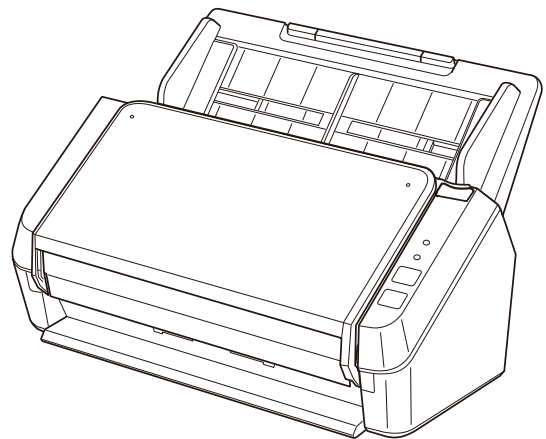


# FUJITSU Image Scanner SP-1130Ne

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## Operator's Guide



# Contents

<b>Introduction</b>	<b>6</b>
About This Product .....	6
Manuals .....	6
Trademarks .....	8
Manufacturer .....	8
Issue Date/Issuer .....	8
Safety Information .....	8
Symbols Used in This Manual.....	9
Abbreviations Used in This Manual .....	10
Arrow Symbols in This Manual.....	11
Screen Examples in This Manual.....	11
Notice.....	11
<b>Scanner Overview</b>	<b>12</b>
Main Features.....	12
Parts and Functions.....	13
About the Indicators.....	16
<b>Scanner Setup</b>	<b>17</b>
Overview of the Bundled Software.....	17
System Requirements .....	19
Connecting the Scanner via a Wired LAN (When Obtaining an IP Address Automatically) .....	21
Connecting the Scanner via a Wired LAN (When Assigning an IP Address Manually) .....	24
Connecting the Scanner to the Computer via the USB Cable.....	28
<b>Basic Operations</b>	<b>30</b>
Turning the Power ON/OFF.....	30
How to Turn the Power ON .....	30
How to Turn the Power OFF .....	30
Entering and Resuming from Power Saving Mode.....	31
Setting Up the ADF Paper Chute (Feeder) .....	32
Opening/Closing the ADF .....	33
How to Open the ADF.....	33

How to Close the ADF .....	34
Setting Up the Stacker .....	35
<b>How to Perform a Basic Scan</b> .....	<b>38</b>
Performing a Scan with an Image Scanning Application .....	38
Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan .....	41
Button Settings (For USB Connection) .....	44
<b>How to Load Documents</b> .....	<b>46</b>
Loading Documents .....	46
Preparation .....	46
How to Load Documents .....	48
Documents for Scanning .....	51
Paper Size .....	51
Document Type .....	51
Paper Weight (Document Thickness) .....	51
Documents That May Not Be Scanned Successfully .....	51
Documents That Must Not Be Scanned .....	52
Precautions .....	53
Loading Capacity .....	55
Area Not to Be Perforated .....	56
Conditions Required to Accurately Detect Overlapped Documents (Multifeed) .....	57
Conditions for Mixed Batch Scanning .....	58
Conditions for Automatic Page Size Detection .....	60
<b>Various Ways to Scan</b> .....	<b>61</b>
Scanning Documents with Different Widths .....	61
Scanning Long Page Documents .....	64
<b>Daily Care</b> .....	<b>65</b>
Cleaning Materials .....	65
Location and Frequency .....	67
Cleaning the Outside of the Scanner .....	68
Cleaning the Inside of the Scanner (ADF) with Cleaning Paper .....	69
Cleaning the Inside of the Scanner (ADF) with a Cloth .....	71

<b>Replacing the Consumables</b>	<b>76</b>
Consumables and Replacement Cycles .....	76
Replacing the Roller Set.....	78
<b>Troubleshooting</b>	<b>86</b>
<b>When a Paper Jam Occurs</b> .....	<b>86</b>
<b>Errors</b> .....	<b>88</b>
Paper Jam.....	90
Multifeed.....	91
Cover Open.....	91
Sensor Error.....	92
Optical error (ADF Front) .....	92
Optical error (ADF Back).....	92
Being Used by Others.....	93
No Document Has Been Loaded.....	93
Scanning Has Been Stopped by the User.....	93
<b>Troubleshooting</b> .....	<b>94</b>
The Scanner Cannot Be Powered ON .....	95
Cannot Connect the Scanner and a Computer with the Network.....	96
Cannot Connect the Scanner and a Computer via the USB Cable .....	100
Scanning Does Not Start.....	101
Scanning Takes a Long Time .....	102
The Scanned Image of a Picture or Photo is Rough/Image Noise Appears .....	103
Quality of Scanned Text or Lines Is Unsatisfactory.....	104
Images Are Distorted or Not Clear .....	105
Vertical Streaks Appear on the Images.....	106
Overlapped Documents Are Frequently Fed into the Scanner.....	107
Situation in Which the Document Is not Fed into the ADF Occurs Frequently .....	109
Paper Jams/Pick Errors Occur Frequently.....	110
Images Turn Out Elongated.....	112
A Shadow Appears at the Top or the Bottom of the Image.....	113
There Are Black Traces on the Document.....	114
<b>Before You Contact the Scanner Service Provider</b> .....	<b>115</b>
Actions to Take Before You Contact the Scanner Service Provider .....	115
Items to Check Before You Contact the Scanner Service Provider.....	115
<b>Checking the Product Label</b> .....	<b>117</b>
<b>Scanner Settings (Software Operation Panel)</b>	<b>118</b>

<b>Starting Up the Software Operation Panel</b> .....	<b>118</b>
<b>Setting the Software Operation Panel to [View Only mode]</b> .....	<b>120</b>
Setting [View Only mode] .....	121
Exiting [View Only mode] .....	123
Setting a Password .....	125
Changing the Password .....	126
Clearing the Password .....	128
Resetting the Password .....	130
<b>Setting Item</b> .....	<b>132</b>
Device Setting .....	132
<b>Settings Related to Sheet Counters</b> .....	<b>133</b>
Checking the Sheet Counters .....	133
Clearing the Sheet Counters .....	135
Message for Replacing Consumables.....	136
<b>Settings Related to Waiting Time</b> .....	<b>137</b>
Waiting Time for the Scanner to Enter Power Saving Mode [Power saving] .....	137
<b>Appendix</b> .....	<b>139</b>
<b>Basic Specification</b> .....	<b>139</b>
<b>Installation Specification</b> .....	<b>141</b>
<b>Outer Dimensions</b> .....	<b>142</b>
<b>Uninstalling the Software</b> .....	<b>143</b>
<b>Customer Support</b> .....	<b>145</b>
<b>Troubleshooting</b> .....	<b>145</b>
<b>Contact for Inquiries</b> .....	<b>145</b>
<b>Contact for Purchasing Consumables or Cleaning Materials</b> .....	<b>145</b>

# Introduction

Thank you for purchasing this product.

---

## About This Product

"This product" refers to the scanner model SP-1130Ne.

This scanner is equipped with an Automatic Document Feeder (ADF) that allows duplex (double-sided) scanning, and supports USB and wired LAN interfaces.

Model	Scanner Type	Scanning Speed (*1)
SP-1130Ne	ADF	30 ppm/60 ipm

\*1:When A4 size documents are scanned at 300 dpi using JPEG compression.

The scanning speed is the same when the scanner is connected via a USB or via a wired LAN.

---

## 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 provided on the download site.
Getting Started (paper, PDF)	Explains the operations from setting up the scanner to scanning a document. The PDF version is provided on the download site.
Operator's Guide (this manual) (HTML, PDF)	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. This is provided on the download site.
PaperStream IP Help	Explains how to use and configure the settings for the PaperStream IP driver. Can be referenced from the PaperStream IP driver.
Network Setup Tool for SP Series Help	Explains how to use various tools to connect the scanner to a network and make it available so that it can be used from an image scanning application. Can be referenced from Network Setup Tool for SP Series.
PaperStream ClickScan Help	Explains how to use and configure the settings for the PaperStream ClickScan.

Manual	Description
	Can be referenced from PaperStream ClickScan.
SP Series Online Update Help	Explains how to use and configure the settings for SP Series Online Update. Can be referenced from SP Series Online Update.

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 [Overview of the Bundled Software \(page 17\)](#).

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## Trademarks

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PaperStream is a registered trademark or trademark of PFU Limited in Japan.

Other company names and product names are the registered trademarks or trademarks of the respective companies.

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## Manufacturer

PFU Limited

YOKOHAMA i-MARK PLACE, 4-5 Minatomirai 4-chome, Nishi-ku, Yokohama-shi, Kanagawa 220-8567 Japan.

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## Issue Date/Issuer

Issue date: May 2022

Issued by: PFU Limited

Regulatory Model: P3811A

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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 Server® 2008 R2 Standard (64-bit)	Windows Server 2008 R2 (*1)
Windows® 7 Professional (32-bit/64-bit) Windows® 7 Enterprise (32-bit/64-bit)	Windows 7 (*1)
Windows Server® 2012 Standard (64-bit)	Windows Server 2012 (*1)
Windows Server® 2012 R2 Standard (64-bit)	Windows Server 2012 R2 (*1)
Windows® 8.1 (32-bit/64-bit) Windows® 8.1 Pro (32-bit/64-bit) Windows® 8.1 Enterprise (32-bit/64-bit)	Windows 8.1 (*1)
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)
Windows® Internet Explorer® Internet Explorer®	Internet Explorer
PaperStream IP (TWAIN) for SP Series PaperStream IP (TWAIN x64) for SP Series	PaperStream IP driver
Scanner Selection Tool for SP Series	Scanner Selection Tool
IP Address Setting Tool for SP Series	IP Address Setting Tool
Button Event Manager for SP Series	Button Event Manager

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

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## 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.

# 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**

Realizes a scanning speed of 30 ppm/60 ipm (\*1). Furthermore, up to 50 sheets of documents (\*2) can be loaded for continuous scanning which enables you to quickly digitize a large volume of documents.

- **Network connection**

The scanner can be connected via a wired LAN.

Even with a network connection, the scanning speed is equivalent to that of a USB connection.

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 SP Series Help.

- **Improved efficiency for pre-scan work**

The scanner can perform "mixed batch scanning" which allows you to scan documents with different paper sizes at once.

This simplifies the process of sorting the documents before scanning.

- **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 sizes, avoiding potential work loss.

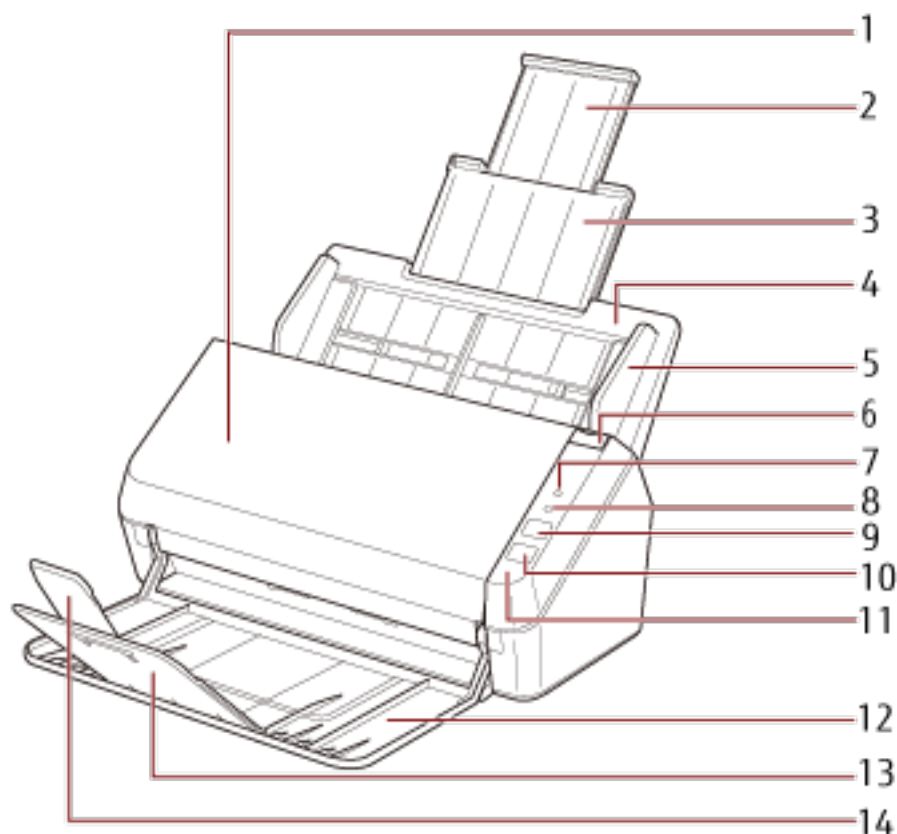
**\*1:**When A4 size documents are scanned at 300 dpi using JPEG compression.

**\*2:**When the paper weight is 80 g/m<sup>2</sup> (20 lb).

## Parts and Functions

This section shows the names of the scanner parts.

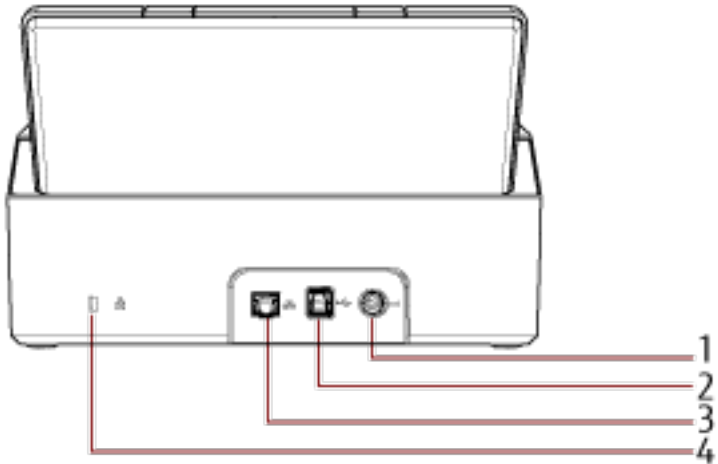
- **Front**



No.	Name	Function
1	ADF (Automatic Document Feeder)	Pulls and feeds the documents one sheet at a time from the ADF paper chute (feeder). Open this to replace consumables or to clean the inside of the scanner.
2	Chute extension 2	Pull out to adjust to the document length.
3	Chute extension 1	Pull out to adjust to the document length.
4	ADF paper chute (feeder)	Holds the documents to be scanned.
5	Side guide	Positions the documents in place when the documents are loaded in the ADF paper chute (feeder) as they are fed into the scanner.
6	ADF release tab	Pull this tab to open the ADF.
7	Check Indicator	Lights, flashes in orange, or turns off when an error occurs.

No.	Name	Function
		For details, refer to <a href="#">About the Indicators (page 16)</a> .
8	Power Indicator	Lights in green when the scanner is on. Flashes in the following cases: <ul style="list-style-type: none"> <li>• Immediately after the scanner is turned on</li> <li>• Just before the scanner turns off after pressing the power button</li> <li>• When the ADF paper chute (feeder) is closed</li> </ul>
9	Scan/stop button	Launches the linked application software. Stops a scan immediately in the middle of a scan. Clears the temporary error indicated on the check indicator.
10	Power Button	Turn on/off the scanner.
11	Operator Panel	Consists of the check indicator, power indicator, scan/stop button, and power button.
12	Stacker	Stacks up the ejected documents.
13	Stacker extension 1	Lift up towards you to adjust to the document length.
14	Stacker extension 2	Lift up towards you to adjust to the document length.

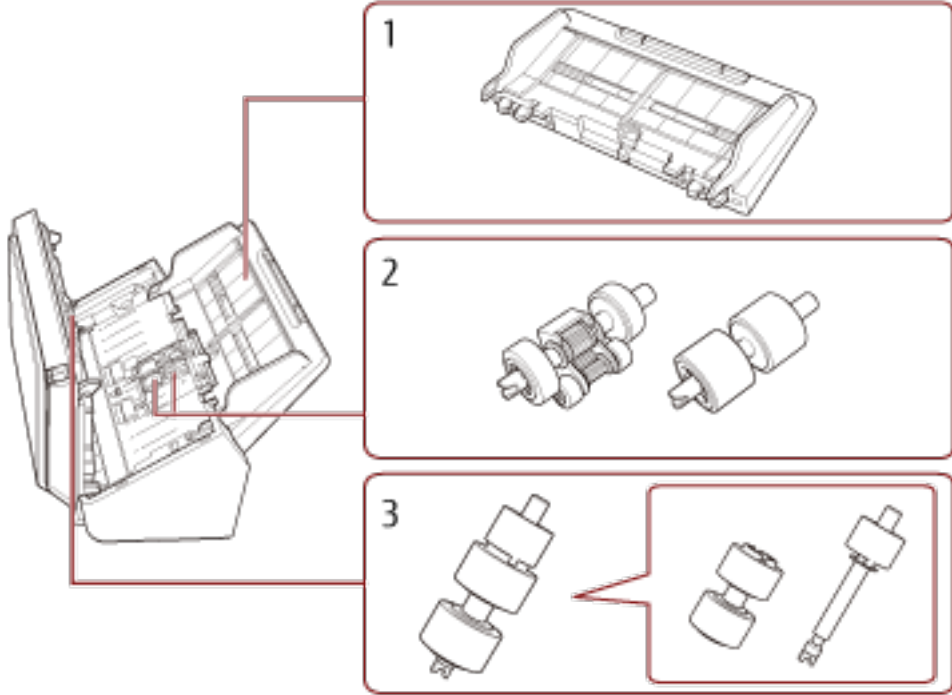
● Back



No.	Name	Function
1	Power connector	Used to connect a power cable. "Power cable" refers to the plug and AC adapter connected together.
2	USB connector	Used to connect the USB cable.
3	LAN connector	Used to connect a LAN cable.

No.	Name	Function
4	Security cable slot	Used to connect an anti-theft security cable (commercially available).

● Removable Parts



No.	Name	Function
1	ADF paper chute (feeder)	Holds the documents to be scanned.
2	Pick roller	A roller which feeds documents loaded on the ADF paper chute (feeder) into the ADF.
3	Brake roller	A roller that prevents more than one sheet of documents to be fed into the ADF at once.

## About the Indicators

Check Indicator	Power Indicator	Description
Off	Flashes (green)	Processing initialization. Continues until the scanner is ready after closing the ADF.
Off	On (green)	The scanner is ready to be used. Indicates that the initialization is successfully complete. The indicators operate in the same way when the scanner is in power saving mode.
On (orange)/Off	On (green)	Indicates that a recoverable error occurred during scanning. For details about errors, refer to <a href="#">Errors (page 88)</a> .
Flashes (orange)	On (green)	Indicates that a device error occurred during initialization or scanning. For details about errors, refer to <a href="#">Errors (page 88)</a> .



# 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 via a Wired LAN \(When Obtaining an IP Address Automatically\)](#) (page 21)
- [Connecting the Scanner via a Wired LAN \(When Assigning an IP Address Manually\)](#) (page 24)
- [Connecting the Scanner to the Computer via the USB Cable](#) (page 28)

---

## 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 downloaded and installed from the download site.

- PaperStream IP driver

The PaperStream IP driver is a scanner driver that conforms to the TWAIN standard. It supports scanners connected to a network.

There are two types of PaperStream IP drivers.

- PaperStream IP (TWAIN) for SP Series

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

- PaperStream IP (TWAIN x64) for SP Series

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) for SP Series.

For details, refer to the PaperStream IP driver Help.

- Network Setup Tool for SP 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 scan/stop button is pressed.

For details, refer to the Network Setup Tool for SP 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 \(Software Operation Panel\) \(page 118\)](#).
- **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 \(page 86\)](#).
- **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) for SP Series.  
You can scan documents in accordance with the simple scan settings and operations.  
When you log in to your computer, this application automatically starts up and resides in the notification area located at the far right of the taskbar.  
For details, refer to the PaperStream ClickScan Help.
- **Manuals**

Safety Precautions and the Operator's Guide are installed.
- **SP 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 SP Series Online Update Help.

## System Requirements

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

Operating system	<ul style="list-style-type: none"> <li>● Windows Server® 2008 R2 Standard (64-bit) (Service Pack 1)</li> <li>● Windows® 7 Professional (32-bit/64-bit) (Service Pack 1)</li> <li>● Windows® 7 Enterprise (32-bit/64-bit) (Service Pack 1)</li> <li>● Windows Server® 2012 Standard (64-bit) (*1)</li> <li>● Windows Server® 2012 R2 Standard (64-bit) (*1)</li> <li>● Windows® 8.1 (32-bit/64-bit) (including updates) (*1)</li> <li>● Windows® 8.1 Pro (32-bit/64-bit) (including updates) (*1)</li> <li>● Windows® 8.1 Enterprise (32-bit/64-bit) (including updates) (*1)</li> <li>● Windows® 10 Home (32-bit/64-bit) (*1)</li> <li>● Windows® 10 Pro (32-bit/64-bit) (*1)</li> <li>● Windows® 10 Enterprise (32-bit/64-bit) (*1)</li> <li>● Windows® 10 Education (32-bit/64-bit) (*1)</li> <li>● Windows Server® 2016 Standard (64-bit) (*1)</li> <li>● Windows Server® 2019 Standard (64-bit) (*1)</li> <li>● Windows Server® 2022 Standard (64-bit) (*1)</li> <li>● Windows® 11 Home (64-bit) (*1)</li> <li>● Windows® 11 Pro (64-bit) (*1)</li> <li>● Windows® 11 Enterprise (64-bit) (*1)</li> <li>● Windows® 11 Education (64-bit) (*1)</li> </ul>
CPU	Intel® Pentium® 4 1.8 GHz or higher (Recommended: Intel® Core™ i5 2.5 GHz or higher, excluding those for mobile devices)
Memory	1 GB or more (Recommended: 4 GB or more)
Hard disk drive	5,400 rpm or more (Recommended: 7,200 rpm or more)
Display resolution	1024 × 768 pixels or more, 65,536 colors or more (Text size: up to 125%)
Disk space	12 GB or more of free disk space (*2)
Interface	USB 3.2 Gen 1x1 (USB 3.0)/USB 2.0/USB 1.1

\*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.

## 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 \(page 143\)](#).

### HINT

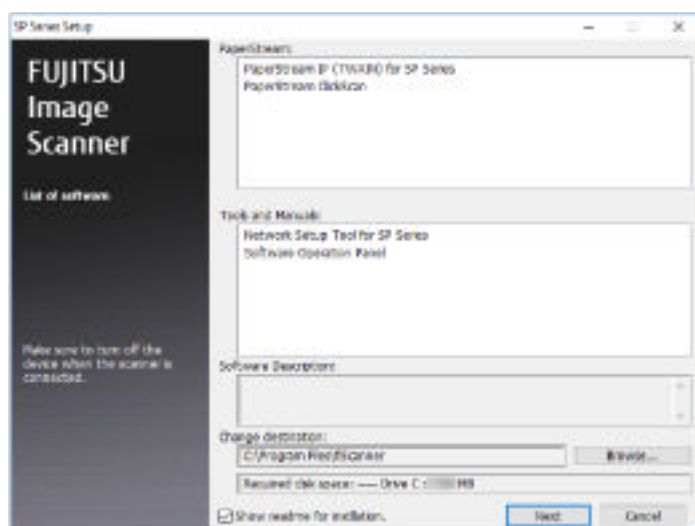
The factory default setting for obtaining an IP address for the scanner is set to obtain the IP address automatically.

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

**2 Download the installer from the download site (<http://sp-ne.com/d>).**

**3 Double-click the downloaded installer.**

The [SP Series Setup] window appears.



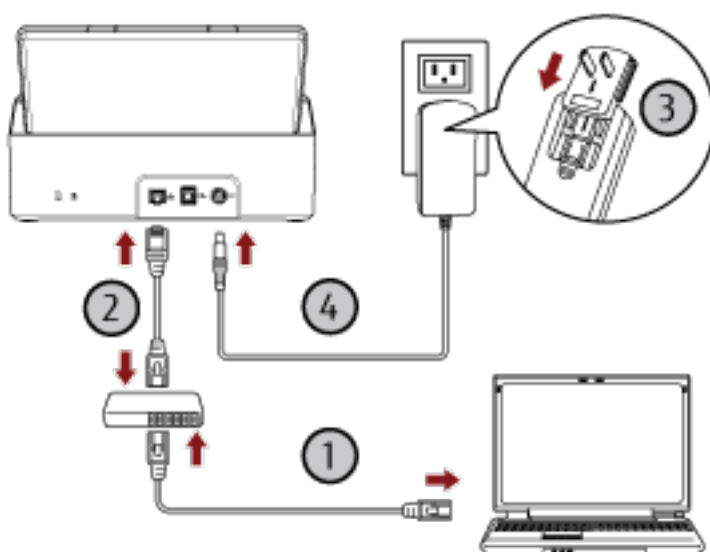
**4 Check the information and click the [Next] button.**

**5 Click the [Install] button.**

**6 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.

## 7 Select [Wired LAN] and connect the scanner to the computer as follows.



- a Connect the computer to a network device via a wired LAN or Wi-Fi (1).  
For details about how to connect the computer to the network, refer to the 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 \(page 30\)](#).

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

**9** In the scanner list, select the scanner that you want to use, and then click the [OK] button.  
In the scanner list, the serial number of the scanner is displayed as the default scanner name.

The serial number is printed on the label on the back of the scanner. For details, refer to [Checking the Product Label \(page 117\)](#).

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

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

**11 Start an image scanning application, and select the scanner to be used for scanning.**

The scanner name depends on the scanner driver type and the scanner connection method.

Select the scanner name that is used for a wired LAN connection. For details, refer to the help for the scanner driver.

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

For details, refer to [How to Perform a Basic Scan \(page 38\)](#).

#### HINT

If Scanner Selection Tool does not start up, follow the procedure below to start it up.

- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Scanner Selection Tool for SP Series] under [SP Series].
- Windows Server 2012 R2/Windows 8.1  
Click [↵] on the lower left side of the Start screen and select [Scanner Selection Tool for SP Series] under [SP Series].  
To display [↵], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [Scanner Selection Tool for SP Series].

## 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 computer via a wired LAN and manually assign an IP address to the scanner.

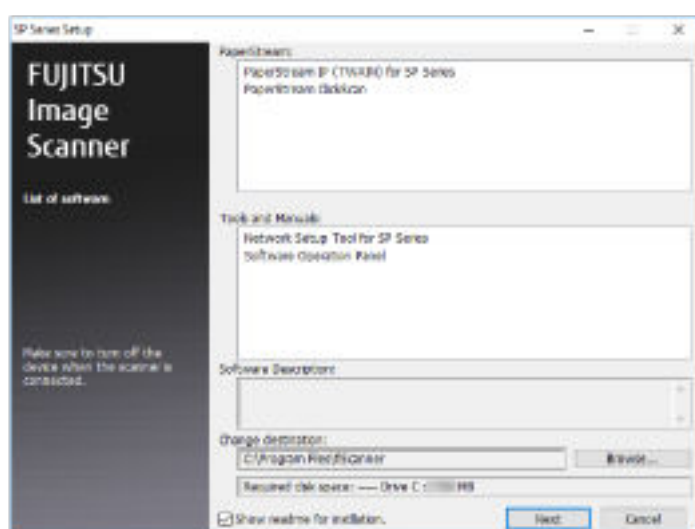
For the procedure to unpack the scanner, refer to Getting Started.

### 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 \(page 143\)](#).

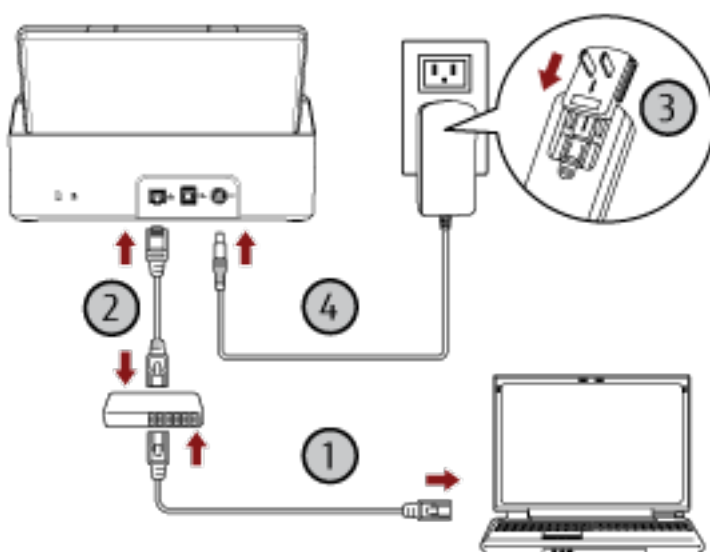
- 1 Turn on the computer and log onto Windows as a user with administrator privileges.
- 2 Download the installer from the download site (<http://sp-ne.com/d>).
- 3 Double-click the downloaded installer.  
The [SP Series Setup] window appears.



- 4 Check the information and click the [Next] button.
- 5 Click the [Install] button.
- 6 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.



## 7 Select [Wired LAN] and connect the scanner to the computer as follows.



- a Connect the computer to a network device via a wired LAN or Wi-Fi (1).  
For details about how to connect the computer to the network, refer to the 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 \(page 30\)](#).

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

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

- 10 Connect the scanner to the computer by using the USB cable that is supplied, and click the [OK] button in the message window.**

The [IP Address Setting Tool] window appears.

**HINT**

You do not need to disconnect the LAN cable from the scanner when connecting the USB cable.

- 11 Set the IP address and the scanner name, and then click the [OK] button.**

For details about the IP Address Setting Tool, refer to the Network Setup Tool for SP 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] 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] button.

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

- 14 In the scanner list, select the scanner that you want to use, and then click the [OK] button.**

- 15 Click the [Exit] button in the [SP Series Setup] window.**

- 16 Start an image scanning application, and select the scanner to be used for scanning.**

The scanner name depends on the scanner driver type and the scanner connection method.

Select the scanner name that is used for a wired LAN connection. For details, refer to the help for the scanner driver.

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

For details, refer to [How to Perform a Basic Scan \(page 38\)](#).

**HINT**

- If Scanner Selection Tool does not start up, follow the procedure below to start it up.

- Windows Server 2008 R2/Windows 7

Click [Start] menu → [All Programs] → [SP Series] → [Scanner Selection Tool for SP Series].

- Windows Server 2012

Right-click the Start screen, and select [All apps] on the app bar → [Scanner Selection Tool for SP Series] under [SP Series].

- Windows Server 2012 R2/Windows 8.1

Click [↓] on the lower left side of the Start screen and select [Scanner Selection Tool for SP Series] under [SP Series].

To display [↓], move the mouse cursor.

- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [Scanner Selection Tool for SP Series].
- If IP Address Setting Tool does not start up, follow the procedure below to start it up.
  - Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [IP Address Setting Tool for SP Series].
  - Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [IP Address Setting Tool for SP Series] under [SP Series].
  - Windows Server 2012 R2/Windows 8.1  
Click [↓] on the lower left side of the Start screen and select [IP Address Setting Tool for SP Series] under [SP Series].  
To display [↓], move the mouse cursor.
  - Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [IP Address Setting Tool for SP Series].
  - Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [IP Address Setting Tool for SP Series].

## Connecting the Scanner to the Computer via the USB Cable

This section explains about the setup procedure for connecting the scanner to the computer by using the USB cable.

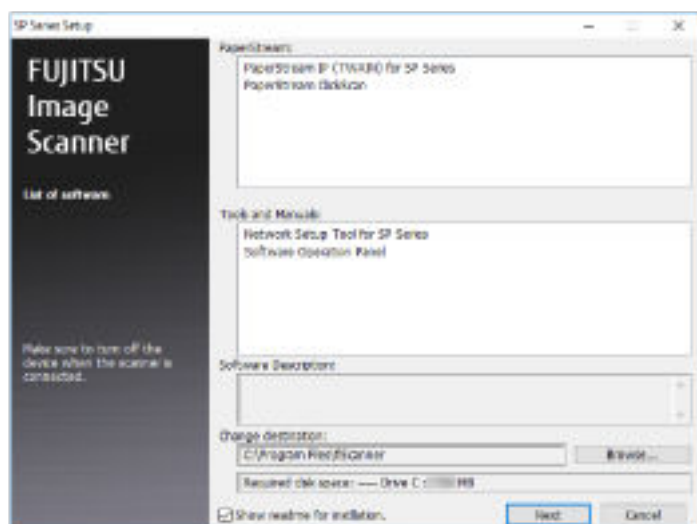
For the procedure to unpack the scanner, refer to Getting Started.

### ATTENTION

If an old version of the software is installed, uninstall it first.

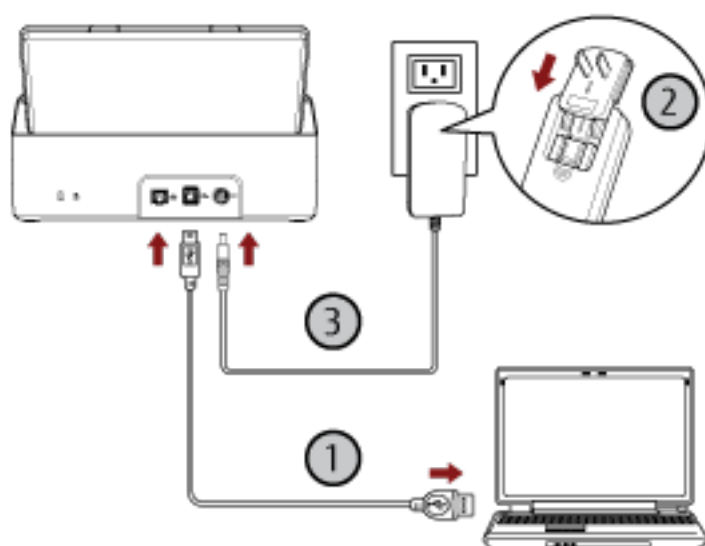
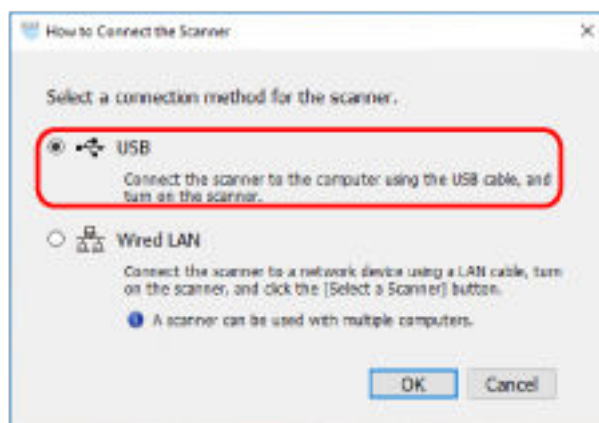
For the procedure to uninstall the software, refer to [Uninstalling the Software \(page 143\)](#).

- 1 Turn on the computer and log onto Windows as a user with administrator privileges.**
- 2 Download the installer from the download site (<http://sp-ne.com/d>).**
- 3 Double-click the downloaded installer.**  
The [SP Series Setup] window appears.



- 4 Check the information and click the [Next] button.**
- 5 Click the [Install] button.**
- 6 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.

**7 Select [USB] and connect the scanner to the computer as follows.**



**a** Connect the scanner to the computer by using the USB cable that is supplied (1).

**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 \(page 30\)](#).

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

**9** Click the [Exit] button in the [SP Series Setup] window.

**10** Start an image scanning application, and select the scanner to be used for scanning.

The scanner name depends on the scanner driver type and the scanner connection method.

Select the scanner name that is used for a USB connection. For details, refer to the help for the scanner driver.

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

For details, refer to [How to Perform a Basic Scan \(page 38\)](#).

# Basic Operations

This section explains how to operate the scanner.

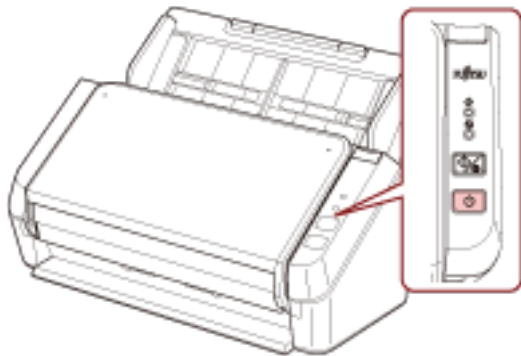
---

## Turning the Power ON/OFF

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

### How to Turn the Power ON

- 1 Press the power button on the operator panel.



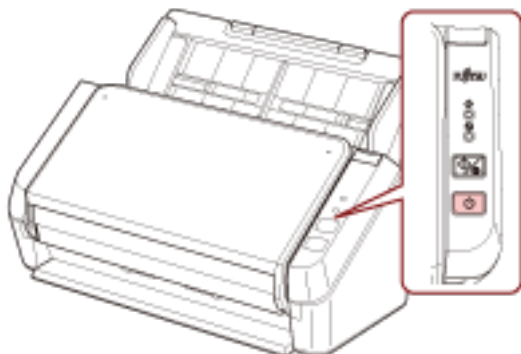
The scanner is turned on, and during initialization, the power indicator flashes in green. When the power indicator lights up in green, the scanner is ready to scan. This is referred to as "ready" status.

#### HINT

When the scanner is ready to be used, the check indicator turns off and the power indicator turns on.

### How to Turn the Power OFF

- 1 Press the power button on the operator panel for more than 2 seconds.



After the power indicator flashes for a while, the scanner is turned off and the power indicator switches off.

## 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.

If the scanner is left powered on for 10 minutes (factory default setting) or longer without being used, it automatically enters power saving mode.

Even after the scanner enters power saving mode, the power indicator remains on.

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

- Load a document in the ADF paper chute (feeder).
- Press the scan/stop button on the operator panel.
- Scan a document with the image scanning application.

If the scanner is not operated for a certain period of time, it turns off automatically to reduce power consumption while the scanner is in standby.

To disable this function, clear the [Power off after a certain period of time] check box in [Device Setting] of the Software Operation Panel. For details, refer to [Waiting Time for the Scanner to Enter Power Saving Mode \[Power saving\] \(page 137\)](#).

To turn the scanner back on after it has turned off automatically, press the power button on the operator panel. For details, refer to [How to Turn the Power ON \(page 30\)](#).

### ATTENTION

- The scanner may not enter power saving mode if there was a document remaining on the paper path. For details about how to remove a document, refer to [When a Paper Jam Occurs \(page 86\)](#).
- 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.

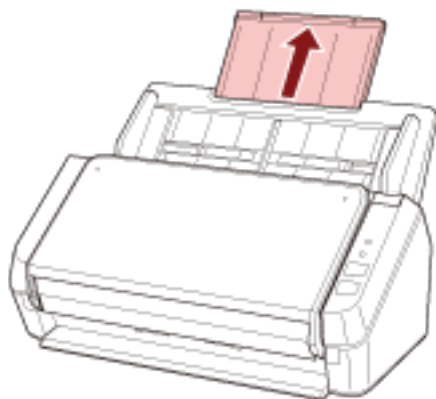
### HINT

The waiting time for entering power saving mode can be changed in the Software Operation Panel. For details, refer to [Waiting Time for the Scanner to Enter Power Saving Mode \[Power saving\] \(page 137\)](#).

## Setting Up the ADF Paper Chute (Feeder)

Documents loaded in the ADF paper chute (feeder) are fed into the ADF one by one when scanning starts. Using the chute extensions 1 and 2 as described in the following procedure will feed documents smoothly.

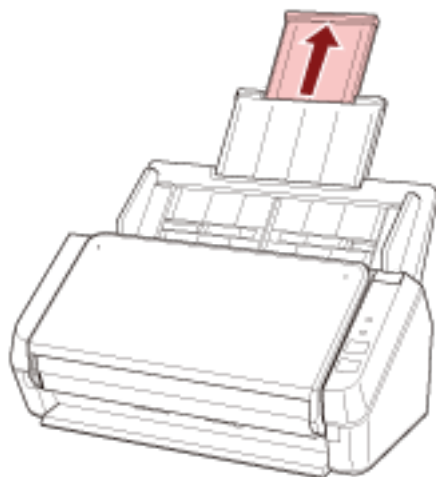
### 1 Pull out the chute extension 1.



#### HINT

Make sure you hold the ADF paper chute (feeder) while pulling out the chute extension 1.

### 2 Pull out the chute extension 2.



#### HINT

Make sure you hold the ADF paper chute (feeder) while pulling out the chute extension 2.

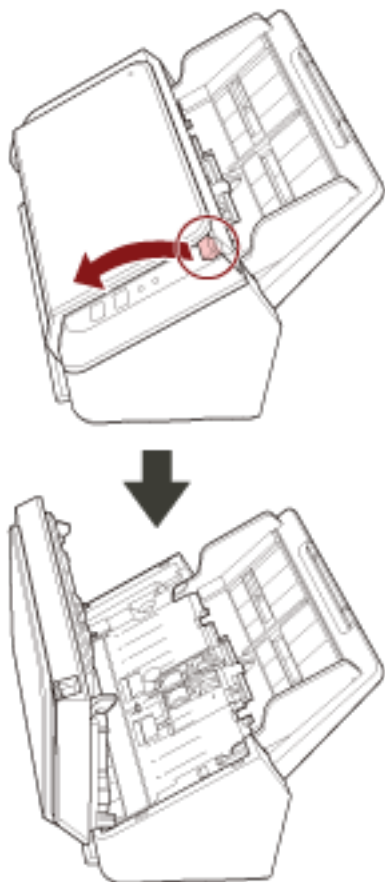


## Opening/Closing the ADF

This section describes how to open and close the ADF.

### How to Open the ADF

- 1 Remove any documents from the ADF paper chute (feeder).
- 2 Pull the ADF release tab towards you to open the ADF.



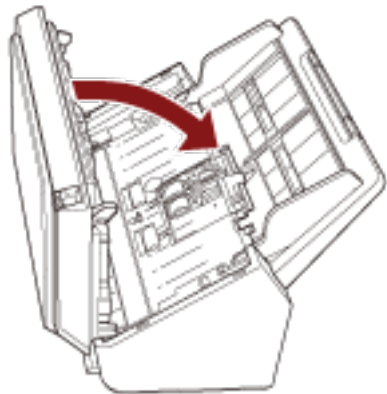
#### CAUTION

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

## How to Close the ADF

### 1 Close the ADF.

Push the center of the ADF until it locks in place.



**CAUTION**

Be careful not to get your fingers caught when closing the ADF.

### **ATTENTION**

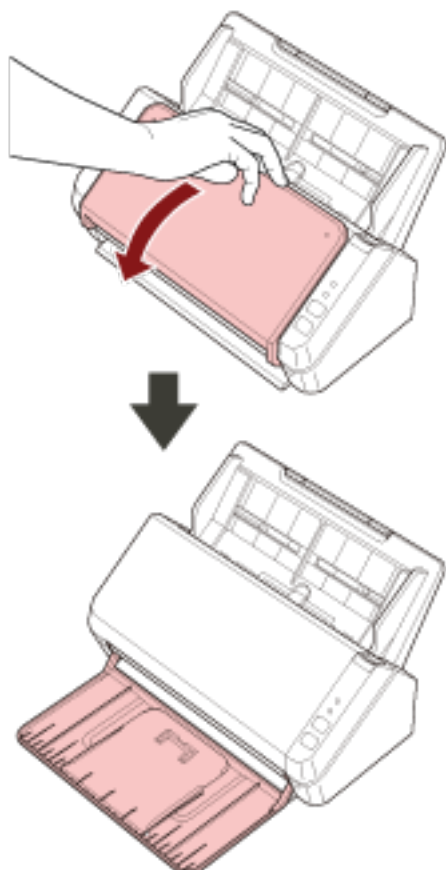
Make sure there is no foreign matter caught inside the ADF when closing the ADF.

---

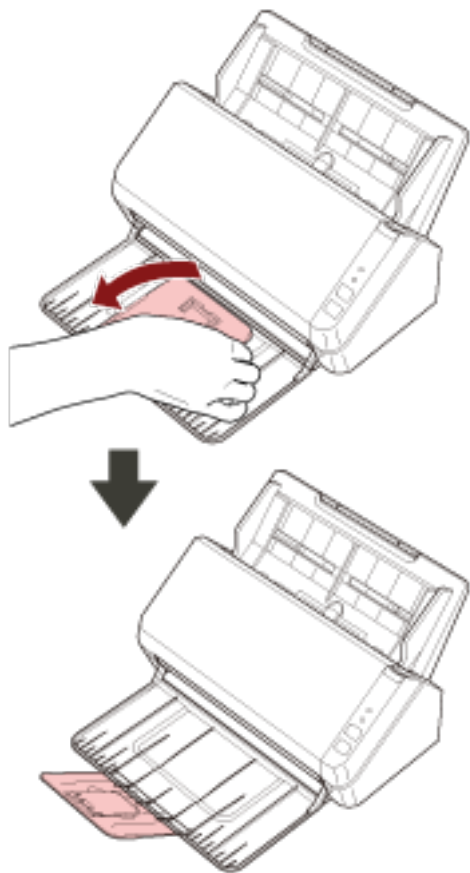
## Setting Up the Stacker

Documents loaded in the ADF paper chute (feeder) are ejected onto the stacker one by one when scanning starts. Using the stacker and stacker extension as described in the following procedure will keep the documents straight and feed them smoothly.

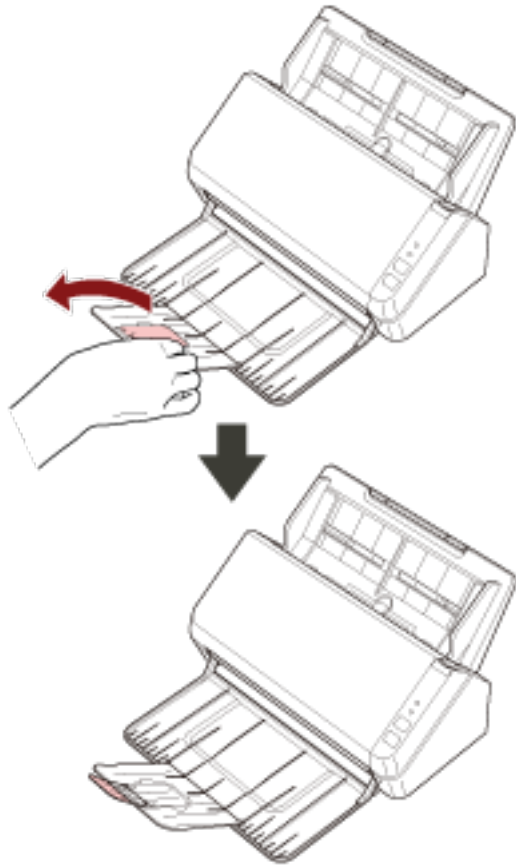
- 1 Hold the top side of the stacker and open it towards you.**



2 Lift up the stacker extension 1 towards you.



**3** Lift up the stacker extension 2 towards you.



# How to Perform a Basic Scan

This section explains how to perform a basic scan.

---

## 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

### HINT

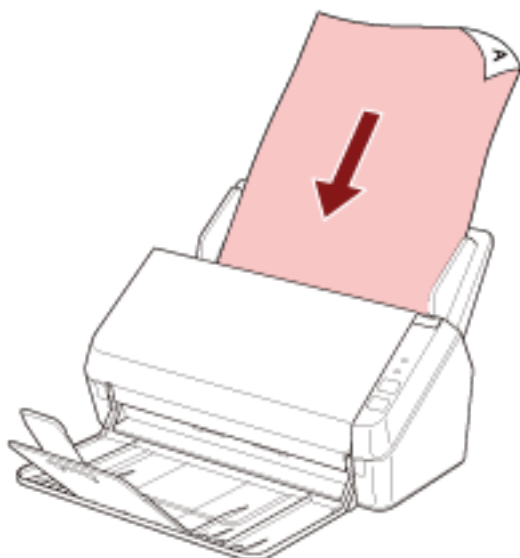
- For details about the scanner driver and image scanning applications, refer to [Overview of the Bundled Software \(page 17\)](#).
- Scanning procedures, operations, and scan setting items slightly vary depending on the image scanning application and the scanner driver.  
For details, refer to the help for the image scanning application and the scanner driver.
- Depending on the connection method of the scanner, use only the USB cable to connect to a computer or use only a LAN cable to connect to a network device. Do not use both cables at the same time.

### **1 Turn on the scanner.**

For details, refer to [How to Turn the Power ON \(page 30\)](#).

### **2 Load a document in the ADF paper chute (feeder).**

Load the document face-down in the ADF paper chute (feeder).



For details, refer to [How to Load Documents \(page 48\)](#).

### **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.

Scanner Selection Tool can be started up in the following procedure.

- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Scanner Selection Tool for SP Series] under [SP Series].
- Windows Server 2012 R2/Windows 8.1  
Click [↵] on the lower left side of the Start screen and select [Scanner Selection Tool for SP Series] under [SP Series].  
To display [↵], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [Scanner Selection Tool for SP Series].

#### **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 document with the image scanning application.**

### **ATTENTION**

Do not perform an operation to disconnect the connection between the scanner and the computer such as the following:

- Disconnecting the USB cable
- Disconnecting the LAN cable
- Disconnecting the network
- Logging off



## 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 scan/stop 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

- Depending on the connection method of the scanner, use only the USB cable to connect to a computer or use only a LAN cable to connect to a network device. Do not use both cables at the same time.
- If PaperStream ClickScan resides in the taskbar, pressing the scan/stop button starts up PaperStream ClickScan.

### 1 Configure the scan settings in the image scanning application.

For details about the procedure, refer to [Performing a Scan with an Image Scanning Application \(page 38\)](#).

### 2 Configure the settings for the button.

Configure the settings on the computer for the scan/stop button on the scanner. Specify an image scanning application for the button so that the application can be used to scan documents.

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 [Button Settings \(For USB Connection\) \(page 44\)](#).

#### 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 SP 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 Server 2008 R2/Windows 7  
Select [Start] menu → [All Programs] → [SP Series] → [Button Event Manager for SP Series].
- For Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Button Event Manager for SP Series] under [SP Series].
- For Windows Server 2012 R2/Windows 8.1  
Select [↓] on the lower left side of the Start screen → [Button Event Manager for SP Series] under [SP Series].  
To display [↓], move the mouse cursor.
- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Select [Start] menu → [SP Series] → [Button Event Manager for SP Series].
- For Windows 11

Select [Start] menu → [All apps] → [SP Series] → [Button Event Manager for SP Series].

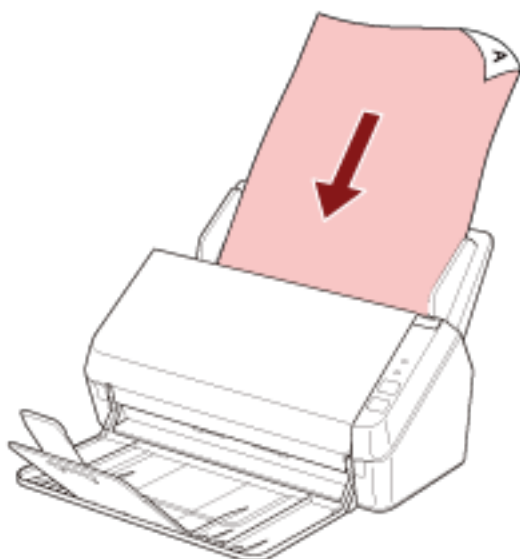
When Button Event Manager is started,  appears in the notification area located at the far right of the task bar.

**b Right-click** .

Click [Help] on the menu that appears.

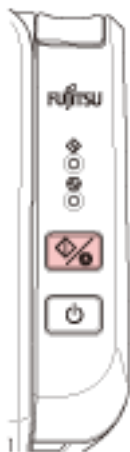
**3 Load a document in the ADF paper chute (feeder).**

Load the document face-down in the ADF paper chute (feeder).



For details, refer to [How to Load Documents \(page 48\)](#).

**4 Press the scan/stop button.**



The image scanning application specified for the button on the scanner is started up.

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

**ATTENTION**

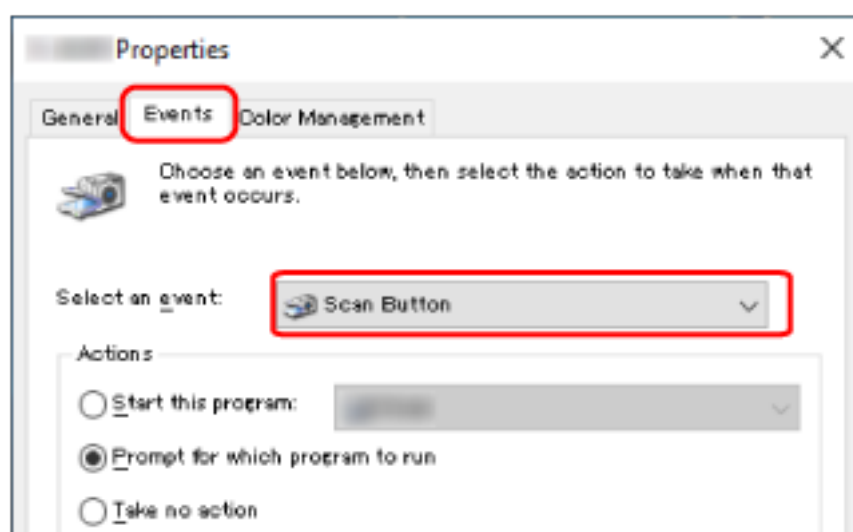
Do not perform an operation to disconnect the connection between the scanner and the computer such as the following:

- Disconnecting the USB cable
- Disconnecting the LAN cable
- Disconnecting the network
- Logging off

## Button Settings (For USB Connection)

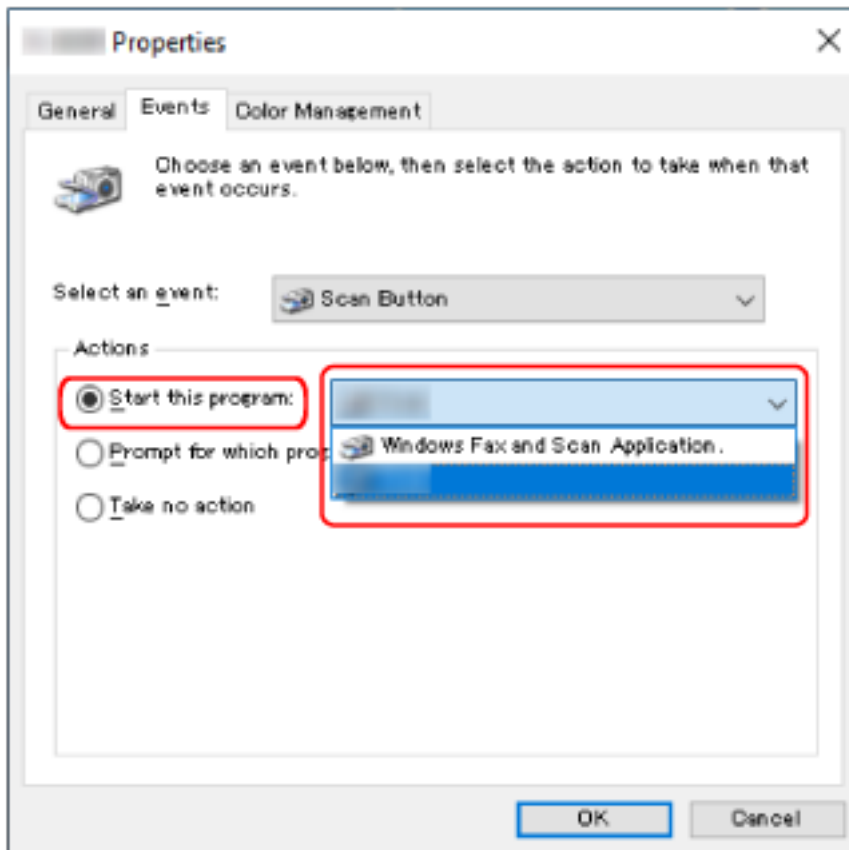
Specify an image scanning application to be launched when the scan/stop button is pressed.  
The procedure when the scanner is connected via a USB cable is as follows.

- 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 [How to Turn the Power ON \(page 30\)](#).
- 2 Display the [Control Panel] window.**
  - Windows Server 2008 R2/Windows 7  
Click [Start] menu → [Control Panel].
  - Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System].
  - Windows Server 2012 R2/Windows 8.1  
Click [↓] on the lower left side of the Start screen → [Control Panel] under [Windows System].  
To display [↓], move the mouse cursor.
  - Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [Windows System] → [Control Panel].
  - 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 check that [Scan Button] is specified for [Select an event].**



- 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.

# How to Load Documents

This section explains how to load documents on the scanner.

---

## Loading Documents

This section explains how to load documents of normal paper.

## Preparation

When you load multiple documents in the ADF paper chute (feeder), make the following preparations.

### HINT

For details about the paper size and quality required for normal operations, refer to [Documents for Scanning \(page 51\)](#).

#### 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 \(page 58\)](#) or [Scanning Documents with Different Widths \(page 61\)](#).

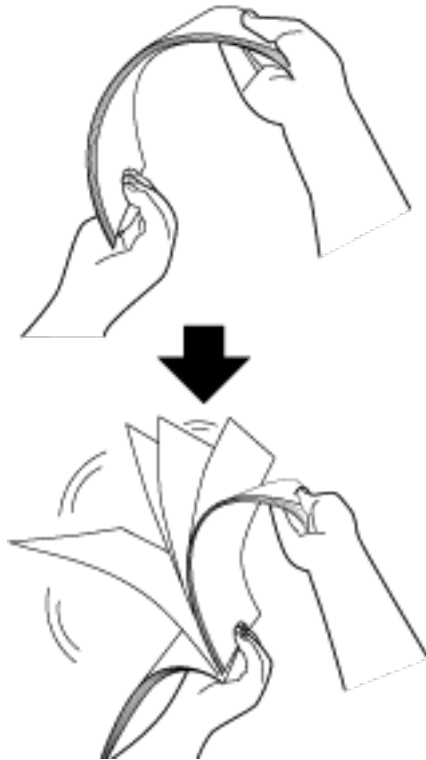
##### b Check the number of sheets.

Up to 50 sheets can be loaded (with paper weight of 80 g/m<sup>2</sup> [20 lb] and thickness of the document stack under 5 mm). For details, refer to [Loading Capacity \(page 55\)](#).

#### 2 Fan the documents.

##### a Grab a stack of documents, which should be 5 mm or less.

**b Hold both ends of the documents and fan them a few times.**



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

**d Perform steps a to c for all documents.**

**e Align the top of the documents.**

## How to Load Documents

**1 Pull out the chute extensions according to the length of the document.**

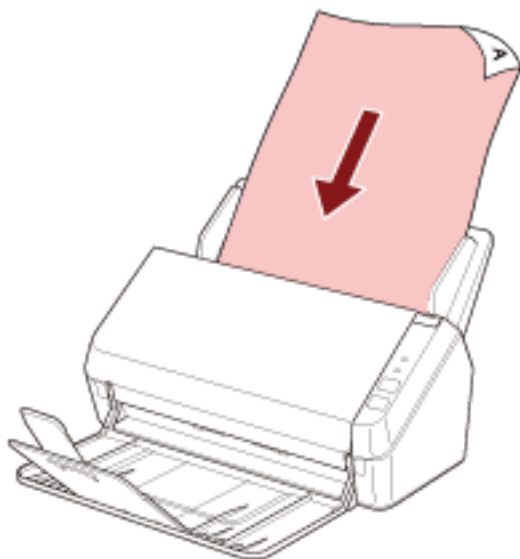
For details, refer to [Setting Up the ADF Paper Chute \(Feeder\)](#) (page 32).

**2 Lift the stacker and stacker extension according to the length of the document.**

For details, refer to [Setting Up the Stacker](#) (page 35).

**3 Load a document in the ADF paper chute (feeder).**

Load the document face-down in the ADF paper chute (feeder).



**ATTENTION**

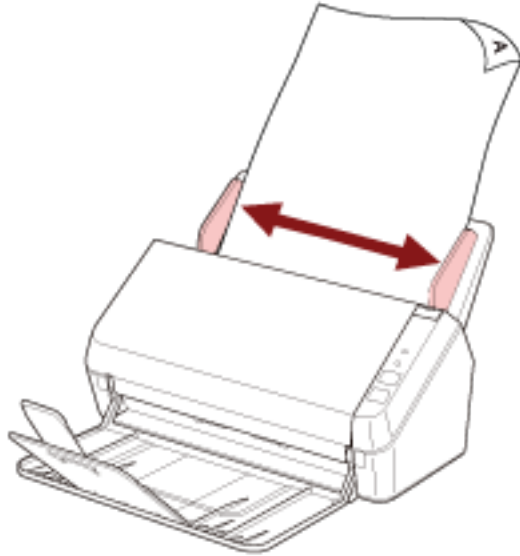
- Remove all paper clips and staples.
- Reduce the number of documents when documents are not fed into the scanner or overlapped documents are fed.

**4 Adjust the side guides to the width of the documents.**

Move the side guides so that there is no space between the side guides and the documents.



When there is a space between the side guides and the documents, the documents may be fed skewed.

**ATTENTION**

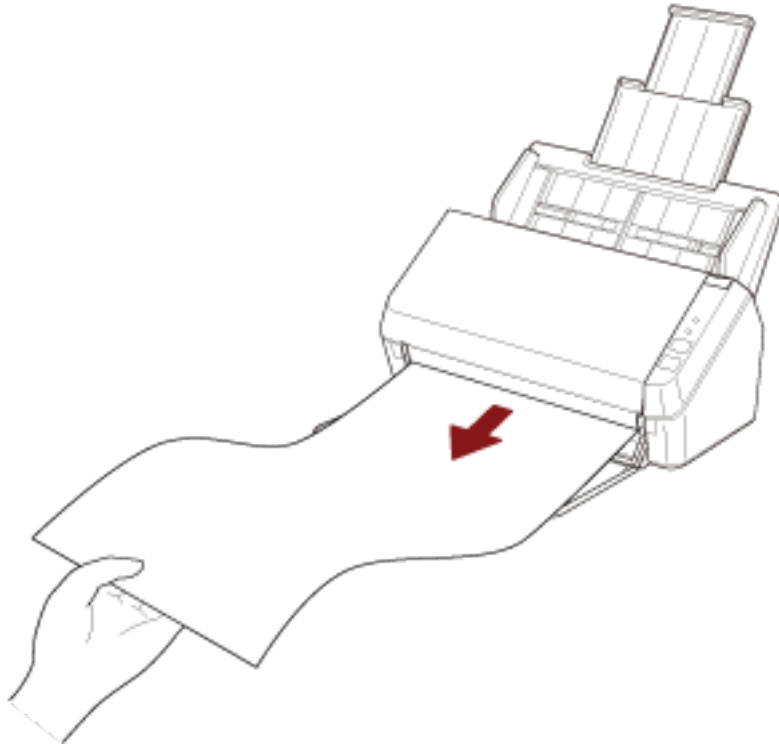
When you scan long page documents, be sure to do the following:

- When loading a document  
Support the loaded document with your hand so it does not fall out of the ADF paper chute (feeder).



- 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.

## Documents for Scanning

### Paper Size

The following paper sizes can be scanned:

Maximum size (width × length)	<ul style="list-style-type: none"> <li>● A4 (portrait) (210 × 297 mm/8.3 × 11.7 in.)</li> <li>● Legal (portrait) (8.5 × 14 in.)</li> <li>● Long page(*1) (216 × 863 mm/8.5 × 34 in., 210 × 3,048 mm/8.3 × 120 in.)</li> </ul>
Minimum size (width × length)	A8 (52 × 74 mm/2 × 2.9 in.)

**\*1:** Depending on the image scanning application or the scan setting of the scanner driver, the memory may be insufficient to perform scanning.

To scan documents that are longer than 355.6 mm (14 in.) but are within 863 mm (34 in.), set the resolution to 300 dpi or lower.

To scan documents longer than 863 mm (34 in.), set the resolution to 200 dpi or lower.

### Document Type

The following document types (paper types) are recommended:

- Wood-free paper
- Wood-containing paper
- PPC paper (recycled)
- Plastic card

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.

### Paper Weight (Document Thickness)

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

- 50 to 209 g/m<sup>2</sup> (13.4 to 56 lb)
- For A8 size or smaller, 127 to 209 g/m<sup>2</sup> (34 to 56 lb)
- 0.76 mm or less for plastic cards (Embossed cards allowed (ISO7810 ID-1 type compliant))

### Documents That May Not Be Scanned Successfully

The following types of documents may not be scanned successfully:

- Tracing paper
- Documents that are not square or rectangular
- Very thin paper

## 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 other than paper/plastic card (such as fabric, metal foil and OHP film)
- Important documents such as certificates and cash vouchers which must not be damaged
- Documents of non-uniform thickness (such as envelopes or documents with attachments)
- Wrinkled or curled documents
- Folded or torn documents
- Coated paper
- Carbon paper
- Carbonless paper
- Photosensitive paper
- Perforated documents
- Photographs (photographic paper)

### **ATTENTION**

Since carbonless paper contains chemical substances that may harm the brake roller and rollers for feeding documents (such as the pick roller), the scanner may fail.

## Precautions

### ● Notes on the documents to be scanned

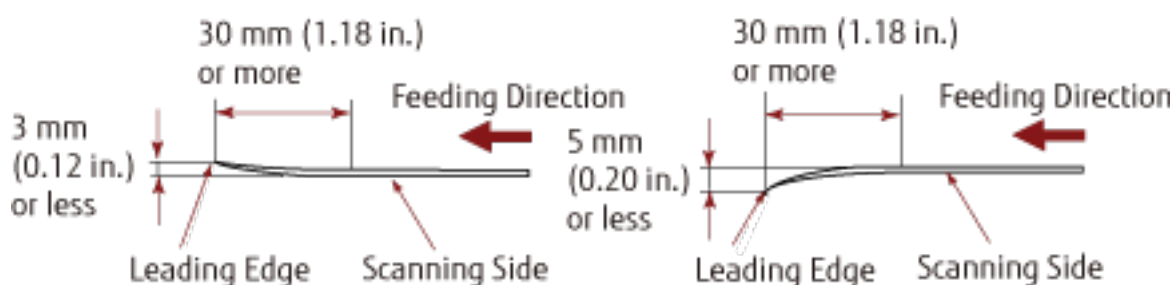
Depending on the documents to be scanned, take note of the following.

- When scanning wood containing papers, the life of the brake roller and pick roller may end sooner compared to scanning wood-free papers.
- The brake roller and pick roller may be damaged when a photo/sticky note on a document comes into contact with these parts during scanning.
- The surface of the document may be damaged when gloss papers such as photographs are scanned.
- When scanning semi-transparent documents, set [Brightness] higher in the scanner driver to avoid bleed-through.
- When you scan documents written in lead pencil, there may be black traces left on the document, which may cause feeding errors.

Clean the rollers frequently.

For details about cleaning, refer to [Daily Care \(page 65\)](#).

- If documents are not fed, or documents are fed overlapped or jammed frequently, refer to [Troubleshooting \(page 94\)](#).
- All documents must be flat on the leading edge.  
Make sure that curls on the leading edge of the documents are kept within the following range.

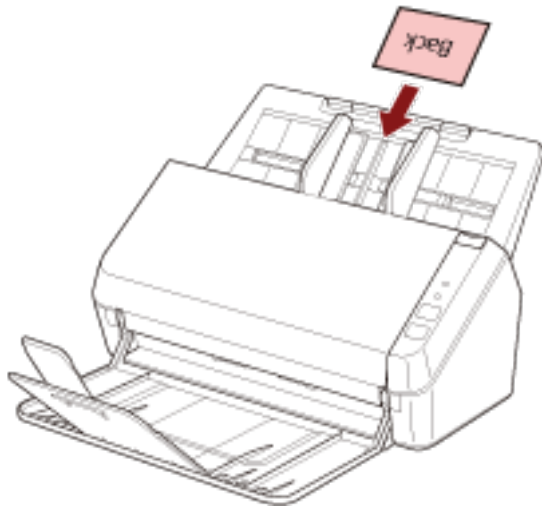


### ● Notes on plastic cards

When you scan plastic cards, take note of the following.

- Make sure you use a card that contains the following specifications, and check if the card can be fed before scanning it.
  - Type: Compliant with the ISO7810 ID-1 type
  - Size: 85.6 × 53.98 mm (3.37 × 2.13 in.)
  - Thickness: 0.76 mm (0.03 in.) or less (Embossed cards allowed)
  - Material: PVC (polyvinyl chloride) or PVCA (polyvinyl chloride acetate)

- Load plastic cards one at a time in the ADF paper chute (feeder).

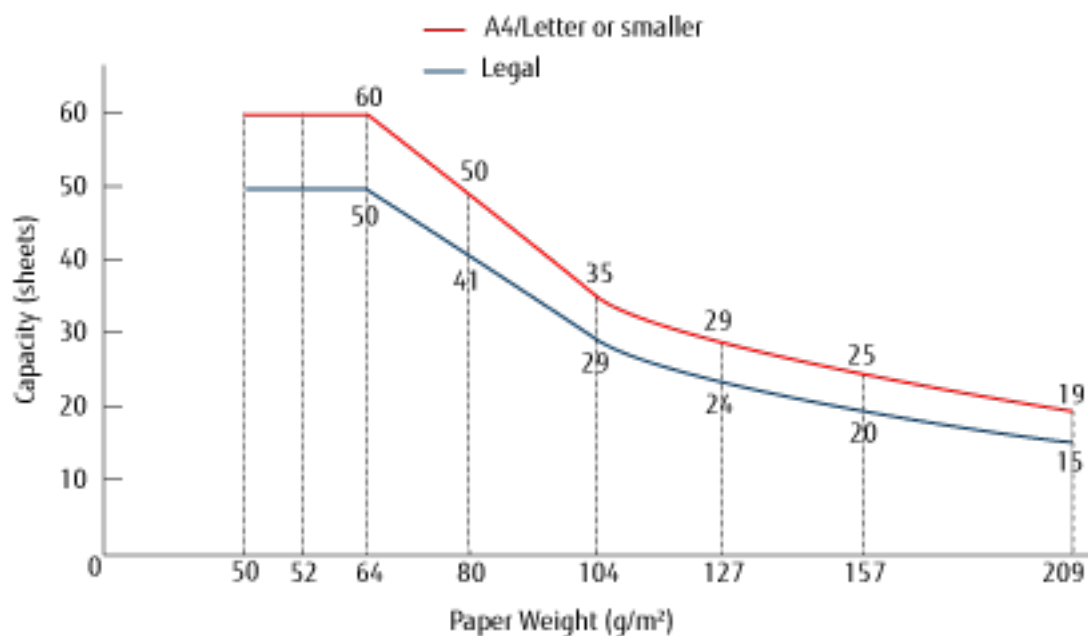


- It is recommended to place the card face-down in the ADF paper chute (feeder).
- Rigid cards may not be fed properly.
- If there is dirt on the surface of the card, such as grease marks (fingerprints), perform scanning after wiping the dirt off.
- Scanning a thick document such as a plastic card will always be falsely detected as overlapped documents. In such a case, disable the setting in the image scanning application or scanner driver so that overlapped documents (multifeeds) are not detected, and then try scanning again.

## Loading Capacity

The number of sheets that can be loaded in the ADF paper chute (feeder) is determined by the paper size and paper weight.

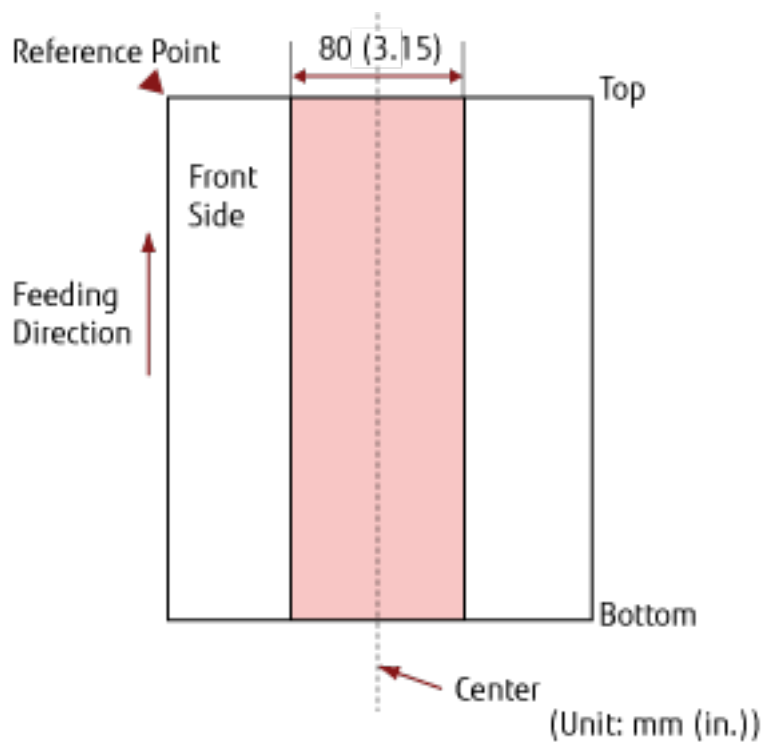
See the graph below.



Unit	g/m <sup>2</sup>	lb
Conversion	50	13.4
	52	14
	64	17
	75	20
	80	21
	90	24
	104	28
	127	34
	157	42
	209	56

## Area Not to Be Perforated

An error may occur when there are punched holes in the area colored in light pink in the Figure 1.  
Fig. 1



### 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 80 mm (3.15 in.) wide central column, you can move the document to the left or right to avoid an error.



## 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.

For documents that are loaded, the following conditions are required for overlapped documents to be detected accurately.

- Paper weight: 50 to 209 g/m<sup>2</sup> (13.4 to 56 lb) (0.06 to 0.26 mm)
- Do not punch holes within 80 mm (3.15 in.) over the center of the document.  
Refer to Fig. 1 in [Area Not to Be Perforated \(page 56\)](#).
- Do not attach other documents with glue or other adhesive within 80 mm (3.15 in.) over the center of the document.  
Refer to Fig. 1 in [Area Not to Be Perforated \(page 56\)](#).

### ATTENTION

- The above condition applies when the document is set to the center of the pick roller width.
- Scanning a thick document such as a plastic card will always be falsely detected as overlapped documents. In such a case, disable the setting in the image scanning application or scanner driver so that overlapped documents are not detected, and then try scanning again.

### HINT

The accuracy of detection for overlapped documents may drop depending on the document type. Overlapping cannot be detected for the top 30 mm (1.18 in.) of a document in the feeding direction.

## Conditions for Mixed Batch Scanning

The following conditions apply when a mixed batch of documents with different paper 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 [Scanning Documents with Different Widths \(page 61\)](#).

### ATTENTION

You cannot scan a mixed batch of documents with different paper weights/friction coefficients.

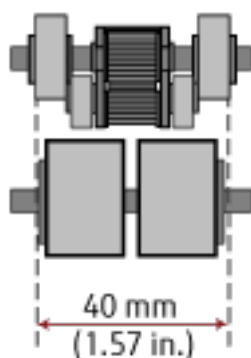
### Paper Direction

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

### Document Position

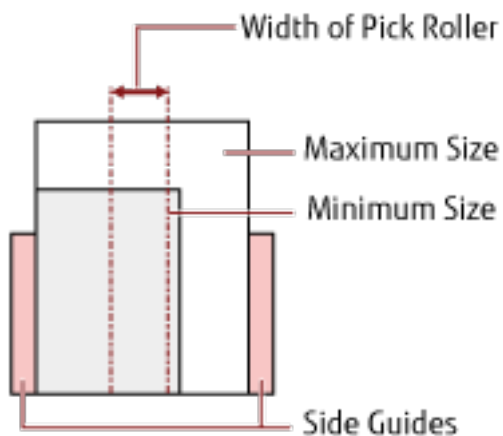
Load all documents covering the width of the pick roller (approx. 40 mm (1.57 in.) wide).

For a guideline for mixed batch scanning, refer to [Combinations of Standard Paper Sizes in a Mixed Batch \(page 59\)](#) in [Paper Size \(page 59\)](#).



### HINT

When the smallest document covers the width of the pick roller even when it is loaded towards one side as shown in the image below, load documents aligned on one side. So that it prevents documents from skewing when being fed.



### Paper Size

When a mixed batch with different sizes is scanned, not feeding the documents straight may cause troubles such as paper jams or part of the image to appear missing. It is recommended that you check the scanned images if the documents were fed skewed.

**ATTENTION**

When a mixed batch with different sizes is scanned, documents are more likely to skew because the side guides do not fit every sheet properly.

### Combinations of Standard Paper Sizes in a Mixed Batch

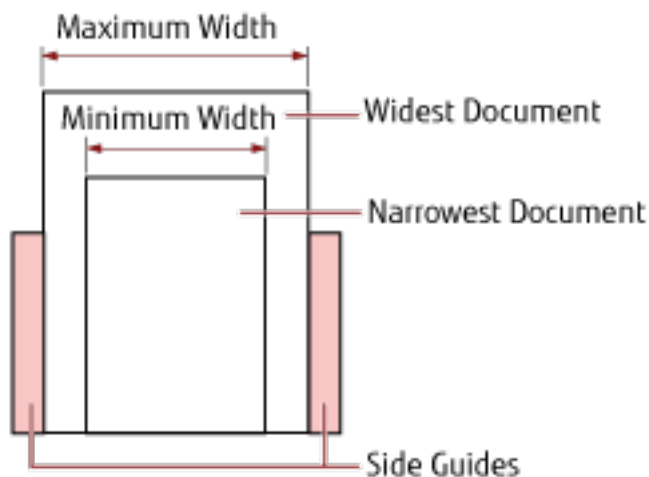
Refer to the table below for a guideline of the range available for mixed batch scanning.

Document Size Width (mm) (*1)			Maximum Size				
			LTR(P)	A4(P) A5(L)	B5(P) B6(L)	A5(P) A6(L)	B6(P) B7(L)
			216	210	182	149	129
Minimum Size	LTR(P)	216					
	A4(P) A5(L)	210					
	B5(P) B6(L)	182					
	A5(P) A6(L)	149					
	B6(P) B7(L)	129					

Available Range

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**

A6 (portrait) and A7 (landscape) or less cannot be scanned with other paper sizes.

**Documents That Cannot Be Scanned in a Mixed Batch**

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

- Bond paper
- Tracing paper

**Conditions for Automatic Page Size Detection**

[Automatic Page Size Detection] does not work with the following type of documents:

- Non-rectangular documents

[Automatic Page Size Detection] may not work with the following types of documents:

- Thin paper (50 g/m<sup>2</sup> [13.4 lb] or less)
- White documents with glossy edges
- Documents with darkish (gray) edges

# Various Ways to Scan

This section explains how to configure the scanner settings and scan different types of documents with the image scanning application.

For information on other ways to scan which are not explained here, refer to the manual or help for the image scanning application, and the help for the scanner driver.

---

## Scanning Documents with Different Widths

### ATTENTION

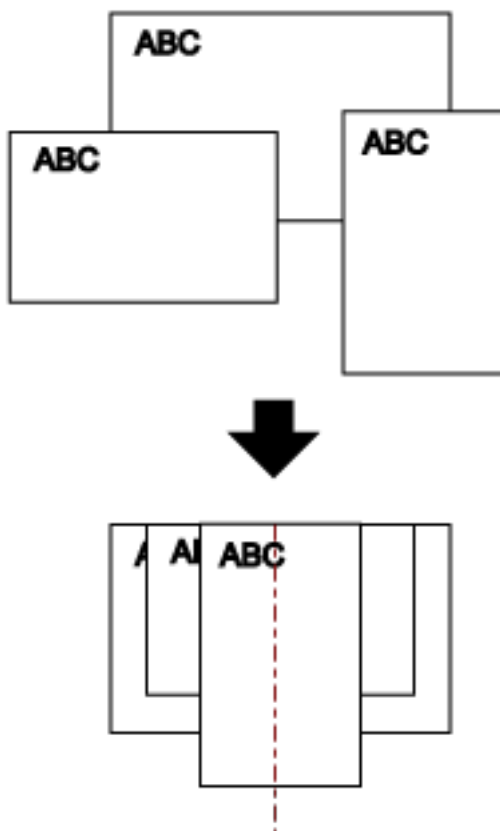
When you scan a mixed batch with different widths, some of the narrower documents may be skewed or not fed into the ADF.

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 \(page 58\)](#).

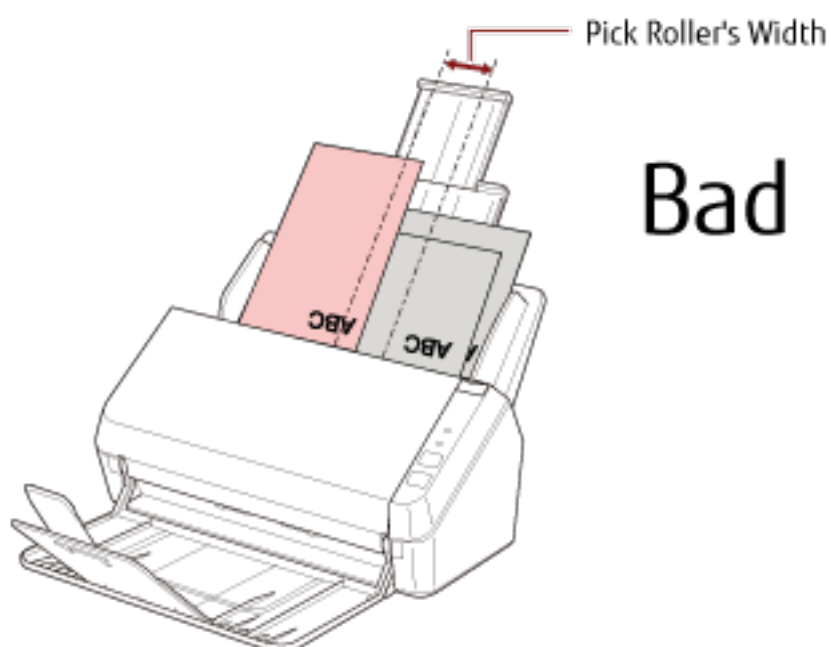
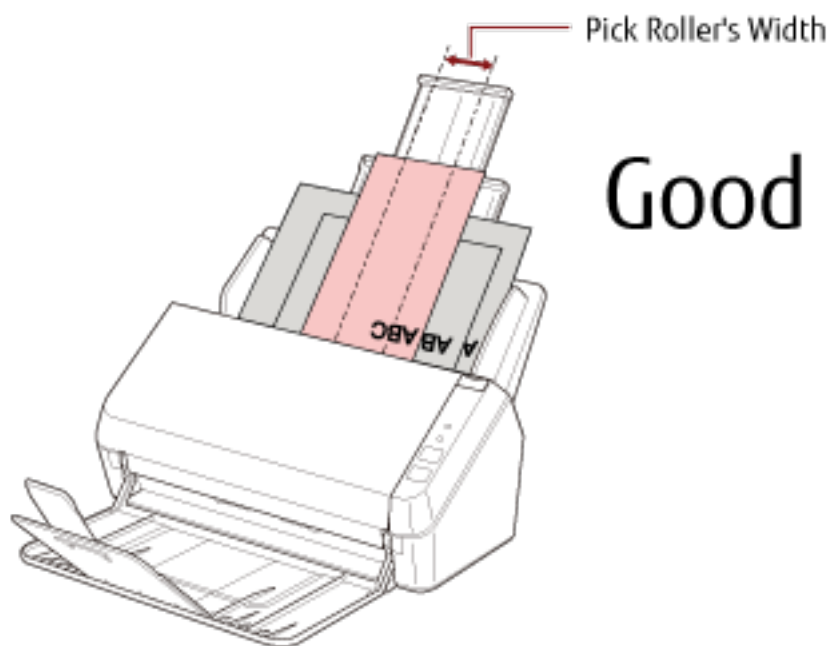
- 1 Align the top of the documents.



- 2 Place the documents at the center of the ADF paper chute (feeder), and adjust the side guides to the widest document in the batch.

**ATTENTION**

Load all documents above the center of the pick roller. If documents are loaded outside of the pick roller width, they may be fed skewed or not fed into the ADF.



- 3 Adjust the stacker to fit the longest document.  
For details, refer to [Setting Up the Stacker](#) (page 35).

**4 In the scanner driver, configure the scan settings to detect the paper size automatically.**

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

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

For details, refer to the manual for your image scanning application.

---

## Scanning Long Page Documents

Documents with a length up to 3,048 mm (120 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 the manual or help for the image scanning application, and the help for the scanner driver.

**1 Pull out the chute extensions all the way.**

For details, refer to [Setting Up the ADF Paper Chute \(Feeder\) \(page 32\)](#).

**2 Lift the stacker and stacker extension towards you.**

For details, refer to [Setting Up the Stacker \(page 35\)](#).

**3 Load a document in the ADF paper chute (feeder).**

For details, refer to [How to Load Documents \(page 48\)](#).

**ATTENTION**

Long page documents should be loaded one sheet at a time in the ADF paper chute (feeder).

**4 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.

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

For details, refer to the manual for your image scanning application.

**ATTENTION**

When scanning a long page document, support the document with your hand so that it does not fall off or is not fed again.

For details, refer to [How to Load Documents \(page 48\)](#).



# Daily Care



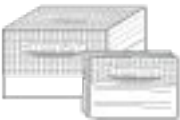
This section describes how to clean the scanner.



## 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.

## 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 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

Cleaning Location		Frequency
Inside of the scanner (ADF)	Brake roller	Every 3,000 sheets
	Pick roller	
	Plastic idler roller	
	Glass	
	Ultrasonic sensor	
	Feed roller	
	Eject roller	

### 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:

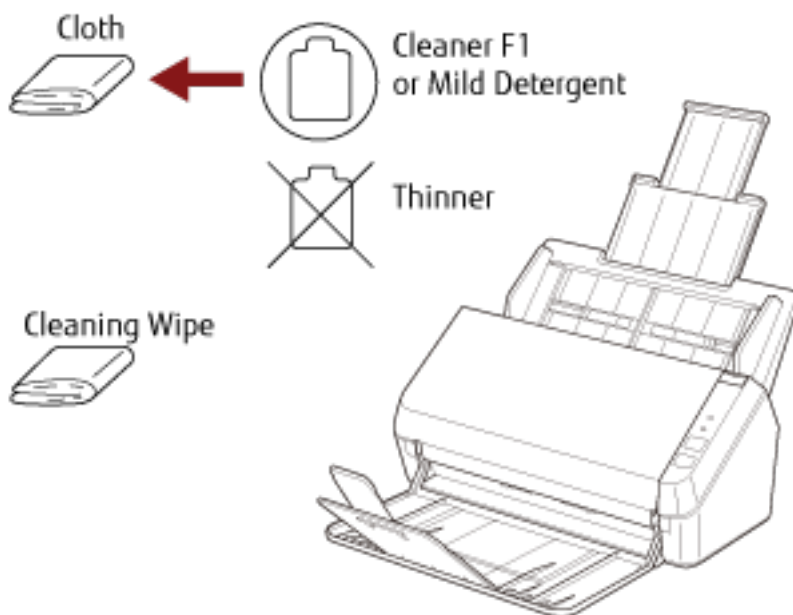
- Smooth-faced documents such as coated paper
- Documents with printed text/graphics that almost cover the entire surface
- Documents containing a large amount of calcium carbonate
- Documents written in lead pencil
- Documents on which the toner is not sufficiently fused

## Cleaning the Outside of the Scanner

The scanner including the ADF paper chute (feeder) and the 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

- To avoid deformation and discoloration, never use paint thinner or any other organic solvents.
- 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.



## Cleaning the Inside of the Scanner (ADF) with Cleaning Paper

The inside of the ADF can be cleaned with a sheet of Cleaning Paper moistened with Cleaner F1. As the scanner continues to feed the documents, paper dust will accumulate inside the ADF and it may cause scanning errors. Cleaning should be performed approximately every 3,000 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.

#### 1 Turn on the scanner.

For details, refer to [How to Turn the Power ON \(page 30\)](#).

#### 2 Spray the Cleaning Paper with Cleaner F1.

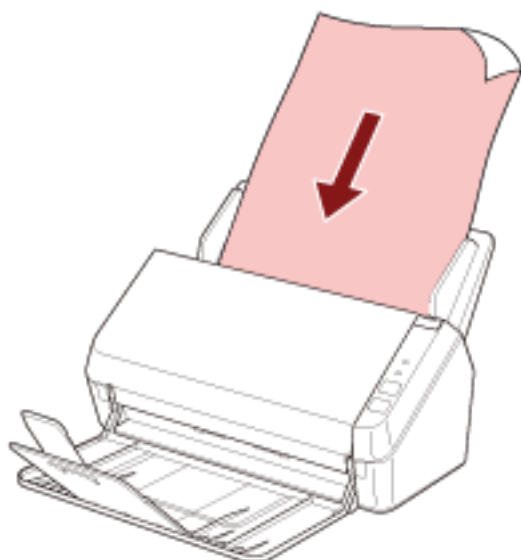
#### 3 Pull out the chute extensions according to the length of the Cleaning Paper.

For details, refer to [Setting Up the ADF Paper Chute \(Feeder\) \(page 32\)](#).

#### 4 Lift the stacker and stacker extension according to the length of the Cleaning Paper.

For details, refer to [Setting Up the Stacker \(page 35\)](#).

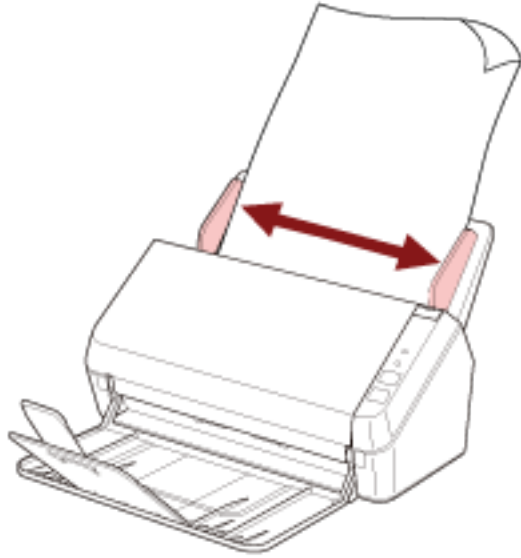
#### 5 Load the Cleaning Paper in the ADF paper chute (feeder).



#### 6 Adjust the side guides to the width of the Cleaning Paper.

Move the side guides so that there is no space between the side guides and the Cleaning Paper.

Otherwise, the Cleaning Paper may be fed skewed.



**7 Start an image scanning application and scan the Cleaning Paper.**

## 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 scanning errors. Cleaning should be performed approximately every 3,000 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 Turn off the scanner and wait for at least 15 minutes.**

For details, refer to [How to Turn the Power OFF \(page 30\)](#).

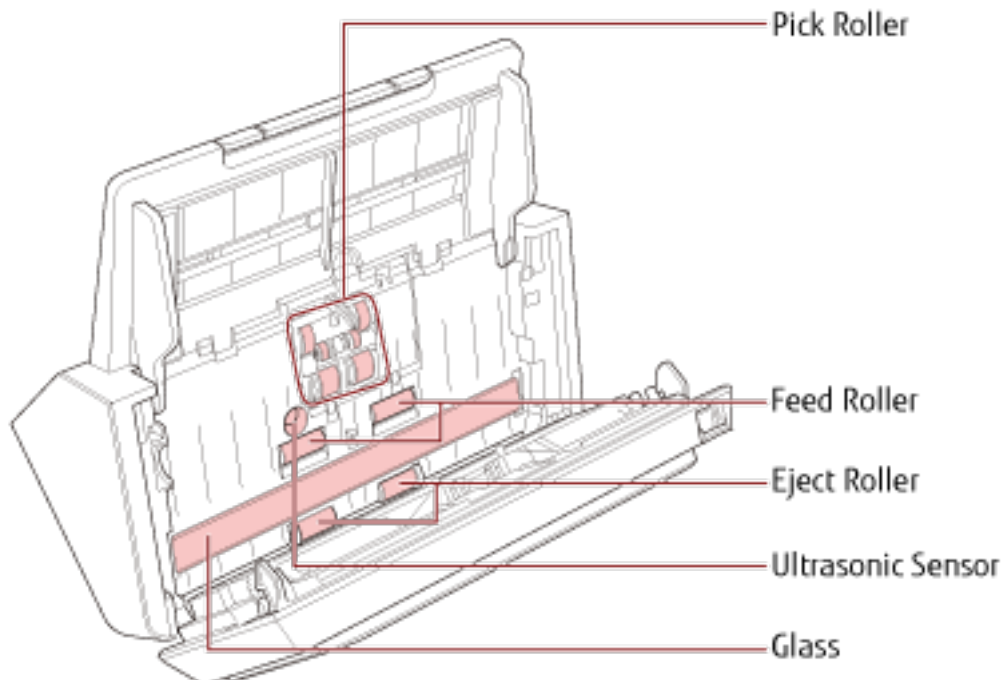
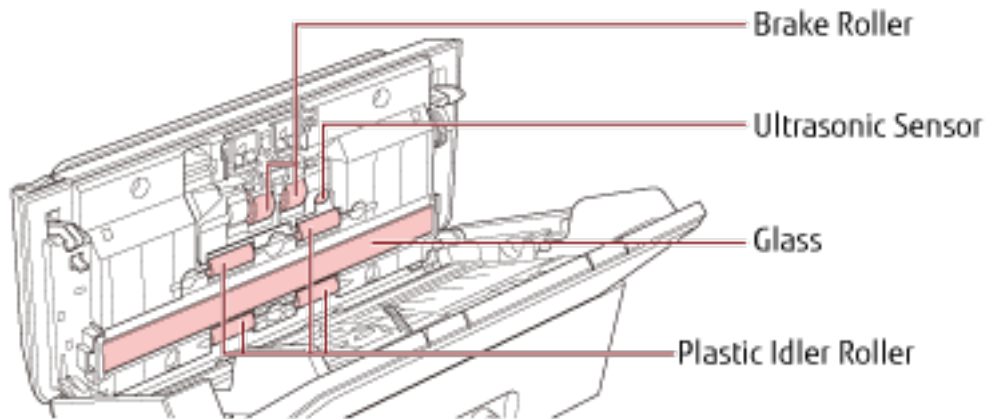
**2 Open the ADF.**

For details, refer to [How to Open the ADF \(page 33\)](#).

**CAUTION**

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

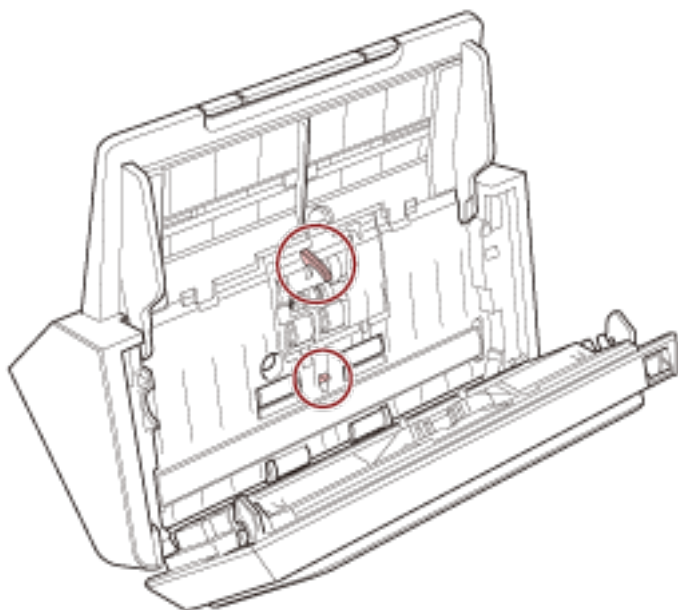
3 Clean the following locations with a cloth moistened with Cleaner F1, or a sheet of Cleaning Wipe.





**ATTENTION**

Make sure that the cloth does not get caught and damage the document sensors.

**Brake roller (× 2)**

Remove the brake roller from the scanner.

For details about removing the brake roller, refer to [Replacing the Roller Set \(page 78\)](#).

Gently wipe dirt and dust off the roller, taking care not to damage the roller surface.

**Pick roller (× 6)**

Gently wipe dirt and dust off the roller as you rotate the roller manually, taking care not to damage the roller surface. Make sure that it is wiped properly because black residue on the roller will affect the feeding performance.

**Plastic idler roller (× 4)**

Gently wipe dirt and dust off the roller as you rotate the roller manually, taking care not to damage the roller surface. Make sure that it is wiped properly because black residue on the roller will affect the feeding performance.

**Glass (× 2)**

Gently wipe dirt and dust off the glass sections.

**ATTENTION**

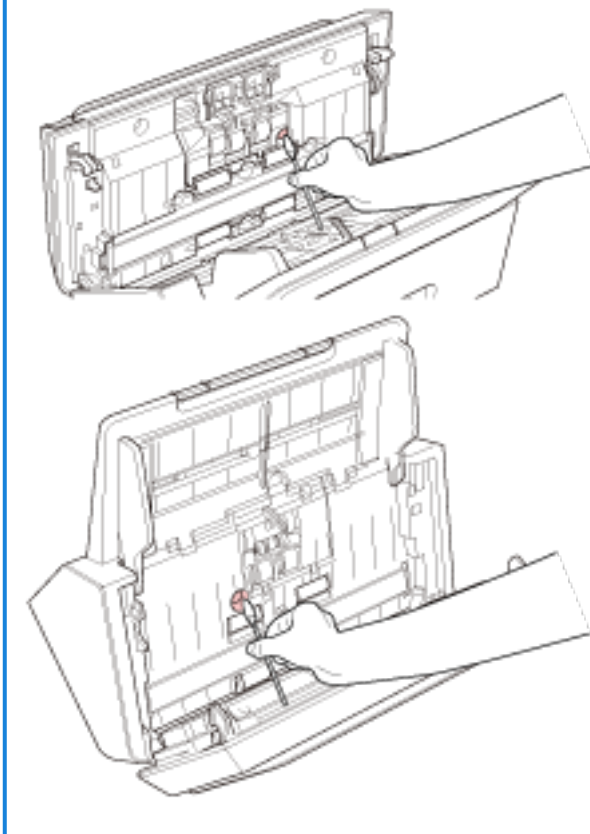
Vertical streaks may appear on images if the glass section is dirty.

**Ultrasonic sensor (× 2)**

Gently wipe dirt and dust off the surface of the ultrasonic sensors.

**HINT**

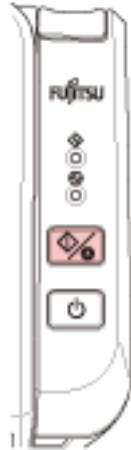
If it is difficult to clean, use a cotton swab.

**Feed roller (× 2)/Eject roller (× 2)**

The power must be turned on to rotate the feed/eject rollers for cleaning.

- a** Turn on the scanner.  
For details, refer to [How to Turn the Power ON \(page 30\)](#).
- b** When the operator panel is in ready status, open the ADF.  
For details, refer to [How to Open the ADF \(page 33\)](#).

- c Press the scan/stop button on the operator panel for 2 seconds or more.



The feed/eject rollers rotate at the same time.



**CAUTION**

Be careful not to touch the rollers with your hand while they are rotating.

- d Put a piece of cloth moistened with Cleaner F1 or a sheet of Cleaning Wipe against the surface of the feed/eject roller, and wipe horizontally to clean dirt and dust off the whole surface. Make sure that it is wiped properly because black residue on the roller will affect the feeding performance.

**4 Close the ADF.**

For details, refer to [How to Close the ADF \(page 34\)](#).



**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.

# Replacing the Consumables


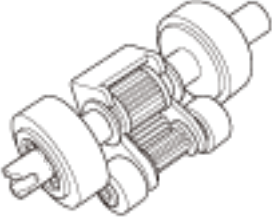
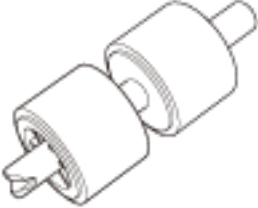
This section explains how to replace the consumables for the scanner.



## 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
<p>ROLLER SET</p> <ul style="list-style-type: none"><li>• Brake roller</li></ul>  <ul style="list-style-type: none"><li>• Pick roller</li></ul>  	PA03708-0001	100,000 sheets or one year

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. Also, the scanner records the number of sheets scanned, which allows you to determine when to replace the consumables.

For information on how to check the number of sheets scanned, refer to [Settings Related to Sheet Counters \(page 133\)](#).

Note that the suggested replacement cycles are guidelines for using A4 (80 g/m<sup>2</sup> [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.

**HINT**

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.

## Replacing the Roller Set

The roller set consists of a brake roller and a pick roller.

Replace each roller in the following procedure.

**1 Remove all documents from the ADF paper chute (feeder).**

**2 Open the ADF.**

For details, refer to [How to Open the ADF \(page 33\)](#).

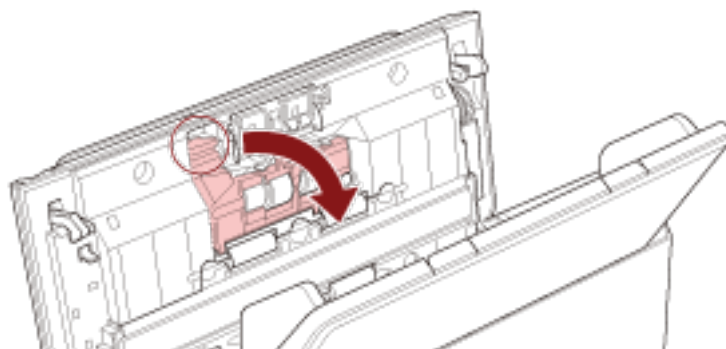


### CAUTION

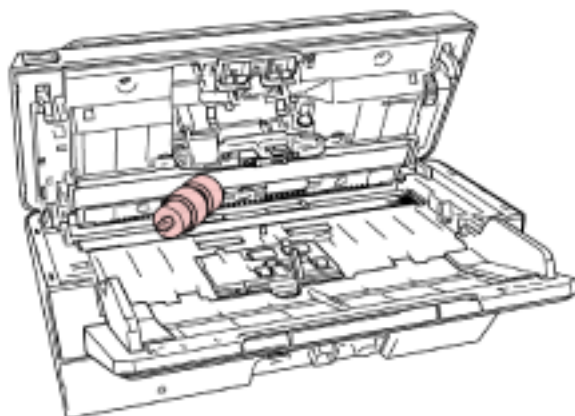
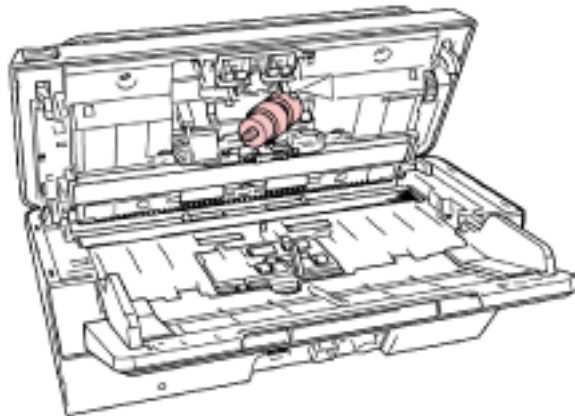
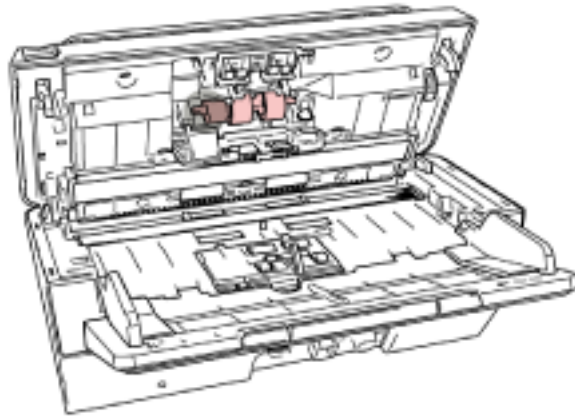
When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

**3 Remove the brake roller.**

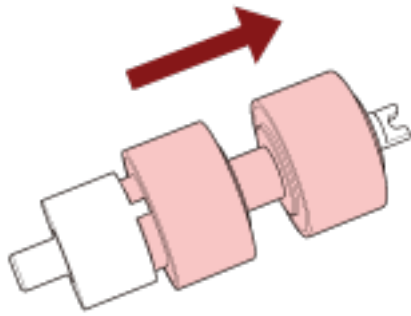
**a Press the cover bushing of the brake roller to open the cover in the direction of the arrow.**



- b** Pull out the left side of the brake roller shaft, and then pull out the right side of the shaft from the hole.

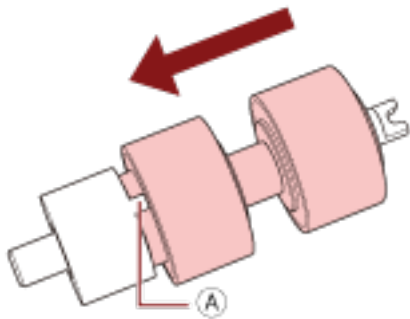


**4 Remove the brake roller from its shaft.**



**5 Attach a new brake roller on the shaft.**

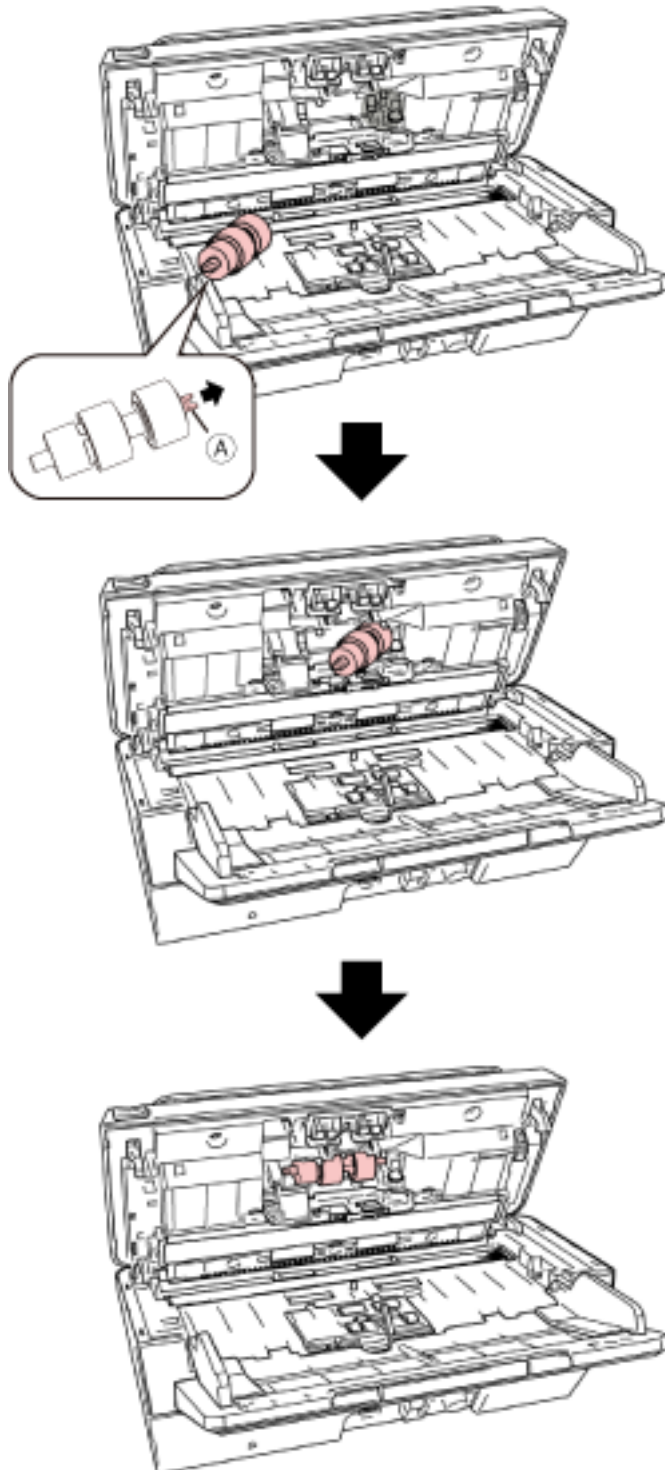
Insert the protrusion (A) on the shaft into the slot.



**6 Attach the shaft.**



- a Attach the notch (A), which is on the brake roller shaft, to the slot on the right then attach the left side of the shaft.



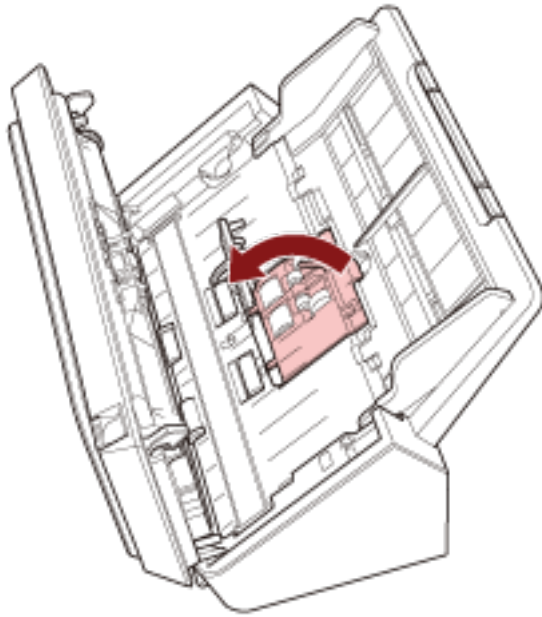
- b Close the brake roller cover.

**ATTENTION**

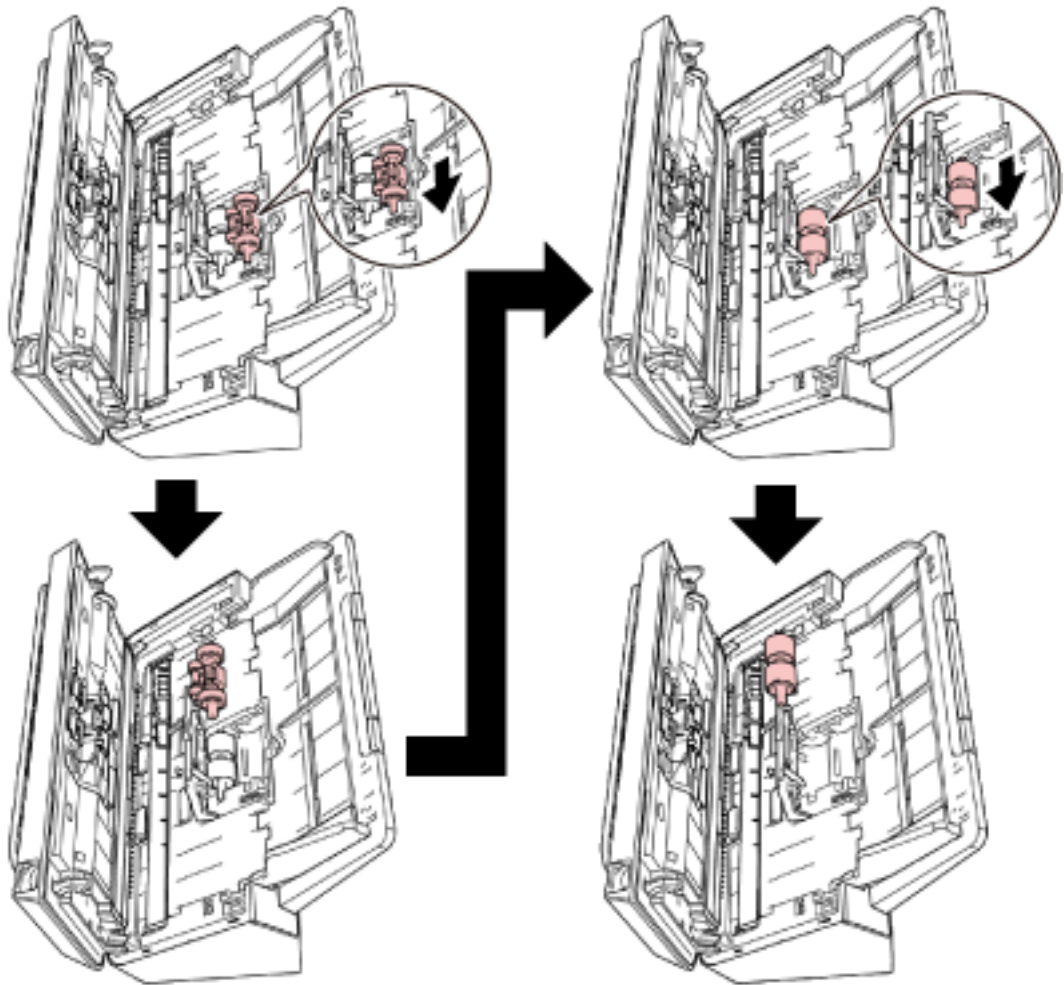
Confirm that the brake roller is installed properly. Otherwise, paper jams or other feeding errors may occur.

**7 Remove the pick roller.**

- a Open the side guides fully to both sides. Then place your finger into the depression and open the sheet guide in the direction of the arrow.**

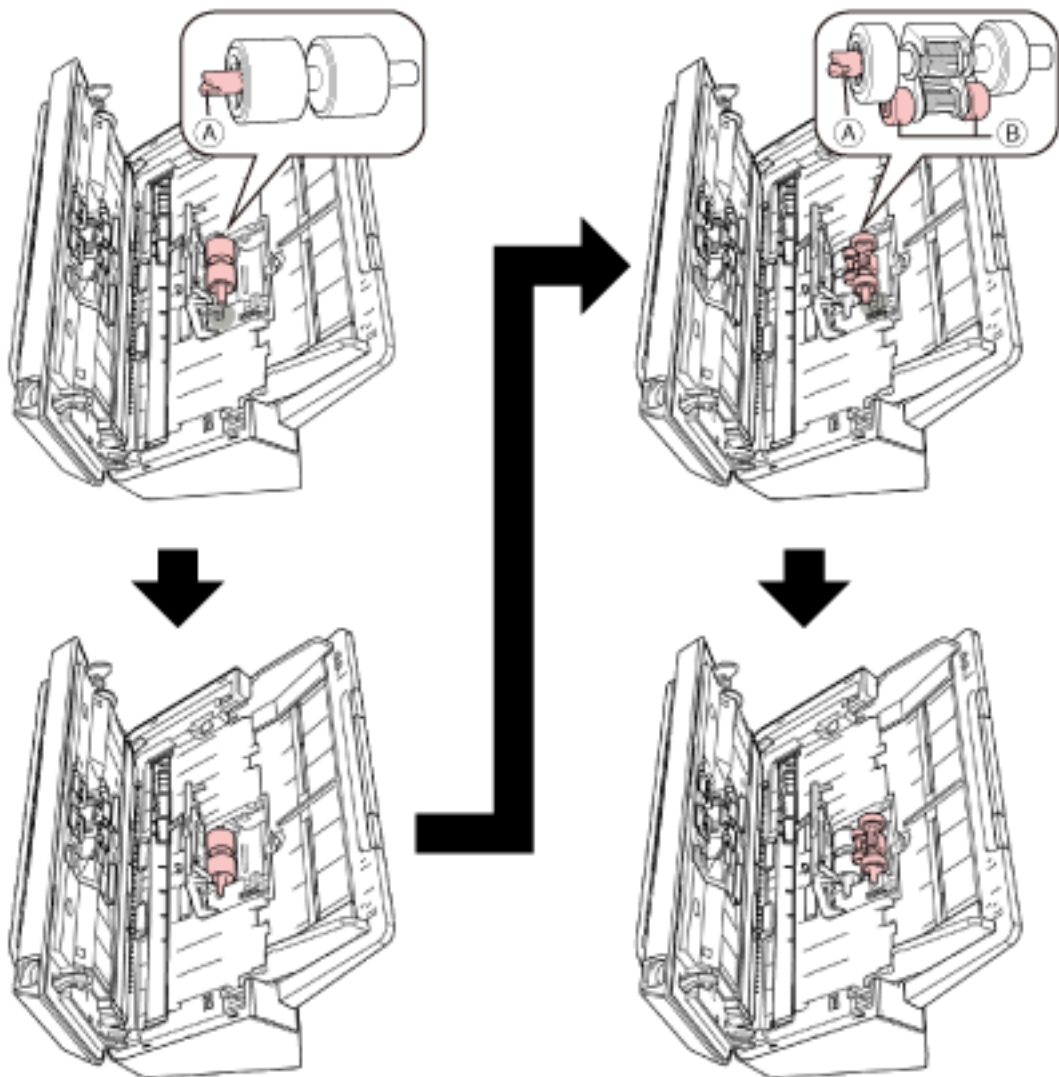


**b** Slide the pick roller and remove it from the top.



**8** Attach a new pick roller from the bottom.

- a Check the direction of the notch (A) on the pick roller and of the small roller (B), and insert it in the hole.



- b Close the sheet guide.

**ATTENTION**

Confirm that the pick roller is installed properly. Otherwise, paper jams or other feeding errors may occur.

**9 Close the ADF.**

For details, refer to [How to Close the ADF \(page 34\)](#).



**CAUTION**

Be careful not to get your fingers caught when closing the ADF.

**10 Reset the roller set counter.**

Start up the Software Operation Panel and clear the counter.  
For details, refer to [Clearing the Sheet Counters \(page 135\)](#).

# Troubleshooting

This section explains about the countermeasures against paper jams and other troubles, items to check before contacting your scanner service provider, 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 upon removing jammed documents.
- Be careful not to get things such as hair, a tie 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.

**1 Remove all documents from the ADF paper chute (feeder).**

**2 Open the ADF.**

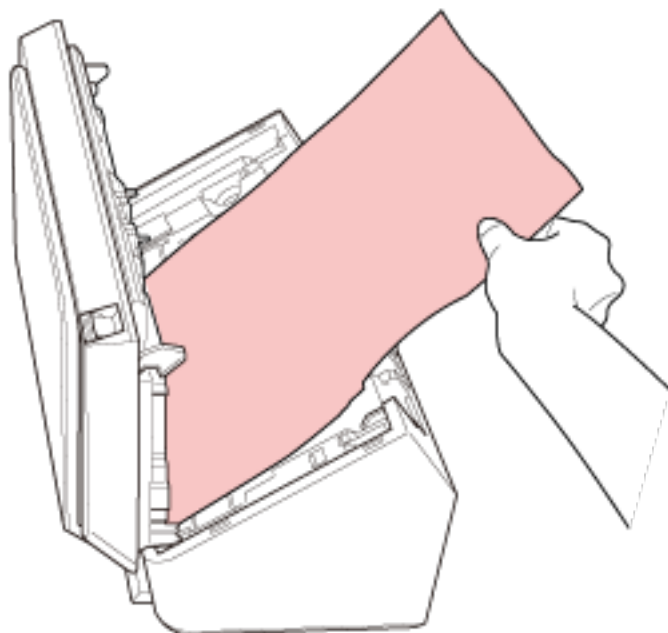
For details, refer to [How to Open the ADF \(page 33\)](#).



### 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 \(page 34\)](#).



#### 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 in the ADF paper chute (feeder) again.

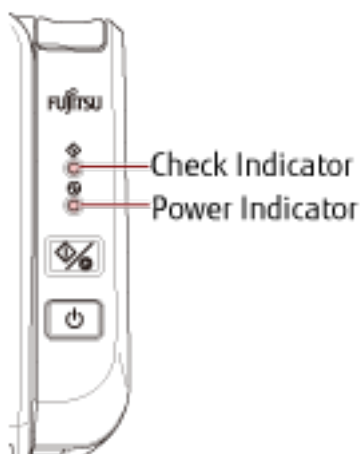
## Errors

### ● Error Indication

If an error occurs while the scanner is used, the indicators on the operator panel light up as follows.

- For temporary errors  
The check indicator turns on or turns off.  
The power indicator stays on.
- For device errors  
The check indicator flashes.  
The power indicator stays on.

Temporary errors can be recovered by the operator, whereas device errors may require troubleshooting by a service engineer.

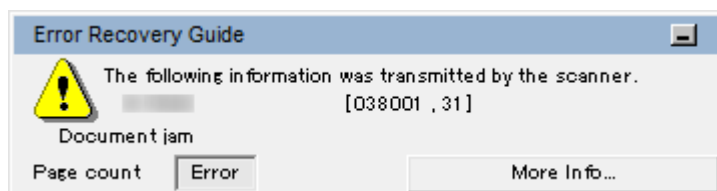


### HINT

Error Recovery Guide is started up and the icon is displayed in the notification area located at the far right 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 List

Check Indicator	Power Indicator	Error Description	Refer to
On	On	Paper jam	<a href="#">Paper Jam (page 90)</a>
		Multifeed	<a href="#">Multifeed (page 91)</a>
		ADF open	<a href="#">Cover Open (page 91)</a>
Flashes	On	Sensor error	<a href="#">Sensor Error (page 92)</a>
Flashes 2 times	On	Optical error (ADF Front)	<a href="#">Optical error (ADF Front) (page 92)</a>
Flashes 3 times	On	Optical error (ADF Back)	<a href="#">Optical error (ADF Back) (page 92)</a>
Off	On	Being used by others	<a href="#">Being Used by Others (page 93)</a>
		No document has been loaded	<a href="#">No Document Has Been Loaded (page 93)</a>
		Scanning has been stopped by the user	<a href="#">Scanning Has Been Stopped by the User (page 93)</a>

## Paper Jam

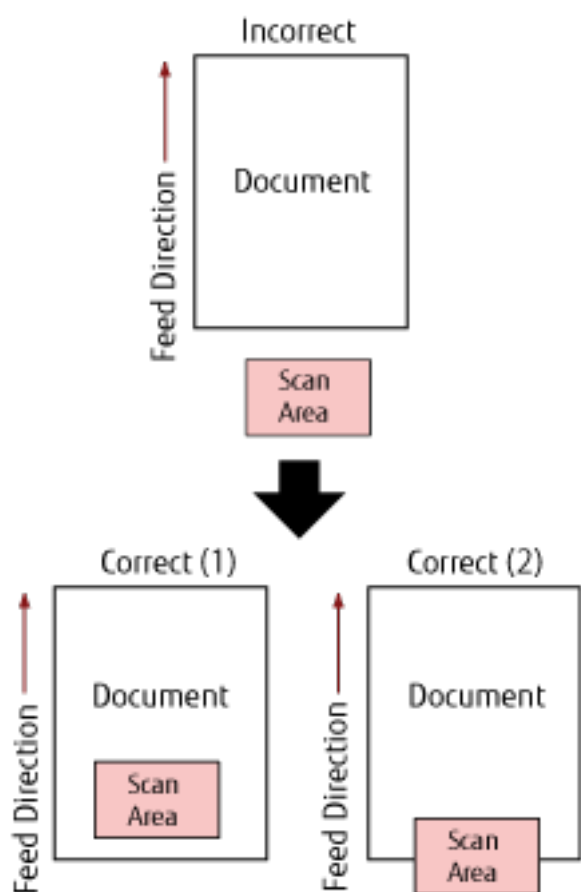
If a paper jam occurs, the indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
On	On

Take the following measures.

- When a paper jam occurs inside the scanner, refer to [When a Paper Jam Occurs \(page 86\)](#) to remove jammed documents.
- Refer to [Documents for Scanning \(page 51\)](#) in order to check if the document is suitable for scanning. A paper jam also occurs when the bottom edge of a document is detected before the designated area is scanned.

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 in the ADF paper chute (feeder).
- 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 the image scanning application or the scanner driver. For details, refer to the manual for the image scanning application or the help for the scanner driver.

If paper jams occur frequently, take measures according to [Paper Jams/Pick Errors Occur Frequently \(page 110\)](#). If the problem still persists, write down the status of the indicators, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 a multifeed occurs, the indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
On	On

When you press the scan/stop button on the operator panel, the overlapped documents are ejected.

If documents remain in the scanner, remove the documents by referring to [When a Paper Jam Occurs \(page 86\)](#).

If documents are overlapped and fed into the scanner frequently, take measures according to [Overlapped Documents Are Frequently Fed into the Scanner \(page 107\)](#).

If the problem still persists, write down the status of the indicators, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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.

## Cover Open

If you open the ADF during a scan, the indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
On	On

**HINT**

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.

To check whether or not it is closed completely, open the ADF and then close it again.

For more details about opening and closing the ADF, refer to [Opening/Closing the ADF \(page 33\)](#).

## Sensor Error

If a sensor error occurs, the indicators on the operator panel lights up as follows.

Check Indicator	Power Indicator
Flashes	On

Take the following measures.

- Clean the ultrasonic sensors by referring to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 71\)](#).
- Turn the scanner off then back on.

If the problem still persists, write down the status of the indicators, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 Front)

If an optical error occurs in the front of the ADF, the indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
Flashes 2 times	On

Take the following measures.

- Refer to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 71\)](#) and clean the glass.
- Turn the scanner off then back on.

If the problem still persists, write down the status of the indicators, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 Back)

If an optical error occurs in the back of the ADF, the indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
Flashes 3 times	On

Take the following measures.

- Refer to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 71\)](#) and clean the glass.
- Turn the scanner off then back on.

If the problem still persists, write down the status of the indicators, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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.

## Being Used by Others

The indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
Off	On

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 of the scanner.

## No Document Has Been Loaded

The indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
Off	On

No document has been loaded.

Load a document in the ADF paper chute (feeder).

## Scanning Has Been Stopped by the User

The indicators on the operator panel light up as follows.

Check Indicator	Power Indicator
Off	On

Scanning has been stopped by the user.

When you press the scan/stop button on the operator panel during scanning, scanning stops immediately.

If documents remain in the ADF, open the ADF and remove the documents before resuming a scan.

---

## 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 Scanner Service Provider \(page 115\)](#) 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 \(page 95\)](#)
- **Connection of the scanner**
  - [Cannot Connect the Scanner and a Computer with the Network \(page 96\)](#)
  - [Cannot Connect the Scanner and a Computer via the USB Cable \(page 100\)](#)
- **Scanning operations**
  - [Scanning Does Not Start \(page 101\)](#)
  - [Scanning Takes a Long Time \(page 102\)](#)
  - [Overlapped Documents Are Frequently Fed into the Scanner \(page 107\)](#)
  - [Situation in Which the Document Is not Fed into the ADF Occurs Frequently \(page 109\)](#)
  - [Paper Jams/Pick Errors Occur Frequently \(page 110\)](#)
- **Scanning results**
  - [The Scanned Image of a Picture or Photo is Rough/Image Noise Appears \(page 103\)](#)
  - [Quality of Scanned Text or Lines Is Unsatisfactory \(page 104\)](#)
  - [Images Are Distorted or Not Clear \(page 105\)](#)
  - [Vertical Streaks Appear on the Images \(page 106\)](#)
  - [Images Turn Out Elongated \(page 112\)](#)
  - [A Shadow Appears at the Top or the Bottom of the Image \(page 113\)](#)
  - [There Are Black Traces on the Document \(page 114\)](#)

## The Scanner Cannot Be Powered ON

### Check the following points

- [Is the power cable connected properly? \(page 95\)](#)
- [Did you press the power button on the scanner? \(page 95\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 the diagram of the connection procedure for [Connecting the Scanner via a Wired LAN \(When Obtaining an IP Address Automatically\) \(page 21\)](#), [Connecting the Scanner via a Wired LAN \(When Assigning an IP Address Manually\) \(page 24\)](#), or [Connecting the Scanner to the Computer via the USB Cable \(page 28\)](#).

- **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 \(page 30\)](#).

## Cannot Connect the Scanner and a Computer with the Network

### 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 96)
- Is the network device (such as a switch, a hub, or a router) turned on? (page 96)
- Is the firmware version for the network device the latest? (page 97)
- Is the computer connected to a network device (such as a switch, a hub, or a router)? (page 97)
- Did you configure the settings related to communication conditions on a network device (such as a switch, a hub, or a router)? (page 97)
- Are there any security limitations in the network? (page 97)
- Is the network stable? (page 97)
- Did you select the scanner in Scanner Selection Tool? (page 98)
- Is the communication status between the scanner and the computer stable? (page 98)
- Is the scanner connected to another computer? (page 99)
- Is the scanner's IP address correct? (page 99)
- Is the IP address of the scanner used for other communication devices? (page 99)
- Is the correct scanner name set for the image scanning application? (page 99)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider](#) (page 115) 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.

Check the MAC address which is printed on the label on the back of the scanner. For details, refer to [Checking the Product Label \(page 117\)](#).

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.

- **Did you select the scanner in Scanner Selection Tool?**

#### Solution

Start up Scanner Selection Tool, and check whether the scanner that you want to connect the computer to is displayed in the list.

Scanner Selection Tool can be started up in the following procedure:

- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Scanner Selection Tool for SP Series] under [SP Series].
- Windows Server 2012 R2/Windows 8.1  
Click [↵] on the lower left side of the Start screen and select [Scanner Selection Tool for SP Series] under [SP Series].  
To display [↵], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [Scanner Selection Tool for SP Series].
- Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [Scanner Selection Tool for SP Series].

- **Is the communication status between the scanner and the computer stable?**

#### Solution

Check the communication status between the scanner and the computer.

Start up the command prompt on your computer, specify the scanner's IP address by using the PING command, and then check the communication status.

Check the scanner's IP address in IP Address Setting Tool.

IP Address Setting Tool can be started up in the following procedure:

- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [IP Address Setting Tool for SP Series].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [IP Address Setting Tool for SP Series] under [SP Series].
- Windows Server 2012 R2/Windows 8.1  
Click [↵] on the lower left side of the Start screen and select [IP Address Setting Tool for SP Series] under [SP Series].  
To display [↵], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [IP Address Setting Tool for SP Series].

- Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [IP Address Setting Tool for SP Series].

- **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 scanner's IP address correct?**

**Solution**

Check whether the scanner's IP address is correct by using IP Address Setting Tool.

For details, refer to the Network Setup Tool for SP Series Help.

IP Address Setting Tool can be started up in the following procedure:

- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [IP Address Setting Tool for SP Series].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [IP Address Setting Tool for SP Series] under [SP Series].
- Windows Server 2012 R2/Windows 8.1  
Click [↵] on the lower left side of the Start screen and select [IP Address Setting Tool for SP Series] under [SP Series].  
To display [↵], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [IP Address Setting Tool for SP Series].
- Windows 11  
Click [Start] menu → [All apps] → [SP Series] → [IP Address Setting Tool for SP Series].

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.

- **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.

- **Is the correct scanner name set for the image scanning application?**

**Solution**

Check whether the scanner name for a wired LAN connection is set for the image scanning application.

PaperStream IP SP-1130Ne Net

## Cannot Connect the Scanner and a Computer via the USB Cable

### Check the following points

- [Is the USB cable connected properly? \(page 100\)](#)
- [Is the connector on the USB cable broken or damaged? \(page 100\)](#)
- [Is the correct scanner name set for the image scanning application? \(page 100\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 the diagram of the connection procedure for [Connecting the Scanner to the Computer via the USB Cable \(page 28\)](#).

- **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.

PaperStream IP SP-1130Ne

## Scanning Does Not Start

### Check the following points

- [Is the document loaded in the ADF paper chute \(feeder\) correctly? \(page 101\)](#)
- [Is the ADF closed properly? \(page 101\)](#)
- [Are the scanner and the computer properly connected? \(page 101\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 document loaded in the ADF paper chute (feeder) correctly?**

#### Solution

Reload the document in the ADF paper chute (feeder).

- **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
  - Check whether the scanner is connected to a network.
    - In Scanner Selection Tool, make sure that the scanner that you want to use is selected.  
For details about Scanner Selection Tool, refer to the Network Setup Tool for SP Series Help.
    - If the scanner that you want to use is not displayed in the Scanner Selection Tool window, check the network settings in IP Address Setting Tool.  
For details about IP Address Setting Tool, refer to the Network Setup Tool for SP Series Help.
    - If the scanner that you want to use has been selected in Scanner Selection Tool but is not able to connect to the computer, refer to [Cannot Connect the Scanner and a Computer with the Network \(page 96\)](#).
- For USB
  - Check whether the scanner and computer are connected via the USB cable.  
If you still cannot connect the scanner to the computer, refer to [Cannot Connect the Scanner and a Computer via the USB Cable \(page 100\)](#).

## Scanning Takes a Long Time

### Check the following points

- Does the computer meet the recommended requirements? (page 102)
- If a USB connection is used, is the USB cable connected to the USB 1.1 port on the computer? (page 102)
- Did you start a scan while the computer was unstable (for example, immediately after computer start-up or logon)? (page 102)
- Are the rollers clean? (page 102)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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.

- **Does the computer meet the recommended requirements?**

#### Solution

Use a computer that meets the recommended CPU, memory, and other requirements.  
For details, refer to [System Requirements \(page 19\)](#).

- **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 \(page 65\)](#).

## 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? \(page 103\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 103\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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.

- **Are the glass and rollers inside the ADF clean?**

### Solution

Clean the dirty parts.

For details, refer to [Daily Care \(page 65\)](#).

## Quality of Scanned Text or Lines Is Unsatisfactory

### Check the following points

- Are the glass and rollers inside the ADF clean? (page 104)
- Is the resolution appropriate? (page 104)
- Did you configure the settings in the scanner driver to scan in grayscale or color mode? (page 104)
- Is there any foreign matter (such as dust or paper dust) on the document? (page 104)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 \(page 65\)](#).

- **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 105)
- Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF? (page 105)
- Is a scan performed on a place that is unstable or vibrates? (page 105)
- Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner? (page 105)
- Are there any wrinkles or curls on the document? (page 105)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider](#) (page 115) 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 65).

- **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.

## Vertical Streaks Appear on the Images

### Check the following points

- Are the glass and rollers inside the ADF clean? (page 106)
- Is there any foreign matter (such as dust or paper dust) on the document? (page 106)
- Is [Vertical Streaks Reduction] enabled in the scanner driver for a scan? (page 106)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 \(page 65\)](#).

- **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.

## Overlapped Documents Are Frequently Fed into the Scanner

### Check the following points

- Do the documents meet the paper requirements? (page 107)
- If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately? (page 107)
- Did you scan a thick document such as a plastic card? (page 107)
- Did you fan the documents before loading them? (page 108)
- Have the documents just been printed out from a copy machine or a laser printer? (page 108)
- Is the document stack thinner than 5 mm? (page 108)
- Is the roller set (the brake roller and pick roller) installed correctly? (page 108)
- Is the roller set (the brake roller and pick roller) clean? (page 108)
- Is the roller set (the brake roller and pick roller) worn out? (page 108)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider](#) (page 115) 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 51).

- **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 57).  
In such a case, disable the setting in the image scanning application or scanner driver so that overlapped documents are not detected.

- **Did you scan a thick document such as a plastic card?**

#### Solution

Disable the setting in the image scanning application or scanner driver so that overlapped documents are not detected.  
For details about scanning plastic cards, refer to [Precautions](#) (page 53).

- **Did you fan the documents before loading them?**

**Solution**

Fan the documents.  
For details, refer to [Preparation \(page 46\)](#).

- **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 \(page 46\)](#).

- **Is the document stack thinner than 5 mm?**

**Solution**

Up to 5 mm in thickness of the document stack can be loaded. Reduce the number of sheets to make the document stack thinner than 5 mm.

- **Is the roller set (the brake roller and pick roller) installed correctly?**

**Solution**

Install the roller set (the brake roller and pick roller) correctly.  
For details, refer to [Replacing the Roller Set \(page 78\)](#).

- **Is the roller set (the brake roller and pick roller) clean?**

**Solution**

Clean the roller set (the brake roller and pick roller).  
For details, refer to [Daily Care \(page 65\)](#).

- **Is the roller set (the brake roller and pick roller) worn out?**

**Solution**

Start up the Software Operation Panel to check the counter for the roller set (the brake roller and pick roller), and if necessary, replace the roller set.  
For details about how to check the counter, refer to [Checking the Sheet Counters \(page 133\)](#).  
For details about how to replace the roller set, refer to [Replacing the Roller Set \(page 78\)](#).

## 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 109)
- Did you fan the documents before loading them? (page 109)
- Is the roller set (the brake roller and pick roller) installed correctly? (page 109)
- Is the roller set (the brake roller and pick roller) clean? (page 109)
- Is the roller set (the brake roller and pick roller) worn out? (page 109)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider](#) (page 115) 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 51).

- **Did you fan the documents before loading them?**

#### Solution

Fan the documents.  
For details, refer to [Preparation](#) (page 46).

- **Is the roller set (the brake roller and pick roller) installed correctly?**

#### Solution

Install the roller set (the brake roller and pick roller) correctly.  
For details, refer to [Replacing the Roller Set](#) (page 78).

- **Is the roller set (the brake roller and pick roller) clean?**

#### Solution

Clean the roller set (the brake roller and pick roller).  
For details, refer to [Daily Care](#) (page 65).

- **Is the roller set (the brake roller and pick roller) worn out?**

#### Solution

Start up the Software Operation Panel to check the counter for the roller set (the brake roller and pick roller), and if necessary, replace the roller set.  
For details about how to check the counter, refer to [Checking the Sheet Counters](#) (page 133).  
For details about how to replace the roller set, refer to [Replacing the Roller Set](#) (page 78).

## Paper Jams/Pick Errors Occur Frequently

### Check the following points

- Do the documents meet the paper requirements? (page 110)
- Is there any foreign matter in the ADF? (page 110)
- Is there a document remaining in the ADF? (page 110)
- Is the roller set (the brake roller and pick roller) installed correctly? (page 110)
- Is the roller set (the brake roller and pick roller) clean? (page 110)
- Is the roller set (the brake roller and pick roller) worn out? (page 111)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 \(page 51\)](#).

- **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 \(page 65\)](#).

- **Is there a document remaining in the ADF?**

#### Solution

Remove the document from the ADF.  
For details, refer to [When a Paper Jam Occurs \(page 86\)](#).

- **Is the roller set (the brake roller and pick roller) installed correctly?**

#### Solution

Install the roller set (the brake roller and pick roller) correctly.  
For details, refer to [Replacing the Roller Set \(page 78\)](#).

- **Is the roller set (the brake roller and pick roller) clean?**

#### Solution

Clean the roller set (the brake roller and pick roller).

For details, refer to [Daily Care \(page 65\)](#).

- **Is the roller set (the brake roller and pick roller) worn out?**

**Solution**

Start up the Software Operation Panel to check the counter for the roller set (the brake roller and pick roller), and if necessary, replace the roller set.

For details about how to check the counter, refer to [Checking the Sheet Counters \(page 133\)](#).

For details about how to replace the roller set, refer to [Replacing the Roller Set \(page 78\)](#).

## Images Turn Out Elongated

### Check the following points

- [Are the rollers clean? \(page 112\)](#)
- [Do the documents meet the paper requirements? \(page 112\)](#)
- [Is the roller set \(the brake roller and pick roller\) worn out? \(page 112\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 \(page 65\)](#).

- **Do the documents meet the paper requirements?**

#### Solution

Use documents that meet the requirements.

For details, refer to [Documents for Scanning \(page 51\)](#).

- **Is the roller set (the brake roller and pick roller) worn out?**

#### Solution

Start up the Software Operation Panel to check the counter for the roller set (the brake roller and pick roller), and if necessary, replace the roller set.

For details about how to check the counter, refer to [Checking the Sheet Counters \(page 133\)](#).

For details about how to replace the roller set, refer to [Replacing the Roller Set \(page 78\)](#).



## A Shadow Appears at the Top or the Bottom of the Image

### Check the following points

- [Did you use the page edge filler function to fill in the shadow around the edge? \(page 113\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 use the page edge filler function to fill in the shadow around the edge?**

### Solution

A shadow of a document that occurred while the document was fed may appear on the image. In the scanner driver, use the page edge filter function to fill out the shadow around the edge. For details, refer to the help for the scanner driver.

## There Are Black Traces on the Document

### Check the following points

- [Are you scanning documents written in lead pencil or carbon paper? \(page 114\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 114\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 115\)](#) 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 \(page 65\)](#).

- **Are the glass and rollers inside the ADF clean?**

### Solution

Clean the dirty parts.  
For details, refer to [Daily Care \(page 65\)](#).

## Before You Contact the Scanner Service Provider

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 Scanner Service Provider

If you encounter any errors or troubles while using the scanner, take the following measures before you contact the scanner service provider:

- Make sure that sufficient power is supplied. Do not use an extension cable.
- Use the plug and AC adapter that are supplied.
- Clean the inside of the scanner by referring to [Daily Care \(page 65\)](#).
- Turn the scanner off then back on.

If the problem still persists, check each item in [Items to Check Before You Contact the Scanner Service Provider \(page 115\)](#) 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 Scanner Service Provider

- **General**

Item	Findings
Scanner name	Example: SP-1130Ne For details, refer to <a href="#">Checking the Product Label (page 117)</a> .
Serial No.	Example: XXXX000001 For details, refer to <a href="#">Checking the Product Label (page 117)</a> .
Date of manufacture	Example: 20XX-01 (January 20XX) For details, refer to <a href="#">Checking the Product Label (page 117)</a> .
Date of purchase	
Symptom	
Frequency of trouble	
Warranty	

● **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, 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?	

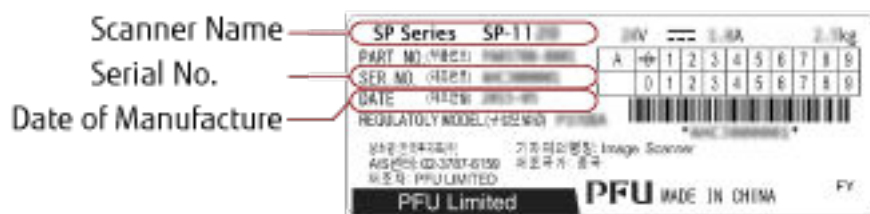
## Checking the Product Label

This section explains about the product label on the scanner.

The label is located on the place indicated in the following figure:



Label (example): Shows the scanner information.



# Scanner Settings (Software Operation Panel)

This section explains how to use the Software Operation Panel to configure the scanner settings.

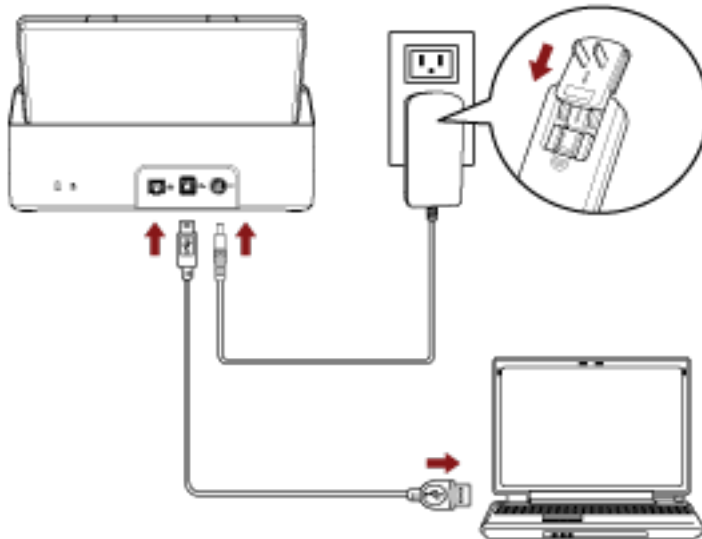
## Starting Up the Software Operation Panel

With the Software Operation Panel, you can configure settings used to manage consumable parts and manage the power of the scanner.

### ATTENTION

- Do not start up the Software Operation Panel during scanning.
- Do not use the operator panel while the Software Operation Panel is running.

### 1 Confirm that the scanner is connected to the computer via the USB cable, then turn on the scanner.

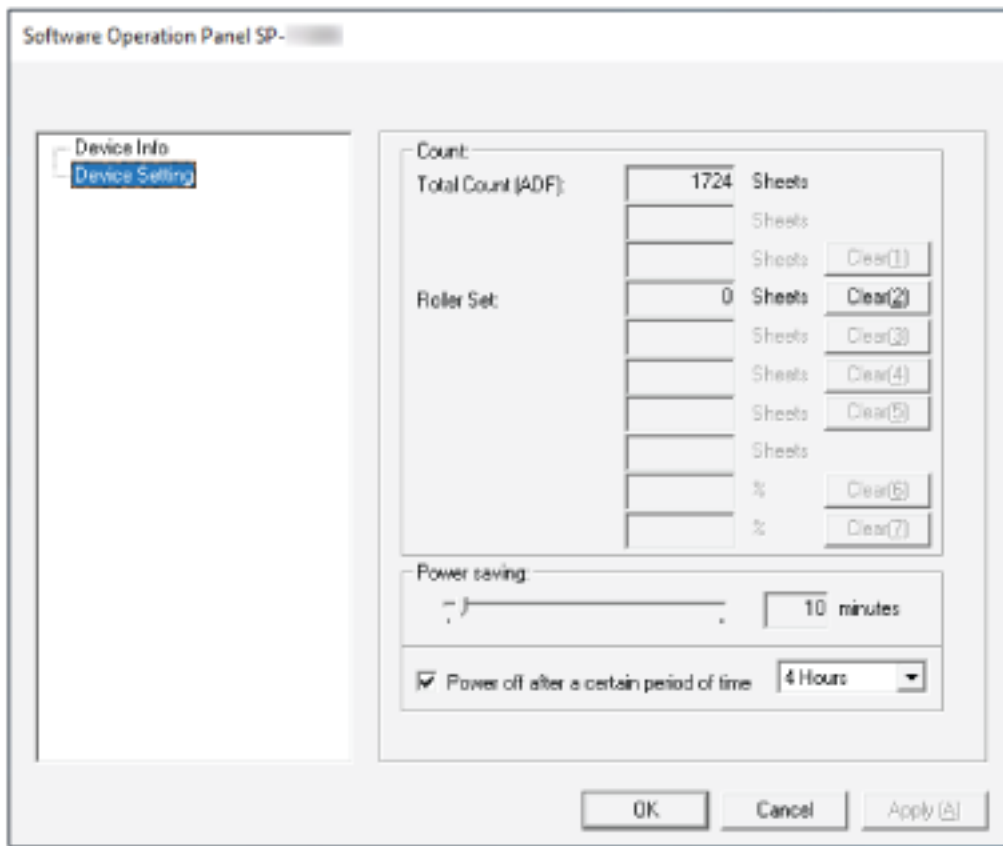



For details about how to turn on the scanner, refer to [How to Turn the Power ON \(page 30\)](#).

### 2 Display the [Software Operation Panel] window.

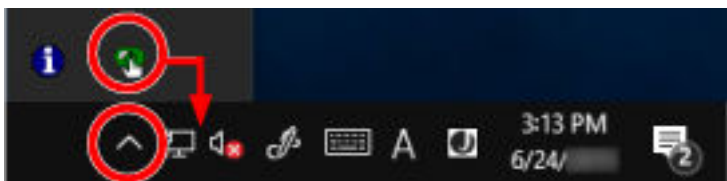
- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [All Programs] → [SP Series] → [Software Operation Panel].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Software Operation Panel] under [SP Series].
- Windows Server 2012 R2/Windows 8.1  
Click [↓] on the lower left side of the Start screen and select [Software Operation Panel] under [SP Series].  
To display [↓], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [SP Series] → [Software Operation Panel].
- Windows 11

Click [Start] menu → [All apps] → [SP Series] → [Software Operation Panel].



The Software Operation Panel icon is displayed in the menu that appears when you click  in the notification area located at the far right of the task bar.

To have the Software Operation Panel icon always displayed in the notification area, drag and drop the icon onto the notification area.



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## 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.



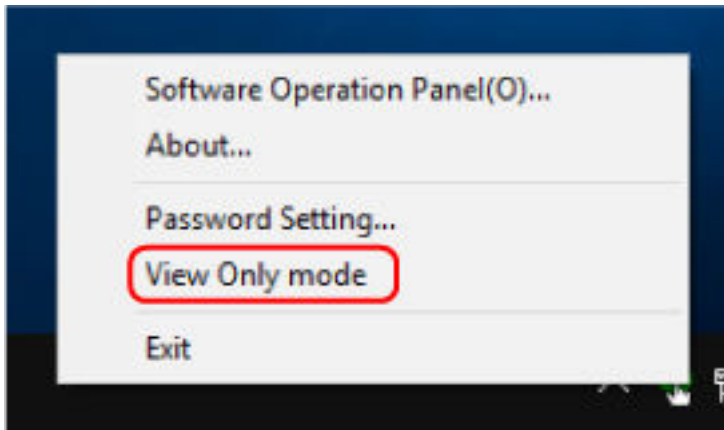
## Setting [View Only mode]

Set the Software Operation Panel to [View Only mode].

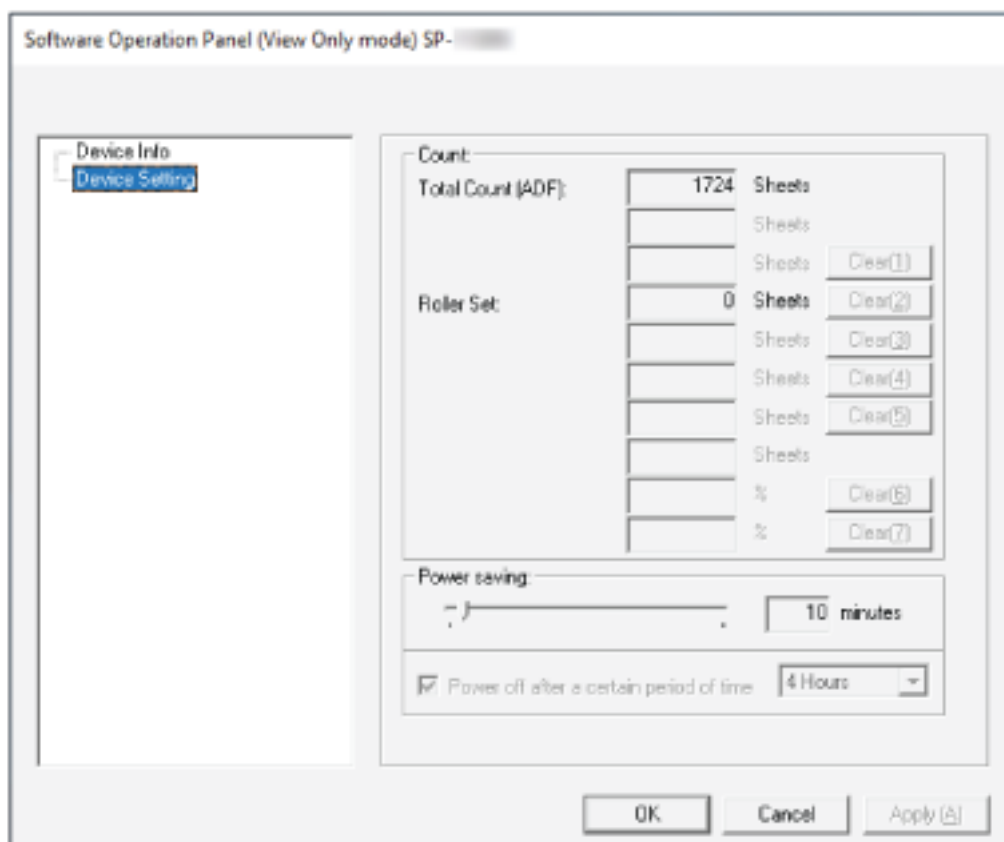
**1 Set a password.**

For details, refer to [Setting a Password \(page 125\)](#).

**2 Right-click the Software Operation Panel icon in the notification area located at the far right of the task bar, and select [View Only mode] from the menu.**

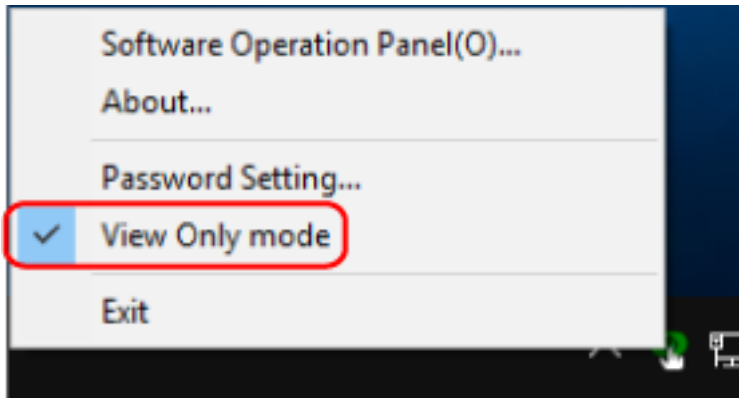


The Software Operation Panel enters [View Only mode].



**HINT**

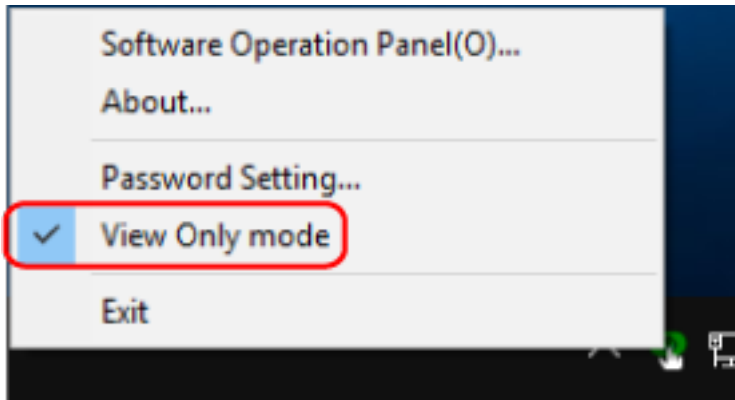
In [View Only mode], a check mark appears next to [View Only mode] in the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.



## 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 located at the far right of the task bar, and select [View Only mode] from the menu.

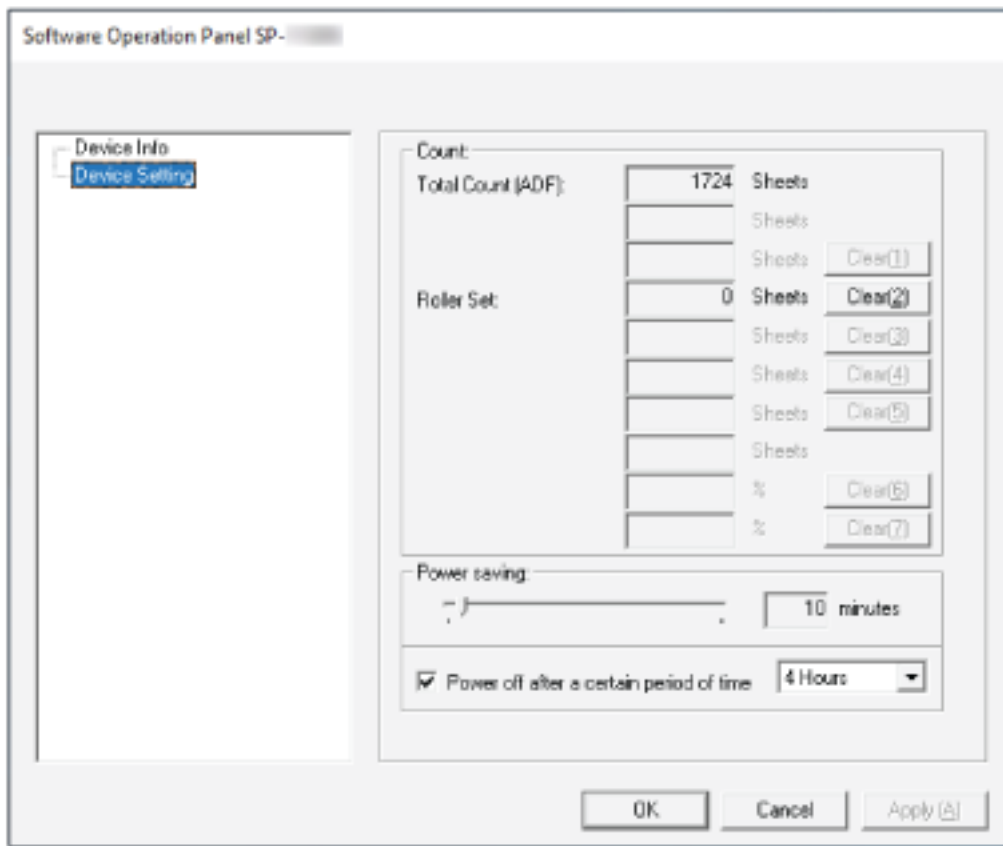


The [Password setting] window appears.

- 2 Enter the current password and click the [OK] button.

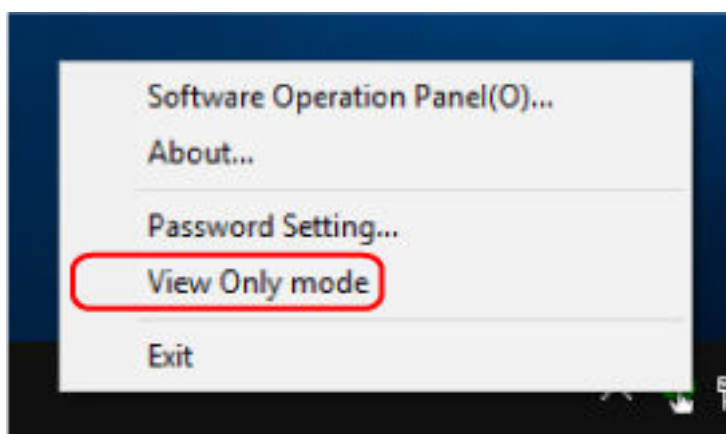


The Software Operation Panel exits [View Only mode], and the scanner settings can now be changed.



#### HINT

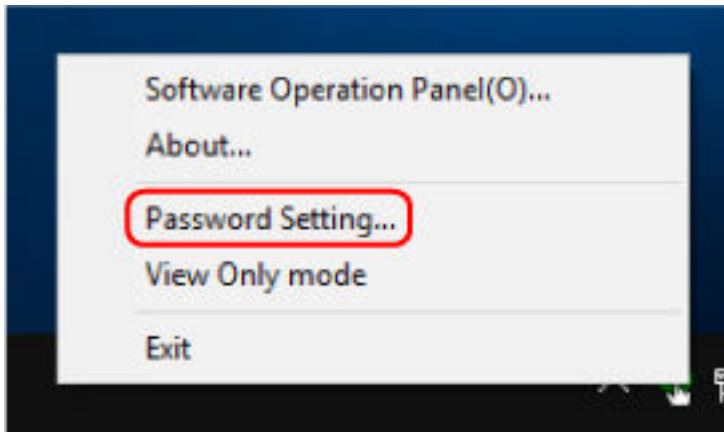
When the Software Operation Panel exits [View Only mode], the check mark next to [View Only mode] disappears from the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.



## Setting a Password

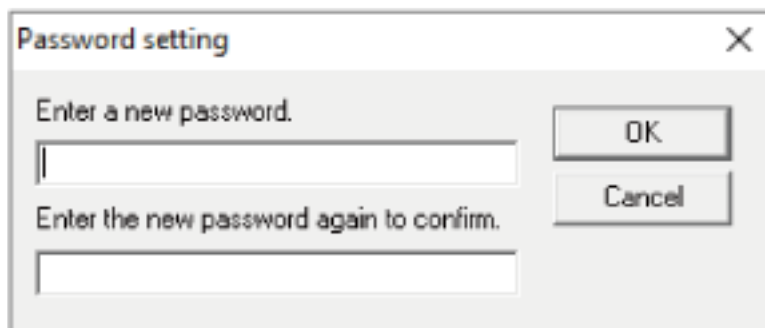
Set a password in the following procedure.

- 1 **Right-click the Software Operation Panel icon in the notification area located at the far right of the task bar, 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.

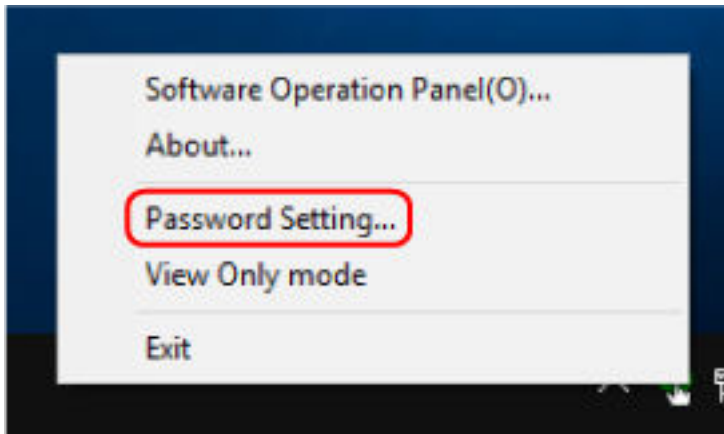
- 3 **Click the [OK] button.**

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 located at the far right of the task bar, and select [Password Setting] from the menu.**



The [Password setting] window appears.

- 2 **Enter the current password and click the [OK] button.**

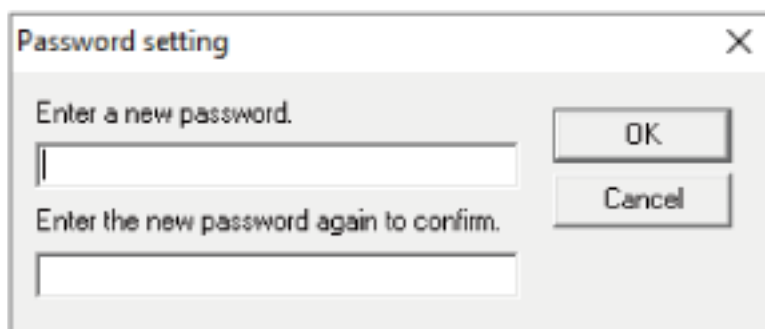


The [Password setting] window appears.

- 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.

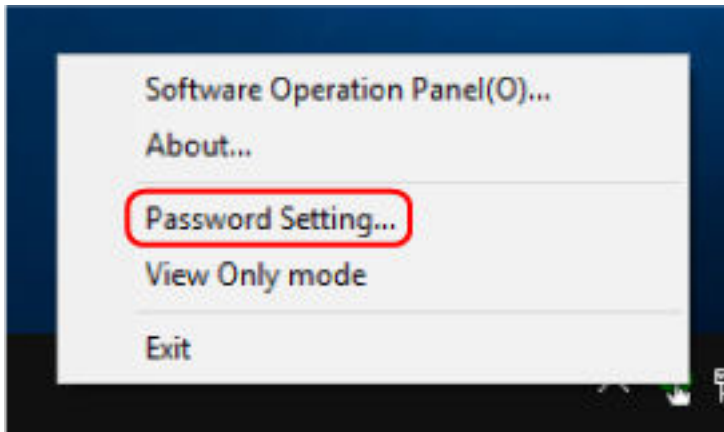
**4 Click the [OK] button.**

The password is set.

## Clearing the Password

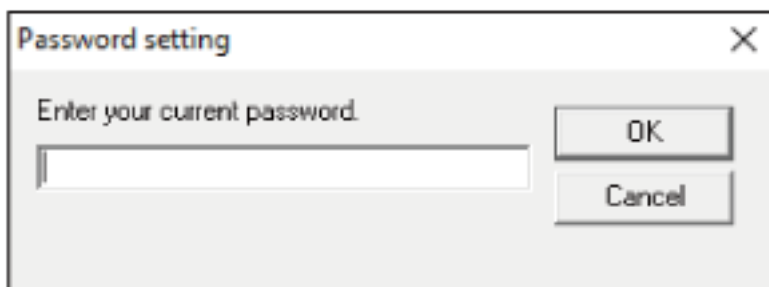
Clear the password in the following procedure.

- 1 Right-click the Software Operation Panel icon in the notification area located at the far right of the task bar, and select [Password Setting] from the menu.



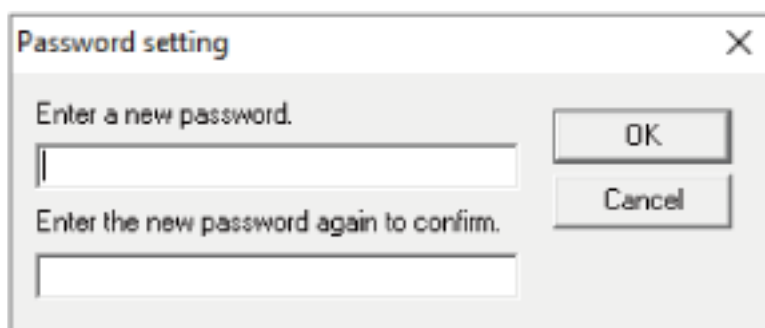
The [Password setting] window appears.

- 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.

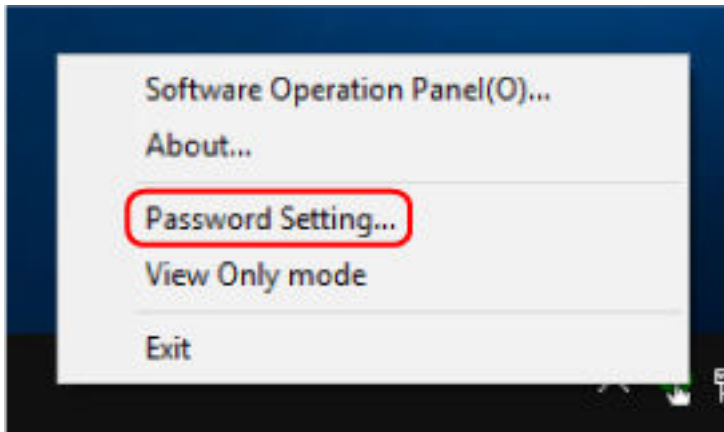


The password is cleared.

## Resetting the Password

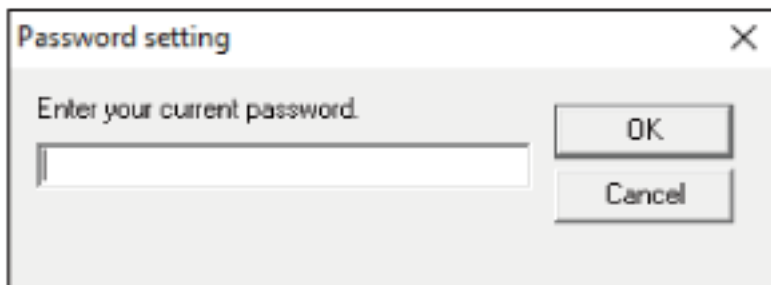
If you forgot your password, reset it.

- 1 Right-click the Software Operation Panel icon in the notification area located at the far right of the task bar, and select [Password Setting] from the menu.



The [Password setting] window appears.

- 2 Enter the default password which is "SP-scanner", and click the [OK] button.

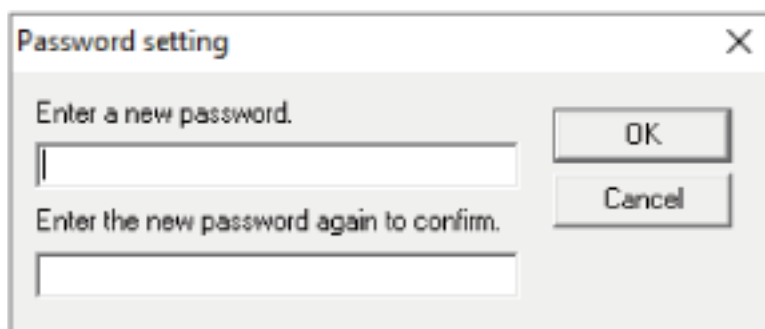


The [Password setting] window appears.

- 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 Item

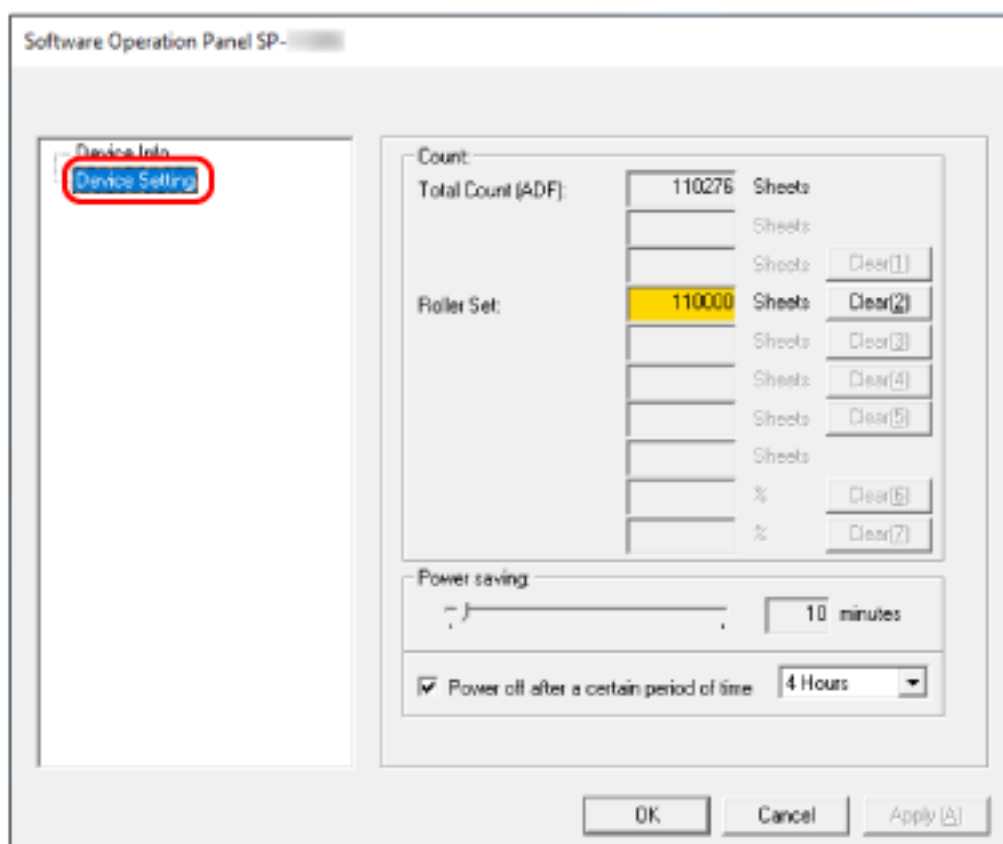
The Software Operation Panel enables you to manage consumable parts for the scanner connected to the computer or the power of the scanner.

## Device Setting

### 1 Start up the Software Operation Panel.

For details, refer to [Starting Up the Software Operation Panel \(page 118\)](#).

### 2 From the list on the left, select [Device Setting].



Items that can be configured in this windows are as follows:

Setting Item	Description
Count (Checking/Clearing)	The status of each consumable part can be viewed to determine when to replace the consumables. When you have replaced a consumable part, clear the corresponding counter.
Power saving	Specify the waiting time before the scanner enters power saving mode.

## Settings Related to Sheet Counters

### Checking the Sheet Counters

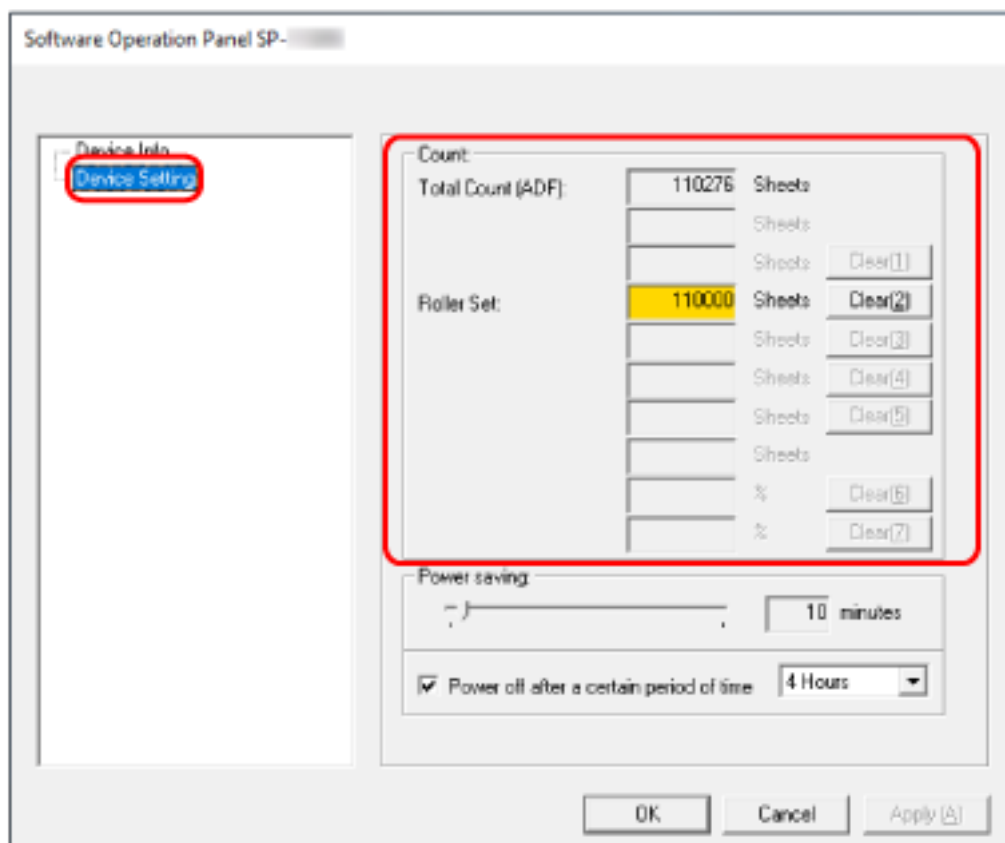
The status of each consumable part can be viewed to determine when to replace the consumables. The background color of the counter changes as it gets closer to the time to replace the consumables. The background color of the roller set counter turns light yellow when the number of sheets scanned reaches 95,000, and turns yellow when it reaches 100,000.

For details about replacement cycles, refer to [Consumables and Replacement Cycles \(page 76\)](#).

#### 1 Start up the Software Operation Panel.

For details, refer to [Starting Up the Software Operation Panel \(page 118\)](#).

#### 2 From the list on the left, select [Device Setting].



In this window, you can check the following items:

#### Total Count (ADF)

Total number of sheets scanned using the ADF

#### Roller Set

Displays the number of sheets scanned after the roller set is replaced. The number increases in increments of 500 sheets.

The factory default setting for each counter is "0".

**ATTENTION**

If the scanner was turned off by unplugging the power cable, the number of sheets may not be counted in [Total Count (ADF)].

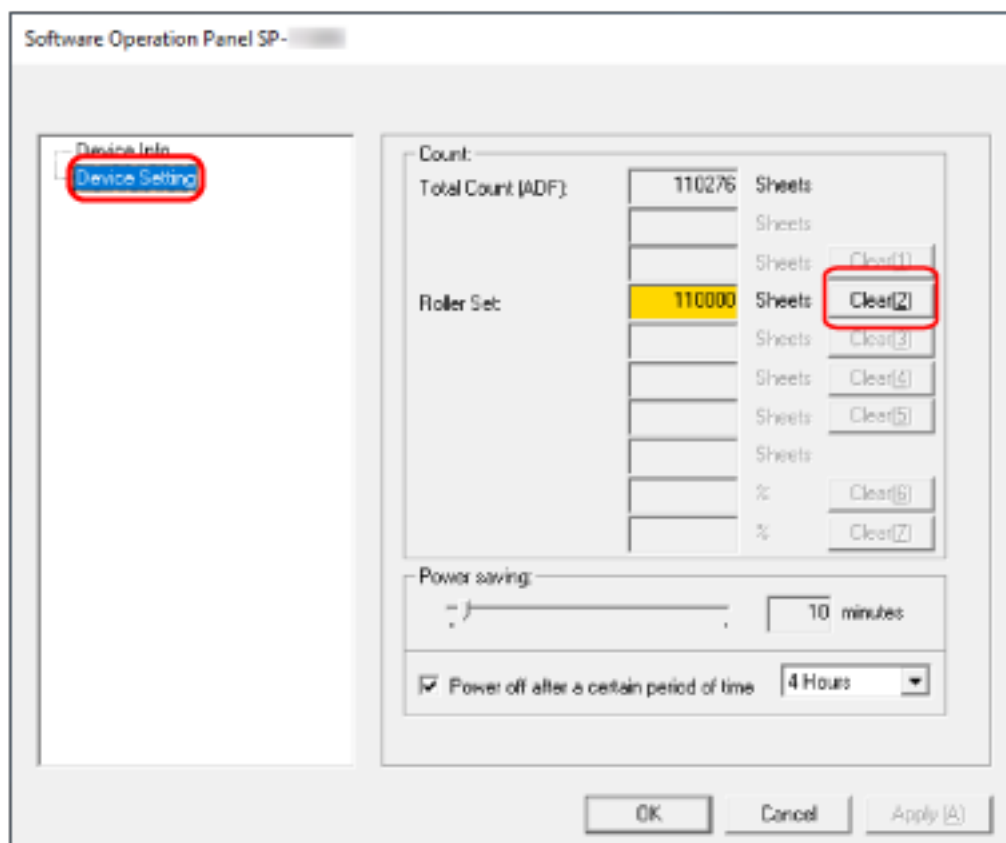
## Clearing the Sheet Counters

When you have replaced a consumable part, clear the corresponding counter.

### 1 Start up the Software Operation Panel.

For details, refer to [Starting Up the Software Operation Panel \(page 118\)](#).

### 2 From the list on the left, select [Device Setting] and click the [Clear] button for the consumable that you replaced.



The counter is reset to "0".

### 3 Click the [OK] button.

A message window appears.

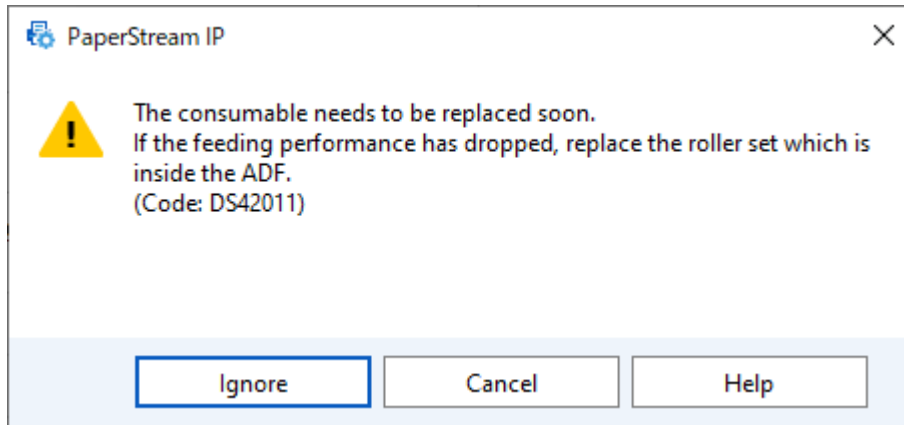
### 4 Click the [OK] button.

The settings are saved.

## Message for Replacing Consumables

The following message may appear on the computer while the scanner is in use.

### Example: Message for replacing consumables



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 [Replacing the Roller Set \(page 78\)](#).



## Settings Related to Waiting Time

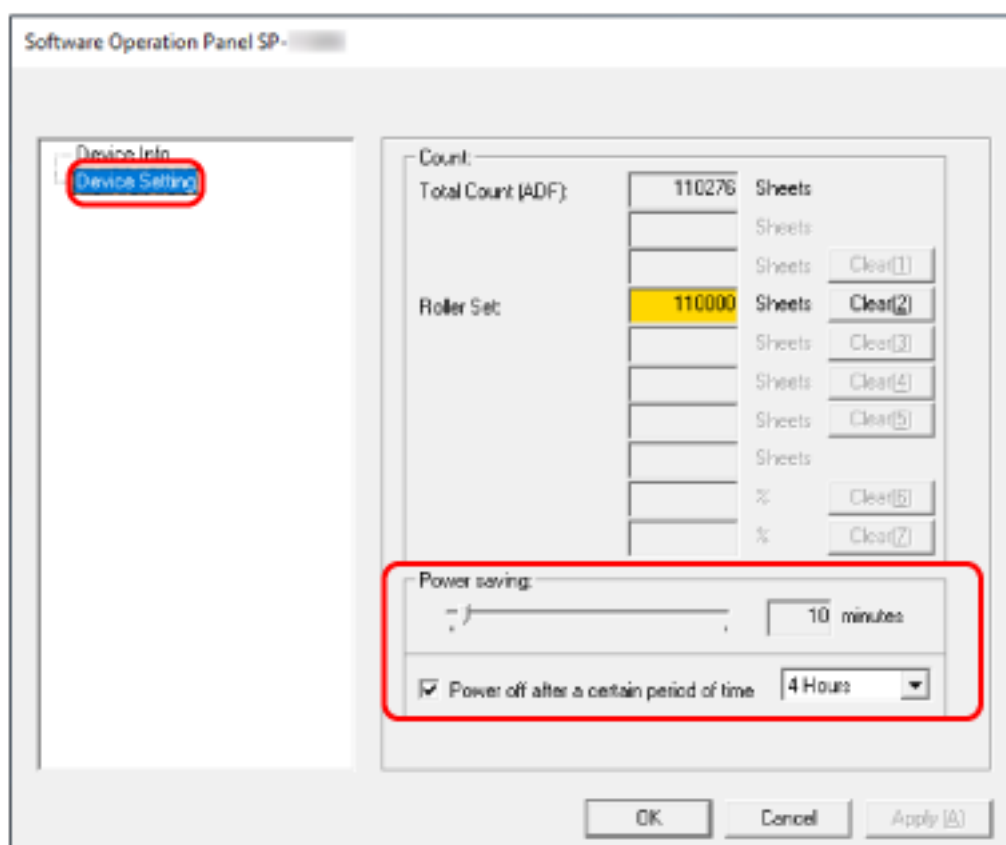
### Waiting Time for the Scanner to Enter Power Saving Mode [Power saving]

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 118).

**2 From the list on the left, 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 "10" minutes.

#### Power off after a certain period of time checkbox

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".

# Appendix

## Basic Specification

Item		Specification
Scanner type		ADF (Automatic Document Feeder)
Image sensor		Single line CMOS-CIS × 2 (front, back)
Light source		RGB LED × 2 (front, back)
Scanning area (width × length)	Minimum size	52 × 74 (mm)/2.05 × 2.91 (in.)
	Maximum size (*1)	216 × 355.6 (mm)/8.5 × 14 (in.)
Paper weight (document thickness)		50 to 209 g/m <sup>2</sup> (13.4 to 56 lb) For A8 size or smaller, 127 to 209 g/m <sup>2</sup> (34 to 56 lb) 0.76 mm or less for plastic cards (Embossed cards allowed, ISO7810 ID-1 type compliant)
Scanning speed (A4, Portrait, 300 dpi) (*2)	Binary (black & white)	Simplex: 30 sheets/min, Duplex: 60 pages/min
	Grayscale	
	Color	
Loading capacity (*3)		50 sheets Paper weight: 80 g/m <sup>2</sup> (20 lb) Total thickness: 5 mm or less
Optical resolution		600 dpi
Output resolution	Binary (black & white)	50 to 600 dpi (configurable in 1 dpi increments) 1,200 dpi can be set from the scanner driver
	Grayscale	
	Color	
Grayscale level		8-bit for each color For internal processing, 16-bit for each color
Interface		<ul style="list-style-type: none"> <li>• USB USB 3.2 Gen 1x1 (USB 3.0)/USB 2.0/USB 1.1 (*4) Type B</li> <li>• Wired LAN IEEE802.3 Ethernet 10BASE-T/100BASE-TX/1000BASE-T RJ-45</li> </ul>
Network protocol (wired LAN)		IPv4(*5), TCP, UDP, ICMP, DHCP
Other		Hardware real-time JPEG compression

- \*1:** Long page scanning supports documents with a length up to 3,048 mm (120 in.).  
To scan documents that are longer than 355.6 mm (14 in.) but are within 863 mm (34 in.), set the resolution to 300 dpi or lower.  
To scan documents longer than 863 mm (34 in.), set the resolution to 200 dpi or lower.
- \*2:** 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 scanning speed is the same when the scanner is connected via a USB or via a wired LAN.
- \*3:** The capacity varies depending on the paper weight.  
For details, refer to [Documents for Scanning \(page 51\)](#).
- \*4:** 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.  
Connection with USB 3.2 Gen 1x1 (USB 3.0)/USB 2.0 requires the USB port and the hub to support USB 3.2 Gen 1x1 (USB 3.0)/USB 2.0.  
Also note that the scanning speed slows down when USB 1.1 is used.  
If you connect the USB cable to the scanner, connect the USB cable with the USB logo on the head of the cable facing upwards.
- \*5:** IPv6 is not supported.

## Installation Specification

Item		Specification
Outer dimensions (W × D × H) (*1)		298 × 135 × 133 mm/11.7 × 5.3 × 5.2 in.
Installation space (W × D × H) (*2)		400 × 670 × 380 mm/15.7 × 26.4 × 15 in.
Weight		2.5 kg (5.5 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	18 W or less
	Power saving	2.0 W or less
	Power off	0.4 W or less
Ambient conditions	Temperature	Operating: 5 to 35°C (41 to 95°F) Not operating: -20 to 60°C (-4 to 140°F)
	Humidity	Operating: 20 to 80% Not operating: 10 to 90%
Calorific value	Operating	15.5 kcal/h or less
	Power saving	1.72 kcal/h or less
	Power off	0.35 W or less
Shipping weight (*3)		Approx. 4 kg (8.8 lb)
Consumable replacement cycle		100,000 sheets or one year
Durability		360,000 sheets

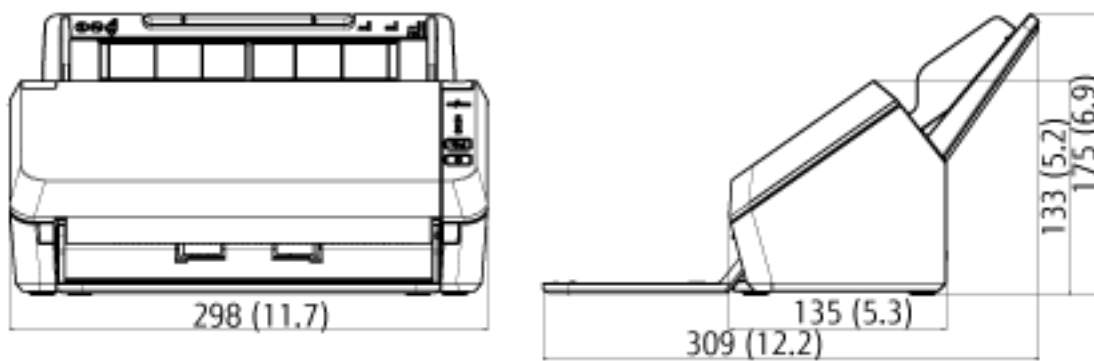
\*1:The depth indicates the size of the scanner without the ADF paper chute (feeder) and the stacker.

\*2:The required installation space is a reference for scanning A4 size documents.

\*3:Includes the package weight.

## Outer Dimensions

The outer dimensions are as follows:



(Unit: mm (in.))

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## 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.**

- Windows Server 2008 R2/Windows 7  
Click [Start] menu → [Control Panel].
- Windows Server 2012  
Right-click the Start screen, and select [All apps] on the app bar → [Control Panel] under [Windows System].
- Windows Server 2012 R2/Windows 8.1  
Click [↓] on the lower left side of the Start screen → [Control Panel] under [Windows System].  
To display [↓], move the mouse cursor.
- Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022  
Click [Start] menu → [Windows System] → [Control Panel].
- 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) for SP Series
  - PaperStream IP (TWAIN x64) for SP Series
- When uninstalling Network Setup Tool for SP Series  
Select [Network Setup Tool for SP Series].
- When uninstalling Software Operation Panel/Error Recovery Guide  
Select [Software Operation Panel].
- When uninstalling Error Recovery Guide (manual)  
Select [Error Recovery Guide for SP Series].
- When uninstalling the PaperStream ClickScan  
Select [PaperStream ClickScan].
- When uninstalling manuals  
Select [SP Series manuals for SP-1130Ne].
- When uninstalling SP Series Online Update  
Select [SP Series Online Update].

**6 Click the [Uninstall] button or the [Uninstall/Change] button.**

**7** If a confirmation message appears, click the [OK] button or the [Yes] button.

The software is uninstalled.



# Customer Support

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## Troubleshooting

For scanner related problems, such as paper jams, refer to [Troubleshooting \(page 86\)](#) for solutions.

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## Contact for Inquiries

- **Image Scanner SP series**

For inquiries regarding the scanner, refer to the following web page:

<https://www.fujitsu.com/global/support/products/computing/peripheral/scanners/sps/>

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

<https://www.fujitsu.com/global/about/resources/shop/computing/peripheral/scanners/index.html>

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## Contact for Purchasing Consumables or Cleaning Materials

<https://imagescanner.fujitsu.com/r/ctl/>