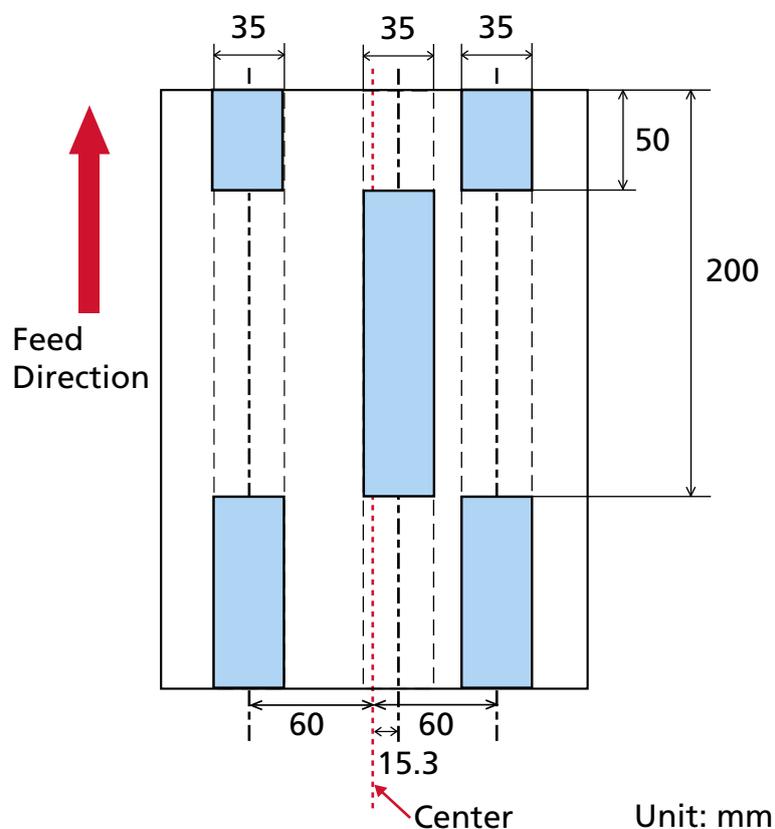
Overlapping of documents is detected only within the light blue area.

Example 2

Setting details are as follows.

● Specified position: Left
Selected range = Disable, Start = 0 mm, End ≧ 300 mm

● Specified position: Middle
Selected range = Enable, Start = 0 mm, End = 0 mm

● Specified position: Right

Selected range = Disable, Start = 0 mm, End = 0 mm
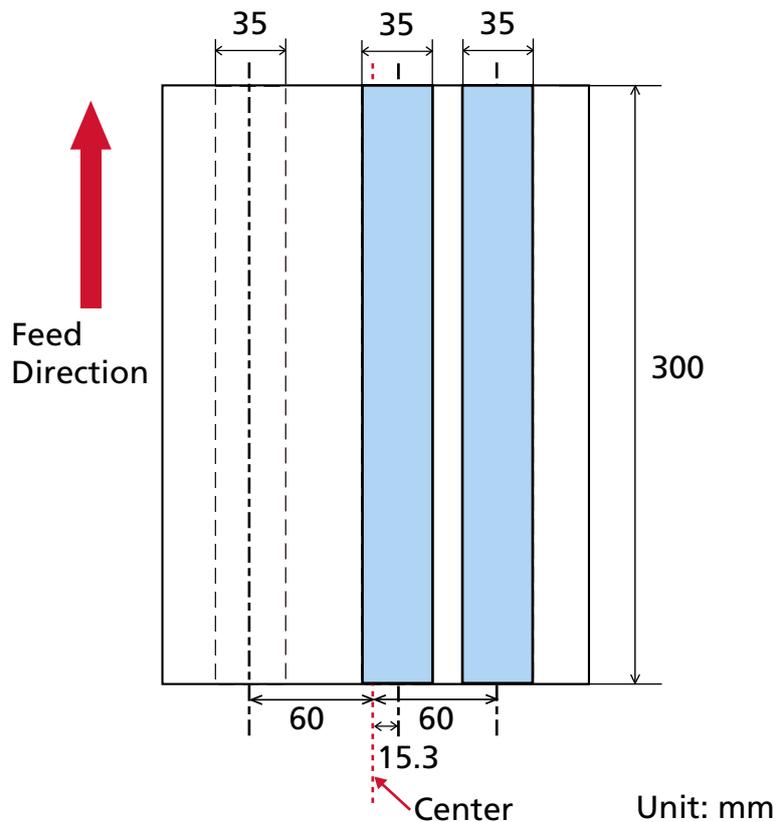
Overlapping of documents is detected only within the light blue area.

> **HINT**
>
> When detecting the overlapping of documents, the multifeed detection rate may drop if the documents are glued tightly or attached together by static electricity.

Example 3 (Bad Example)

Setting details are as follows.

- Specified position: Left
  Selected range = Disable, Start = 310 mm, End = 400 mm

- Specified position: Middle
  Selected range = Enable, Start = 320 mm, End = 450 mm

- Specified position: Right

Selected range = Enable, Start = 100 mm, End = 102 mm
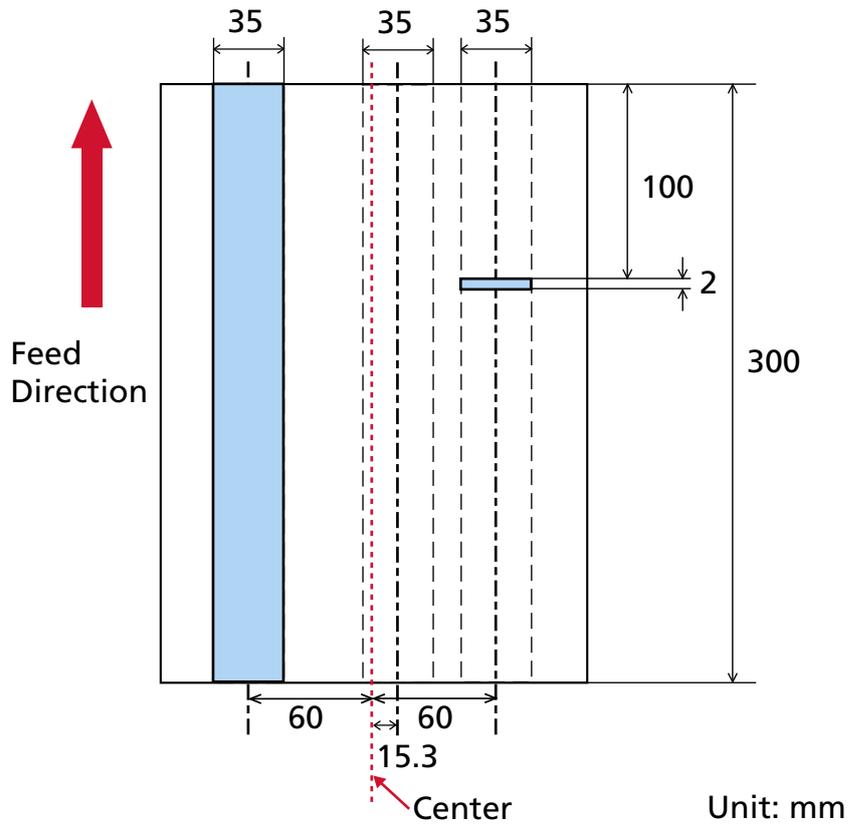
The detection area (length) for "Specified position: Right" is less than 5 mm, therefore overlapped documents cannot be detected accurately.

Setting to Ignore Certain Overlap Patterns [Intelligent Multifeed Function]

Configure the setting to automatically ignore certain patterns of overlapped documents when the setting to detect overlapped documents is enabled.
Note that you first need to specify [Check Overlapping (Ultrasonic)] or [Check Overlapping and Length] in the scanner driver and Specifying a Method to Detect Overlapped Documents [Multifeed] (page 377) on the Software Operation Panel before setting this item.

1 Start up the Software Operation Panel.
For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Intelligent Multifeed Function].

3 Select an operation mode.

Standard mode

Specify whether or not to only detect overlapped documents when rescanning documents detected as overlapped documents.
Overlapped documents are not detected in the following cases:

- When the document length is 160 mm or more, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 80 mm or less, overlapping is not detected.

- When the document length is 110 mm or more and less than 160 mm, and the overlap length of the document and an attached piece of paper (such as a sticky note) is 30 mm or less, overlapping is not detected.

- When the document length is less than 110 mm, overlapping of the document and an attached piece of paper (such as a sticky note) is not detected.

Depending on the conditions for overlap length, overlapping may not be detected.
Scanning will stop immediately if overlapped documents are detected.
Note that if the settings for the scanner driver are configured to stop the scan to check images, scanning will stop after detected overlapped documents are scanned to the bottom edge.
This is the factory default setting.

Manual mode

Specify whether or not to only detect overlapped documents when rescanning documents detected as overlapped documents.
Scanning will stop immediately if overlapped documents are detected.
Note that if the settings for the scanner driver are configured to stop the scan to check images, scanning will stop after detected overlapped documents are scanned to the bottom edge.

Auto mode 1

When overlapping is detected for a document on which a piece of paper such as a sticky note, receipt, or photo is attached, the length and position of the paper will be memorized and documents with the same pattern will not be detected afterward.

Specify whether the length and position of a piece of paper attached on a document detected as overlapped documents are memorized as an overlap pattern.
If the overlap pattern is memorized, documents with the same overlap pattern are not detected as overlapped documents from the next scan.

If overlapped documents are detected, scanning will stop after the documents are scanned to the bottom edge.

Document (1)

Position

Feed direction

A Length

Memorized

The next document is scanned

Document (2)

Position   Position

A Length

B Length

Memorized

A: Since the position and length are the same as the memorized pattern, A is not detected as overlapping even though it is located to the left of the memorized pattern

B: Since the positon and the length are not the same as the memorized pattern, B is detected as overlapping

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The next document is scanned

Document (3)

Position Position   Position

B   B   ↕Length   A   ↕Length

A: Since the position and length are the same as the first memorized pattern, A is not detected as overlapping even though it is located to the right of the memorized pattern

B: Since the position and length are the same as the second memorized pattern, the two Bs are not detected as overlapping even though there are two Bs and they are located to the left of the memorized pattern

Overlap patterns can be memorized for up to 32 sheets (up to four overlap patterns can be memorized per sheet scanned).

Once overlap patterns have been memorized for 32 sheets, the memorized patterns will be overwritten by any newly detected patterns starting from the first sheet that was memorized.

However, when turning the scanner off and on, the number of memorized overlap patterns depends on the setting for [Overlap patterns at power-off] in the Software Operation Panel.

Auto mode 2

When overlapping is detected for a document on which a piece of paper such as a sticky note, receipt, or photo is attached, the length of the longest piece of paper attached will be memorized, and documents with a piece of paper of the same length or shorter attached will not be detected as overlapped documents afterward.

Specify whether the length of the longest piece of paper attached on a document detected as overlapped documents is memorized as an overlap pattern.

If the overlap pattern is memorized, a document with a piece of paper in the same length or shorter attached is not detected as overlapped documents from the next scan.

If overlapped documents are detected, scanning will stop after the documents are scanned to the bottom edge.

Only the overlap pattern with the longest overlapped part will be memorized.

[Clear overlap pattern] check box

Select this to erase the overlap patterns that were memorized in Auto mode.

By selecting this, you can erase the overlap patterns that were memorized in Auto mode.

You can erase overlap patterns that were not supposed to be memorized, but be careful with this operation because all memorized patterns will be erased.

The check box is cleared for the factory default settings.

[Memorize overlap pattern] check box

For Auto mode 1 or Auto mode 2, manually switch whether or not to memorize an overlap pattern when overlapped documents are detected.
Select this to change the default setting to enable in order to memorize the overlap pattern when overlapped documents are detected.
The check box is cleared for the factory default settings.
For details about the function that memorizes an overlap pattern, refer to Configuring Not to Detect Overlapped Documents (page 154).

Overlap patterns at power-off

You can specify whether or not to keep the overlap pattern upon turning the power off.
When [Remember] is selected, eight of the most recent overlap patterns for Auto mode 1 and one overlap pattern for Auto mode 2 can be used the next time the scanner is powered on.
The factory default setting is [Do not remember].

HINT

- When the setting for using the (Carrier) Sheet is enabled in the scanner driver, [Intelligent Multifeed Function] is disabled.

- This setting can also be configured in the operator panel.

Settings Related to Waiting Time

Waiting Time for the Scanner to Enter Power Saving Mode [Power saving]

Specify the waiting time before the scanner enters power saving mode.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting].**

3 **Specify the waiting time for the scanner to enter power saving mode.**
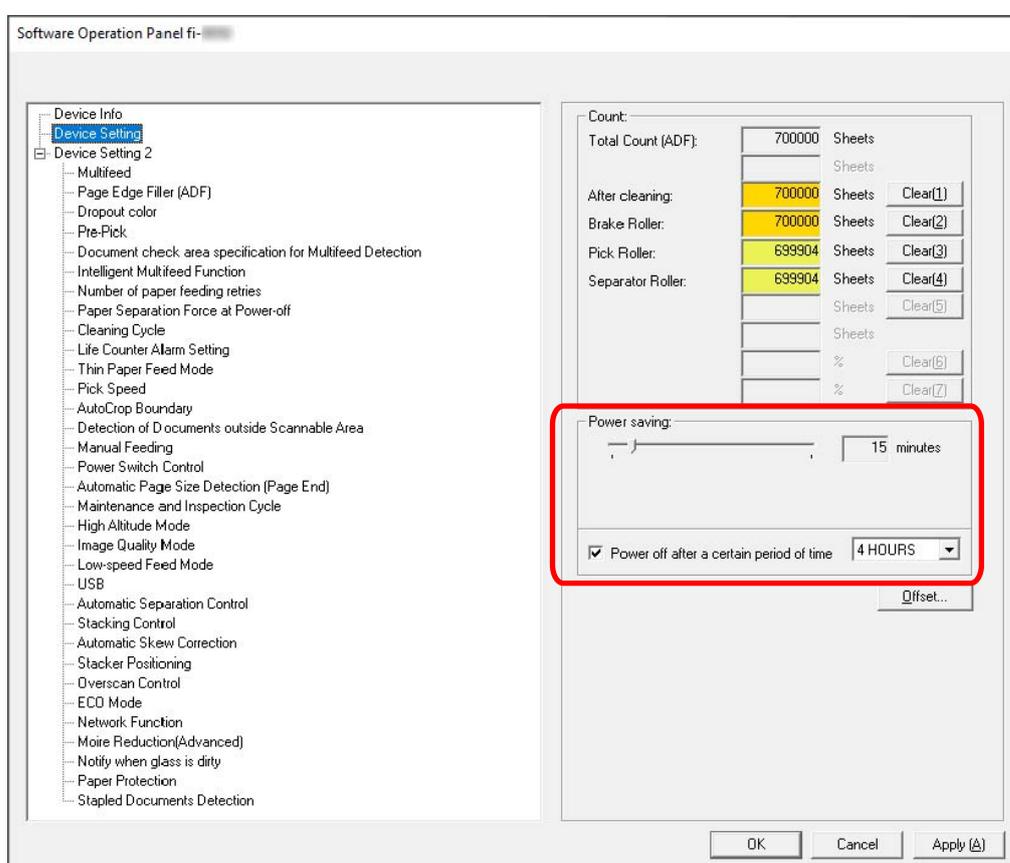
Power saving

Use the slider to specify the waiting time before entering power saving mode in the range from 5 to 115 minutes (in increments of 5).
The factory default setting is "15" minutes.

[Power off after a certain period of time] check box

Select this when you turn off the scanner automatically.
When this is selected, the scanner is turned off automatically if it is left on without being used for a certain period of time.
The check box is selected for the factory default setting.

You can select the timeout period for the scanner to be automatically turned off by [1 Hour]/[2 Hours]/[4 Hours]/[8 Hours].
The factory default setting is [4 Hours].

ATTENTION

If [Disable power switch] is set for [Power Switch Control] of [Device Setting 2] in the Software Operation Panel, the scanner is not turned off even when the period of time specified for [Power off after a certain period of time] has passed.

HINT

This setting can also be configured in the operator panel.

Waiting Time in Manual Feeding [Manual Feeding]

Specify this to continue loading and scanning documents repeatedly after starting scanning.
To configure the scanner to wait for a document to be loaded onto the hopper for a specified waiting time after scanning is started or document feeding is complete, specify the waiting time.
This enables continuous scanning as long as you load a document within the specified waiting time.
If the specified waiting time is exceeded, the scan is finished automatically.

1 **Switch to a mode for feeding documents manually.**
For details, refer to Switching to Manual Continuous Mode (page 75) or Switching to Manual Single Mode (page 76).

2 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

3 **From the list, select [Device Setting 2] → [Manual Feeding].**

4 **Set [Timeout Time].**
For [Timeout Time], specify the time period until which the scanner confirms that no documents are loaded on the hopper (the interval between the last scan and the detection of whether the next document is loaded or not).
The factory default setting is "10 seconds".

HINT

- When scanning documents manually, [Manual - Continuous] or [Manual - Single] is displayed for the feed mode on the touch screen.
  For details, refer to Elements on the Touch Screen (page 124).

- You can end the scan immediately by pressing the [Pause] button on the touch screen, lifting up the pick roller unit, or bringing it back down to its original position while the scanner is waiting for documents to be loaded.

- This setting can also be configured in the operator panel.

Settings Related to the Connection Between the Scanner and Computer

Specifying the USB Operation [USB]

Change the USB setting if an error occurred on a computer during communication.
If this setting is changed, the scanner is restarted.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [USB].**

3 **Specify how the USB function operates.**

Auto

Operates in accordance with the connection environment. This is the factory default setting.

USB 2.0

Operates with USB 2.0.

> **HINT**
> This setting can also be configured in the operator panel.

Settings to Use the Scanner Only via the USB Connection [Network Function]

Specify whether or not to use the scanner only via the USB connection.
Disable the wired LAN connection if you want to use the scanner only via a USB connection for the following reasons.

● To reduce power consumption

● To enhance security

If this setting is changed, the scanner is restarted.

1 **Start up the Software Operation Panel.**
Refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Network Function].**

3 **Select [Disable] to use the scanner only via a USB connection.**
The factory default setting is [Enable].

> **HINT**
>
> ● If [Enable] is selected for [Network Function], you can use the scanner either via a USB connection or a wired LAN connection.
>
> ● [Network Function] appears when the scanner is connected via a USB cable.

Settings Related to Power On/Off and the Power Consumption of the Scanner

Settings to Memorize the Manually Adjusted Paper Separation Force [Paper Separation Force at Power-off]

Specify whether or not the scanner memorizes the manually adjusted paper separation force setting after the power is turned off.
If the setting of the manually adjusted paper separation force is memorized, the paper separation force will be set the next time the scanner is powered on.

1 Start up the Software Operation Panel.
Refer to Starting Up the Software Operation Panel (page 324).

2 From the list, click [Device Setting 2] → [Paper Separation Force at Power-off].

3 Specify whether or not to memorize the paper separation force setting changed by a user on the operator panel when the power is turned off.
The factory default setting is [Do not remember].

> **HINT**
> This setting can also be configured in the operator panel.

Method for Turning the Scanner ON/OFF [Power Switch Control]

Specify whether or not to turn on/off the scanner by pressing the [Power] button on the scanner.

1 Start up the Software Operation Panel.
For details, refer to Starting Up the Software Operation Panel (page 324).

2 From the list, select [Device Setting 2] → [Power Switch Control].

3 Select a method for turning on/off the scanner from the following.

Enable power switch

The [Power] button on the scanner is used to turn on/off the scanner.
This is the factory default setting.

Disable power switch

Select this to use an AC power strip to control power supply for peripherals such as a scanner in accordance with the computer's power.
The [Power] button on the scanner is not used to turn on/off the scanner.

Enable USB power feeding

This setting goes into effect when [Disable] is selected for [Network Function] and [Enable power switch] is selected in [Device Setting 2].

In addition to the [Power] button on the scanner, turning on/off the computer can simultaneously turn on/off the scanner.

Connecting/disconnecting a USB cable can turn on/off the scanner.

ATTENTION

- If [Enable] is selected for [Network Function] of [Device Setting 2] in the Software Operation Panel, [Enable USB power feeding] works as [Enable power switch] instead.

- Some types of computers and USB hubs keep supplying power to the USB bus even after the computer is turned off.
  In that case, [Enable USB power feeding] may not work properly.

Settings for Saving the Power Consumption of the Scanner [ECO Mode]

Specify this to save the power consumption of the scanner by slowing down the scanning speed.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [ECO Mode].**

3 **Select [Enable] to save the power consumption of the scanner.**
The factory default setting is [Disable].

ATTENTION

When scanning long page documents while [ECO Mode] is enabled, the scanner may fail to completely scan documents up to the maximum length due to the resolution settings in the scanner driver.
For details about supported document lengths, refer to Did you scan long page documents while [Low-speed Feed Mode], [ECO Mode] or with [Manual Single Mode using Straight Scan] is enabled? (page 265).

HINT

This setting can also be configured in the operator panel.

Settings Related to Scanner Maintenance

Setting the Maintenance/Inspection Cycles for the Scanner [Maintenance and Inspection Cycle]

Specify the maintenance and inspection cycle for the scanner that is performed by a service engineer. If the specified period has passed after the last maintenance and inspection date, the touch screen

displays a notification on when you receive a [Maintenance] message.

When there is a message, is displayed.

Pressing displays the message.

Check the message and ask a service engineer to perform regular maintenance and inspection for the scanner.

For regular maintenance and inspection on the scanner by a service engineer, contact the distributor/ dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

1 **Start up the Software Operation Panel.**
For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Maintenance and Inspection Cycle].**

3 **Select [Enable] to receive a message on the touch screen when it gets closer to the time for maintenance.**
The factory default setting is [Disable].

4 **Select the cycle to receive a message.**
The factory default setting is "12 months".

> **HINT**
>
> This setting can also be configured in the operator panel.

Setting for Receiving Notifications about Dirt on the Glass [Notify when glass is dirty]

Configure this setting to send a notification about dirt on the glass.
Vertical streaks may appear on images if the glass is dirty.
When configuring this setting to send a notification about dirt on the glass, a message will be shown at the following times if there is a possibility of vertical streaks appearing on the image.

● When the ADF is opened or closed

● When scanning is finished

● When documents are loaded onto the hopper

● When the scanner wakes up from power saving mode

The touch screen displays a notification on ⓘ when you receive a [Clean glass!] message.

When there is a message, ⓘ is displayed.

Press ⓘ to check the message, then clean the glass to prevent vertical streaks from appearing on images.
For details about cleaning, refer to Daily Care (page 162).

1 **Start up the Software Operation Panel.**
    For details, refer to Starting Up the Software Operation Panel (page 324).

2 **From the list, select [Device Setting 2] → [Notify when glass is dirty].**

3 **Select whether or not to receive notifications about dirt on the glass.**
    If you select [Notify], you will receive notifications about dirt on the glass.
    The factory default setting is [Notify].

> **HINT**
>
> ● This setting can also be configured in the operator panel.
>
> ● The function to receive notifications about dirt on the glass does not necessarily notify you of all the dirt. If vertical streaks appear on the image, take measures according to Vertical Streaks Appear on the Images (page 272).

Network Settings (fi Series Network Settings)

This section explains how to use fi Series Network Settings (browser) to configure the network settings. The network settings for the scanner can be configured with a browser on the computer by using fi Series Network Settings.

Starting Up fi Series Network Settings

Start Up fi Series Network Settings in the following procedure.

1 **Connect a scanner to a network.**
To connect the scanner to a network, refer to Connecting the Scanner via a Wired LAN (When Obtaining an IP Address Automatically) (page 37) or Connecting the Scanner via a Wired LAN (When Assigning an IP Address Manually) (page 41).

2 **Make sure that the scanner is connected to the network.**
For details, refer to How to Check the Network Connection for the Scanner (page 421).

3 **Enter the following URL into your browser's address bar on the computer to establish a connection with the scanner.**
IP address or FQDN of the scanner (*1)

Example

When using an IPv4 address
xxx.xxx.xxx.xxx/ (each "xxx" is a value from 0 to 255)

Example

When using an IPv6 address
[xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx]/ (each "xxxx" is a value from 0 to ffff)

*1:When Dynamic DNS is enabled, you can specify the FQDN of a scanner name registered on the DNS servers.

The login window for fi Series Network Settings appears.

> **HINT**
> You can also start up fi Series Network Settings by clicking an IP address in the scanner list in Scanner Selection Tool.
> For details, refer to the Network Setup Tool for fi Series Help.

4 **Enter the administrator password, and click the [Login] button.**
For details about the administrator password, refer to Admin Password (page 410).
The [Scanner Information] window for fi Series Network Settings appears.

5 **Click each menu to configure the settings.**

For details about each menu, refer to , , , and .

ATTENTION

To be able to use the function on the window without any problems, make sure that the following settings are configured on your browser.

● Cookies are enabled

● JavaScript is enabled

Setting Items

Network settings can be changed in the fi Series Network Settings window.

This section shows a list of setting items that you can configure.

> **ATTENTION**
>
> To change the network settings, the administrator password is required.
>
> You can check the default administrator password by checking whether there is a label or not.
>
> For details about the label, refer to Checking the Product Label (page 287).
>
> Change the administrator password to prevent the settings from being changed by other users.
>
> Also, change the administrator password regularly.
>
> The administrator password can be changed in [Admin Password] under [Maintenance].

- **Scanner Information**

Setting Item	Description
Scanner Information (page 404)	Displays information related to the scanner.

- **Network**

Setting Item	Description
Scanner Name (page 405)	Set a scanner name.
Wired LAN (page 406)	Set an IPv4 address or IPv6 address for the scanner. **ATTENTION** The following settings do not support IPv6: • DNS Server • Dynamic DNS

- **Security**

Setting Item	Description
Network Encryption (page 409)	Specify whether to encrypt network communications.

- **Maintenance**

Setting Item	Description
Admin Password (page 410)	Change the administrator password.
Export the Scanner Setting Information (page 411)	Export the scanner settings to a file.

Setting Item	Description
Import the Scanner Setting Information (page 412)	Import the scanner settings.
Restore Factory Defaults (page 413)	Restore the scanner settings to the factory default.

Scanner Information

Scanner Information

Displays information related to the scanner.
Displays the following scanner information:

- Standard Information (Product Identification, Product Revision (firmware), Initial Use, Serial Number, and so on)

- Network (Scanner Name, MAC Address)

- IPv4 (IP Address, Subnet Mask, Default Gateway, and so on)

- IPv6 (IP Address, Default Gateway)

- Security (Network Encryption)

Click [Scanner Information] under [Scanner Information] to display the window.

Network

Scanner Name

Set a scanner name.
Click [Scanner Name] under [Network] to display the window.

Scanner Name

Enter a scanner name within 64 characters.
The following characters can be used for a scanner name:

- Alphanumerical characters

- Space
  The space before or after the character string is ignored.

- Symbols
  -_
  The factory default setting is [fi-xxxx-*<ScannerSerialNumber>*].

[Apply to the scanner] button

Applies the configured settings.

> **HINT**
>
> - The scanner serial number can be checked on the product label.
>   For the product label, refer to Checking the Product Label (page 287).
>
> - When [Dynamic DNS] is enabled, enter a scanner name within 63 characters.
>   For details about Dynamic DNS, refer to Wired LAN (page 406).
>   It is also recommended that you do not use the following characters for the scanner name as they are replaced with "-" when the name is registered in the DNS servers.
>
>   - Underscore "_"
>
>   - Space
>
> - The scanner name can be checked in the screen that appears via the following procedure:
>
>   → [Scanner Information] → [Network] on the touch screen

Wired LAN

Set an IPv4 address or IPv6 address for the scanner.
Click [Wired LAN] in [Network] to display the window.

IPv4 Configuration

Set an IPv4 address of the scanner.

● Auto

This is the factory default setting.

● Manual

When [Manual] is selected, specify the following items:

- IP Address

- Subnet Mask

- Default Gateway

> **HINT**
>
> The IP address can be checked in the screen that appears via the following procedure:
>
> → [Scanner Information] → [Network] on the touch screen

DNS Server

Configure the DNS servers.
When obtaining the IP address, you can either obtain DNS server information automatically at the same time, or configure the DNS server settings manually.

● Auto

This is the factory default setting.

● Manual

When [Manual] is selected, specify the following items:

- Primary DNS

- Secondary DNS

IPv6 Configuration

Set an IPv6 address of the scanner.

● Auto

This is the factory default setting.

● Manual

When [Manual] is selected, specify the following items:

- [Receive RA packet] check box
  Select the [Receive RA packet] check box to enable an IPv6 address that has been generated automatically.

You can check an IPv6 address that has been generated automatically in the [Scanner Information] window.
The check box is selected for the factory default setting.

- IP Address

> **ATTENTION**
>
> The following IPv6 addresses cannot be set manually.
>
> ● Loopback address
>
> ● Link-local address
>
> ● Site-local address
>
> ● Multicast address
>
> ● IPv4-compatible address
>
> ● IPv4-mapped address
>
> ● Address beginning with 2001:0000
>
> ● Address beginning with 2002
>
> ● Address beginning with 3FFE

- Subnet prefix length

- Default Gateway

● Disabled

> **HINT**
>
> The IP address can be checked in the screen that appears via the following procedure:
>
> → [Scanner Information] → [Network] on the touch screen

[Enable Dynamic DNS] check box

Select the check box if you want to access a scanner or search for a scanner with Scanner Selection Tool using a scanner name (host name) instead of an IP address.
The check box is cleared for the factory default setting.
When a check mark is selected and the scanner is connected to a network, the scanner name (host name) and IP address will be notified to the DNS servers.
For details about setting a scanner name (host name), refer to Scanner Name (page 405).
For details about Scanner Selection Tool, refer to the Network Setup Tool for fi Series Help.

> **HINT**
>
> ● The DNS servers need to be set on the scanner.

- If you enter a blank space or "_" for a scanner name (host name), it will be converted to "-" and notified to the DNS servers.

ATTENTION

Note that an IPv6 address is not supported.

[Apply to the scanner] button

Applies the configured settings.

Security

Network Encryption

Specify whether to encrypt network communications.
Click [Network Encryption] under [Security] to display the window.

Encryption Off (HTTP)

This is a transmission method prioritizing the scanning speed.
This is the factory default setting.

Encryption On (HTTPS)

This is a transmission method prioritizing the security. The scanning speed is slow with this
setting.

[Apply to the scanner] button

Applies the configured settings.

Maintenance

Admin Password

Change the administrator password.
Change the administrator password to prevent the settings from being changed by other users.
Specify whether or not to set the administrator password depending on the operation.
Change the administrator password regularly.
Click [Admin Password] under [Maintenance] to display the window.

Current Password

Enter the current password.
If you have not set an administrator password, leave the field blank.
You can check the default administrator password by checking whether there is a label or not.
For details about the label, refer to Checking the Product Label (page 287).

New Password

Enter a new password within 16 characters to change the current password.
If you have not set an administrator password, leave the field blank.
The following characters can be used for a new password:

- Alphanumerical characters

- Space

- Symbols

  -/:;()\&@".,?!'#%^*+=_|~<>$[]`{}

- Diacritics

  èéêëÈÉÊËùúûüÙÚÛÜìíîïìÌÍÎÏÏòóôõöœÒÓÔÕÖŒàáâãäæÀÁÂÃÄÆşŞğĞçÇ
  ßñÑ

Spaces before and after the character string are maintained.

Confirm New Password

Re-enter the password entered for [New Password] for confirmation to change the current
password.

[Apply to the scanner] button

Applies the configured settings.

Export the Scanner Setting Information

Export the scanner settings to a file.
Click [Export the Scanner Setting Information] under [Maintenance] to display the window.

Version/Name

Enter a version or name within 31 characters to identify the scanner settings.
[Version/Name] will be used for the name of the file.
The following characters cannot be used:

● Symbols

" */:<>?\|~

[Export] button

Exports the scanner settings to a file.
The file will be created with a character string you entered for [Version/Name].
Example: ScannerSettings_*Version/Name*.cab

> **HINT**
>
> Refer to Notes When Exporting the Scanner Settings (page 426) for scanner settings information.

Import the Scanner Setting Information

Import the scanner settings.
Click [Import the Scanner Setting Information] under [Maintenance] to display the window.

[Select a file] button

Select the file created in Export the Scanner Setting Information (page 411).

[Import] button

This is available when a file is selected.
Imports the scanner settings.
The scanner is restarted.

HINT

Refer to Notes When Exporting the Scanner Settings (page 426) for scanner settings information.

Restore Factory Defaults

Restore the scanner settings to the factory default.
Click [Restore Factory Defaults] under [Maintenance] to display the window.

[Restore Factory Defaults] button

Restores the factory defaults.
The scanner is restarted.
When the warranty information appears on the touch screen, confirm the displayed information and press the [OK] button.

Appendix

Basic Specification

Item		Specification
Scanner type		ADF (Automatic Document Feeder)
		U-turn Scan/Straight Scan
		Manual feeding (Single/Continuous) is available
Image sensor		Monochrome CIS × 2 (front × 1, back × 1)
Light source		RGB LED switching between 3 colors (front, back)
Scanning area (width × length)	Minimum size	48 × 70 mm (1.9 × 2.8 in.)
	Maximum size (*1) (*2)	304.8 × 431.8 mm (12.0 × 17.0 in.)
Paper weight (thickness)		U-turn Scan: 20 to 256 g/m^2 (5.3 to 68 lb)
		U-turn Scan: The thickness of documents folded in half, envelopes, or multi-layered transfer paper is 0.50 mm or less (*3)
		Straight Scan: 20 to 570 g/m^2 (5.3 to 152.7 lb)
		Straight Scan: The thickness of envelopes or booklets is 1.25 mm or less (*4)
Scanning speed (A4, Landscape, 300 dpi) (*5)	Binary (black & white)	• For fi-8950
	Grayscale	Simplex: 150 ppm, Duplex: 300 ipm (*6)
	Color	• For fi-8930
		Simplex: 130 ppm, Duplex: 260 ipm
		• For fi-8820
		Simplex: 120 ppm, Duplex: 240 ipm
Loading capacity		• For fi-8950/fi-8930
		750 sheets (*7)
		• For fi-8820
		500 sheets (*7)
Optical resolution		600 dpi
Output resolution	Binary (black & white)	50 to 600 dpi (configurable in 1 dpi increments)
	Grayscale	1,200 dpi can be set from the scanner driver
	Color	
Grayscale level		8,192 gradation levels (13-bit)
Interface		• USB
		USB 3.2 Gen1/USB 3.0/USB 2.0/USB 1.1 (*8)
		Type B

Item	Specification

	● Wired LAN
	  IEEE802.3 Ethernet
	  10BASE-T/100BASE-TX/1000BASE-T
	  RJ-45type8-pole connector

Network protocol (wired LAN)	TCP/IP (IPv4/IPv6), DHCP, HTTP/HTTPS, DNS, DDNS, UDP
Touch screen	4.3-inch TFT color touch screen Pressure-sensitive
Other function	Hardware real-time JPEG compression

*1:Long page scanning supports documents with a length up to 6,096 mm (240 in.) when the resolution is set to 200 dpi or lower.
Note that the resolution must be set to the following dpi value depending on the document size.

- A length that does not exceed 431.8 mm (17 in.)
  1200 dpi

- A length that exceeds 431.8 mm (17 in.) but does not exceed 863.6 mm (34 in.)
  600 dpi or less

- A length that exceeds 863.6 mm (34 in.) but does not exceed 4,064 mm (160 in.)
  400 dpi or less

- A length that exceeds 4,064 mm (160 in.) but does not exceed 5,461 mm (215 in.)
  300 dpi or less

- A length that exceeds 5,461 mm (215 in.) but does not exceed 6,096 mm (240 in.)
  200 dpi or less

*2:For Manual Single Mode, scanning up to A2/A1 size is possible.
You can scan a document folded in half and merge both sides of the image.

*3:When using U-turn Scan, switching to Manual Single Mode enables you to manually scan documents folded in half, envelopes, or multi-layered transfer paper with a thickness of 0.50 mm or less one at a time.

*4:When using Straight Scan, switching to Manual Single Mode enables you to manually scan envelopes or booklets with a thickness of 1.25 mm or less (thick envelopes or thin booklets) one at a time.

*5:Note that this is the hardware limitation, and the software's processing time such as data transfer time is added to the actual time of scanning.
The measurement environment for scanning speed is as follows:

Operating system	Windows 10
CPU	Intel® Core™ i3-10105 3.7 GHz
Memory	8 GB

Storage	SSD

*6:The scanning speed of fi-8950 when the imprinter prints text is 140 ppm (simplex)/280 ipm (duplex).

*7:When A4 size documents with a paper weight of 80 g/m^2 (20 lb) are scanned.
The capacity varies depending on the paper weight of the document.
For details, refer to Loading Capacity (page 105).

*8:Use the USB cable that is supplied.
When connecting the USB cable to a USB hub, make sure you connect it to a USB hub that is connected to the USB port of a computer.
Using a USB hub may cause a communication error.
If a communication error occurs, connect the scanner directly to a USB port on the computer instead of using the USB hub.
Connection with USB 3.2 Gen1/USB 3.0/USB 2.0 requires the USB port and the hub to support USB 3.2 Gen1/USB 3.0/USB 2.0.
Also note that the scanning speed slows down when USB 1.1 is used.

Installation Specification

Item		Specification
Outer dimensions (W × D × H) (*1)		460 × 430 × 315 mm/18.1 × 16.9 × 12.4 in.
Installation space (W × D × H) (*2)		660 × 950 × 760 mm/26.0 × 37.4 × 29.9 in.
Weight		23 kg (50.7 lb) or less
Input power	Voltage range	AC 100 to 240 V ±10%
	Phase	Single phase
	Frequency range	50/60 Hz ±3 Hz
Power consumption	Operating	70 W or less (40 W or less in ECO Mode)
	Power saving	2.5 W or less
	Power off	0.2 W or less
Ambient conditions	Temperature	Operating: 5 to 35℃ (41 to 95°F) Not operating: -20 to 60℃ (-4 to 140°F)
	Humidity	Operating: 15 to 80% Not operating: 8 to 95%
Calorific value	Operating	60.2 kcal/h or less
	Power saving	2.1 kcal/h or less
	Power off	0.17 kcal/h or less
Shipping weight (*3)		29 kg (63.95 lb) or less (*4)
Support period		5 years

***1:**The depth excludes the hopper, stacker, and tabs.

***2:**The required installation space is a reference for scanning A4 size documents.
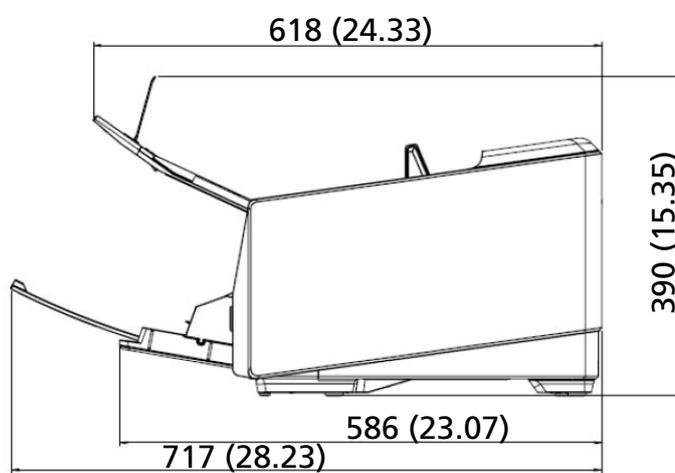
***3:**Includes the package weight.

***4:**If the PART NO. on the product label is PA03830-B005, PA03830-B105, or PA03830-B305, the shipping weight will be 30 kg (66.15 lb) or less.
For the product label, refer to Checking the Product Label (page 287).

Outer Dimensions

The outer dimensions are as follows:

460 (18.11)

307 (12.09)

20 (0.79)

315 (12.40)

430 (16.93)

(452 (17.80))

618 (24.33)

390 (15.35)

460 (18.11)

586 (23.07)

717 (28.23)
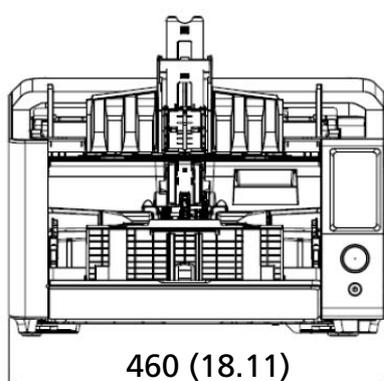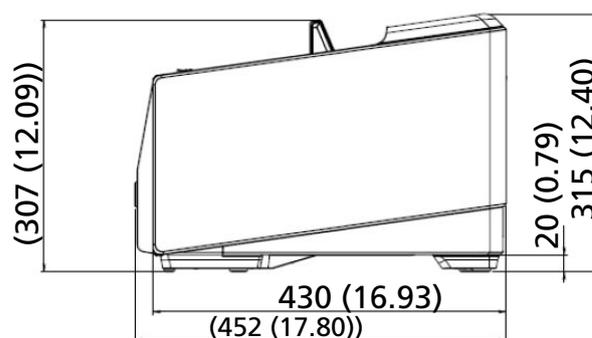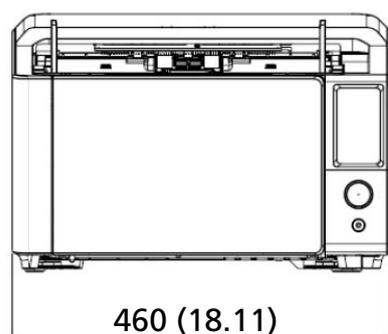
Unit: mm (in.)

Scanner Options

Name	Part No.	Supported model	Description
fi-890PRF	PA03830-D301	fi-8950/fi-8930/fi-8820	This is an imprinter option for the front side. The imprinter can print text (e.g. alphanumerical characters) on the document after scanning. You can organize your documents by printing a name, date, or serial number on the front side of the scanned document. For details about the fi-890PRF (Front-Side Imprinter), refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.
fi-890PRB	PA03830-D303	fi-8950/fi-8930/fi-8820	This is an imprinter option for the back side. The imprinter can print text (e.g. alphanumerical characters) on the document after scanning. You can organize your documents by printing a name, date, or serial number on the back side of the scanned document. For details about the fi-890PRB (Back-Side Imprinter), refer to the fi-890PRF/fi-890PRB Imprinter Operator's Guide.

Name	Part No.	Supported model	Description
Carrier Sheet	PA03360-0013	fi-8950/fi-8930/fi-8820	Carrier Sheets: These are sheets that are used to feed documents without damaging them. The Carrier Sheet enables you to scan documents larger than A4/Letter size (for example, A3 or B4 size) and documents such as clippings without damaging them. The Carrier Sheet should be replaced approximately every 500 scans. However, replace it if damage or dirt is noticeable.
Photo Carrier Sheet	PA03770-0015	fi-8950/fi-8930/fi-8820	Photo Carrier Sheets: These are sheets that are used to feed documents without damaging them. The Photo Carrier Sheet enables you to scan documents such as photographs and clippings without damaging them. The Photo Carrier Sheet should be replaced approximately every 500 scans. However, replace it if damage or dirt is noticeable.

For details about purchasing the scanner options and more information, contact the distributor/ dealer where you purchased this product. Refer to the contact information in the Contact List if supplied with this product, or refer to the contact information in the Contact for Inquiries section if provided in Safety Precautions supplied with this product, and then make an inquiry.

ATTENTION

fi-890PRF and fi-890PRB can not be installed on this scanner together.

How to Check the Network Connection for the Scanner

Check the network connection status when the scanner is connected to a network via a wired LAN. Start up the command prompt on your computer, then check the status of the connection between the computer and scanner using the PING command.

> **HINT**
>
> The connection status can also be checked with Scanner Selection Tool.
> For details, refer to the Network Setup Tool for fi Series Help.

1 Open the command prompt on the computer.

2 When using the PING command, enter a destination host name or IP address.

> **HINT**
>
> When entering a host name, the DNS servers need to be set on the scanner.

3 Press the [Enter] key.
The connection test result is displayed.
When a connection between the computer and scanner is available, a notification similar to the following will be displayed:

```
Reply from xxx.xxx.xxx.xxx:  bytes=32 time=59ms TTL=246
```

If the connection between the computer and scanner fails, check that the correct host name or IP address has been specified.
If you still cannot connect, refer to Cannot Connect the Scanner and a Computer via a Wired LAN (page 242) and take appropriate measures.

Starting Up Scanner Selection Tool

Scanner Selection Tool can be started up in the following procedure:

● For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [fi Series] → [Scanner Selection Tool for fi Series].

● For Windows 11
Click [Start] menu → [All apps] → [fi Series] → [Scanner Selection Tool for fi Series].

Starting Up IP Address Setting Tool

IP Address Setting Tool can be started up in the following procedure:

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
  Click [Start] menu → [fi Series] → [IP Address Setting Tool for fi Series].

- For Windows 11
  Click [Start] menu → [All apps] → [fi Series] → [IP Address Setting Tool for fi Series].

Uninstalling the Software

1 **Turn on the computer and log onto Windows as a user with administrator privileges.**

2 **Exit all running software.**

3 **Display the [Control Panel] window.**

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
  Click [Start] menu → [Windows System] → [Control Panel].

- For Windows 11
  Click [Start] menu → [All apps] → [Windows Tools] and double-click [Control Panel].

4 **Select [Uninstall a program].**

The [Programs and Features] window appears with a list of the currently installed software.

5 **Select a software to uninstall.**

- When uninstalling the PaperStream IP driver
  Select one of the following:

  - PaperStream IP (TWAIN)

  - PaperStream IP (TWAIN x64)

  - PaperStream IP (ISIS) fi-8000 Series

- When uninstalling Network Setup Tool for fi Series
  Select [Network Setup Tool for fi Series].

- When uninstalling Software Operation Panel/Error Recovery Guide
  Select [Software Operation Panel].

- When uninstalling Error Recovery Guide (manual)
  Select [Error Recovery Guide for fi-8950/fi-8930/fi-8820].

- When uninstalling PaperStream ClickScan
  Select [PaperStream ClickScan].

- When uninstalling PaperStream ClickScan Searchable PDF Option
  Select [PaperStream ClickScan Searchable PDF Option].

- When uninstalling PaperStream Capture/PaperStream Capture Pro (EVALUATION)
  Select [PaperStream Capture].

- When uninstalling ABBYY FineReader for ScanSnap
  Select [ABBYY FineReader for ScanSnap(TM)].

- When uninstalling manuals
  Select [fi Series manuals for fi-8950/fi-8930/fi-8820].

- When uninstalling Scanner Central Admin Agent
  Select [Scanner Central Admin Agent].

- When uninstalling Scanner Central Admin Desktop
  Select [Scanner Central Admin Desktop].

- When uninstalling fi Series Online Update
  Select [fi Series Online Update].

6 Click the [Uninstall]/[Uninstall/Change] button.

7 If a confirmation message appears, click the [OK]/[Yes] button.

The software is uninstalled.

Notes When Using IPv6

● **Scanner settings that do not support IPv6**

The following settings do not support IPv6:

● DNS Server

● Dynamic DNS

Notes When Exporting the Scanner Settings

The scanner settings can be applied to other scanners by exporting the settings and using [Import the Scanner Setting Information] in fi Series Network Settings.
For details, refer to Import the Scanner Setting Information (page 412).
This section explains how to export the scanner settings as a template from a scanner, to apply the settings on other scanners.
The following shows the items of the scanner settings and the exporting procedure.

Items of the Scanner Settings

The scanner settings include the following:

● Information on scanner settings set in the [Scanner Settings] settings on the touch screen
Note that the following settings cannot be exported:

- [Prioritize the touch screen settings] (when selecting [Paper Source/Feeding], [Paper Source], then[Paper protection])

- [Prioritize the touch screen settings] (when selecting [Paper Source/Feeding], [Paper Source], then [Stapled Documents Detection])

- [Consumable counters] for [Cleaning & Maintenance]

● Information on scanner settings set in [Stacker Positioning] of [Paper Source/Feeding] on the touch panel

● Information on scanner settings set in fi Series Network Settings
Note that the following settings cannot be exported:

- Scanner name

- IP address (IPv4) and IP address (IPv6) in the network settings
For more details about fi Series Network Settings, refer to Network Settings (fi Series Network Settings) (page 400).

● Backup of Software Operation Panel

● Overlap patterns memorized by the intelligent multifeed detection function

Exporting Procedure

Export the scanner settings in the following procedure:

1 **Configure the scanner settings on the touch screen or in fi Series Network Settings.**

For details, refer to Scanner Settings (Touch Screen) (page 288) and Network Settings (fi Series Network Settings) (page 400).

2 **Export the scanner settings in [Export the Scanner Setting Information] in fi Series Network Settings.**
For details, refer to Export the Scanner Setting Information (page 411).

Contact for Inquiries

- **Contact for Inquiries**

  Refer to the contact list on the following web page:
  https://www.pfu.ricoh.com/r/ctl/

  - ABBYY FineReader for ScanSnap

    - Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
      Select [Start] menu→[ABBYY FineReader for ScanSnap (TM)]→[User's Guide]→[Technical Support].

    - Windows 11
      Select [Start] menu→[All apps]→[ABBYY FineReader for ScanSnap (TM)]→[User's Guide]→[Technical Support].

  - fi Series image scanners
    For other inquiries regarding the scanner, refer to the following web page:
    https://www.pfu.ricoh.com/global/scanners/fi/support/
    If the solution to your problem cannot be found on the above web page, refer to the contact information for your distributor/dealer on the following web page:
    https://www.pfu.ricoh.com/global/scanners/inquiry.html

- **Contact for Purchasing Consumables or Cleaning Materials**

  https://www.pfu.ricoh.com/r/ctl/