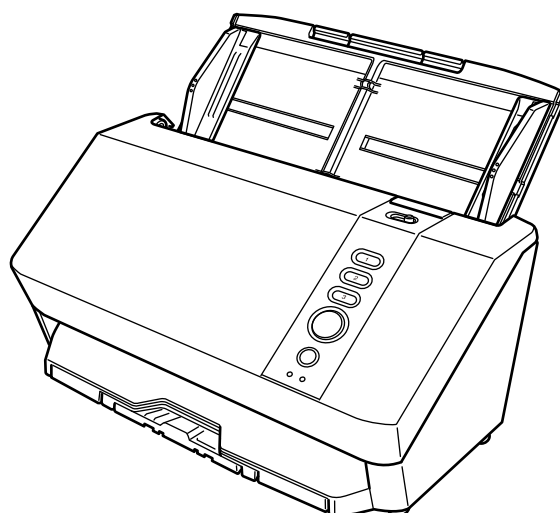


SP-2240/SP-2230

Operator's Guide



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Introduction

Thank you for purchasing this product.

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.
Getting Started (paper)	Explains the items included in the package of the scanner, how to remove the materials used for protection, and how to prepare the scanner before using it.
Operator's Guide (this manual) (HTML)	Provides detailed information on how to set up the scanner, how to operate and maintain the scanner daily, how to replace the consumables, and how to troubleshoot problems.
PaperStream Capture User's Guide (HTML)	Provides an overview of PaperStream Capture, as well as detailed information on installation, configuration, document scanning procedures, useful settings, and window items.
PaperStream IP Help	Explains how to use and configure the settings for the PaperStream IP driver.
PaperStream ClickScan Help	Explains how to use and configure the settings for PaperStream ClickScan.
SP Series Online Update Help	Explains how to use and configure the settings for 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 \(page 23\)](#).

● Manuals to refer to when setting up the scanner

Action		Refer to
From unpacking to the preparation before use		Getting Started
Scanner Setup	Checking connection methods	Operator's Guide

Action		Refer to
		• Connection Methods for the Scanner (page 15)
	Installing the software/ Setting a connection method	• Operator's Guide - Starting Scanner Setup (page 23)
Scanning	Scanning procedure	Operator's Guide • Starting a Scan from an Image Scanning Application (page 44) • Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 46)
	Scan settings	• Help for the scanner driver • Manual/Help for the image scanning application
Operational settings for the scanner		Operator's Guide • Scanner Settings (Software Operation Panel) (page 151)

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Microsoft, Internet Explorer, Windows, and Windows Server are trademarks of the Microsoft group of companies.

PaperStream is a registered trademark of PFU Limited in Japan.

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

Manufacturer

PFU Limited

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

Issue Date/Issuer

Issue date: July 2026

Issued by: PFU Limited

Regulatory Model: P3880E

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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.



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



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.

TIP

This symbol alerts operators to helpful advice regarding operations.

Abbreviations Used in This Manual

The following abbreviations are used in this manual.

Name	Indication
Windows® 10 Home (32-bit/64-bit) Windows® 10 Pro (32-bit/64-bit) Windows® 10 Enterprise (32-bit/64-bit) Windows® 10 Education (32-bit/64-bit)	Windows 10 (*1)
Windows® 11 Home (64-bit) Windows® 11 Pro (64-bit) Windows® 11 Enterprise (64-bit) Windows® 11 Education (64-bit)	Windows 11 (*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 Server® 2025 Standard (64-bit)	Windows Server 2025 (*1)
Internet Explorer®	Internet Explorer
Google Chrome™	Google Chrome
PaperStream IP (TWAIN) for SP Series PaperStream IP (TWAIN x64) for SP Series	PaperStream IP driver
Carrier Sheet Photo Carrier Sheet	(Carrier) Sheet

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

Arrow Symbols in This Manual

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

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

Screen Examples in This Manual

Microsoft product screenshots are reprinted with permission from Microsoft Corporation.

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

If the actual displayed screen differs from the screen examples in this manual, operate by following the actual displayed screen while referring to the user's manual of the scanner application that you are using.

The screenshots used in this manual are of Windows 11. 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.

Terms of Use

Make sure you read the following terms of use before using this manual:

- To use all the functions described in this manual, update the software and firmware related to the SP Series to the latest version.
- This manual is provided for customers who have purchased or installed our product. Note that we cannot guarantee to reply to inquiries asked about this manual from customers who have not purchased or installed this product.
- Note that the contents of this manual may be updated, or the service may be stopped, without notice in the interest of product development.
- PFU Limited assumes no liability for loss or damage arising from the use of this manual or the unavailability of this manual.
- 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 provides an overview of the scanner before use.

What You Can Do with the Scanner

- **Scanner Connections**
 - Connecting the Scanner via a USB Cable
 - ➔ [Connection Methods for the Scanner \(page 15\)](#)
- **Scanning Methods**
 - Starting a scan from the computer
 - ➔ [Starting a Scan from an Image Scanning Application \(page 44\)](#)
 - Starting a scan using a button on the scanner
 - ➔ [Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan \(page 46\)](#)
- **Scanning Methods for Various Documents**
 - Scanning documents that are difficult to scan (such as documents folded in half, envelopes, or multi-layered transfer paper)
 - ➔ [Documents for Scanning \(page 56\)](#)
 - ➔ [Scanning Documents with Different Widths \(page 76\)](#)
 - ➔ [Scanning Documents such as Envelopes or Multi-Layered Transfer Paper \(page 83\)](#)
 - Scanning documents of different paper weights, sizes, and types at once
 - ➔ [Conditions for Mixed Batch Scanning \(page 66\)](#)
 - ➔ [Scanning Documents with Different Widths \(page 76\)](#)
 - Scanning large-size documents
 - ➔ [Scanning Documents Larger than A4/Letter Size \(page 85\)](#)
 - ➔ [Scanning Long Page Documents \(page 89\)](#)
 - Scanning documents within a specific size range
 - ➔ [Scanning Documents with a Width between 220 mm and 240 mm \(page 78\)](#)
 - Scanning important documents, photographs, or clippings while protecting them from damage
 - ➔ [Scanning Documents Larger than A4/Letter Size \(page 85\)](#)
 - ➔ [Scanning Photographs and Clippings without Damaging Them \(page 87\)](#)
 - ➔ [Conditions for Using the Carrier Sheet \(page 71\)](#)
 - ➔ [Conditions for Using the Photo Carrier Sheet \(page 74\)](#)

- **Centralized Management of Multiple Scanners**

- With PaperStream Central Admin Agent, you can manage scanners in PaperStream Central Admin

For details, refer to the PaperStream Central Admin User's Guide.

Connection Methods for the Scanner

- **Connecting the Scanner via a USB Cable**

Connect the scanner to the computer using a USB cable.



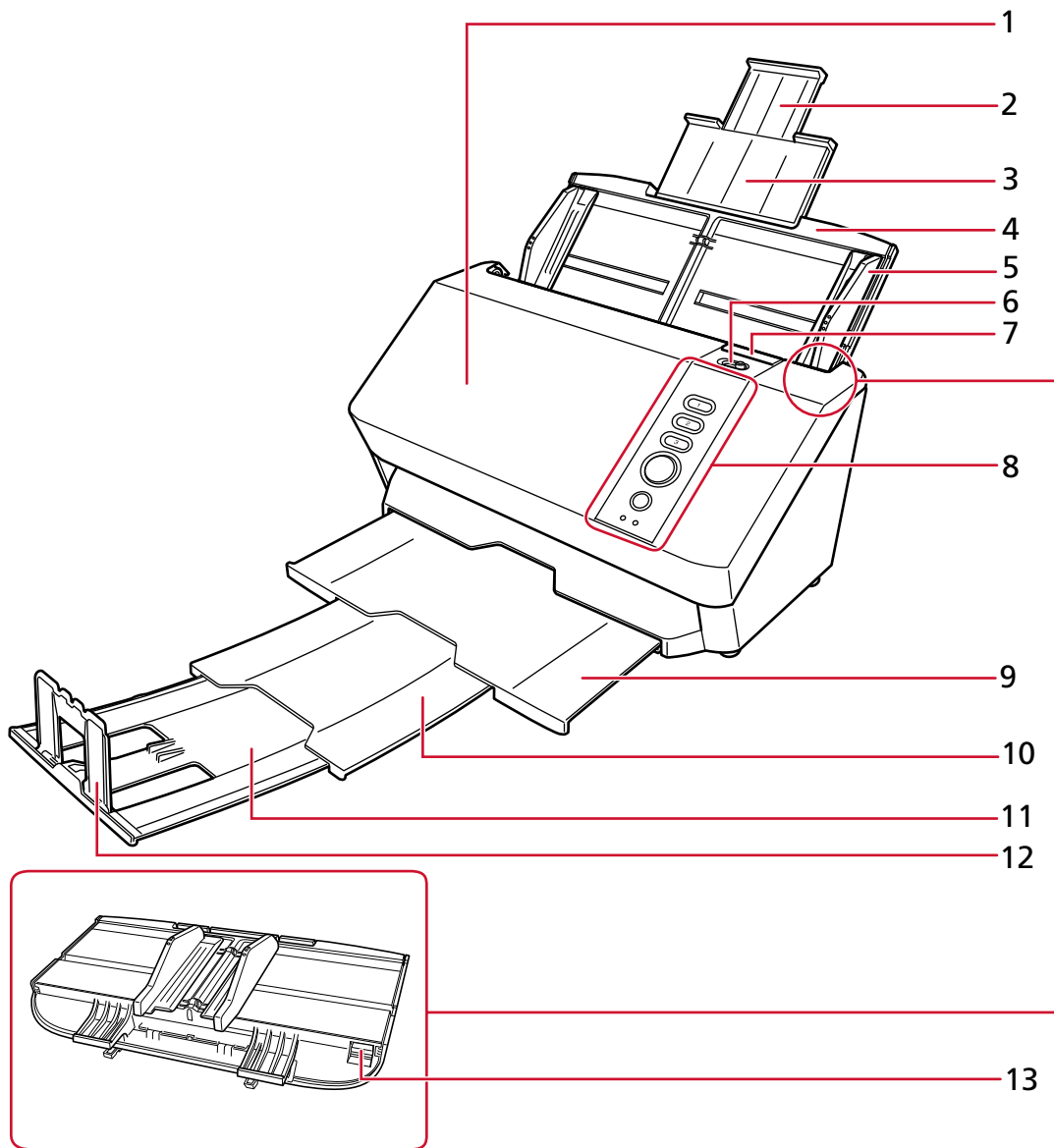
You can scan documents in the following ways.

- Using a computer to perform a scan
 - ➔ [Starting a Scan from an Image Scanning Application \(page 44\)](#)
- Using the scanner buttons to perform a scan
 - ➔ [Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan \(page 46\)](#)

Parts and Functions

This section shows the names of the scanner parts.

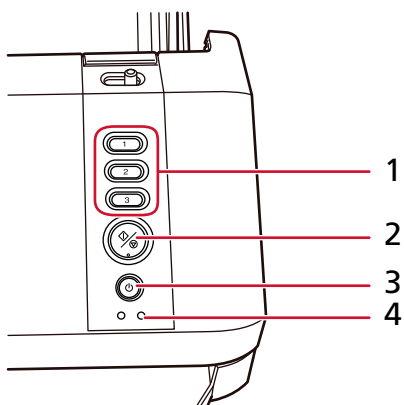
● Front



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.

No.	Name	Function
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	Adjusts the horizontal position of documents according to the width of the documents loaded in the ADF paper chute (feeder). Prevents documents from skewing during feeding.
6	Feed mode switch	Slide the feed mode switch to the left to switch the feed mode to Manual Single Mode.
7	ADF release tab	Pull this tab to open the ADF.
8	Operator Panel	Used to operate the scanner or check the status. ➔ Operator Panel (page 17)
9	Stacker	Pull out to use it. Stacks up the ejected documents when it is pulled out.
10	Stacker extension 1	Slide out to adjust to the document length.
11	Stacker extension 2	Slide out to adjust to the document length.
12	Stacker stopper	Lift up to adjust to the document length.
13	Side guide adjuster	Extends the adjustable range of the side guides. ➔ Scanning Documents with a Width between 220 mm and 240 mm (page 78)

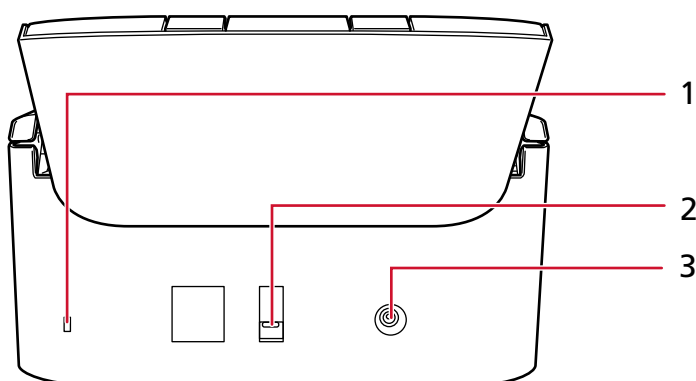
● Operator Panel



No.	Name	Function
1	Send to button	Starts scanning. The following operations can be performed: • Start a scan with a specific image scanning application.

No.	Name	Function
		➔ Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 46)
2	Scan/Stop button	Starts scanning. The button also works as follows: • Pressing the button during scanning stops document feeding (the Power/Check indicator (LED) lights up in green). • When continuous scanning is enabled, pressing the button without loading a document ends scanning. • Pressing the button while the scanner is in an error status (the Power/Check indicator (LED) is lit or flashing in orange) clears the error status. In case of a temporary error, the scanner enters a state in which continuous scanning is enabled (the Power/Check indicator (LED) flashes green rapidly (0.5 seconds on, 0.5 seconds off)). If overlapping documents are detected, the documents are ejected.
3	Power button	Turns on or off the scanner.
4	Power/Check indicator (LED)	Indicates the status of the scanner. ➔ About the LED Indicators (page 22)

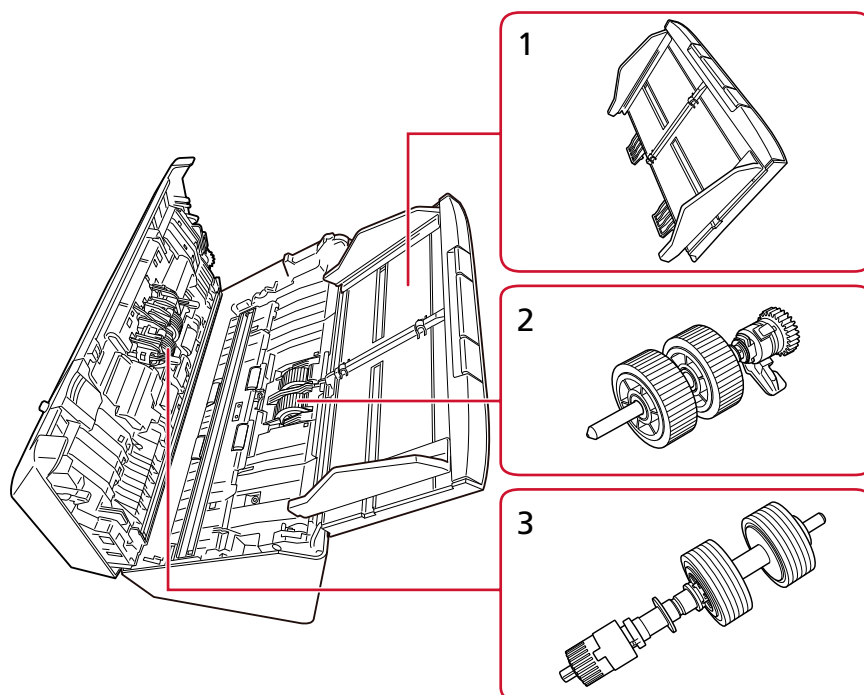
● Back



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

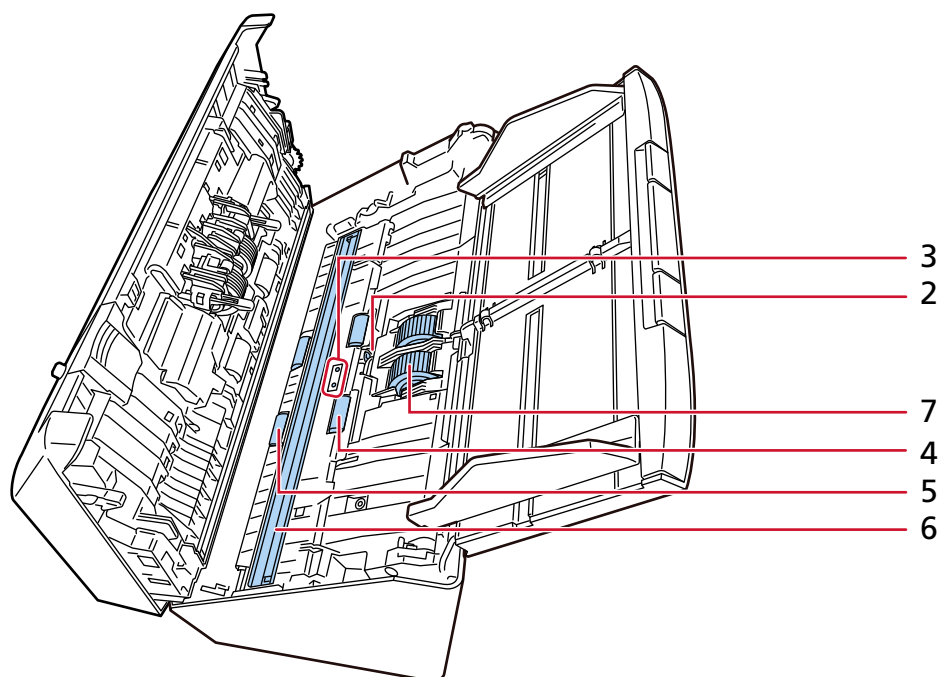
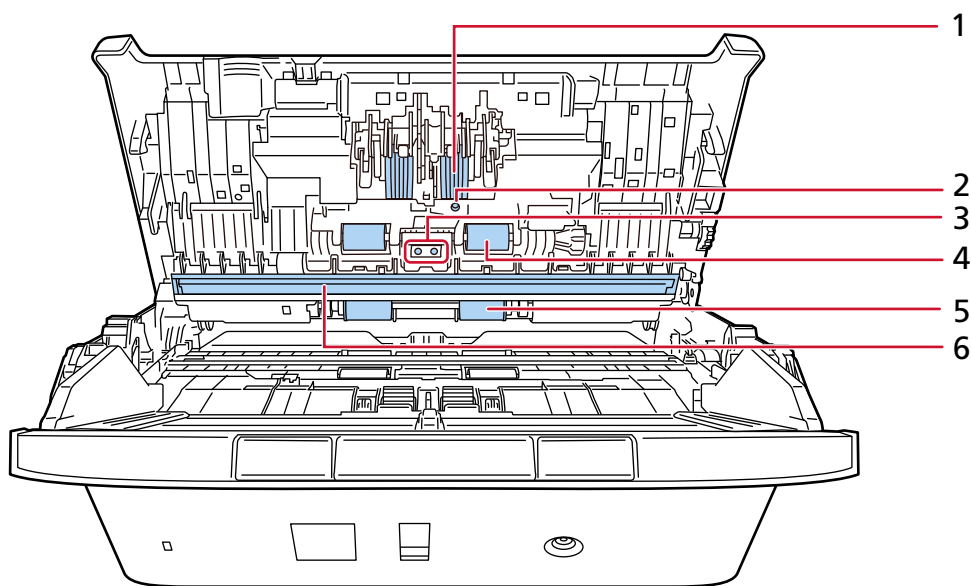
No.	Name	Function
2	USB connector	Used to connect the USB cable.
3	Power connector	Used to connect a power cable. "Power cable" refers to the AC cable and AC adapter connected together.

● Removable Parts



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

● Inside (ADF)



No.	Name	Function
1	Brake roller (× 2)	A roller that prevents more than one sheet of documents to be fed into the ADF at once.
2	Ultrasonic sensor (× 2)	A sensor that detects overlapped documents by ultrasonic soundwave.

No.	Name	Function
		It detects overlapped documents by monitoring the difference in the amount of ultrasonic waves transmitted through the documents.
3	Document sensor (× 2)	A sensor which detects whether there is a document.
4	Feed roller (× 4)	A roller which feeds documents through the ADF.
5	Eject roller (× 4)	A roller which feeds documents from the ADF onto the stacker.
6	Glass (× 2)	The surface which scans documents.
7	Pick roller (× 2)	A set of rollers which separates one sheet off the documents loaded in the ADF paper chute (feeder), and feeds the document into the ADF.

About the LED Indicators

- **Power/Check indicator (LED)**

Indication	Description
Green (lit)	Ready to start scanning. Indicates that the scanner has started up normally.
Green (slow flashing) (2 seconds on, 2 seconds off)	Indicates that the scanner is in power saving mode. If the scanner is not operated for the length of time that is set for the sleep interval, it enters power saving mode.
Green (normal flashing) (1 second on, 1 second off)	Indicates that the scanner is scanning documents or transferring images. This also indicates that the cleaning mode is activated.
Green (fast flashing) (0.5 seconds on, 0.5 seconds off)	Indicates that the scanner is starting up after the power is turned on. This also indicates that the scanner is ready to continue scanning documents. The scanner is ready to continue scanning documents in the following cases: • After all the loaded documents have been fed when continuous scanning is enabled in the scan settings • After resolving a temporary error that occurred during a scan (the indicator is lit or flashing in orange)
Orange (lit)	Indicates that a temporary error has occurred while scanning documents. ➔ Errors (page 116)
Orange (flashing)	Indicates that a device error or a temporary error has occurred while scanning documents. ➔ Errors (page 116) When a device error occurs, turn the power off, then turn it back on. If the indication continues to appear after turning the power back on, contact the distributor/dealer where you purchased this product.

Starting Scanner Setup

This section explains how to set up the scanner.

To use the scanner, obtain the installer from the download website and perform the following setup.

- Installing the software

Install necessary software to the computer which is to be connected to the scanner.

➔ [How to Install the Software \(in an Online Environment\) \(page 26\)](#)

➔ [How to Install the Software \(in an Offline Environment\) \(page 30\)](#)

- Connecting the scanner

Connect the scanner via a USB cable.

For details about the connection types of the scanner, refer to [Connection Methods for the Scanner \(page 15\)](#).

Then, if necessary, configure the following settings:

- Operational settings for the scanner

➔ [Scanner Settings \(Software Operation Panel\) \(page 151\)](#)

Overview of the Bundled Software

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

Obtain the installer from the download website, and then either install all software at once or install only the necessary software individually.

- PaperStream IP driver

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

The following types of PaperStream IP drivers are available.

- 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.

- 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.

➔ [Scanner Settings \(Software Operation Panel\) \(page 151\)](#)

- 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 \(page 114\)](#).

- **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.

Scanning can be performed via simple settings and operations.

This program starts automatically when you log in to your computer and resides in the notification area of the taskbar.

For details, refer to the PaperStream ClickScan Help.

- **PaperStream Capture**

A 32-bit image scanning application which supports PaperStream IP (TWAIN) for SP Series.

By defining scan settings as jobs, you can customize the settings according to your preference.

PaperStream Capture has paid versions, namely PaperStream Capture Pro and PaperStream Capture Pro Premium. An evaluation version is available to experience the features of PaperStream Capture Pro Premium.

For details, refer to the PaperStream Capture User's Guide.

- **Manuals**

Safety Precautions and the Operator's Guide are installed.

- **SP Series Online Update**

This is an application that checks for and installs the latest updates for the following programs.

- Software installed on the computer
- Firmware of the scanner connected to the computer

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	• Windows® 10 Home (32-bit/64-bit) (*1) • Windows® 10 Pro (32-bit/64-bit) (*1) • Windows® 10 Enterprise (32-bit/64-bit) (*1) • Windows® 10 Education (32-bit/64-bit) (*1) • Windows® 11 Home (64-bit) (*1) • Windows® 11 Pro (64-bit) (*1) • Windows® 11 Enterprise (64-bit) (*1) • Windows® 11 Education (64-bit) (*1) • Windows Server® 2016 Standard (64-bit) (*1) • Windows Server® 2019 Standard (64-bit) (*1) • Windows Server® 2022 Standard (64-bit) (*1) • Windows Server® 2025 Standard (64-bit) (*1)
CPU	Intel or Intel-compatible processor
Display resolution	1024 × 768 pixels or higher, 65,536 or more colors (*2)
Disk space	12 GB or more of free disk space (*3)
Interface	USB3.2 Gen 1x1/USB3.0/USB2.0/USB1.1

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

***2:**When using PaperStream Capture, use a display capable of displaying at least 1280 × 800 pixels or higher and 65,536 or more colors.

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

How to Install the Software (in an Online Environment)

This section explains how to install the necessary software to the computer which is to be connected to the scanner.

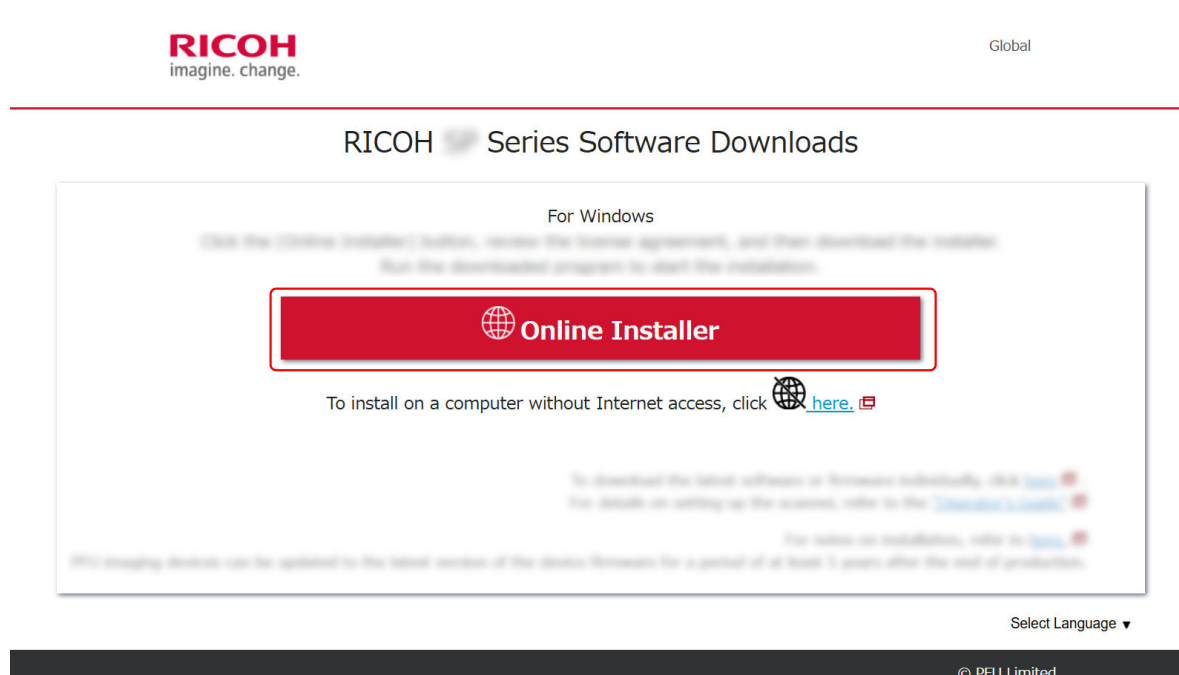
The computer must be connected to the Internet.

If the computer which is to be connected to the scanner cannot connect to the Internet, refer to [How to Install the Software \(in an Offline Environment\) \(page 30\)](#) for installation.

ATTENTION

- If an old version of the software is installed, uninstall it first.
→ [Uninstalling the Software \(page 193\)](#)

- 1 Sign in to Windows as a user with administrator privileges.
- 2 Connect to the downloads website.
<https://www.pfu.ricoh.com/sp/d/>
- 3 Click [Online Installer].

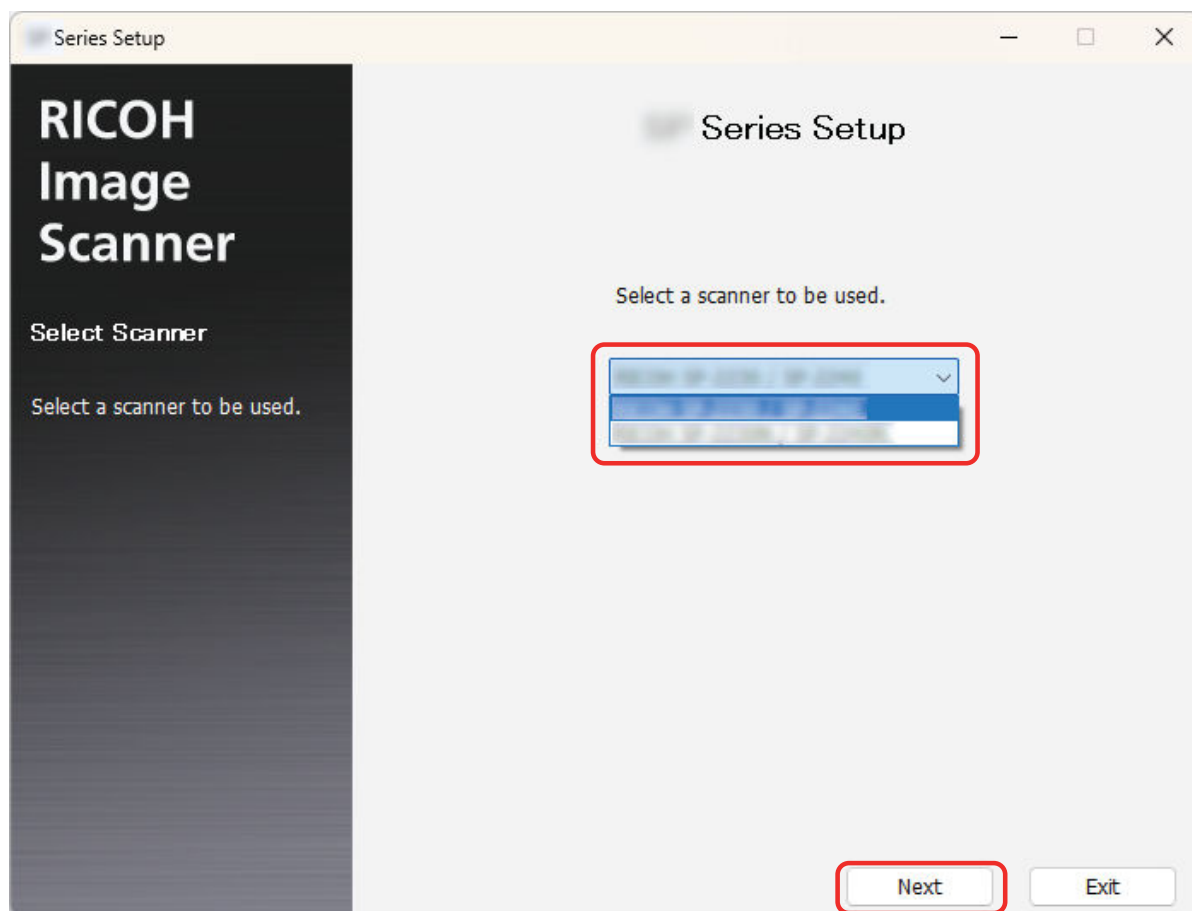


- 4 On the License Agreement window, confirm the contents and click the [Agree and Download] button.

The download of the online installer starts.

- 5 Double-click the downloaded online installer [Online Installer SP Series.exe].

- 6 When the window for selecting a model appears, select the scanner model to use and click the [Next] button.



- 7 Select either [Installation (Recommended)] or [Installation (Custom)].

- Installation (Recommended)

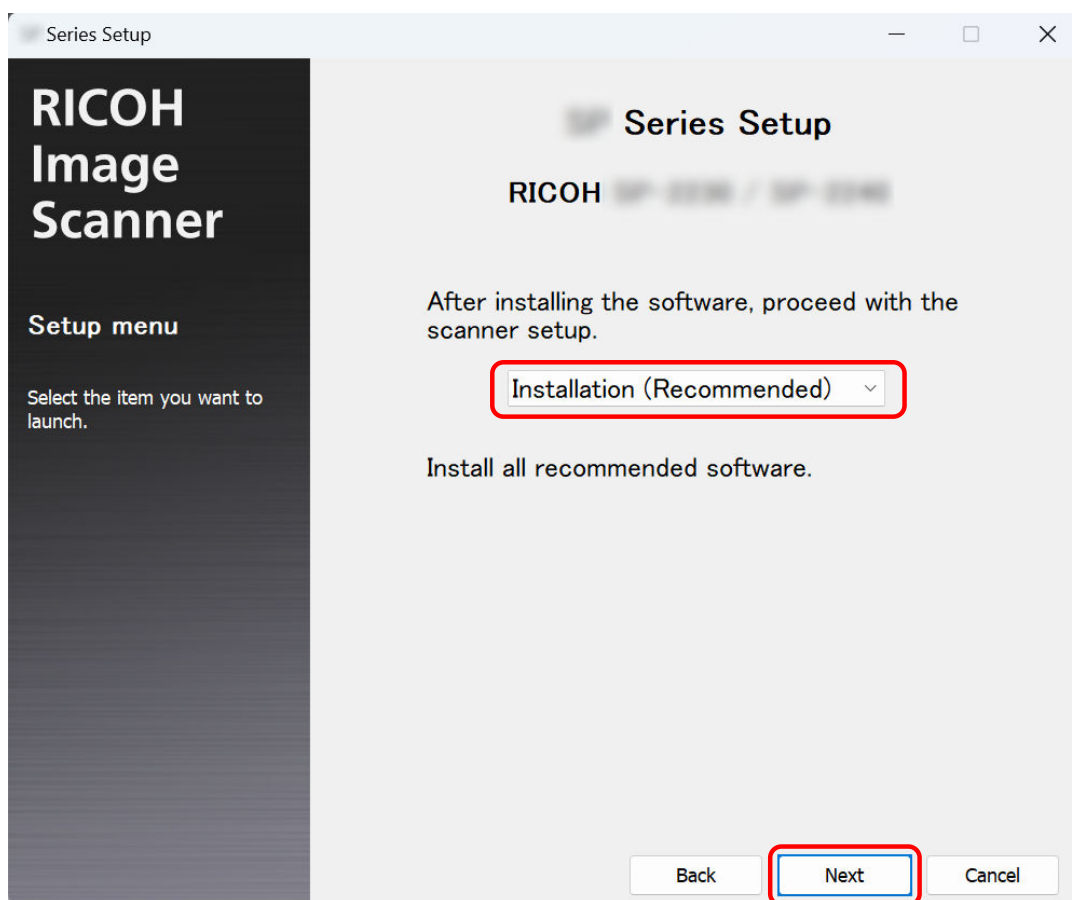
The following software is installed:

- PaperStream IP (TWAIN) SP Series

The following software is installed at the same time.

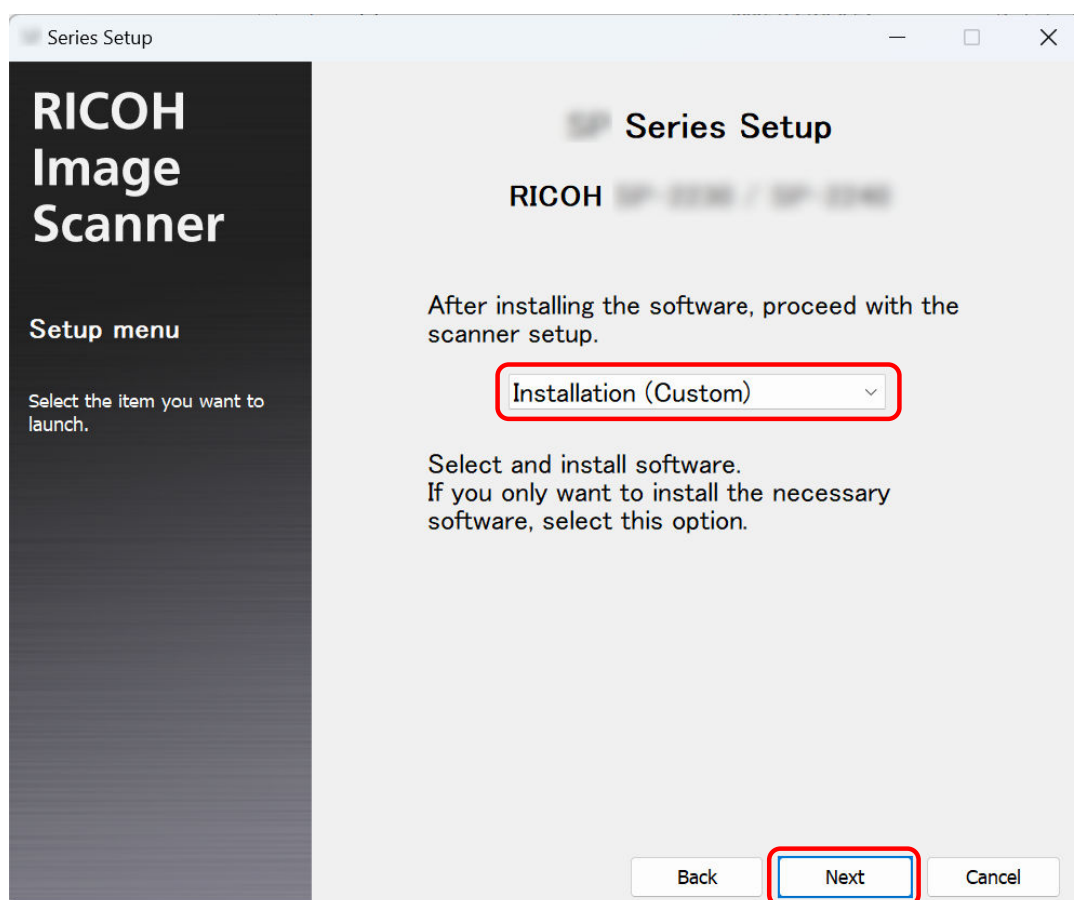
- Software Operation Panel
- Error Recovery Guide
- PaperStream Capture
- PaperStream ClickScan
- Error Recovery Guide (manual)
- SP Series Online Update
- Manuals (Safety Precautions, Operator's Guide)

- a Select [Installation (Recommended)] and click the [Next] button.



- Installation (Custom)
Select and install the software that you need.

- a Select [Installation (Custom)] and click the [Next] button.



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

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

If there is a firmware update, a window appears asking if you want to update the firmware. Select whether to update the firmware and proceed with the installation.

How to Install the Software (in an Offline Environment)

This section explains how to install the necessary software if the computer that will be connected to the scanner does not have Internet access.

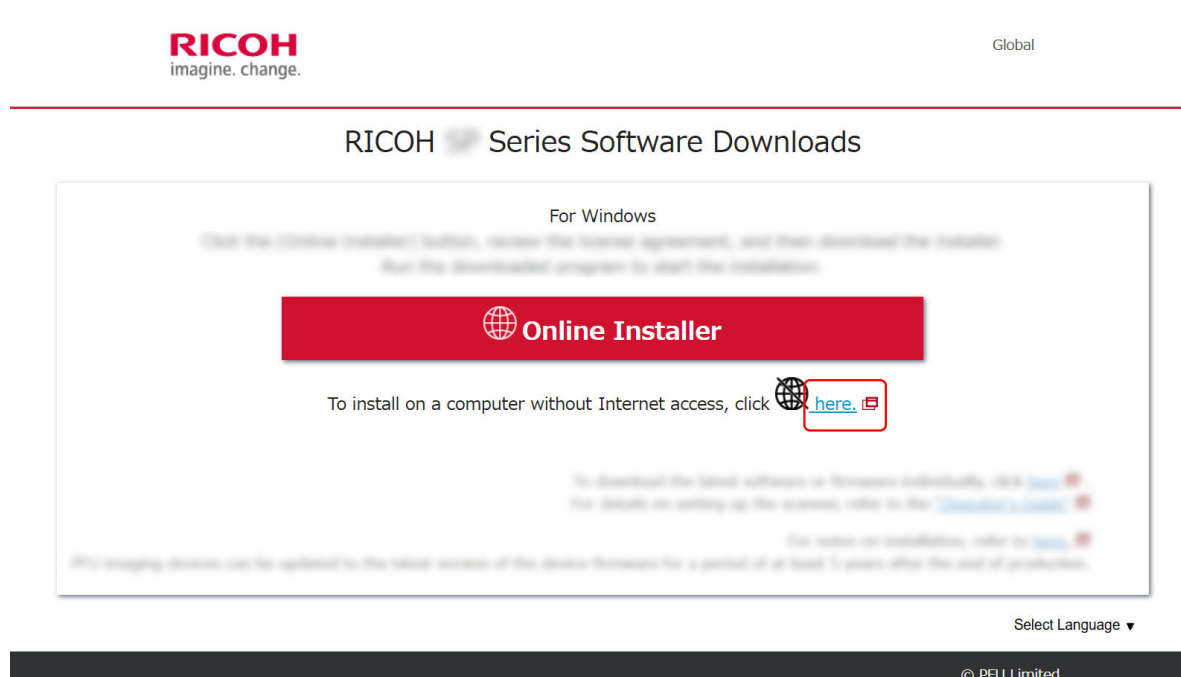
In this case, on a computer that can connect to the Internet, obtain the Offline Installer Creator from the download website and create an offline installer (ISO file).

Run the offline installer (ISO file) on the computer which is to be connected to the scanner to install the software.

ATTENTION

- If an old version of the software is installed, uninstall it first.
→ [Uninstalling the Software \(page 193\)](#)

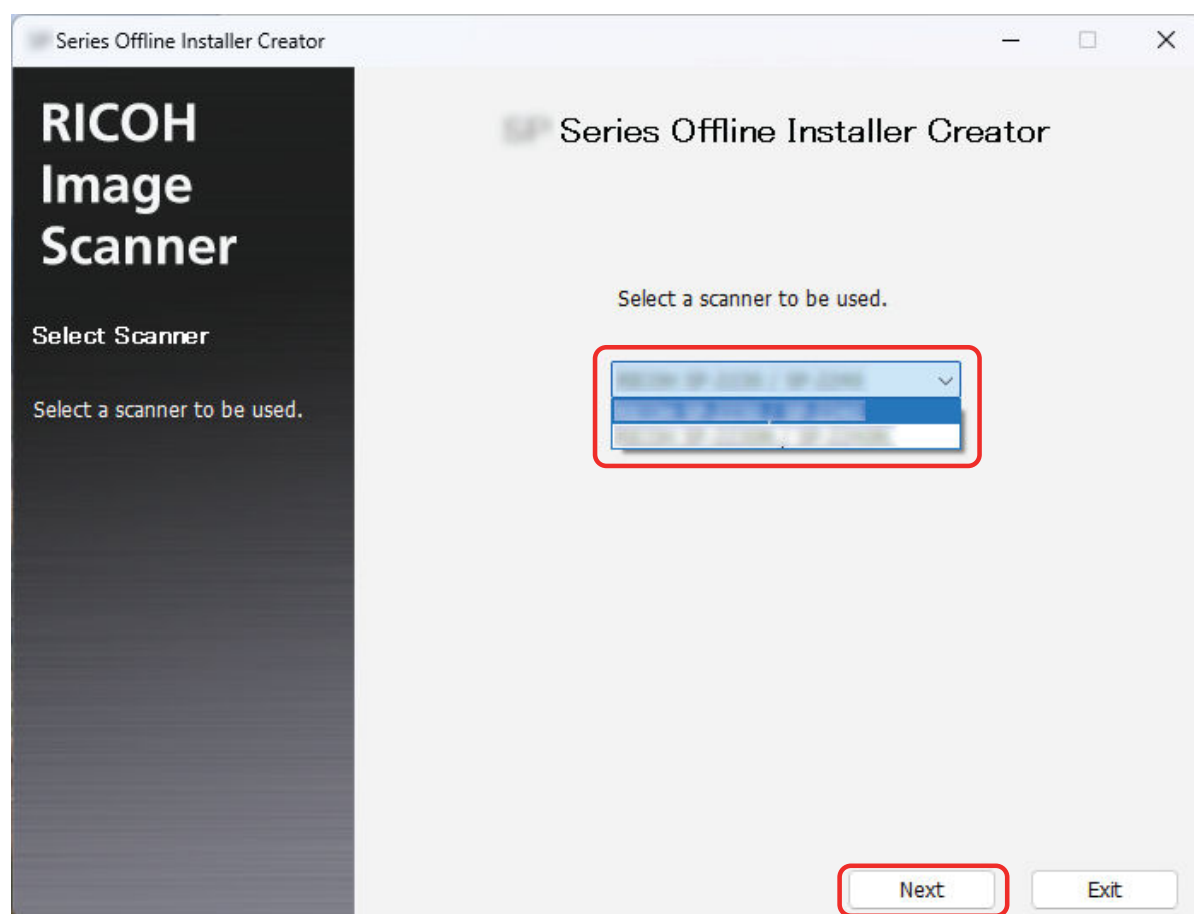
- 1 On a computer that can connect to the Internet, sign in to Windows as a user with administrator privileges.
- 2 Connect to the downloads website.
<https://www.pfu.ricoh.com/sp/d/>
- 3 Click "here" in "To install on a computer without Internet access, click here".



- 4 In the window that describes the installation process, click "Offline Installer Creator".
- 5 On the License Agreement window, confirm the contents and click the [Agree and Download] button.

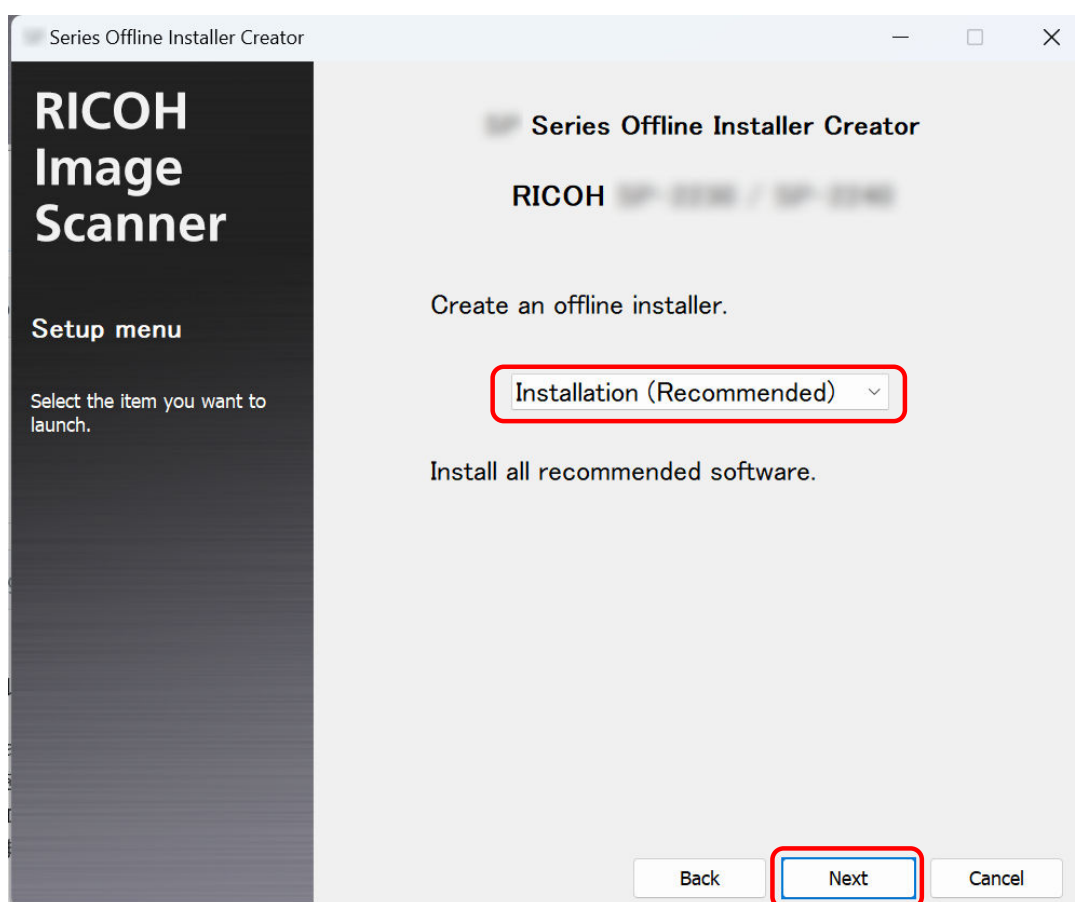
The download of the offline installer creator starts.

- 6 Double-click the downloaded offline installer creator [Offline Installer Creator SP Series.exe].
- 7 When the window for selecting a model appears, select the scanner model to use and click the [Next] button.



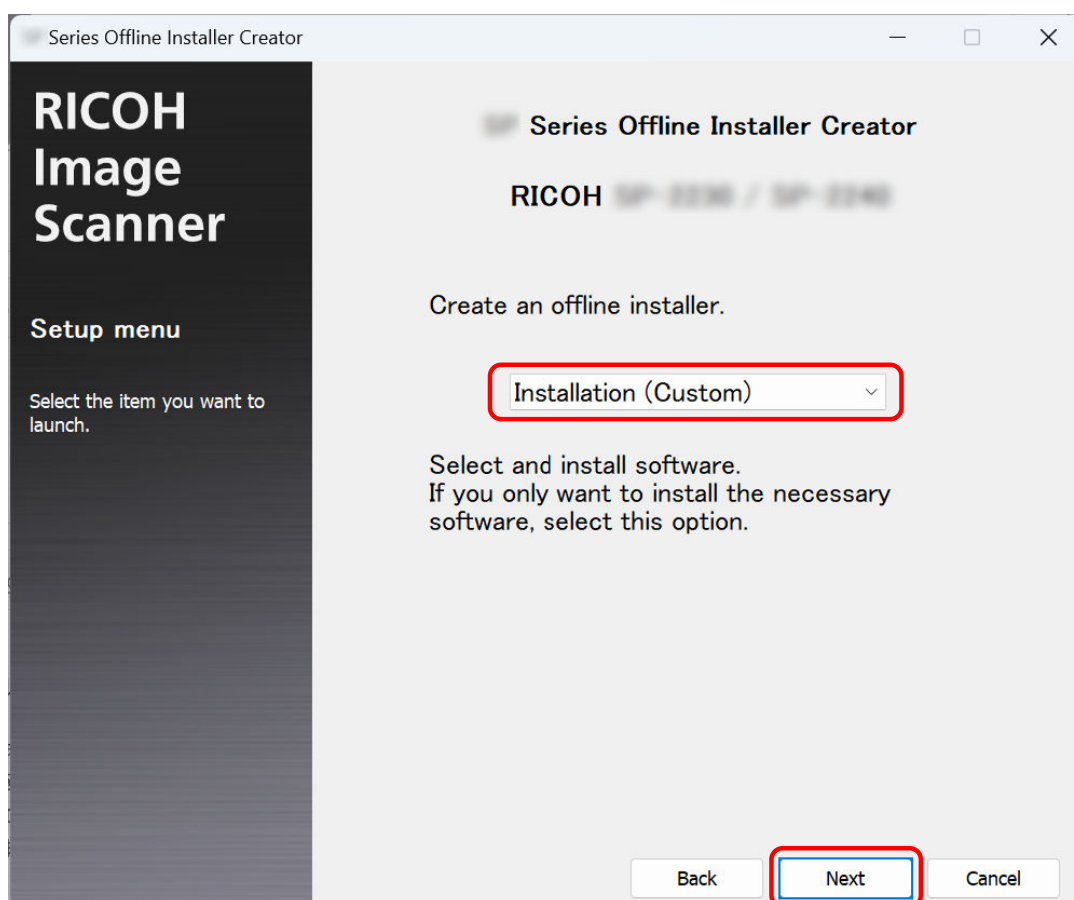
- 8 Select either [Installation (Recommended)] or [Installation (Custom)].
An offline installer (ISO file) containing the latest software will be created based on the selection you make here.
 - Installation (Recommended)
The following software is installed:
 - PaperStream IP (TWAIN) SP Series
The following software is installed at the same time.
 - Software Operation Panel
 - Error Recovery Guide
 - PaperStream Capture
 - PaperStream ClickScan
 - Error Recovery Guide (manual)
 - SP Series Online Update
 - Manuals (Safety Precautions, Operator's Guide)

- a Select [Installation (Recommended)] and click the [Next] button.



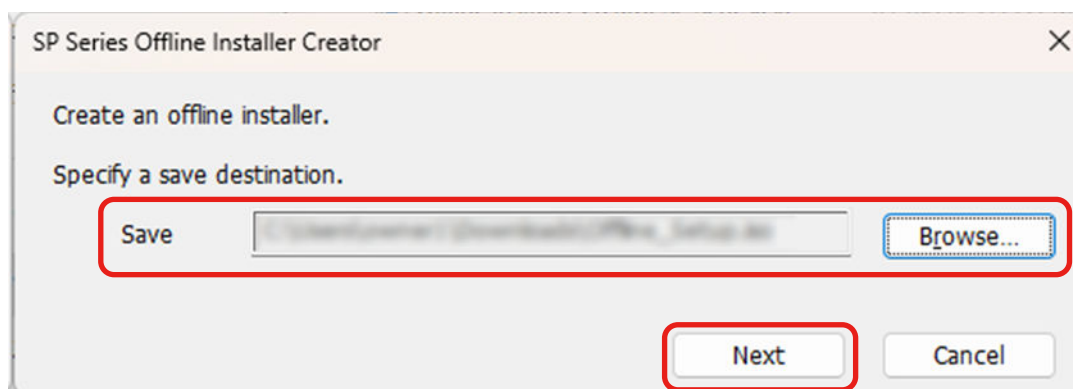
- Installation (Custom)
Select the software that you need.

- a Select [Installation (Custom)] and click the [Next] button.

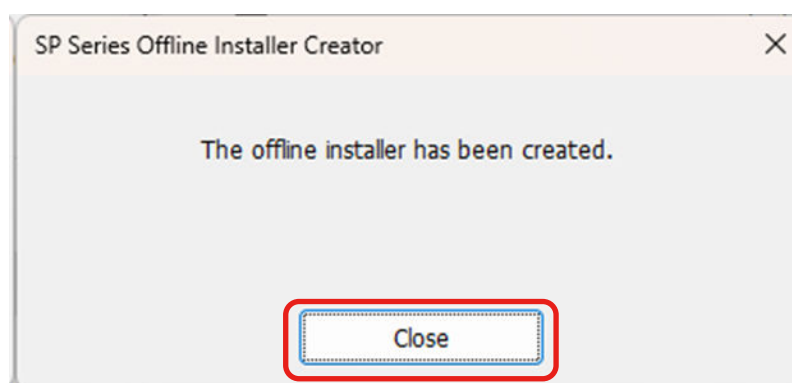


- b Select the check boxes for the software to be installed and click the [Next] button.

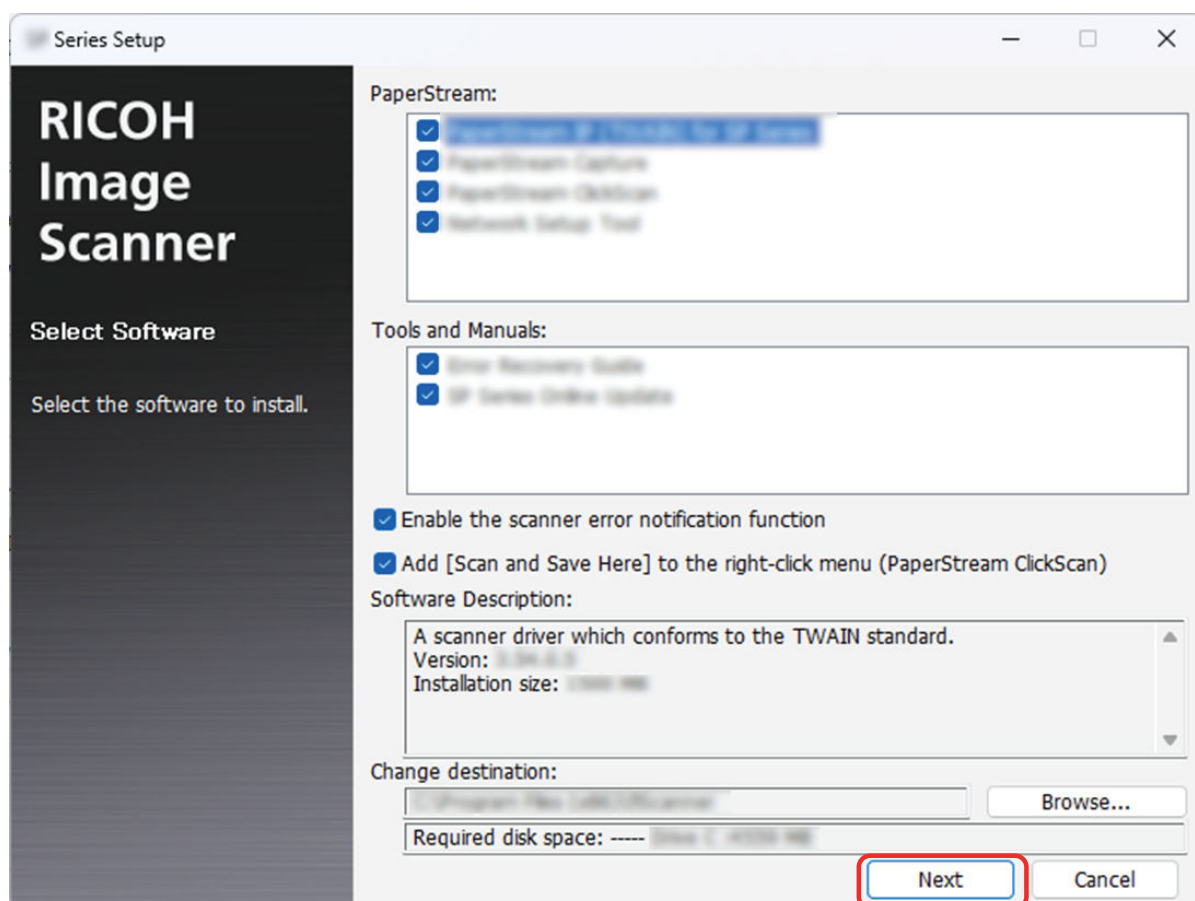
9 Specify where to save the ISO file and click the [Next] button.



- 10 Click the [Close] button.



- 11 Save the ISO file that you created to the computer that will be connected to the scanner.
- 12 Right-click the saved ISO file, and then click [Mount].
- 13 Double-click [Setup.exe] in the displayed folder.
- 14 Click the [Next] button.



- 15 Install the software by following the instructions displayed in the window.

How to Operate the Scanner

This section explains how to operate the scanner.

Turning the Power ON/OFF

The method by which the scanner is powered on/off can be specified from one of the following:

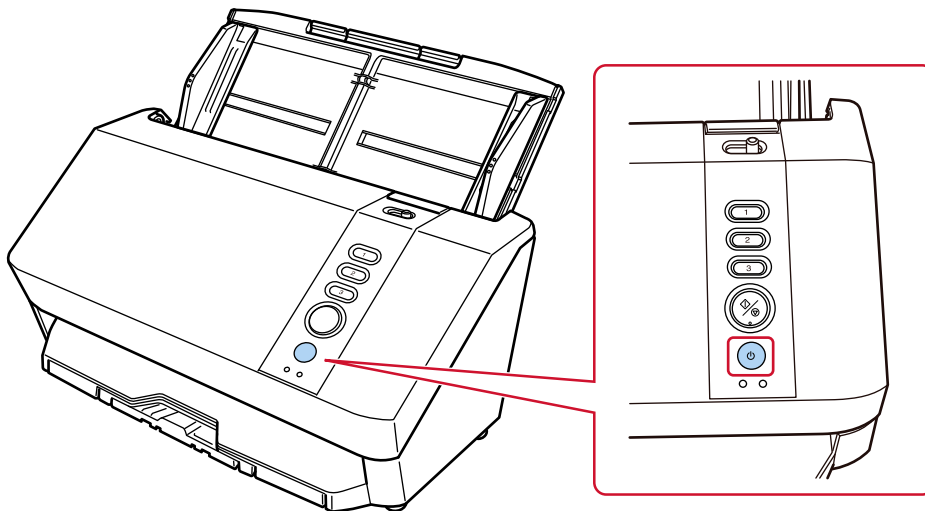
- Pressing the power button on the scanner

➔ [Method for Turning the Scanner ON/OFF \[Power Switch Control\] \(page 186\)](#)

This section explains scanner operations assuming the scanner is configured to turn on or off by pressing its power button.

How to Turn the Power ON

- 1 Press the power button on the scanner.



The scanner is turned on.

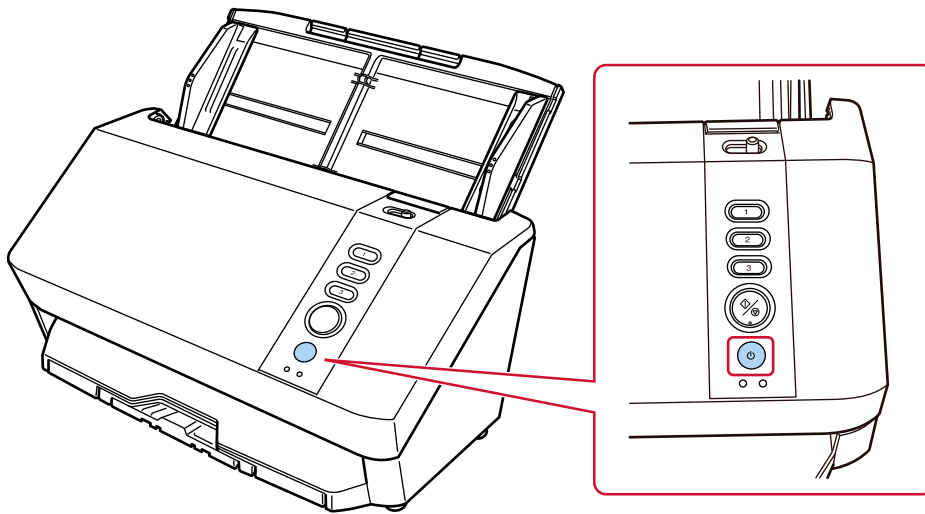
The scanner starts up and becomes ready to scan.

Starting up: The Power/Check indicator (LED) flashes fast in green (0.5 seconds on, 0.5 seconds off)

Ready to scan: The Power/Check Indicator (LED) lights up in green

How to Turn the Power OFF

- 1 Press the power button on the scanner for 2 seconds or more.



The scanner is turned 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.

Power saving mode has two types of settings.

- **Power Save**

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

When the scanner enters power saving mode, the Power/Check indicator (LED) slowly flashes in green (2 seconds on, 2 seconds off).

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

- Load a document in the ADF paper chute (feeder)
- Press the Send to button or Scan/Stop button on the scanner
- Press the power button on the scanner
- Slide the feed mode switch of the scanner
- Scan a document with the image scanning application
- Close the ADF when it is open
- Connect the scanner to the computer using a USB cable
- Access the scanner from the software to change settings

- **Auto Shutdown**

The scanner is turned off automatically if it is left on without being used for a certain period of time (20 minutes for the factory default setting).

To turn the power back on after the power is turned off automatically, press the power button.

➔ [How to Turn the Power ON \(page 35\)](#)

ATTENTION

- If there is a document that remains on the paper path, the scanner may not enter power saving mode. Remove the documents by referring to [When a Paper Jam Occurs \(page 114\)](#).
- 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.

TIP

The following settings can be configured in Software Operation Panel.

- Waiting time before the scanner enters power saving mode
- Setting to prevent the scanner from being turned off automatically

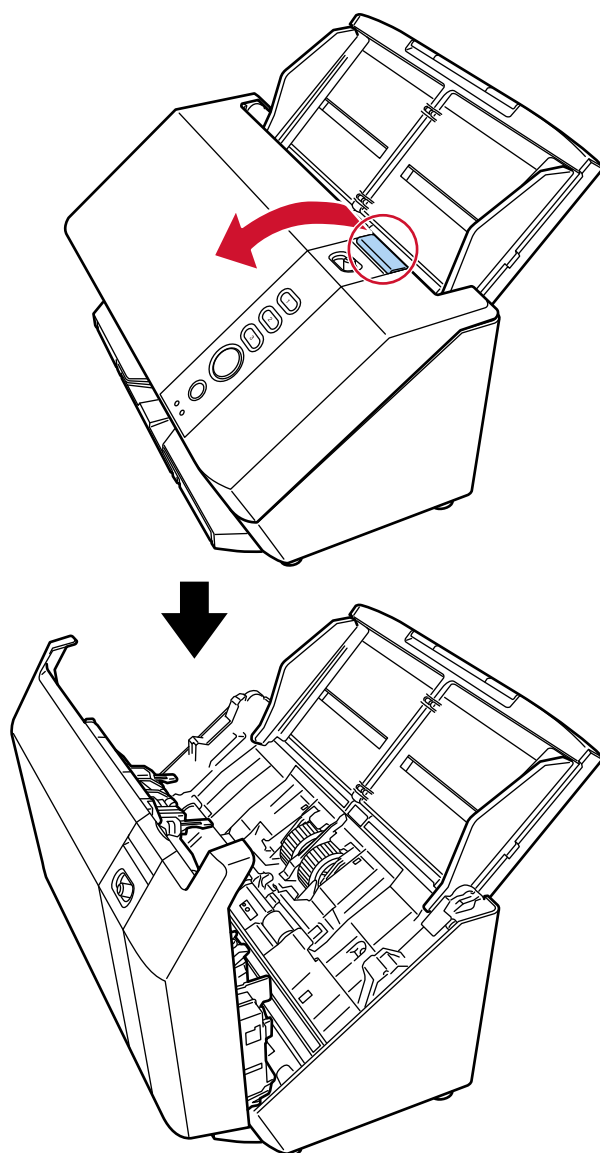
➔ [Waiting Time for the Scanner to Enter Power Saving Mode \[Power saving\] \(page 183\)](#)

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.

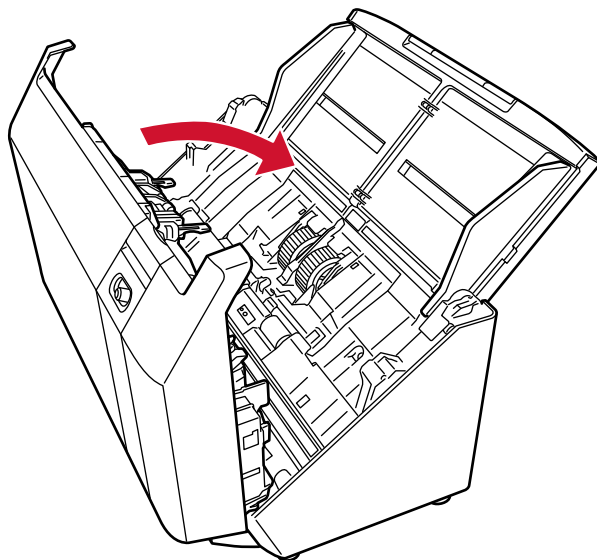


CAUTION

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

How to Close the ADF

- 1 Make sure there is no foreign matter caught inside the ADF.
- 2 Close the ADF.
Push the center of the ADF until it locks into position, indicated by a clicking sound.

**CAUTION**

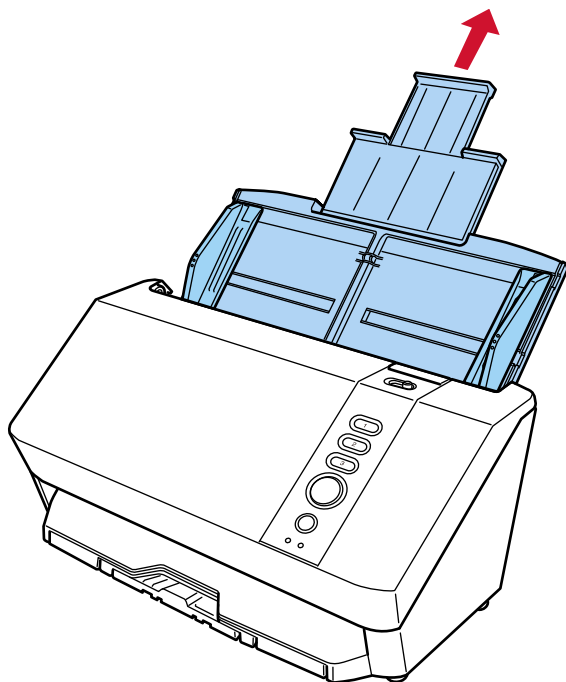
Be careful not to get your fingers caught when closing the ADF.

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.

When scanning a relatively long document such as an A4 size document, use the chute extensions 1 and 2 as described below so that the document will be kept straight and fed smoothly.

- 1** Hold the ADF paper chute (feeder) while pulling out the chute extension 1 and chute extension 2.

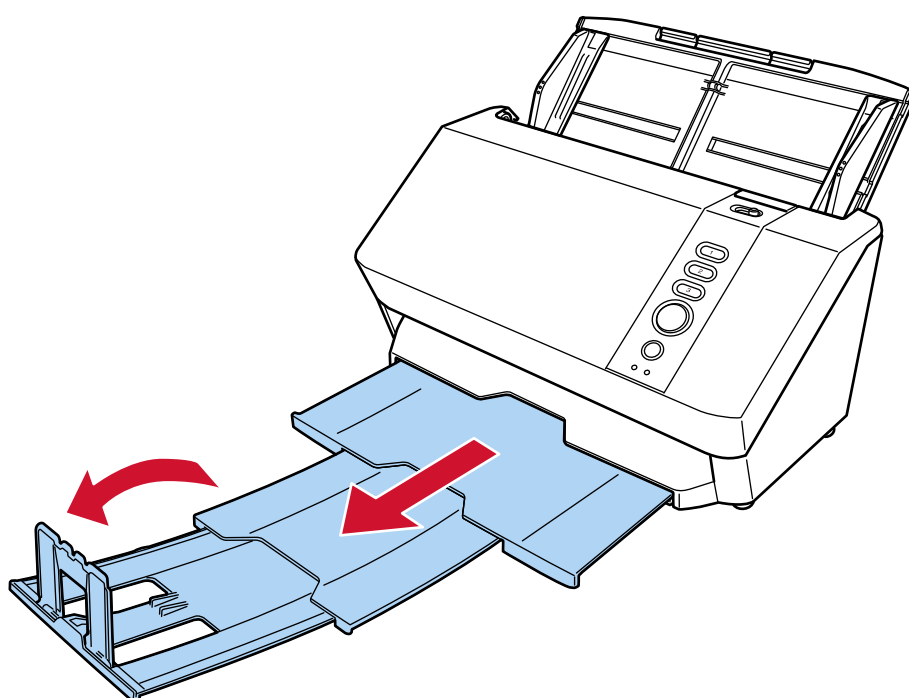


Setting Up the Stacker

Documents loaded in the ADF paper chute (feeder) are ejected onto the stacker one by one during scanning.

When scanning a relatively long document such as an A4 size document, using the stacker, stacker extension 1, stacker extension 2, and stacker stopper as described below will keep the documents straight and feed them smoothly.

- 1 Pull the stacker, stacker extension 1, and stacker extension 2 toward you, and then raise the stacker stopper.**



ATTENTION

- Do not raise the stacker stopper more than 90 degrees, because it may break.
- When scanning documents thicker than 209 g/m² (56 lb), do not pull out the stacker. Thick documents may get caught in the stacker, resulting in skewed images.

TIP

If ejected documents do not stack neatly, reducing the gap (to about 10 mm) between the documents and the stacker stopper will help align them more neatly.

How to Perform a Basic Scan

This section explains how to perform a basic scan.

Start an image scanning application either on the computer connected to the scanner or by pressing a button on the scanner, and then scan documents.

- Using a computer to perform a scan
 - ➔ [Starting a Scan from an Image Scanning Application \(page 44\)](#)
- Pressing the Scan/Stop button or Send to button on the scanner to perform a scan
 - ➔ [Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan \(page 46\)](#)

Related software: The scanner's properties window in Windows (Events)

Starting a Scan from 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.

- Scanner driver
 - PaperStream IP driver
- Image scanning application
 - PaperStream ClickScan
 - PaperStream Capture

➔ [Overview of the Bundled Software \(page 23\)](#)

Scanning procedures, operations, and scan setting items slightly vary depending on the scanner driver and the image scanning application.

For details, refer to the help for your scanner driver and the manual/help for your image scanning application.

1 Turn on the scanner.

➔ [How to Turn the Power ON \(page 35\)](#)

2 Connect the scanner to your computer.

Connect the scanner to the computer using a USB cable.

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

➔ [How to Load Documents \(page 54\)](#)

4 Start an image scanning application.

5 Select a scanner driver to be used for scanning.

For some image scanning applications, selection of a scanner driver may not be needed.

6 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.

7 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.

8 Scan the document with the image scanning application.

ATTENTION

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

- Disconnecting the USB cable

- Signing out of Windows

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

This section explains the required pre-settings and scanning procedure when you start an image scanning application on your computer and perform a scan by pressing the button on the scanner. In this case, a scanner driver and an image scanning application that supports the scanner driver must be installed on the computer.

- Scanner driver
 - PaperStream IP driver
- Image scanning application
 - PaperStream Capture

➔ [Overview of the Bundled Software \(page 23\)](#)

TIP

- If PaperStream Capture is installed, the button settings configured in PaperStream Capture are assigned to the buttons of the scanner when PaperStream Capture is started.
- If PaperStream ClickScan and PaperStream Capture are installed, the image scanning application that is started up when the Scan/Stop button on the scanner is pressed differs depending on whether PaperStream ClickScan resides in the taskbar or not.
 - When it resides in the taskbar
PaperStream ClickScan will be started up.
 - When it does not reside in the taskbar
PaperStream Capture will be started up.
- If you change the image scanning application assigned to the scanner button from PaperStream Capture to another application, the newly assigned image scanning application will start. If PaperStream Capture is set to occupy the scanner, change the setting to disable this function.

1 Turn on the scanner.

➔ [How to Turn the Power ON \(page 35\)](#)

2 Connect the scanner to your computer.

Connect the scanner to the computer using a USB cable.

3 Configure the scan settings in the image scanning application.

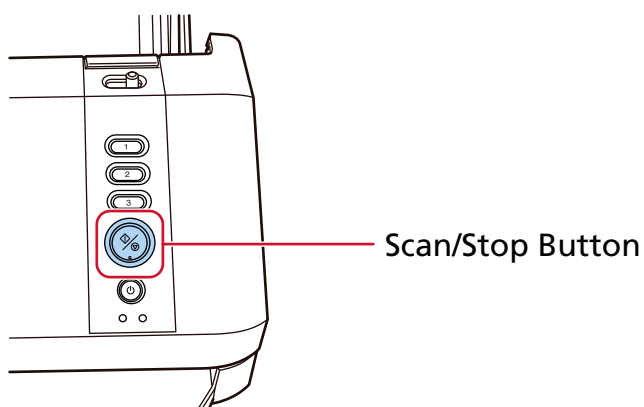
➔ [Starting a Scan from an Image Scanning Application \(page 44\)](#)

4 On your computer, specify an image scanning application to be started when the button on the scanner is pressed.

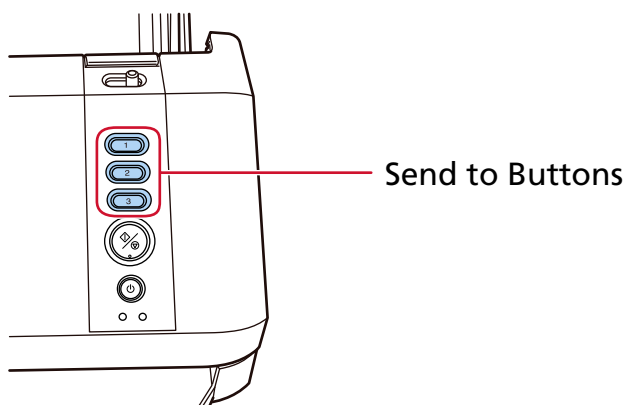
Display the [Devices and Printers] setting window for Windows, and set the buttons in [Scan properties] for the scanner.

➔ [Configuring Button Settings in the Scanner Properties in Windows \(page 49\)](#)

- 5 If necessary, configure settings on the image scanning application to be started up.
For some image scanning applications, settings on the image scanning application may be necessary.
For details, refer to the manual/help of the image scanning application to be started up.
- 6 Load a document in the ADF paper chute (feeder).
→ [How to Load Documents \(page 54\)](#)
- 7 Press the button on the scanner to start a scan
 - When an image scanning application is specified for [Scan Button] in step 4
Press the Scan/Stop button on the scanner.



- When an image scanning application is specified for one of the buttons [Send to 01] to [Send to 03] in step 4
Press the Send to button on the scanner.



The image scanning application specified for the button is started.

- 8 If necessary, scan documents with the image scanning application.

ATTENTION

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

- Disconnecting the USB cable

- Signing out of Windows

Configuring Button Settings in the Scanner Properties in Windows

Configure the button on the scanner that starts scanning.

Specify an image scanning application for the button on the computer, which you want to start up when the button on the scanner is pressed.

ATTENTION

When PaperStream ClickScan resides in the taskbar, the scanner's properties window cannot be displayed. The button settings are also not enabled.

If you want to view the scanner's properties window and enable the button settings, exit PaperStream ClickScan.

1 Turn on the scanner.

➔ [How to Turn the Power ON \(page 35\)](#)

2 Check whether the scanner and computer are connected via the USB cable.

3 Display [Settings] in Windows.

4 Click [Bluetooth & devices].

5 Click [Printers & scanners].

6 Click [SP-2240] or [SP-2230].

7 Click [Scanner properties].

The [Scanners and Cameras] window appears.

8 Click on the scanner icon and click the [Properties] button.

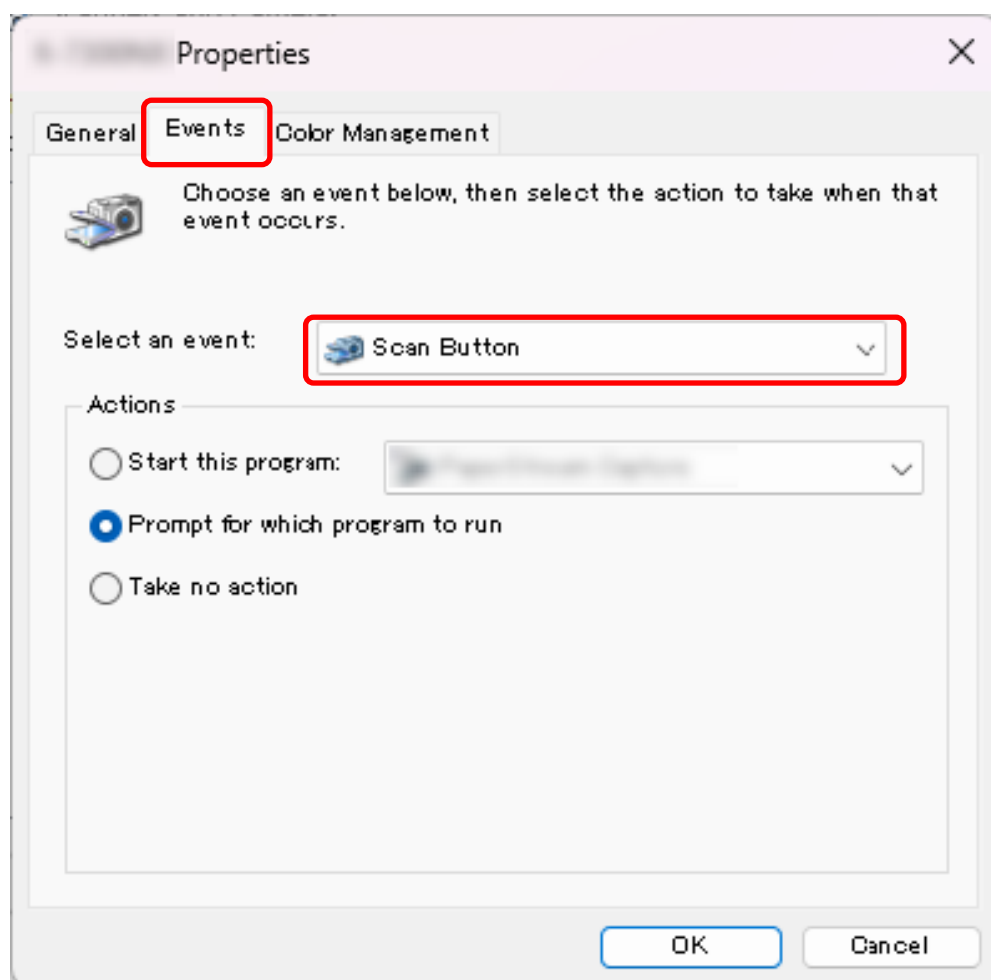
9 In the [Events] tab, select the button that you want to configure from the [Select an event] drop-down list.

- [Scan Button]

Configure the action for the Scan/Stop button on the scanner.

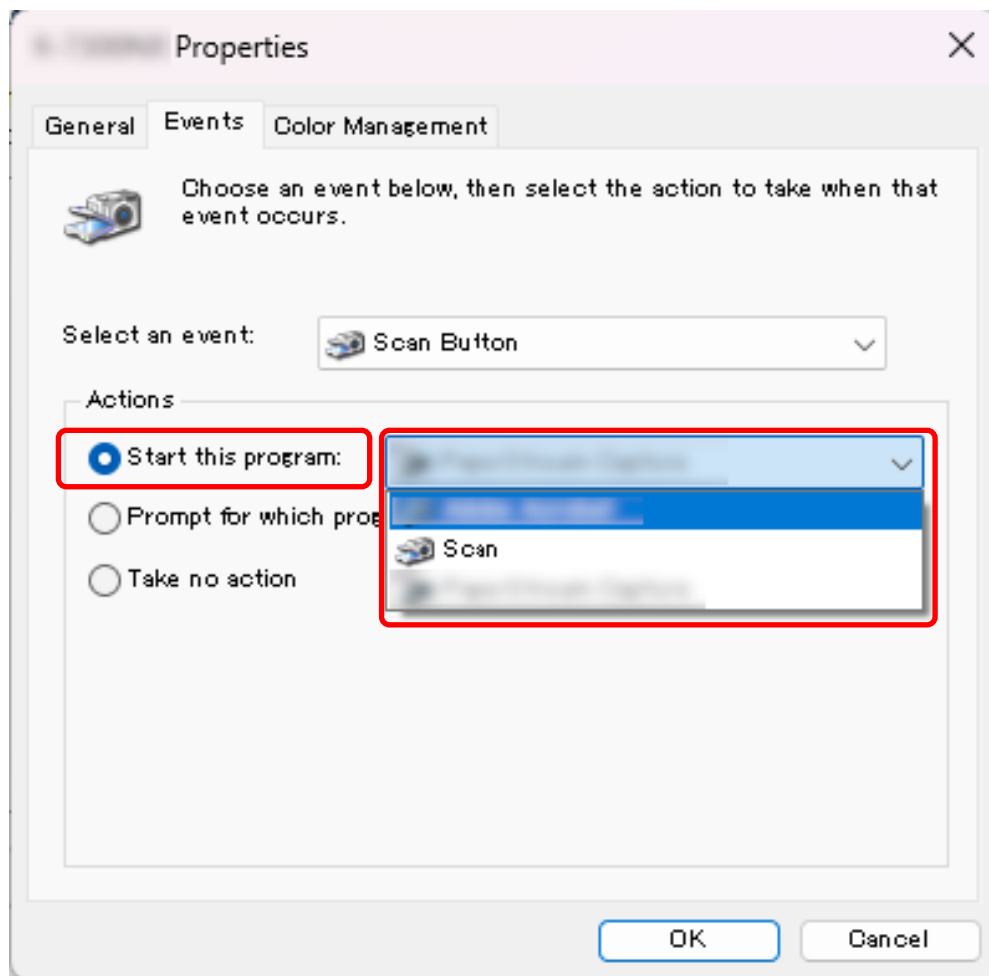
- [Send to 01] to [Send to 03]

Configure the action for the Send to button on the scanner.



- 10** Select an image scanning application to be launched when the button is pressed.

Click [Start this program] and select an image scanning application from the program list.



To set multiple buttons, repeat steps 9 to 10.

11 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

1 Check the documents.

- a Check the paper size and quality that can be scanned with the scanner.

➔ [Documents for Scanning \(page 56\)](#)

- b 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 \(page 66\)](#) or [Scanning Documents with Different Widths \(page 76\)](#).

- c Check the number of sheets.

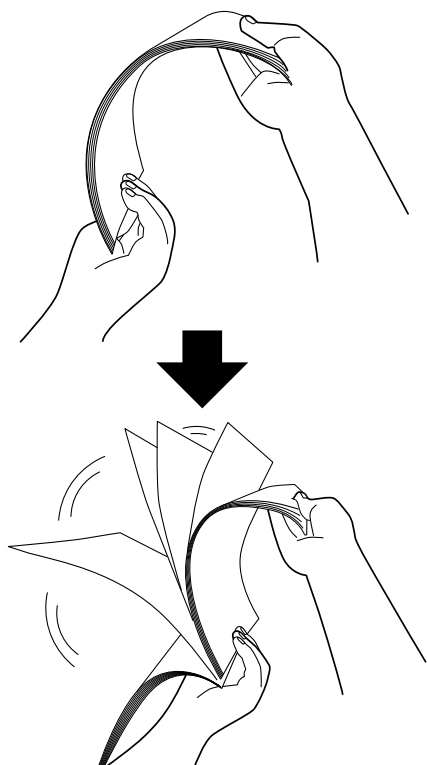
Up to 80 sheets can be loaded (with paper weight of 80 g/m² [20 lb] and thickness of the document stack under 8 mm).

➔ [Loading Capacity \(page 61\)](#)

2 Fan the documents.

- a Grab a stack of documents, which should be 8 mm or less.

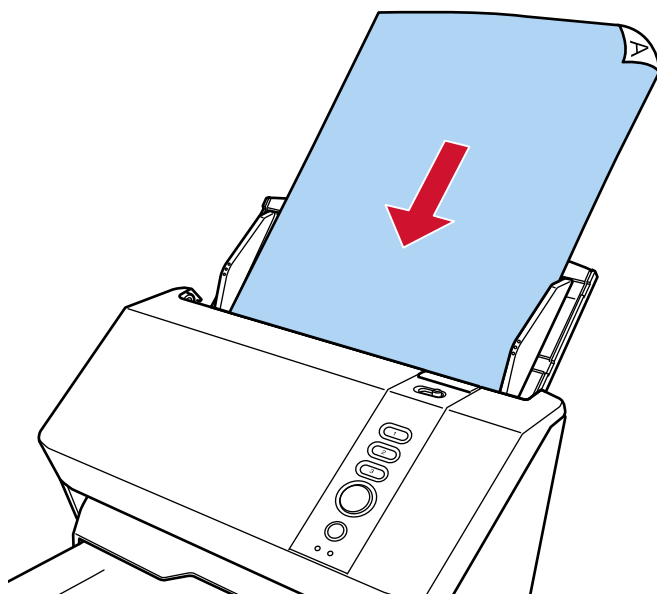
- b** Hold both ends of the documents and fan them a few times.



- 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 extension according to the length of the documents.
→ [Setting Up the ADF Paper Chute \(Feeder\) \(page 41\)](#)
- 2 Adjust the stacker according to the length of the documents.
→ [Setting Up the Stacker \(page 42\)](#)
- 3 Load the document face-down in the ADF paper chute (feeder).

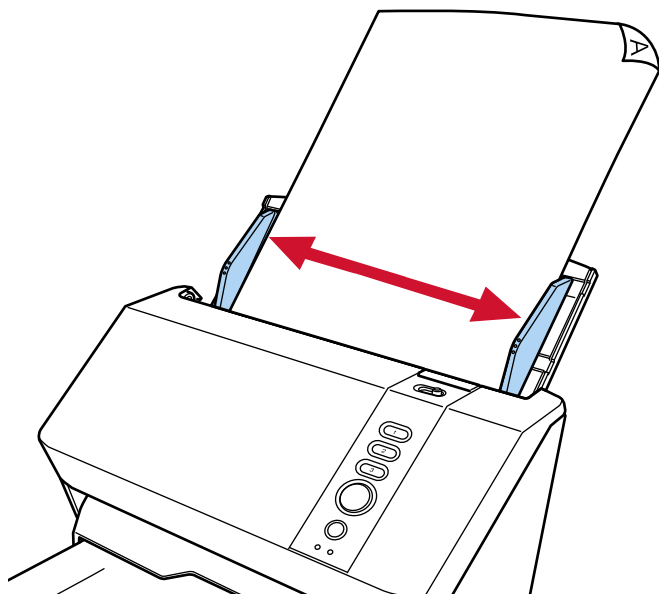


ATTENTION

- 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.



Documents for Scanning

Paper Size

The following paper sizes can be scanned:

Maximum size (width × length) (*1)	• A4 (portrait) (210 × 297 mm) • Legal (portrait) (8.5 × 14 in.) • Long page document (*2) (215.9 × 863 mm/8.5 × 34 in., 215.9 × 6,096 mm/8.5 × 240 in.)
Minimum size (width × length)	• 50.8 × 50.8 mm/2 × 2 in.

***1:**By operating the side guide adjuster on the ADF paper chute (feeder), you can load documents up to a width of 240 mm (9.4 in.).

➔ [Scanning Documents with a Width between 220 mm and 240 mm \(page 78\)](#)

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

Long page scanning supports documents with a length up to 6,096 mm (240 in.) when the resolution is set to 200 dpi or lower.

Note that the resolution must be set to the following dpi value depending on the document size.

- A length that exceeds 863.6 mm (34 in.) but does not exceed 2,700 mm (106.3 in.)
600 dpi or less
- A length that exceeds 2,700 mm (106.3 in.) but does not exceed 4,064 mm (160 in.)
400 dpi or less
- A length that exceeds 4,064 mm (160 in.) but does not exceed 5,461 mm (215 in.)
300 dpi or less
- A length that exceeds 5,461 mm (215 in.) but does not exceed 6,096 mm (240 in.)
200 dpi or less

Document Type

The document types (paper types) are as follows:

- 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 (Thickness)

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

- 27 to 413 g/m² (7.2 to 110 lb)
- For A8 size, 128 to 209 g/m² (34 to 56 lb)
- 1.4 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:

- Documents of non-uniform thickness (such as envelopes or documents with attachments)
- Wrinkled or curled documents
- Folded or torn documents
- Tracing paper
- Coated paper
- Carbon paper
- Photosensitive paper
- Perforated documents
- Documents that are not square or rectangular
- Very thin paper
- Photographs (photographic paper)

TIP

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

Documents That Must Not Be Scanned

The following types of documents must not be scanned:

- Paper-clipped or stapled documents
- Documents on which the ink is still wet
- Documents smaller than 50.8 × 50.8 mm (2 × 2 in.)
- Documents wider than 240 mm (9.5 in.)
- 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

ATTENTION

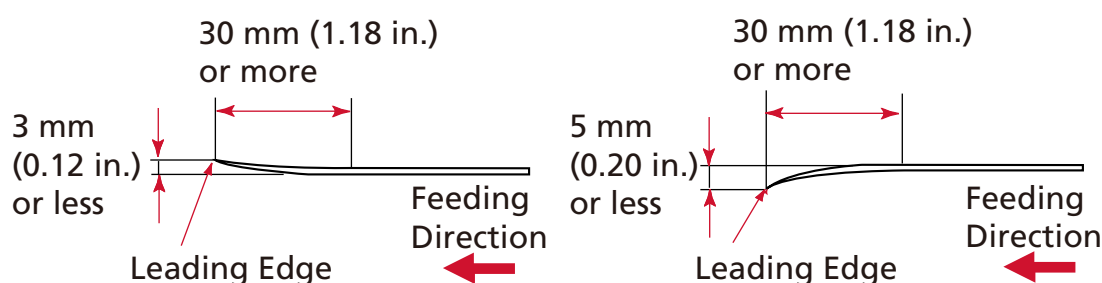
Since carbonless paper contains chemical substances that may degrade rollers such as the brake roller, the scanner may fail.

Notes on Documents and Plastic Cards

● Notes on documents

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

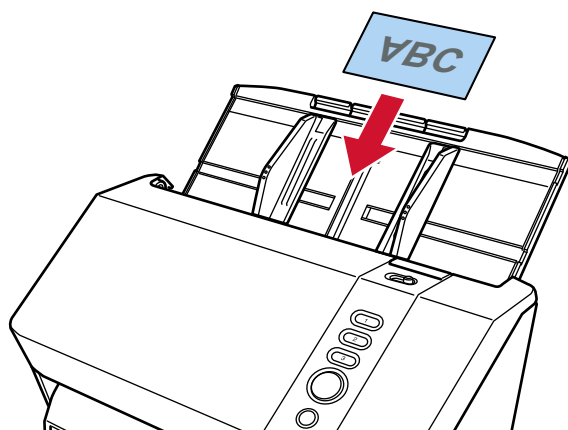
- Since carbonless paper contains chemical substances that may degrade the rollers such as the brake roller, take note of the following:
 - Cleaning
If paper jams occur frequently, clean the brake roller and pick roller.
 - ➔ [Daily Care \(page 91\)](#)
 - Replacing the consumables
The life of the brake roller and pick roller may end sooner compared to scanning wood-free papers.
- 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 glossy papers such as photos are scanned. For documents that can be damaged quite easily, use the optional (Carrier) Sheets.
- The light of the LED may reflect brightly when glossy papers are scanned.
- When scanning semi-transparent documents, set [Brightness] higher in the scanner driver to avoid bleed-through.
- 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.
- ➔ [Daily Care \(page 91\)](#)
- If documents are not fed, or documents are fed overlapped or jammed frequently, refer to [Troubleshooting \(page 126\)](#).
- 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 meets 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: 1.4 mm or less (Embossed cards allowed)
 - Material: PVC (polyvinyl chloride) or PVCA (polyvinyl chloride acetate)
- Load one plastic card at a time in the ADF paper chute (feeder).

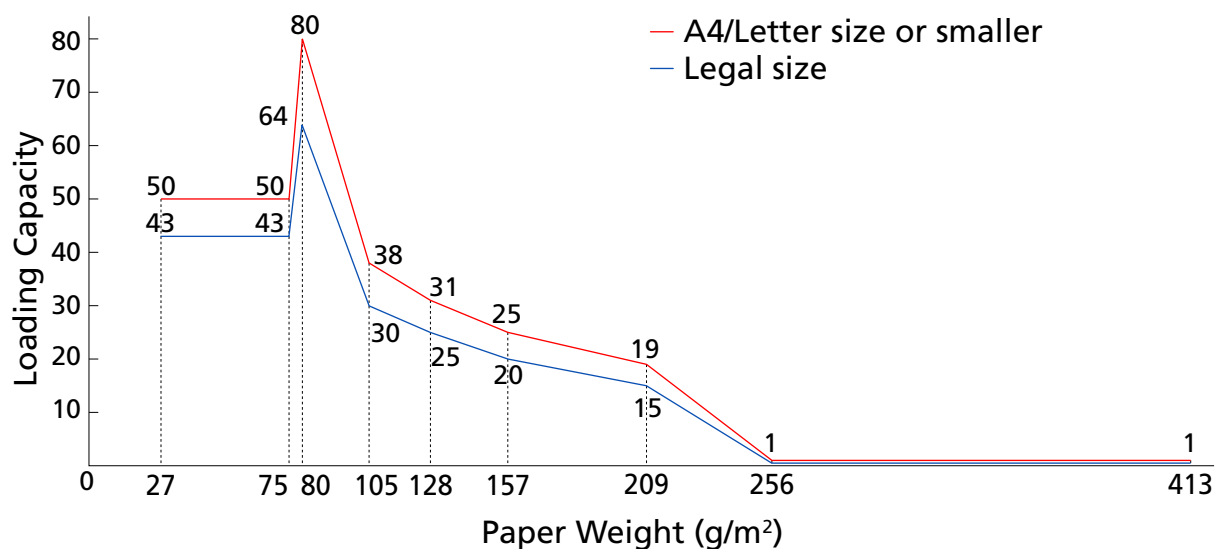


- It is recommended to place the card face-down in the ADF paper chute (feeder).
- When you scan an embossed card, it is recommended that the card should be loaded face-down in the ADF paper chute horizontally.
- Rigid cards may not be fed properly.
- If there is dirt on the surface of the card, such 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 that case, specify one of the following settings and try scanning again.
 - Disable the setting to detect overlapped documents by the ultrasonic sensor.
 - Scan with Manual Single Mode.

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.

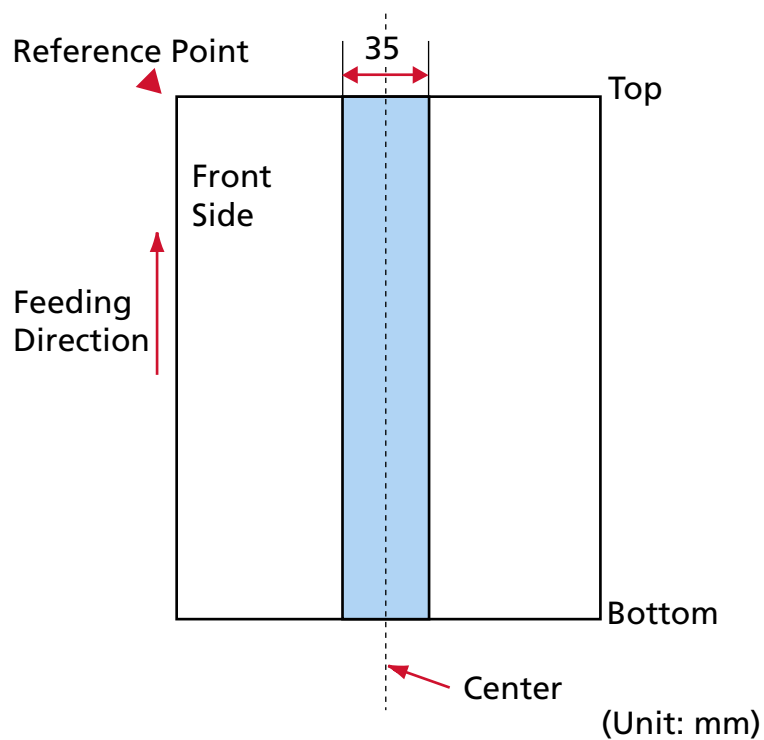


Unit	g/m ²	lb	kg
Conversion	27	7.2	23
	75	20	65
	80	21	69
	105	28	90
	128	34	110
	157	42	135
	209	56	180
	256	68	220
	413	110	355

Area Not to Be Perforated

An error may occur when there are punched holes in the area colored in light blue in the figure below.

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



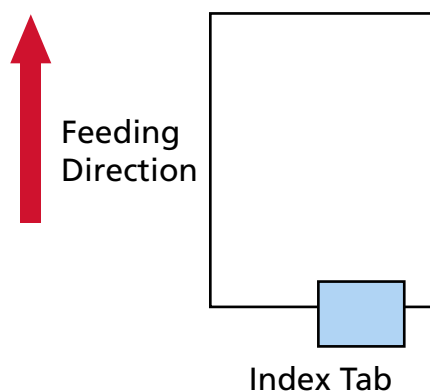
TIP

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

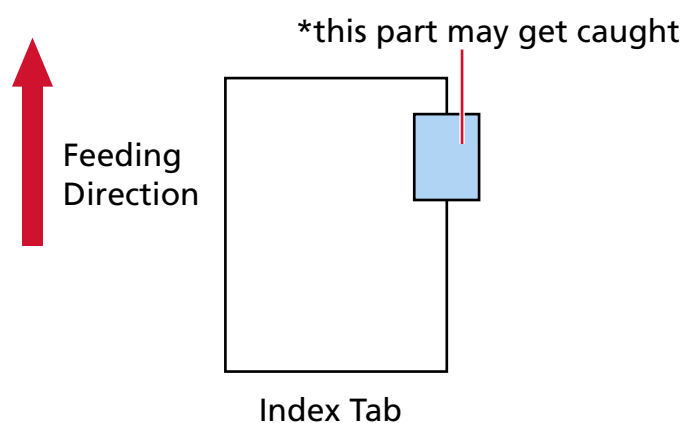
Loading Documents with Index Tabs

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

Good example



Bad example



ATTENTION

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

Conditions Required to Accurately Detect Overlapped Documents (Multifeed)

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once.

Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.

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

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

Detecting Overlapped Documents with the Ultrasonic Sensor

- Paper weight: 27 to 413 g/m² (7.2 to 110 lb)
- Do not punch holes within 35 mm (1.38 in.) over the center of the document.
 - ➔ Fig. in [Area Not to Be Perforated \(page 62\)](#)
- Do not attach other documents with glue or other adhesive within 35 mm (1.38 in.) over the center of the document. Doing so may cause the false detection of overlapped documents.
 - ➔ Fig. in [Area Not to Be Perforated \(page 62\)](#)

Detecting Overlapped Documents according to the Difference in Length

- Load the documents of the same length in the ADF paper chute (feeder).
- Variation in document lengths: 1% or less
- Do not punch holes within 35 mm (1.38 in.) over the center of the document.
 - ➔ Fig. in [Area Not to Be Perforated \(page 62\)](#)

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

- Load the documents of the same length in the ADF paper chute (feeder).
- Paper weight: 27 to 413 g/m² (7.2 to 110 lb)
- Variation in document lengths: 1% or less
- Do not punch holes within 35 mm (1.38 in.) over the center of the document.
 - ➔ Fig. in [Area Not to Be Perforated \(page 62\)](#)
- Do not attach other documents with glue or other adhesive within 35 mm (1.38 in.) over the center of the document. Doing so may cause the false detection of overlapped documents.
 - ➔ Fig. in [Area Not to Be Perforated \(page 62\)](#)

ATTENTION

When an option to detect overlapping with the ultrasonic sensor is selected, scanning a thick document such as a plastic card will be falsely detected as overlapping of documents. In that case, specify one of the following settings and try scanning again.

- Disable the setting to detect overlapped documents by the ultrasonic sensor.
- Scan with Manual Single Mode.

TIP

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

Conditions for Mixed Batch Scanning

The following conditions apply when a mixed batch of documents with different paper weights/friction coefficients/sizes is scanned.

Make sure to test a few sheets first to check if the mixed batch of documents can be fed.

For details about scanning, refer to [Scanning Documents with Different Widths \(page 76\)](#).

Paper Direction

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

Paper Weight (Thickness)

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

40 to 209 g/m² (11 to 56 lb)

Friction Coefficient

It is recommended that the same paper brand from the same manufacturer is used for documents.

When different paper manufacturers/brands are mixed in documents to be scanned, it affects the feeding performance as the difference in friction coefficient increases.

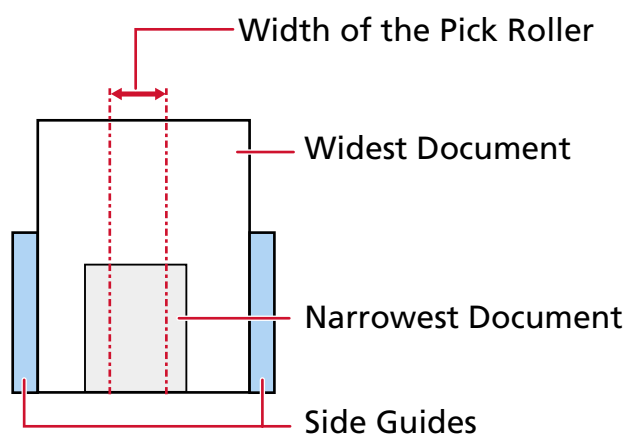
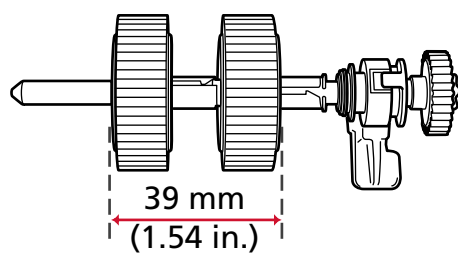
The following friction coefficients are recommended:

0.35 to 0.60 (reference value for paper friction coefficient)

Document Position

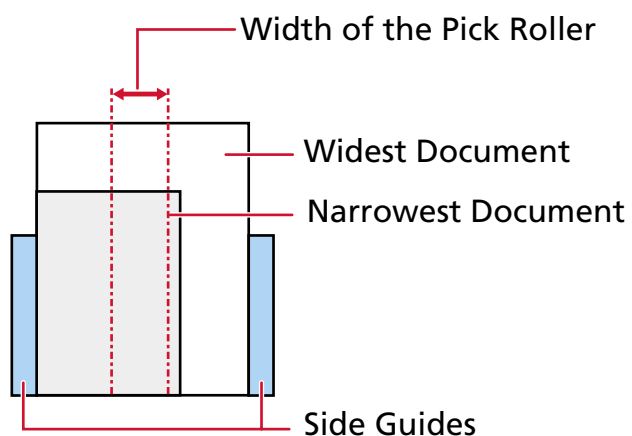
Load all documents covering the width of the pick roller (approx. 39 mm/1.54 in. wide).

For a guideline for mixed batch scanning, refer to [Combinations of Standard Paper Sizes in a Mixed Batch](#) (page 68) in [Paper Size](#) (page 67).



TIP

When the narrowest 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.

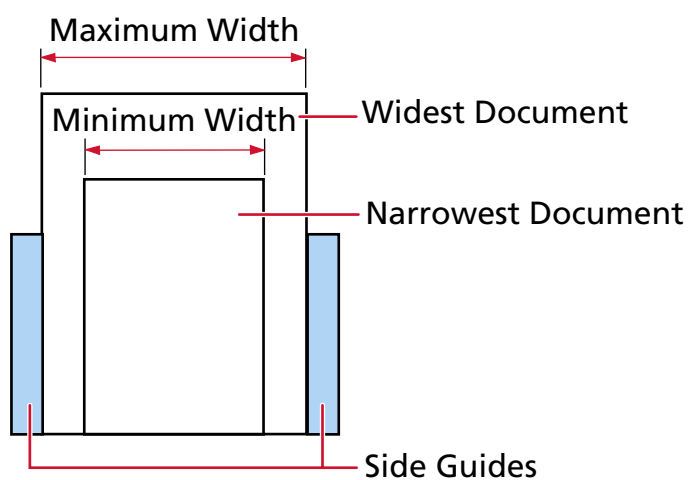
Document Size Width (mm) (*1)			Maximum Size									
			LTR (P) A3-CS	A4 (P) A5 (L)	B5 (P) B6 (L)	A5 (P) A6 (L)	B6 (P) B7 (L)	A6 (P) A7 (L)	B7 (P) B8 (L)	A7 (P) A8 (L)	B8 (P)	A8 (P)
			216	210	182	149	129	105	91	74.3	64.3	52.5
Minimum Size	LTR (P) A3-CS	216										
	A4 (P) A5 (L)	210										
	B5 (P) B6 (L)	182										
	A5 (P) A6 (L)	149										
	B6 (P) B7 (L)	129										
	A6 (P) A7 (L)	105										
	B7 (P) B8 (L)	91										
	A7 (P) A8 (L)	74.3										
	B8 (P)	64.3										
	A8 (P)	52.5										

 Available Range

LTR: Letter size

A3-CS: Carrier Sheet

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



ATTENTION

B8 (portrait) and A8 (portrait) documents cannot be mixed with other sizes in the same batch.

Documents That Cannot Be Scanned in a Mixed Batch

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

- Carbonless paper
- Bond paper
- Perforated documents
- Thermal paper
- Carbon-backed paper
- OHP film
- Tracing paper

Conditions for Automatic Page Size Detection

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

- Non-rectangular documents

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

- Thin paper (52 g/m² [14 lb] or less)
- White documents with glossy edges
- Documents with darkish (gray) edges

Conditions for Using the Carrier Sheet

● Paper Size

The following paper sizes can be scanned:

- Carrier Sheet (216 × 297 mm)
- A3 (297 × 420 mm) (*1)
- A4 (210 × 297 mm)
- A5 (148 × 210 mm)
- A6 (105 × 148 mm)
- B4 (257 × 364 mm) (*1)
- B5 (182 × 257 mm)
- B6 (128 × 182 mm)
- Letter (8.5 × 11 in./216 × 279.4 mm)
- Double Letter (11 × 17 in./279.4 × 431.8 mm) (*1)
- Custom size
 - Width
25.4 to 216 mm (1 to 8.5 in.)
 - Length
25.4 to 297 mm (1 to 11.69 in.)

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

● Document Conditions

Document Type

The document types (paper types) are as follows:

- Standard office paper
- Documents larger than A4/Letter size
- Documents that can be damaged quite easily such as photographs
- Documents that might cause paper jams such as clippings

Paper Weight (Thickness)

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

- Up to 209 g/m² (56 lb)

When scanning documents that are folded in half, the acceptable paper weight is as follows:

- Up to 105 g/m² (28 lb)

● Precautions for Using/Storing the Carrier Sheet

Precautions for Using the Carrier Sheet

- Up to three Carrier Sheets can be loaded at once.
- Depending on the image scanning application, there may be insufficient memory to perform a [Double-page spread] scan using the Carrier Sheet in high resolution.
In that case, specify a lower resolution and try scanning again.
- Do not write on, color, stain, or cut the end with a black and white pattern on the Carrier Sheet.
Otherwise, the Carrier Sheet may not be recognized correctly.
- Do not load the Carrier Sheet upside down.
Otherwise, a paper jam may occur and damage the Carrier Sheet and the document inside.
➔ [Scanning Documents Larger than A4/Letter Size \(page 85\)](#)
- As you keep using the Carrier Sheet, dirt and dust will accumulate on the surface and the inside.
Clean it regularly because it may cause problems related to scanning or affect the scanned results.
➔ [Cleaning the \(Carrier\) Sheet \(page 103\)](#)
If the problem still persists, replace the Carrier Sheet.
- Do not fold or pull the Carrier Sheet.
- Do not use a damaged Carrier Sheet.
Doing so may damage or cause the scanner to malfunction.
- Do not slide your finger on the edge of the Carrier Sheet.
Doing so may cut your finger.
- If paper jams occur frequently, feed about 50 sheets of PPC paper (recycled paper) before scanning with the Carrier Sheet.
The PPC paper can either be blank or printed.
- Paper jams may occur when several small documents (such as photos or postcards) are placed in the Carrier Sheet for scanning.
It is recommended to place only one document at a time in the Carrier Sheet.
- Do not place a booklet (such as a passport) in the Carrier Sheet for scanning.
Doing so may cause a paper jam.
- Do not use a Carrier Sheet in high-temperature environments.

Precautions for Storing the Carrier Sheet

- Do not leave a document inside the Carrier Sheet for a long time.
Otherwise, the ink on the document may be transferred onto the Carrier Sheet.
- Do not leave the Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
Otherwise, the Carrier Sheet may deform.

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

Conditions for Using the Photo Carrier Sheet

● Paper Size

The following paper sizes can be scanned:

- Photo Carrier Sheet (178 × 127 mm)
- A6 (105 × 148 mm)
- Custom size
 - Width
25.4 to 178 mm (1 to 7 in.)
 - Length
25.4 to 127 mm (1 to 5 in.)

● Document Conditions

Document Type

The document types (paper types) are as follows:

- Documents that can be damaged quite easily such as photographs
- Documents that might cause paper jams such as clippings

Document Thickness (Paper Weight)

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

- Up to 209 g/m² (56 lb)

● Precautions for Using/Storing the Photo Carrier Sheet

Precautions for Using the Photo Carrier Sheet

- Up to three Photo Carrier Sheets can be loaded at once.
- Do not write on, color, stain, or cut the end with a black and white pattern on the Photo Carrier Sheet.
Otherwise, the Photo Carrier Sheet may not be recognized correctly.
- Do not load the Photo Carrier Sheet upside down.
Otherwise, a paper jam may occur and damage the Photo Carrier Sheet and the document inside.
→ [Scanning Photographs and Clippings without Damaging Them \(page 87\)](#)
- As you keep using the Photo Carrier Sheet, dirt and dust will accumulate on the surface and the inside.
Clean it regularly because it may cause problems related to scanning or affect the scanned results.
→ [Cleaning the \(Carrier\) Sheet \(page 103\)](#)
If the problem still persists, replace the Photo Carrier Sheet.

- Do not fold or pull the Photo Carrier Sheet.
- Do not use a damaged Photo Carrier Sheet.
Doing so may damage or cause the scanner to malfunction.
- Do not slide your finger on the edge of the Photo Carrier Sheet.
Doing so may cut your finger.
- If paper jams occur frequently, feed about 50 sheets of PPC paper (recycled paper) before scanning with the Photo Carrier Sheet.
The PPC paper can either be blank or printed.
- Even if the setting for a double-page spread image is enabled, only the front side image is output.
For details, refer to the help for the scanner driver.
- Do not place a booklet (such as a passport) in the Photo Carrier Sheet for scanning.
Doing so may cause a paper jam.
- Do not use a Photo Carrier Sheet in high-temperature environments.

Precautions for Storing the Photo Carrier Sheet

- Do not leave a document inside the Photo Carrier Sheet for a long time.
Otherwise, the ink on the document may be transferred onto the Photo Carrier Sheet.
- Do not leave the Photo Carrier Sheet in high temperature places such as under direct sunlight or near a heating apparatus for a long time.
Otherwise, the Photo Carrier Sheet may deform.
- To avoid deformation, keep the Photo Carrier Sheet on a flat surface without any weight on it.

Various Ways to Scan Documents

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

Scanning Documents with Different Widths

ATTENTION

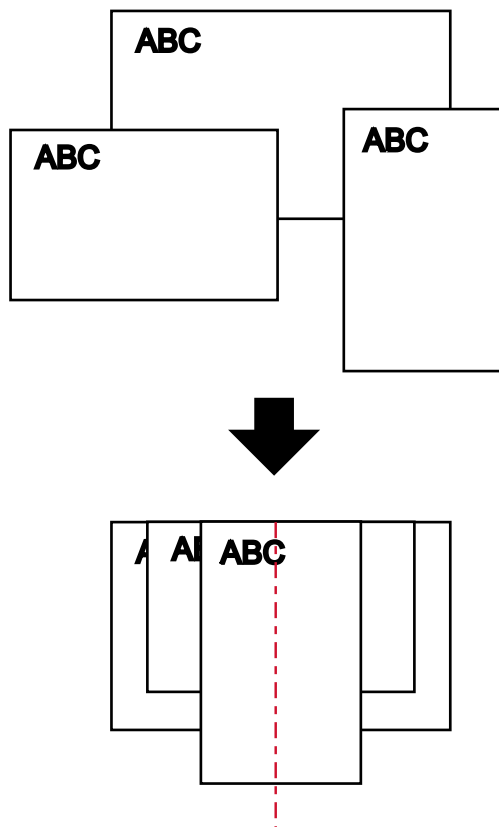
When you scan a mixed batch with different widths, some of the narrower documents may be skewed or not fed into the ADF.

In that case, separate the documents by their widths, and scan them in different batches.

- 1 Check the document requirements for scanning a mixed batch of documents.

→ [Conditions for Mixed Batch Scanning \(page 66\)](#)

- 2 Align the top of the documents.

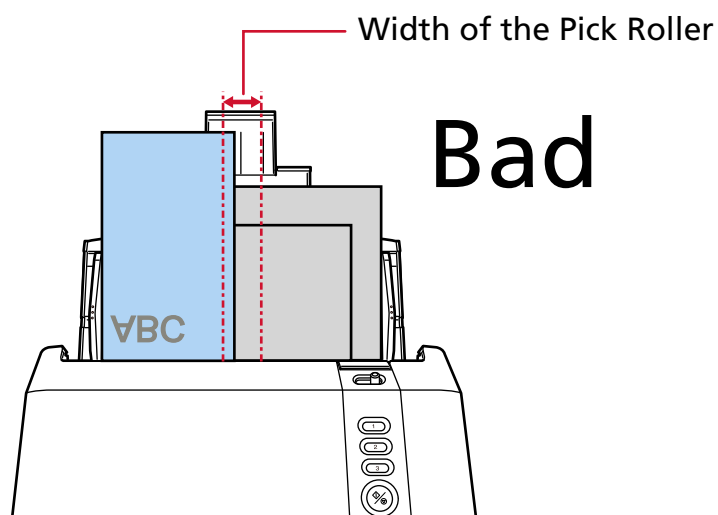
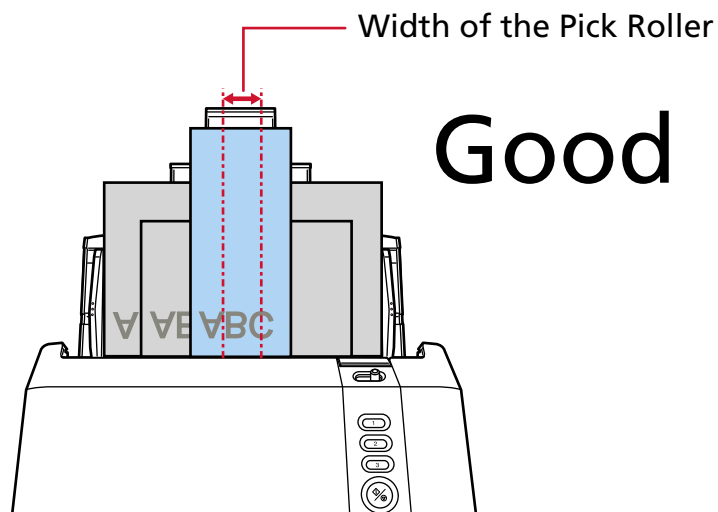


- 3 Place the documents at the center of the ADF paper chute (feeder), and adjust the side guides to the widest document in the batch.

→ [How to Load Documents \(page 54\)](#)

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.



- 4 In the scanner driver, configure the scan settings to detect the document 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/help of the image scanning application.

Scanning Documents with a Width between 220 mm and 240 mm

Documents with a width between 220 mm and 240 mm can be scanned only when the side guide adjuster on the ADF paper feed chute (feeder) is operated.

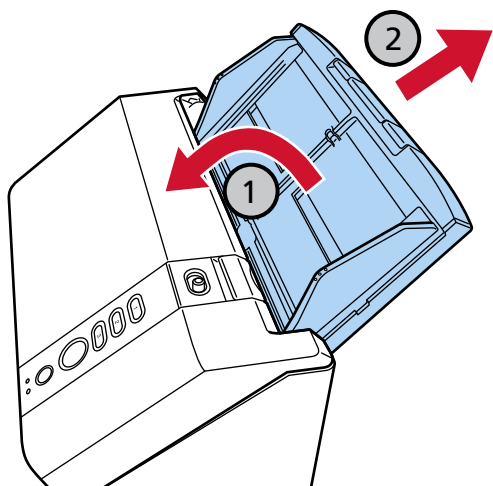
TIP

Images exceeding 215.9 mm (8.5 in.) in width cannot be output. The size of the image that can be output depends on the size of the document that can be scanned.

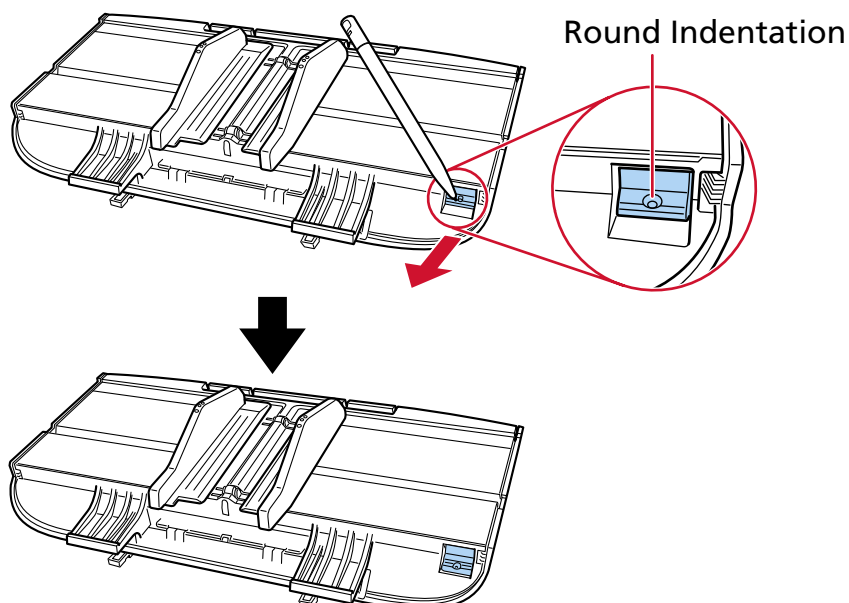
➔ [Paper Size \(page 56\)](#)

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

Hold both ends of the ADF paper chute (feeder), then lift it in the direction of arrow ① and pull it out in the direction of arrow ②.

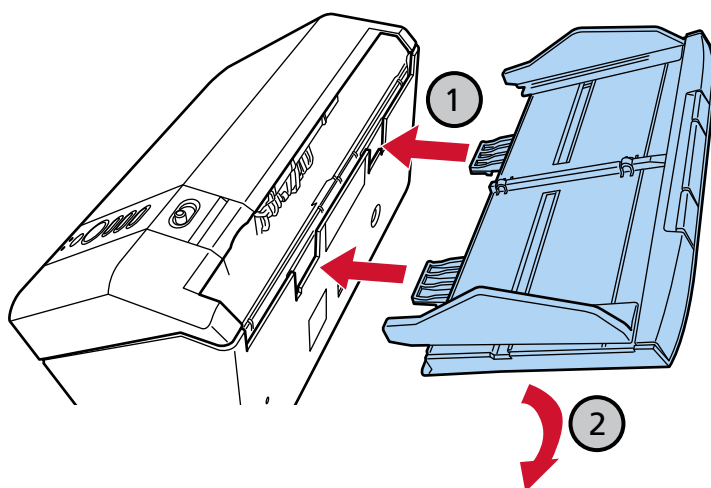


- 3** Insert the tip of a ballpoint pen or similar object into the round indentation of the side guide adjuster on the ADF paper chute (feeder) and pull the side guide adjuster toward you.



- 4** Attach the ADF paper chute (feeder).

Insert the tabs into the slots on the back of the scanner in the direction of arrow ① and tilt the ADF paper chute (feeder) downwards in the direction of arrow ② until it locks in place. Attach the ADF paper chute (feeder) with the side guides facing upwards.



ATTENTION

Do not leave any space between the ADF paper chute (feeder) and the scanner.

5 Load documents in the ADF paper chute (feeder).

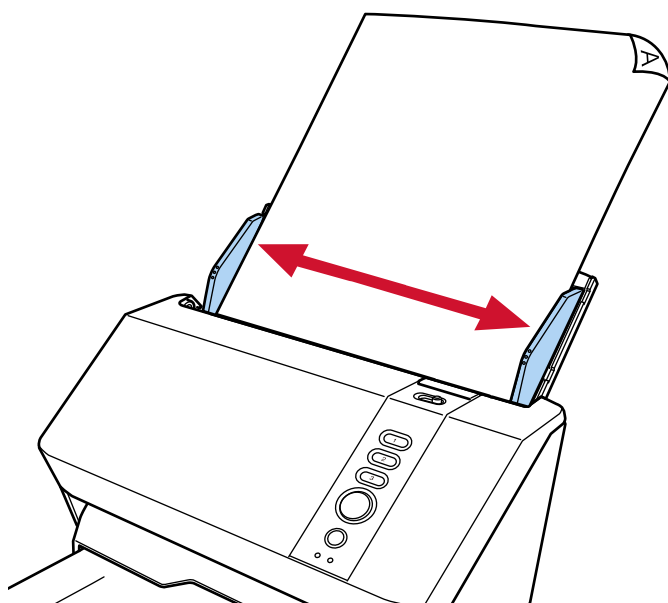
→ [How to Load Documents \(page 54\)](#)

6 Adjust the side guides to the width of the documents.

The side guides can be adjusted to fit documents with a width between 220 mm and 240 mm.

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.

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

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

Scanning Documents Folded in Half

Sliding the feed mode switch to the left to switch the feed mode to Manual Single Mode allows you to scan a document folded in half (a document of A3 or Double Letter size that is folded in half) as it is. The scanning speed slows down when the feed mode is switched to Manual Single Mode.

ATTENTION

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

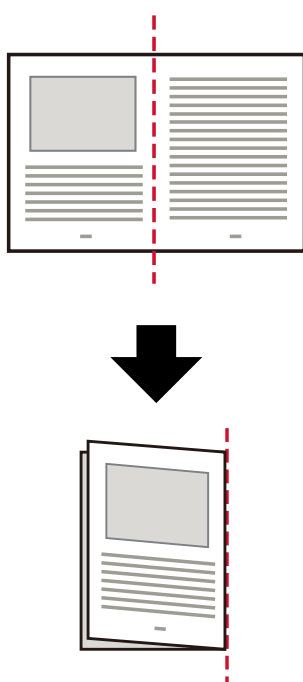
➔ [Specifying a Method to Detect Overlapped Documents \[Multifeed\] \(page 181\)](#)

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

Fold it firmly and smooth out any creases.

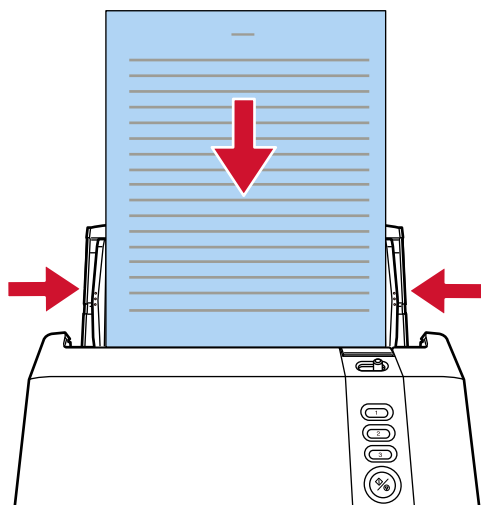
Otherwise, it may cause the document to skew while feeding is in progress and result in a skewed image.

Example

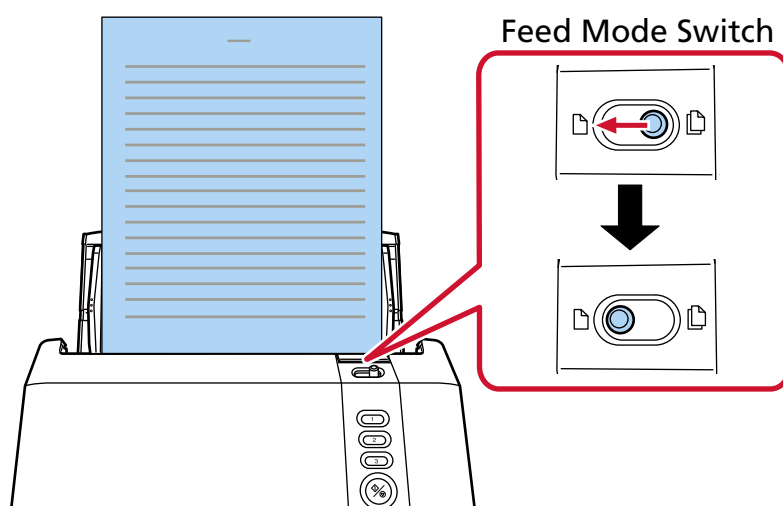


2 Load the document folded in half in the ADF paper chute (feeder).

→ [How to Load Documents \(page 54\)](#)



3 Slide the feed mode switch to the left to enable Manual Single Mode.



4 Scan the document with the image scanning application.

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

TIP

In the following cases, the scanner waits for up to 10 seconds for a document to be loaded.

- When you start scanning from the image scanning application without loading a document
- After one sheet has been fed

If you press the Scan/Stop button while the scanner is waiting for a document, scanning finishes.

Scanning Documents such as Envelopes or Multi-Layered Transfer Paper

Sliding the feed mode switch to the left to switch the feed mode to Manual Single Mode allows you to scan documents such as envelopes and multi-layered transfer paper.

The scanning speed slows down when the feed mode is switched to Manual Single Mode.

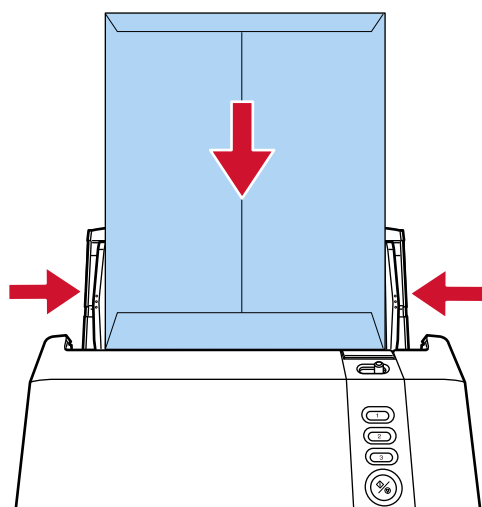
ATTENTION

- For details about the paper weights of the documents that can be scanned, refer to [Documents for Scanning \(page 56\)](#).
- Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope.
Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.
➔ [Specifying a Method to Detect Overlapped Documents \[Multifeed\] \(page 181\)](#)

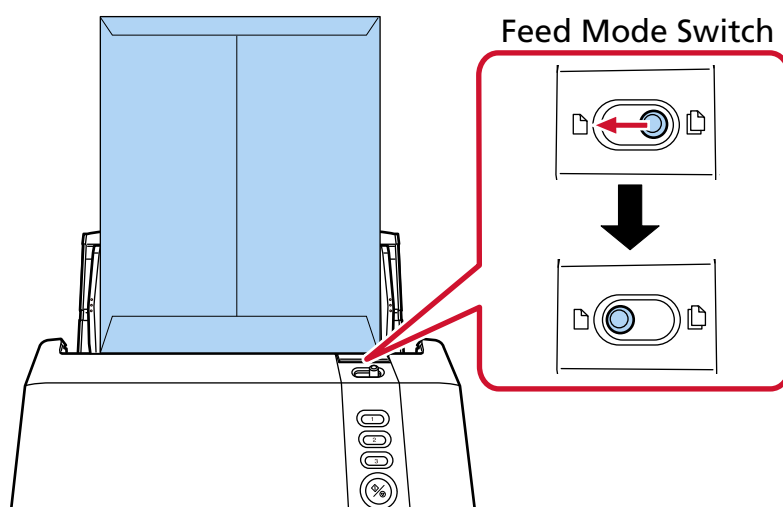
1 Load a document in the ADF paper chute (feeder).

To scan a multi-layered transfer paper, position the bound edge first when loading the paper.

➔ [How to Load Documents \(page 54\)](#)



- 2 Slide the feed mode switch to the left to enable Manual Single Mode.**



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

TIP

In the following cases, the scanner waits for up to 10 seconds for a document to be loaded.

- When you start scanning from the image scanning application without loading a document
- After one sheet has been fed

If you press the Scan/Stop button while the scanner is waiting for a document, scanning finishes.

Scanning Documents Larger than A4/Letter Size

The optional Carrier Sheet can be used to scan documents larger than A4/Letter size, such as A3 or B4. Fold a document in half and place it inside the Carrier Sheet.

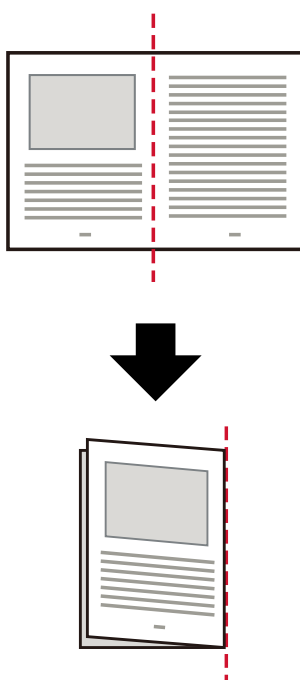
1 Place the document inside the Carrier Sheet.

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

Fold it firmly and smooth out any creases.

The document may be fed skewed if the folded part is too thick.

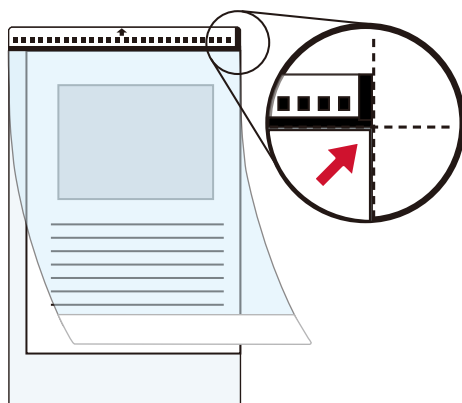
Example



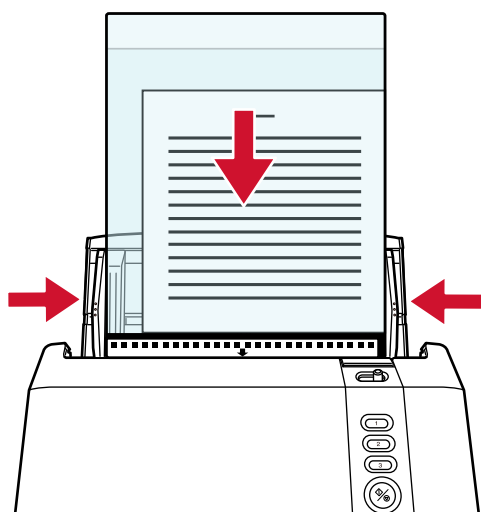
b Open the Carrier Sheet to place the document inside.

Note that the front side of the Carrier Sheet has a black and white pattern at the top and a thick vertical line in the upper right-hand corner.

Align the top and the fold line of the document with the Carrier Sheet so that no space is left in the upper and right sides of the Carrier Sheet.



- 2 Load the Carrier Sheet with the end with the black and white pattern as the leading edge and with the scanning side facing the ADF paper chute (feeder) (face-down).**
Secure the Carrier Sheet with the side guides to avoid skewing.



- 3 Configure the scan settings in the scanner driver to use the Carrier Sheet.**
For details, refer to the help for the scanner driver.
- 4 Scan the document with the image scanning application.**
For details, refer to the manual/help of the image scanning application.

ATTENTION

For the information about how to crop and output an image when using the (Carrier) Sheet, refer to the help for the scanner driver.

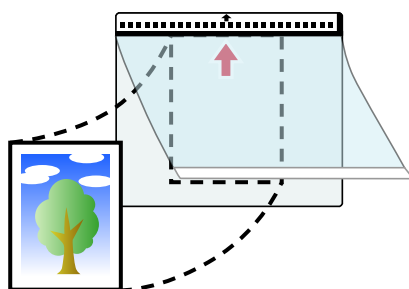
Scanning Photographs and Clippings without Damaging Them

Using the optional Carrier Sheet or Photo Carrier Sheet allows you to scan non-standard size documents such as photographs or clippings without damaging them.

The procedure to perform a scan with the Photo Carrier Sheet is described as an example below.

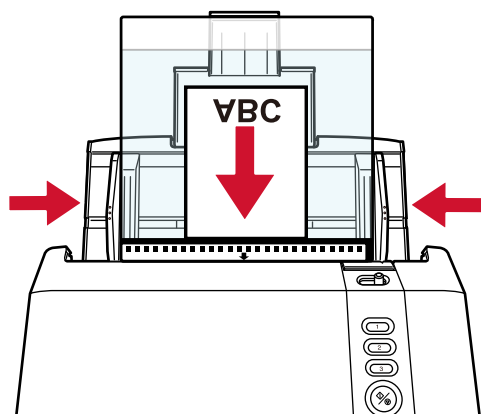
1 Place a document inside the Photo Carrier Sheet.

Open the Photo Carrier Sheet and place the document against the top center of the Photo Carrier Sheet.



2 Load the Photo Carrier Sheet with the end with the black and white pattern as the leading edge and with the scanning side facing the ADF paper chute (feeder) (face-down).

Secure the Photo Carrier Sheet with the side guides to avoid skewing.



3 Configure the scan settings in the scanner driver to use the Photo Carrier Sheet.

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

4 Scan the document with the image scanning application.

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

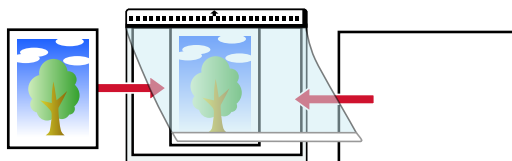
ATTENTION

For the information about how to crop and output an image when using the (Carrier) Sheet, refer to the help for the scanner driver.

TIP

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

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



Scanning Long Page Documents

Documents with a length up to 6,096 mm (240 in.) can be scanned by long page scanning.

Depending on the resolution setting or the image scanning application, the document sizes that can be scanned may differ.

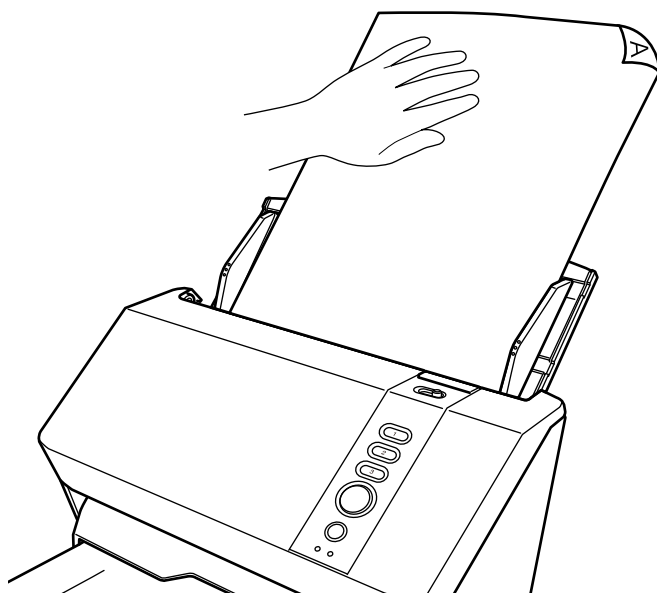
For details, refer to [Paper Size \(page 56\)](#), the help for your scanner driver, and the manual/help for your image scanning application.

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

➔ [How to Load Documents \(page 54\)](#)

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

Be careful not to cut your finger on the edge of the document.



3 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.

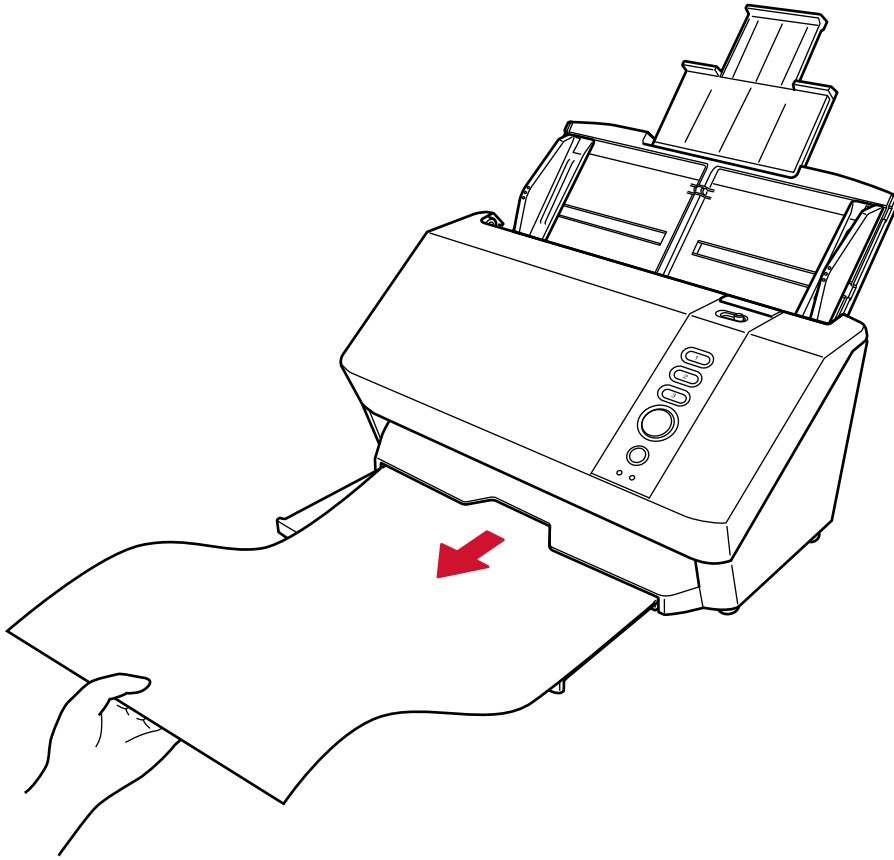
For some image scanning applications, the setup window for the scanner driver may not appear.

4 Scan the document with the image scanning application.

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

5 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.



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.

Location and Frequency

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

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

Check the number of sheets that have been scanned in Software Operation Panel.

➔ [Checking the Sheet Counters \(page 167\)](#)

ATTENTION

Cleaning cycles may vary depending on the condition of the documents. Also, cleaning must be performed more frequently when the following types of documents are scanned:

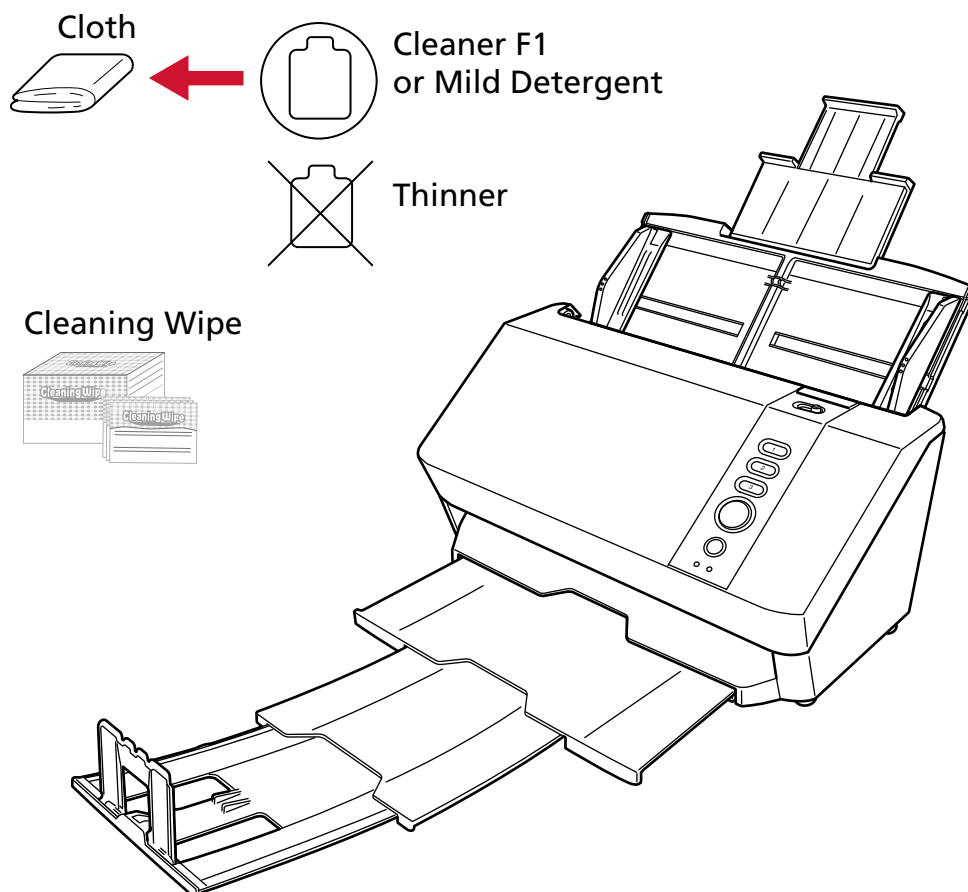
- Smooth-faced documents such as coated paper
- Documents with printed text/graphics that almost cover the entire surface
- Chemically-treated documents such as carbonless paper
- Documents containing a large amount of calcium carbonate
- Documents written in lead pencil
- Documents on which the toner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

Cleaning the Outside of the Scanner

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.



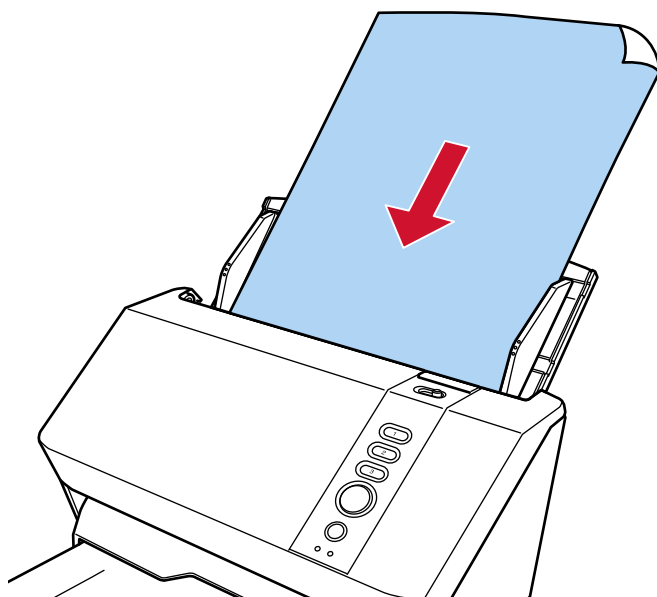
Cleaning the Inside of the Scanner (ADF) with Cleaning Paper

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 problems related to scanning or affect the scanned results. 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

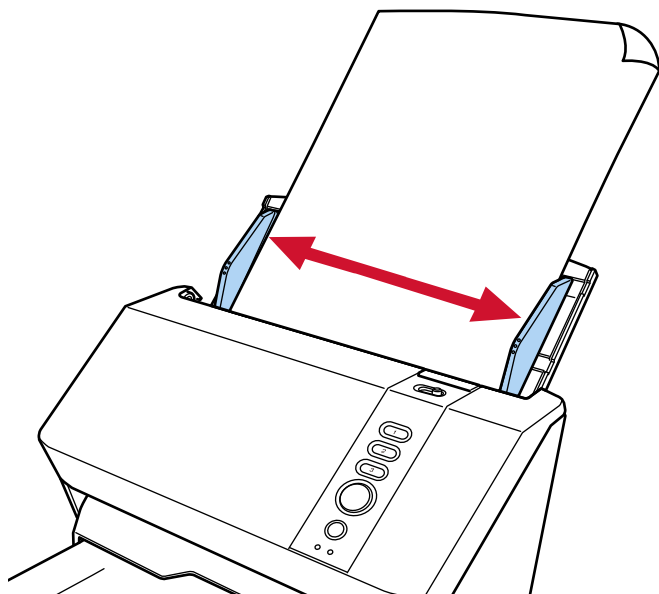
- Do not use water or mild detergent to clean the ADF.
- It may take a long time to dry if an excessive amount of Cleaner F1 is used. Use only a small amount.

- 1 Turn on the scanner.
→ [How to Turn the Power ON \(page 35\)](#)
- 2 Spray the Cleaning Paper with Cleaner F1.
- 3 Pull out the chute extensions according to the length of the Cleaning Paper.
→ [Setting Up the ADF Paper Chute \(Feeder\) \(page 41\)](#)
- 4 Adjust the stacker according to the length of the Cleaning Paper.
→ [Setting Up the Stacker \(page 42\)](#)
- 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.

If there is a gap between the side guides and the Cleaning Paper, the Cleaning Paper may be fed skewed.



- 7 Scan the Cleaning Paper with the image scanning application.**
For details, refer to the help for the image scanning application.
The Cleaning Paper is fed and ejected onto the stacker.
- 8 Clear the cleaning counter in Software Operation Panel.**
➔ [Clearing the Sheet Counters \(page 170\)](#)

Cleaning the Inside of the Scanner (ADF) with a Cloth

The inside of the ADF can be cleaned with a piece of cloth moistened with Cleaner F1, or a sheet of Cleaning Wipe.

As the scanner continues to feed the documents, paper dust will accumulate inside the ADF and it may cause problems related to scanning or affect the scanned results. Cleaning should be performed approximately every 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, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.

→ [How to Turn the Power OFF \(page 36\)](#)

- 2 Open the ADF.

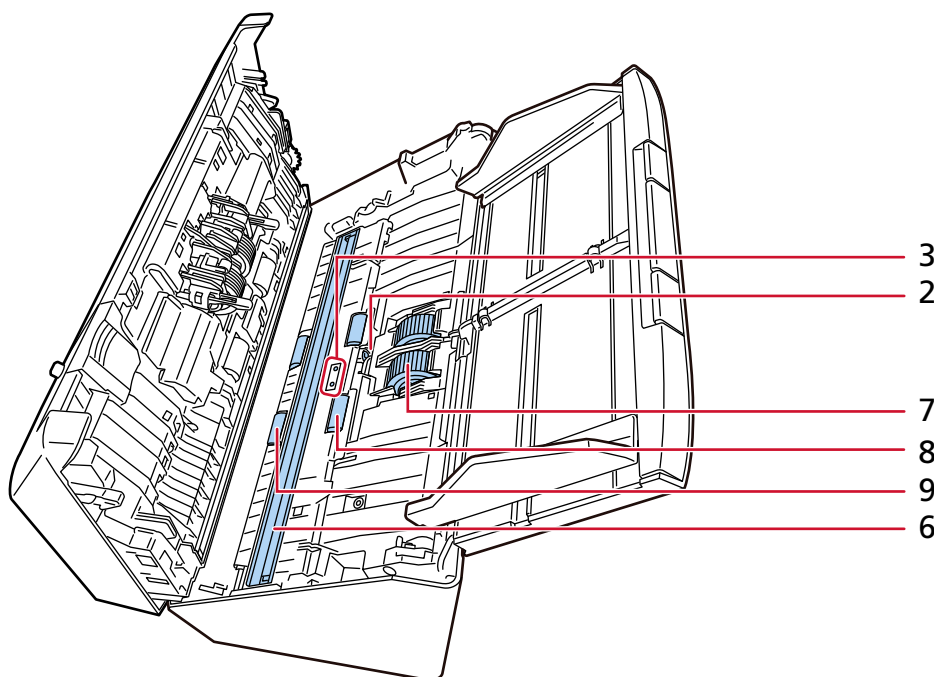
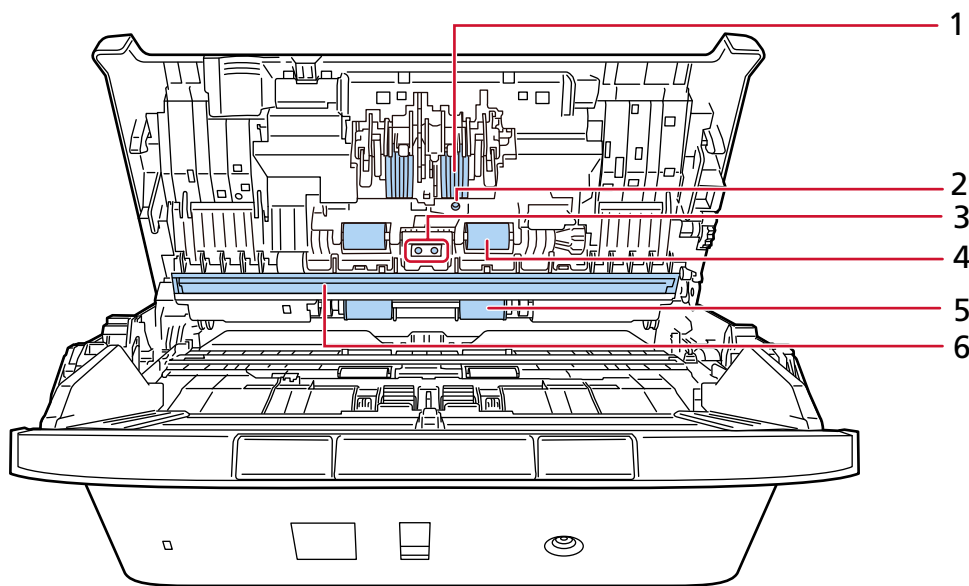
→ [How to Open the ADF \(page 39\)](#)



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.



No.	Location
1	Brake roller (× 2)
2	Ultrasonic sensor (× 2)
3	Document sensor (× 2)
4	Feed roller (rotate manually to clean) (× 2)

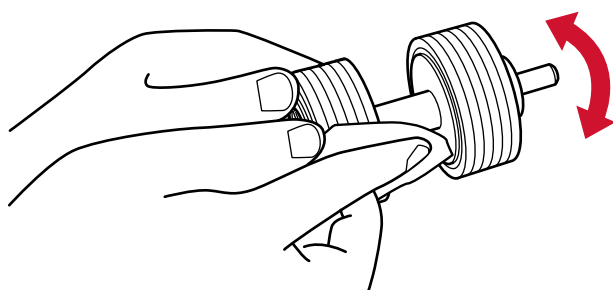
No.	Location
5	Eject roller (rotate manually to clean) (× 2)
6	Glass (× 2)
7	Pick roller (× 2)
8	Feed roller (rotate with power on to clean) (× 2)
9	Eject roller (rotate with power on to clean) (× 2)

1 Brake roller (× 2)

Remove the brake roller from the scanner.

For details about removing the brake roller, refer to [Replacing the Brake Roller \(page 106\)](#).

Gently wipe off any dirt or dust along the grooves, taking care not to damage the roller surface.



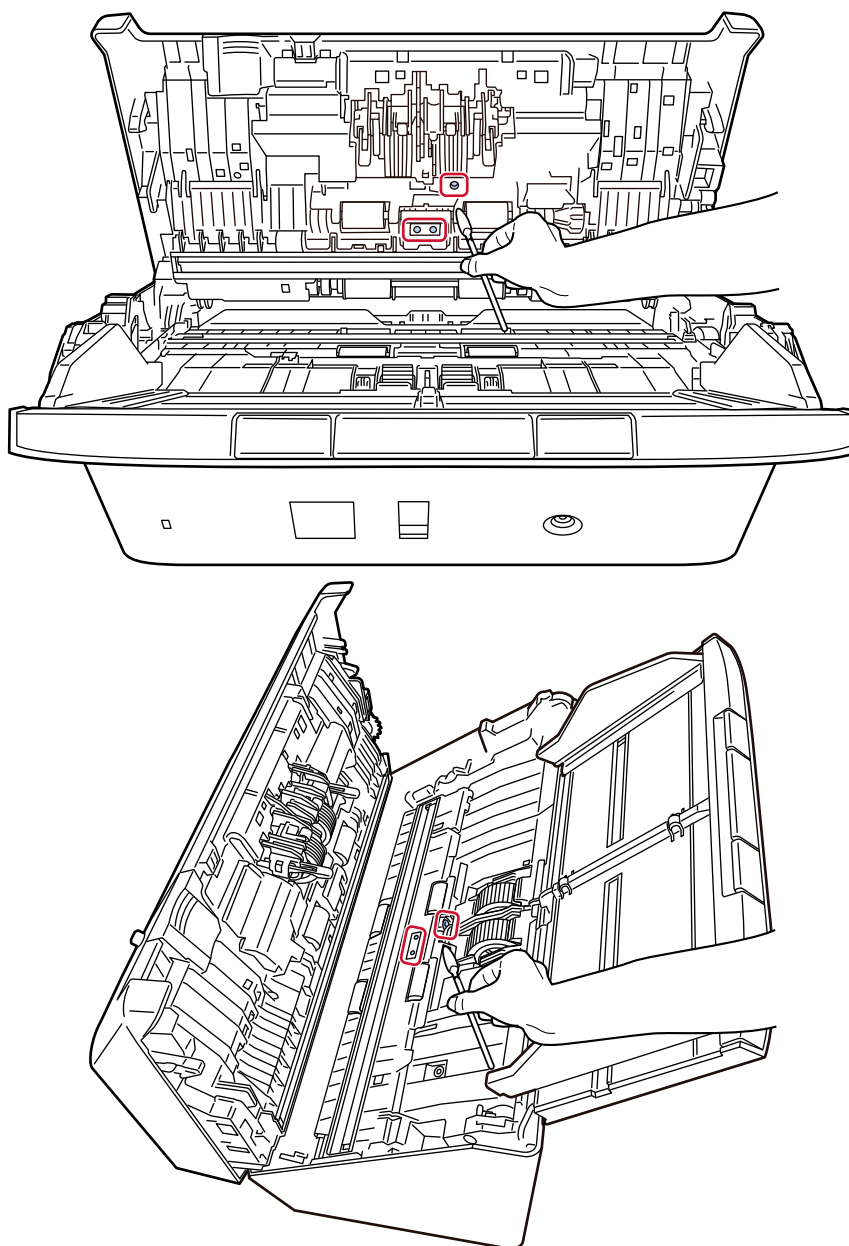
2 Ultrasonic sensor (× 2)

3 Document sensor (× 2)

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

TIP

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

**4 Feed roller (rotate manually to clean) (× 2)****5 Eject roller (rotate manually to clean) (× 2)**

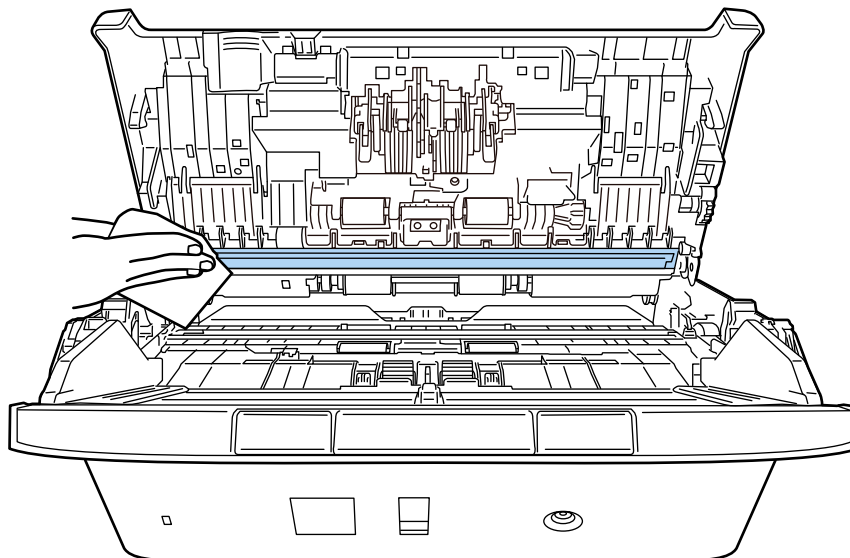
Gently wipe dirt and dust off the roller, taking care not to damage the roller surface. Make sure that it is wiped properly because black residue on the rollers will affect the feeding performance.

6 Glass (× 2)

Gently wipe dirt and dust off the glass sections.

ATTENTION

- Vertical streaks may appear on images if the glass section is dirty.
- Taking care not to touch the protrusions at the top of the glass sections, rotate the scanner so that the glass sections face you. Then wipe the glass sections while keeping the scanner in this position.

**7 Pick roller (× 2)**

Gently wipe off any dirt or dust along the grooves 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 rollers will affect the feeding performance.

8 Feed roller (rotate with power on to clean) (× 2)**9 Eject roller (rotate with power on to clean) (× 2)**

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

- Plug in the power cable and turn on the scanner.

➔ [How to Turn the Power ON \(page 35\)](#)

- Open the ADF.

➔ [How to Open the ADF \(page 39\)](#)



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

- Press the Scan/Stop button for 3 seconds or more in order for the scanner to enter cleaning mode.

When the cleaning mode is activated, the indicator (LED) flashes in green (1 second on, 1 second off).

- d If there is noticeable dirt on the surface of the feed/eject roller, wipe it off with a cloth moistened with Cleaner F1 or with a sheet of Cleaning Wipe.
- e Press the Scan/Stop button.
The feed/eject rollers rotate a certain amount simultaneously.
As a guideline, pressing the Scan/Stop button seven times will rotate the feed rollers/eject rollers one revolution.
- f Put a piece of cloth moistened with Cleaner F1 or a sheet of Cleaning Wipe against the surface of the rotating 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 rollers will affect the feeding performance.



CAUTION

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

4 Close the ADF.

→ [How to Close the ADF \(page 40\)](#)



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.

5 Clear the cleaning counter in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 170\)](#)

Cleaning the (Carrier) Sheet

The (Carrier) Sheet should be cleaned with either a piece of dry cloth, a cloth moistened with Cleaner F1/mild detergent, or a sheet of Cleaning Wipe.

Gently wipe dirt and dust off the surface and the inside of the (Carrier) Sheet.

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

ATTENTION

- Make sure that the (Carrier) Sheet is not creased.
- To avoid deformation and discoloration, never use paint thinner or any other organic solvents.
- Do not use force to rub against the (Carrier) Sheet because doing so may cause damage or deformation.
- After cleaning the inside of the (Carrier) Sheet with a cloth moistened with Cleaner F1/mild detergent or a sheet of Cleaning Wipe, do not close the (Carrier) Sheet until it is completely dry.

- The (Carrier) Sheet should be replaced approximately every 500 scans.

Note that these guidelines vary depending on the type of documents scanned and how often the scanner is used and cleaned.

For information on purchasing the Carrier Sheets, contact the distributor/dealer where you purchased this product.

Replacing the Consumables

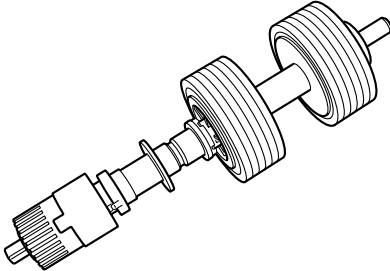
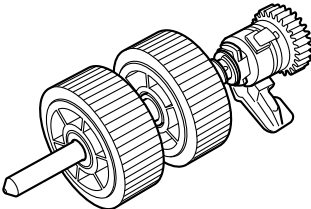
This section explains how to replace the consumables for the scanner.



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
BRAKE ROLLER 	PA03880-0001	Every 200,000 sheets
PICK ROLLER 	PA03880-0002	Every 200,000 sheets

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 for each consumable (brake roller and pick roller), which allows you to determine when to replace the consumables.

Check the number of sheets that have been scanned in Software Operation Panel.

➔ [Checking the Sheet Counters \(page 167\)](#)

Note that the suggested replacement cycles are guidelines for using A4 (80 g/m² [20 lb]) wood-free or wood-containing paper, as these cycles vary depending on the type of documents scanned, how often the scanner is used and cleaned, and your operating environment.

ATTENTION

Only use the specified consumables.

For information on purchasing the consumables, contact the distributor/dealer where you purchased this product.

Replacing the Brake Roller

- 1 Turn off the scanner, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.

→ [How to Turn the Power OFF \(page 36\)](#)

- 2 Remove all documents from the ADF paper chute (feeder).

- 3 Open the ADF.

→ [How to Open the ADF \(page 39\)](#)

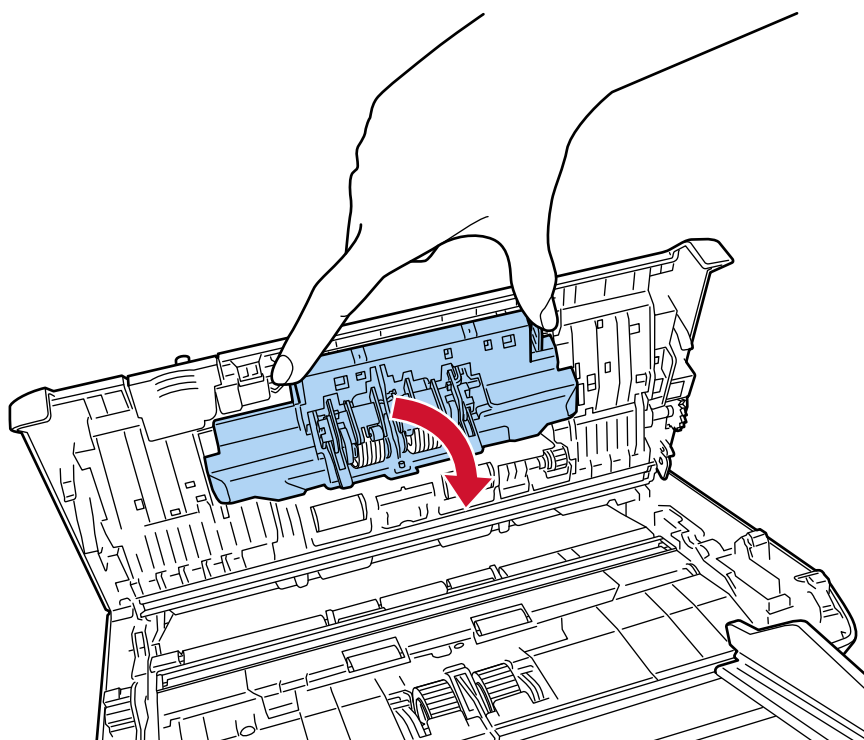


CAUTION

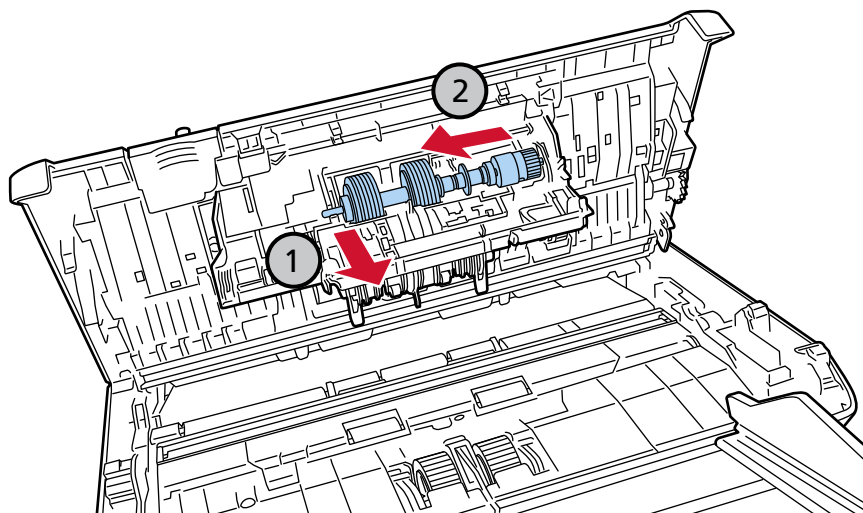
When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

- 4 Remove the brake roller.

- a Hold both ends of the cover, and open it in the direction of the arrow.

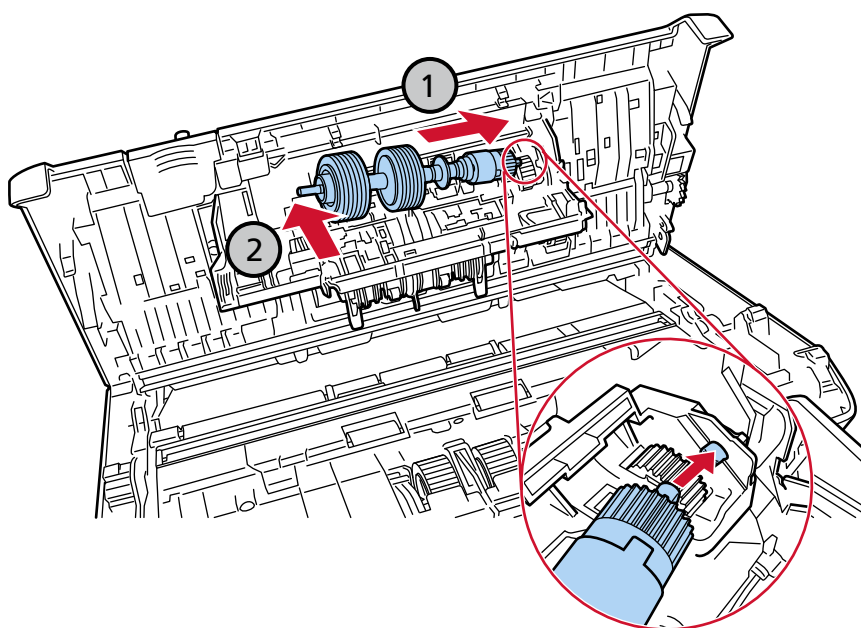


- b Pull the brake roller gently toward you to disengage the shaft on the roller side (1), and then pull the shaft on the opposite side out of the slot (2).



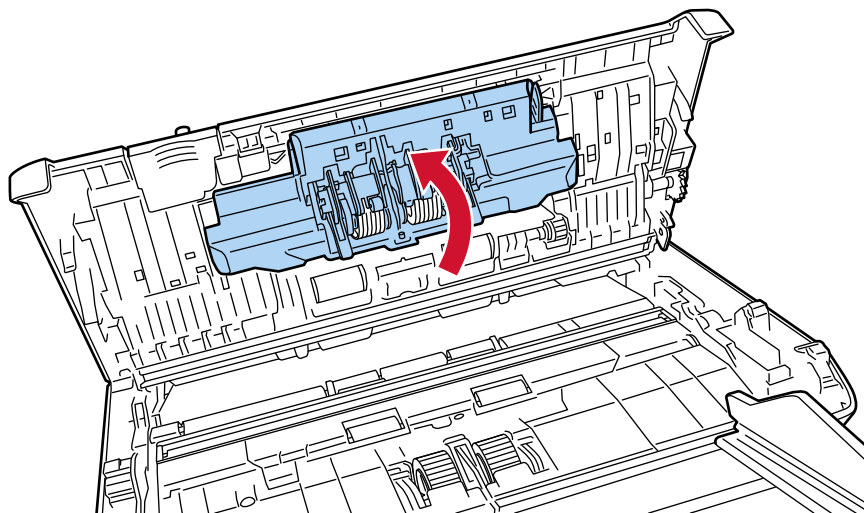
5 Install a new brake roller.

- a Insert the shaft end into the slot in accordance with the slot shape (1), and then attach the shaft on the roller side (2).



Confirm that the brake roller is installed properly. Otherwise, paper jams may occur.

- b Close the brake roller cover.**



- 6 Close the ADF.**

→ [How to Close the ADF \(page 40\)](#)



CAUTION

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

- 7 Plug in the power cable and turn on the scanner.**

→ [How to Turn the Power ON \(page 35\)](#)

- 8 Clear the brake roller counter in Software Operation Panel.**

→ [Clearing the Sheet Counters \(page 170\)](#)

Replacing the Pick Roller

- 1 Turn off the scanner, unplug the power cable, then wait for at least 15 minutes until the temperature inside the ADF lowers.

→ [How to Turn the Power OFF \(page 36\)](#)

- 2 Remove all documents from the ADF paper chute (feeder).

- 3 Open the ADF.

→ [How to Open the ADF \(page 39\)](#)

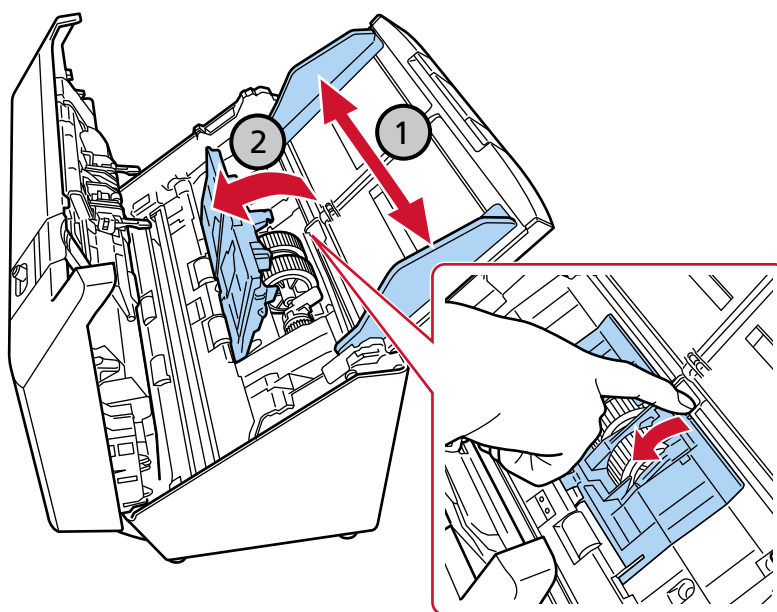


CAUTION

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

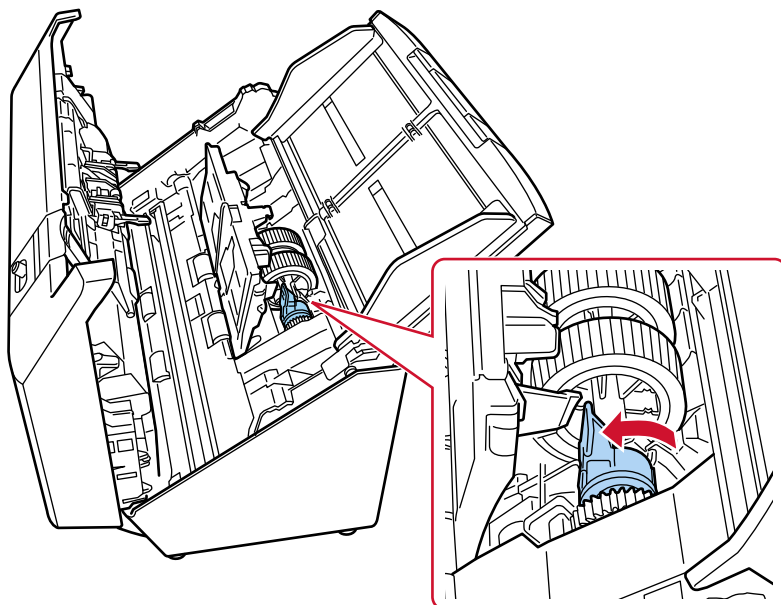
- 4 Remove the pick roller.

- a Slide the side guides all the way (1), insert your finger into the recess above the sheet guide, and pull the sheet guide open toward you (2).

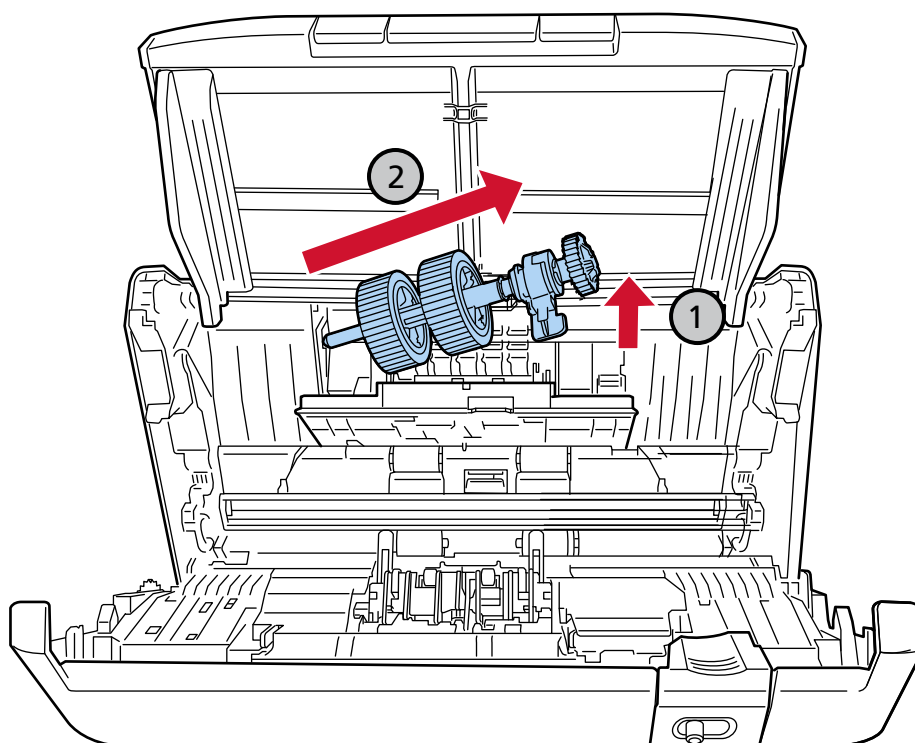


- b Rotate the lever of the pick roller.

The gear near the lever of the pick roller has grease over it. Be careful not to touch the gear.

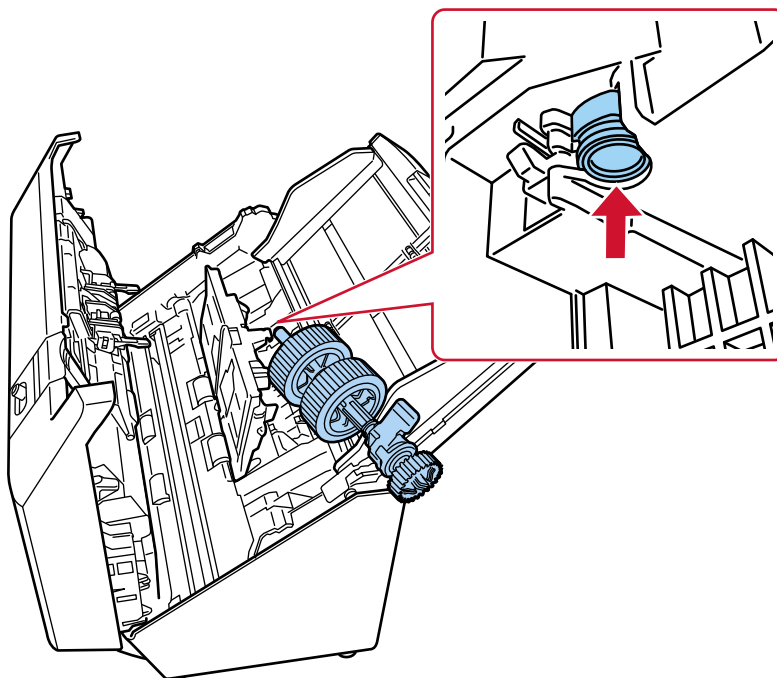


- c Hold the lever of the pick roller to lift up the shaft end (1), and pull the other shaft end out of the slot (2).

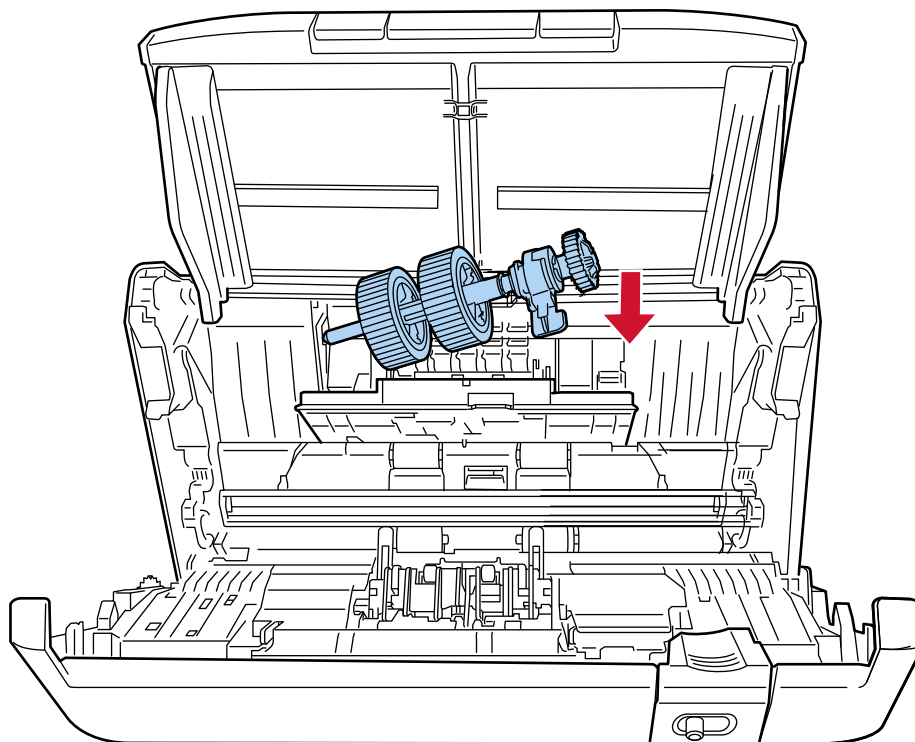


5 Install a new pick roller.

- a** Hold the lever of the pick roller and insert the other shaft end into the slot.

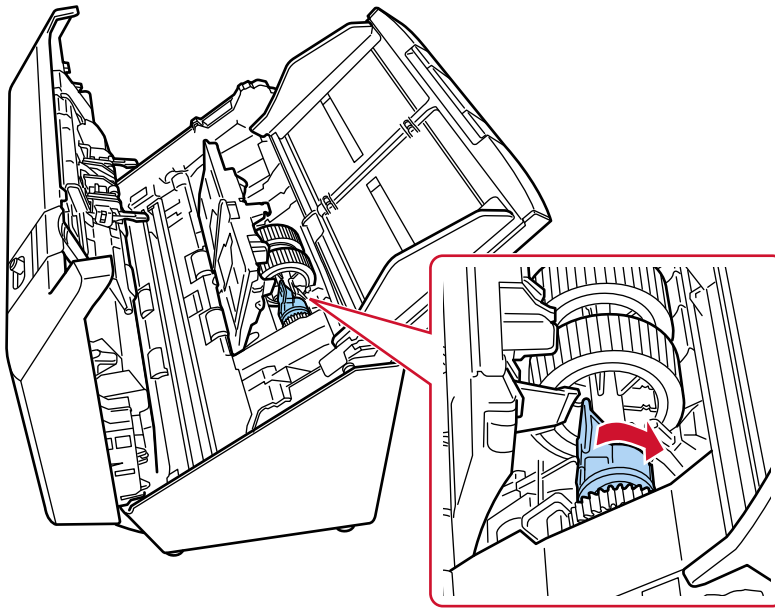


- b** Lower the lever side of the raised pick roller and fit the entire unit into place.

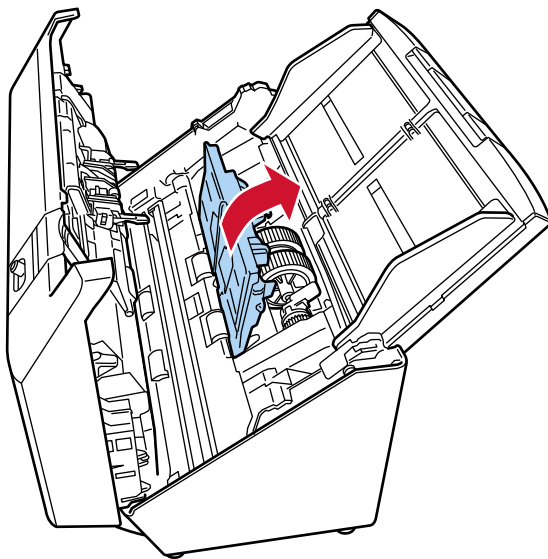


Confirm that the pick rollers are installed properly. Otherwise, paper jams may occur.

c Rotate the lever of the pick roller to lock in place.



d Close the sheet guide.



6 Close the ADF.

→ [How to Close the ADF \(page 40\)](#)



CAUTION

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

7 Plug in the power cable and turn on the scanner.

→ [How to Turn the Power ON \(page 35\)](#)

8 Clear the pick roller counter in Software Operation Panel.

➔ [Clearing the Sheet Counters \(page 170\)](#)

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 manual/help for your scanner drive and image scanning application.

When a Paper Jam Occurs

Remove the documents that are left in the ADF in the following procedure:



- Do not use force to pull out jammed documents, and make sure to open the ADF first.
- Be careful not to touch any sharp parts when removing jammed documents. Doing so could result in injury.
- Be careful not to get things such as hair, 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.

→ [How to Open the ADF \(page 39\)](#)



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.

→ [How to Close the ADF \(page 40\)](#)

**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 on the scanner, the Power/Check indicator (LED) on the scanner lights up as follows.

- Temporary errors
Lights up or flashes in orange.
- Device errors
Flashes in orange.

Temporary errors can be recovered by the operator. Device errors may require troubleshooting by a service engineer.

TIP

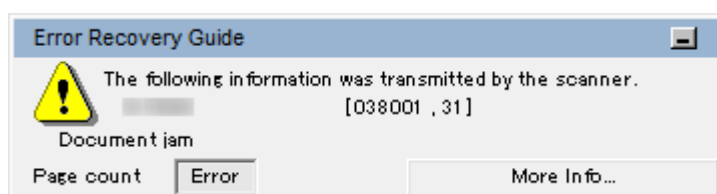
If a scanner error occurs, you can check the error details and solutions in the following ways. You can check the information in Error Recovery Guide.

When you sign in to Windows, Error Recovery Guide is started up and the icon is displayed in the notification area of the task bar .

If the icon is not displayed, start Error Recovery Guide.

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [SP Series] → [Error Recovery Guide].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [SP Series] → [Error Recovery Guide].

Take note of the displayed error name and code number, and use the [More Info] button to check the troubleshooting procedure.



● Error List

Power/Check Indicator (LED)	Error Type	Error Details	Refer to
Lights up (orange)	Temporary error (*1)	Document jam	Paper Jam/Pick Error (page 118)
		Pick error	
		Multifeed detected (Overlap)	Multifeed (page 118)

Power/Check Indicator (LED)	Error Type	Error Details	Refer to
		Multifeed detected (Length)	
		Feed mode switched	Feed Mode Switched (page 119)
		Sensor(s) Dirty	Sensor(s) Dirty (page 119)
		ADF open	ADF Open (page 120)
Flashes (orange) 2 times	Device error (*2)	Optical error (ADF front)	Optical Error (ADF) (page 120)
Flashes (orange) 3 times	Device error (*2)	Optical error (ADF back)	
Flashes (orange) 5 times	Device error (*2)	Sensor malfunction	Sensor Error (page 120)
Flashes (orange) 6 times	Device error (*2)	Memory error (Front)	Memory Error/LSI Error (page 121)
		Memory error (Back)	
		LSI error (Front)	
		LSI error (Back)	
		Image memory read-write error (Front)	Image Memory Read-Write Error (page 121)
		Image memory read-write error (Back)	
		RAM error	RAM Error (page 121)
Flashes (orange) 7 times	Device error (*2)	Lamp fuse error	Lamp fuse error (page 122)
Flashes (orange) 8 times	Device error (*2)	Scanner internal error	Scanner internal error (page 122)
Flashes (orange) 9 times	Device error (*2)	Internal communication error of the scanner	Internal communication error of the scanner (page 122)
Flashes (orange) 10 times	Device error (*2)	Motor error	Motor Error (page 123)
Flashes (orange) 11 times	Device error (*2)	EEPROM error	EEPROM Error (page 123)
Lights up (green)	—	Document feeding has been stopped	Document Feeding Has Been Stopped (page 123)

Power/Check Indicator (LED)	Error Type	Error Details	Refer to
—	Temporary errors	Being used by others	Being used by others (page 123)
—	Temporary errors	Outside designated scan area error	Outside designated scan area error (page 124)
—	Temporary errors	No paper. Load documents.	No paper. Load documents. (page 125)

***1:**When the error occurs, performing either of the following operations causes the Power/Check indicator (LED) to flash green rapidly (0.5 seconds on, 0.5 seconds off), and the scanner returns to a state in which it can scan documents.

- Press the Scan/Stop button on the scanner
If documents remain in the scanner, remove them.
- Remove any documents left in the scanner

***2:**When the error occurs, pressing the Scan/Stop button of the scanner causes the Power/Check indicator (LED) to light up in green. Take action to resolve the error.

Paper Jam/Pick Error

If a paper jam/pick error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (orange)	Document jam
	Pick error

Take the following measures.

- When a paper jam occurs inside the scanner, refer to [When a Paper Jam Occurs \(page 114\)](#) to remove jammed documents.
- Refer to [Documents for Scanning \(page 56\)](#) in order to check if the document is suitable for scanning.
- If paper jams occur frequently, take measures according to [Paper Jams/Pick Errors Occur Frequently \(page 140\)](#).

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Multifeed

If a multifeed occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (orange)	Multifeed detected (Overlap)
Lights up (orange)	Multifeed detected (Length)

If documents remain in the scanner, refer to [When a Paper Jam Occurs \(page 114\)](#) to remove the documents.

If documents are overlapped and fed into the scanner frequently, take measures according to [Overlapped Documents Are Frequently Fed into the Scanner \(page 135\)](#).

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Feed Mode Switched

If the feed mode is switched during a scan, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (orange)	Feed mode switched

Check the position of the feed mode switch.

If documents remain in the ADF, remove the documents by referring to [When a Paper Jam Occurs \(page 114\)](#).

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Sensor(s) Dirty

If the sensors are dirty, or if you turn on the scanner and scan while a document is jammed inside the scanner, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (orange)	Sensor(s) Dirty

If the sensors are dirty, do the following:

- Clean the document sensors by referring to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 97\)](#).
- Turn the scanner off then back on.

If you turn on the scanner and scan while a document is jammed inside the scanner, open the ADF, remove the document, and then close the ADF.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

ADF Open

If the ADF is opened during a scan, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (orange)	ADF open

Remove the document from the ADF, and close the ADF.

Confirm that the ADF is closed properly.

For more details about opening and closing the ADF, refer to [Opening/Closing the ADF \(page 39\)](#).

Optical Error (ADF)

If an optical error occurs in the ADF, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 2 times	Optical error (ADF front)
Flashes (orange) 3 times	Optical error (ADF back)

Take the following measures.

- Refer to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 97\)](#) and clean the glass.
- Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Sensor Error

If a sensor error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 5 times	Sensor error

Take the following measures.

- Refer to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 97\)](#) to clean the ultrasonic sensors.
- Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Memory Error/LSI Error

If a memory error/LSI error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 6 times	Memory error (Front)
	Memory error (Back)
	LSI error (Front)
	LSI error (Back)

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Image Memory Read-Write Error

If an error occurs when data is read from the image memory or written to the image memory, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 6 times	Image memory read-write error (Front)
	Image memory read-write error (Back)

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

RAM Error

If a RAM error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 6 times	RAM error

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Lamp fuse error

If a lamp circuit error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 7 times	Lamp circuit error (Front)
	Lamp circuit error (Back)

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Scanner internal error

If a scanner internal error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 8 times	Scanner internal error

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Internal communication error of the scanner

If an internal communication error of the scanner occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 9 times	—

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Motor Error

If a motor error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 10 times	Motor error

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

EEPROM Error

If an EEPROM error occurs, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 11 times	EEPROM error

Turn the scanner off then back on.

If the problem still persists, write down the status of the Power/Check indicator (LED), check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) and then contact the distributor/dealer where you purchased this product.

Document Feeding Has Been Stopped

If document feeding has been stopped, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (green)	—

When the Scan/Stop button on the scanner is pressed during scanning, document feeding stops. If documents remain in the scanner, remove them.

Being used by others

The scanner is already being used.

Power/Check Indicator (LED)	Display in Error Recovery Guide
—	Being used by others

- Make sure that another application is not using the scanner.
- Make sure that the connection method of the scanner is correct.

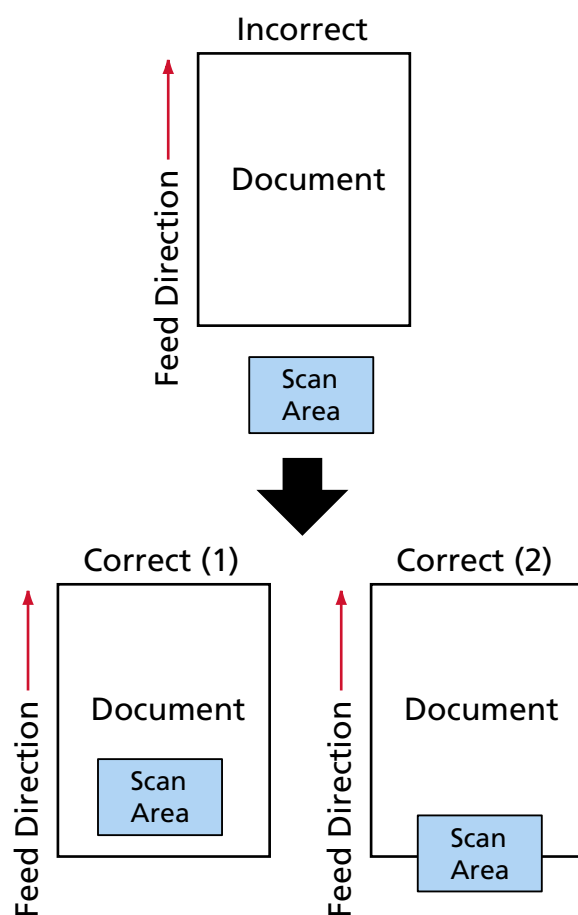
- Make sure that resident applications on the computer are not using the scanner.
For example, the following applications may be occupying the scanner.
 - PaperStream Capture
 - PaperStream ClickScan

Outside designated scan area error

A paper jam occurs when the bottom edge of the document is detected before the specified area is scanned with the ADF.

Power/Check Indicator (LED)	Display in Error Recovery Guide
—	Outside designated scan area error

Example:



Outside of the document may have been scanned because the scanned document is shorter than the specified document size.

In this case, take one of the following measures, and then scan again.

- Load a document of the specified document 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 scanner drivers and image scanning applications. For details, refer to the help for your scanner driver and the manual/help for your image scanning application.

No paper. Load documents.

No document has been loaded.

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

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 \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Power of the scanner**
 - [The Scanner Cannot Be Powered ON \(page 127\)](#)
- **Connection of the scanner**
 - [Cannot Connect the Scanner and a Computer via the USB Cable \(page 128\)](#)
- **Scanning operations**
 - [Scanning Does Not Start \(page 129\)](#)
 - [Scanning Takes a Long Time \(page 130\)](#)
 - [Overlapped Documents Are Frequently Fed into the Scanner \(page 135\)](#)
 - [Situation in Which the Document Is not Fed into the ADF Occurs Frequently \(page 138\)](#)
 - [Paper Jams/Pick Errors Occur Frequently \(page 140\)](#)
- **Scanning results**
 - [The Scanned Image of a Picture or Photo is Rough/Image Noise Appears \(page 131\)](#)
 - [Quality of Scanned Text or Lines Is Unsatisfactory \(page 132\)](#)
 - [Images Are Distorted or Not Clear \(page 133\)](#)
 - [Vertical Streaks Appear on the Images \(page 134\)](#)
 - [Images Turn Out Elongated \(page 142\)](#)
 - [A Shadow Appears at the Top or the Bottom of the Image \(page 143\)](#)
 - [There Are Black Traces on the Document \(page 144\)](#)
- **(Carrier) Sheet**
 - [The \(Carrier\) Sheet Is Not Fed Smoothly/Paper Jams Occur \(page 145\)](#)
 - [Part of the Image Appears Missing in the Case Where the \(Carrier\) Sheet Is Used \(page 147\)](#)
- **Password**
 - [An Error Occurs When Entering the Default Administrator Password \(page 147\)](#)

The Scanner Cannot Be Powered ON

Check the following points

- [Is the power cable connected properly? \(page 127\)](#)
- [Did you press the power button on the scanner? \(page 127\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the power cable connected properly?**

Solution

Connect the power cable properly.

➔ [Starting Scanner Setup \(page 23\)](#)

- **Did you press the power button on the scanner?**

Solution

Press the power button on the scanner.

➔ [How to Turn the Power ON \(page 35\)](#)

Cannot Connect the Scanner and a Computer via the USB Cable

Check the following points

- [Is the USB cable connected properly? \(page 128\)](#)
- [Is the connector on the USB cable broken or damaged? \(page 128\)](#)
- [Is the scanner driver the latest version? \(page 128\)](#)
- [Did you select \[Auto\] for the USB setting for the scanner? \(page 128\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **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.

➔ [Starting Scanner Setup \(page 23\)](#)

- **Is the connector on the USB cable broken or damaged?**

Solution

Use a new USB cable and connect it properly.

- **Is the scanner driver the latest version?**

Solution

Update the scanner driver to the latest version.

- **Did you select [Auto] for the USB setting for the scanner?**

Solution

If you select [Auto] for the USB setting for the scanner, the connection between the scanner and a computer may not be able to be established.

Change the [USB] setting to [USB 2.0] in Software Operation Panel.

Scanning Does Not Start

Check the following points

- [Did you configure the settings for the button to be used for starting a scan? \(page 129\)](#)
- [Is the document loaded in the ADF paper chute \(feeder\) correctly? \(page 129\)](#)
- [Is the ADF closed properly? \(page 129\)](#)
- [Are the scanner and the computer properly connected? \(page 129\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Did you configure the settings for the button to be used for starting a scan?**

Solution

Configure the settings for the button to be used for starting a scan.

- ➔ [Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan \(page 46\)](#)

- **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

Connect the USB cable properly.

Scanning Takes a Long Time

Check the following points

- [Is the USB cable connected to the USB 1.1 port on the computer? \(page 130\)](#)
- [Did you start a scan while the computer was unstable \(for example, immediately after computer start-up or signing in\)? \(page 130\)](#)
- [Are the rollers clean? \(page 130\)](#)
- [Does the computer meet the requirements of the measurement environment? \(page 130\)](#)
- [Are you scanning the document in Manual Single Mode? \(page 130\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the USB cable connected to the USB 1.1 port on the computer?**

Solution

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 signing in)?**

Solution

When you start or sign in to the computer, wait a while before starting a scan.

- **Are the rollers clean?**

Solution

Clean the rollers.

➔ [Daily Care \(page 91\)](#)

- **Does the computer meet the requirements of the measurement environment?**

Solution

If the computer does not meet the requirements for CPU or memory in the measurement environment (described in [Basic Specification \(page 188\)](#)), use another computer that meets the requirements.

- **Are you scanning the document in Manual Single Mode?**

The scanning speed slows down when scanning documents in Manual Single Mode.

➔ [Scanning Documents Folded in Half \(page 81\)](#)

➔ [Scanning Documents such as Envelopes or Multi-Layered Transfer Paper \(page 83\)](#)

The Scanned Image of a Picture or Photo is Rough/Image Noise Appears

Check the following points

- [Did you configure the scan settings to scan in black & white mode? \(page 131\)](#)
- [Did you specify a lower resolution for scanning in the scan settings? \(page 131\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 131\)](#)

Also, when scanning with the scanner connected to a computer, refer to "Image Output" in the help for the scanner driver and take measures accordingly.

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Did you configure the scan settings to scan in black & white mode?**

Solution

The scanned image may differ from the original image significantly if you simply "binarize" (output in black & white) a picture or a photo.

Set color or grayscale mode in the following scan settings.

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

- **Did you specify a lower resolution for scanning in the scan settings?**

Solution

If you scan a halftone printed document, patterned noise (moire) may appear on the image. Specify a higher resolution in the following scan settings.

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

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

Solution

Clean the dirty parts.

➔ [Daily Care \(page 91\)](#)

Quality of Scanned Text or Lines Is Unsatisfactory

Check the following points

- [Are the glass and rollers inside the ADF clean? \(page 132\)](#)
- [Is the resolution appropriate? \(page 132\)](#)
- [Did you configure the scan settings to scan in grayscale or color mode? \(page 132\)](#)
- [Is there any foreign matter \(such as dust or paper dust\) on the document? \(page 132\)](#)

Also, when scanning with the scanner connected to a computer, refer to "Image Output" in the help for the scanner driver and take measures accordingly.

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

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

Solution

Clean the dirty parts.

➔ [Daily Care \(page 91\)](#)

- **Is the resolution appropriate?**

Solution

Specify a higher resolution in the following scan settings.

- Scanner driver

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

- **Did you configure the scan settings to scan in grayscale or color mode?**

Solution

Set black & white mode in the following scan settings.

- Scanner driver

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

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 133)
- Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF? (page 133)
- Is a scan performed on a place that is unstable or vibrates? (page 133)
- Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner? (page 133)
- Are there any wrinkles or curls on the document? (page 133)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

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

Solution

Clean the dirty parts.

➔ [Daily Care \(page 91\)](#)

- **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? \(page 134\)](#)
- [Do vertical streaks disappear when a lower resolution is specified? \(page 134\)](#)
- [Is there any foreign matter \(such as dust or paper dust\) on the document? \(page 134\)](#)
- [Is the vertical streaks reduction function enabled in the scan settings? \(page 134\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

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

Solution

Clean the dirty parts.

➔ [Daily Care \(page 91\)](#)

- **Do vertical streaks disappear when a lower resolution is specified?**

Solution

Specify a lower resolution to scan documents.

- **Is there any foreign matter (such as dust or paper dust) on the document?**

Solution

Remove any foreign matter off the document.

Foreign matter may get on the glass that is inside the ADF, and cause the image to appear dirty.

- **Is the vertical streaks reduction function enabled in the scan settings?**

Solution

Enable the vertical streaks reduction function in the following scan settings.

- Scanner driver

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

However, when the vertical streaks reduction function is enabled, depending on the thickness and location of the streaks, they may not be sufficiently reduced, and color bleeding may occur on text and on ruled lines.

Overlapped Documents Are Frequently Fed into the Scanner

Check the following points

- Do the documents meet the paper requirements? (page 135)
- Are you using the (Carrier) Sheet? (page 135)
- If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately? (page 136)
- Did you scan a thick document such as a plastic card? (page 136)
- Did you fan the documents before loading them? (page 136)
- Have the documents just been printed out from a copy machine or a laser printer? (page 136)
- Is the document stack thinner than 8 mm? (page 136)
- Are the brake rollers and pick rollers installed correctly? (page 136)
- Are the brake rollers and pick rollers clean? (page 136)
- Are the brake rollers and pick rollers worn out? (page 137)
- Are you using the scanner at an altitude of 2,000 m or higher? (page 137)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- Do the documents meet the paper requirements?

Solution

Use documents that meet the requirements.

→ [Documents for Scanning \(page 56\)](#)

- Are you using the (Carrier) Sheet?

Solution

Enable the (Carrier) Sheet function in the following scan settings.

- Scanner driver

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

For details about scanning with the (Carrier) Sheet, refer to the following.

- [Scanning Documents Larger than A4/Letter Size \(page 85\)](#)
- [Scanning Photographs and Clippings without Damaging Them \(page 87\)](#)

When the detection of overlapped documents is enabled, if the (Carrier) Sheet is fed skewed, the sheet is detected as an overlapped document.

When loading the (Carrier) Sheet, make sure the side guides are firmly aligned to the width of the (Carrier) Sheet.

- **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.

➔ [Conditions Required to Accurately Detect Overlapped Documents \(Multifeed\) \(page 64\)](#)

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

Solution

Perform one of the following for a scan:

- Disable the setting to detect overlapped documents by the ultrasonic sensor.
- Scan with Manual Single Mode.

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

Solution

Fan the documents.

➔ [Preparation \(page 52\)](#)

- **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.

➔ [Preparation \(page 52\)](#)

- **Is the document stack thinner than 8 mm?**

Solution

Up to 8 mm in thickness of the document stack can be loaded. Reduce the number of sheets to make the document stack thinner than 8 mm.

- **Are the brake rollers and pick rollers installed correctly?**

Solution

Install the brake rollers and pick rollers correctly.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

- **Are the brake rollers and pick rollers clean?**

Solution

Clean the brake rollers and pick rollers.

→ [Daily Care \(page 91\)](#)

- **Are the brake rollers and pick rollers worn out?**

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 170\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 106\)](#)

→ [Replacing the Pick Roller \(page 109\)](#)

- **Are you using the scanner at an altitude of 2,000 m or higher?**

Solution

If the scanner is being used at an altitude of 2,000 m or higher, enable [High Altitude Mode] in Software Operation Panel.

TIP

If the scanner is being used on level ground lower than 2,000 m with [High Altitude Mode] enabled, overlapped documents may not be detected.

If the scanner is being used on level ground lower than 2,000 m, disable [High Altitude Mode].

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 138)
- Did you fan the documents before loading them? (page 138)
- Are the brake rollers and pick rollers installed correctly? (page 138)
- Are the brake rollers and pick rollers clean? (page 138)
- Are the brake rollers and pick rollers worn out? (page 139)
- Did you scan a thick document such as a plastic card? (page 139)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- Do the documents meet the paper requirements?

Solution

Use documents that meet the requirements.

➔ [Documents for Scanning \(page 56\)](#)

- Did you fan the documents before loading them?

Solution

Fan the documents.

➔ [Preparation \(page 52\)](#)

- Are the brake rollers and pick rollers installed correctly?

Solution

Install the brake rollers and pick rollers correctly.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

- Are the brake rollers and pick rollers clean?

Solution

Clean the brake rollers and pick rollers.

➔ [Daily Care \(page 91\)](#)

- **Are the brake rollers and pick rollers worn out?**

Solution

Check the counters for the consumables in Software Operation Panel.

➔ [Clearing the Sheet Counters \(page 170\)](#)

If necessary, replace the brake rollers and pick rollers.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

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

Solution

Perform one of the following for a scan:

- Disable the setting to detect overlapped documents by the ultrasonic sensor.
- Scan with Manual Single Mode.

Paper Jams/Pick Errors Occur Frequently

Check the following points

- [Do the documents meet the paper requirements? \(page 140\)](#)
- [Is there any foreign matter in the ADF? \(page 140\)](#)
- [Is there a document remaining in the ADF? \(page 140\)](#)
- [Are the brake rollers and pick rollers installed correctly? \(page 140\)](#)
- [Are the brake rollers and pick rollers clean? \(page 140\)](#)
- [Are the brake rollers and pick rollers worn out? \(page 141\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

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

Solution

Use documents that meet the requirements.

➔ [Documents for Scanning \(page 56\)](#)

- **Is there any foreign matter in the ADF?**

Solution

Clean the ADF.

Remove any foreign matter from the ADF.

➔ [Daily Care \(page 91\)](#)

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

Solution

Remove the document from the ADF.

➔ [When a Paper Jam Occurs \(page 114\)](#)

- **Are the brake rollers and pick rollers installed correctly?**

Solution

Install the brake rollers and pick rollers correctly.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

- **Are the brake rollers and pick rollers clean?**

Solution

Clean the brake rollers and pick rollers.

➔ [Daily Care \(page 91\)](#)

- **Are the brake rollers and pick rollers worn out?**

Solution

Check the counters for the consumables in Software Operation Panel.

➔ [Clearing the Sheet Counters \(page 170\)](#)

If necessary, replace the brake rollers and pick rollers.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

Images Turn Out Elongated

Check the following points

- [Are the rollers clean? \(page 142\)](#)
- [Do the documents meet the paper requirements? \(page 142\)](#)
- [Are the brake rollers and pick rollers worn out? \(page 142\)](#)
- [Have you adjusted the magnification level? \(page 142\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Are the rollers clean?**

Solution

Clean the rollers.

➔ [Daily Care \(page 91\)](#)

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

Solution

Use documents that meet the requirements.

➔ [Documents for Scanning \(page 56\)](#)

- **Are the brake rollers and pick rollers worn out?**

Solution

Check the counters for the consumables in Software Operation Panel.

➔ [Clearing the Sheet Counters \(page 170\)](#)

If necessary, replace the brake rollers and pick rollers.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

- **Have you adjusted the magnification level?**

Solution

Adjust the magnification level for feed direction in Software Operation Panel.

➔ [Adjusting the Starting Position for Scanning \[Offset Setting/Vertical magnification Adjustment\] \(page 174\)](#)

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

Check the following points

- Have you adjusted the offset (position to start the scan)? (page 143)
- Did you use the page edge filler function to fill in the shadow around the edge? (page 143)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- Have you adjusted the offset (position to start the scan)?

Solution

Adjust the offset in the sub-scanning direction in Software Operation Panel.

- ➔ [Adjusting the Starting Position for Scanning \[Offset Setting/Vertical magnification Adjustment\] \(page 174\)](#)

- Did you use the page edge filler function to fill in the shadow around the edge?

Solution

Use one of the following methods to fill in the shadow around the edge.

- Software Operation Panel
 - ➔ [Removing Shadows/Streaks that Appear around Edges of Images \[Page Edge Filler \(ADF\)\] \(page 176\)](#)
- Scanner driver

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

The page edge filler is applied to images whose edges have already been filled according to the settings in Software Operation Panel.

There Are Black Traces on the Document

Check the following points

- [Are you scanning documents written in lead pencil or carbon paper? \(page 144\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 144\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **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.

→ [Daily Care \(page 91\)](#)

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

Solution

Clean the dirty parts.

→ [Daily Care \(page 91\)](#)

The (Carrier) Sheet Is Not Fed Smoothly/Paper Jams Occur

Check the following points

- [Did you scan just the \(Carrier\) Sheet continuously? \(page 145\)](#)
- [Is the \(Carrier\) Sheet clean? \(page 145\)](#)
- [Did you start the scan after loading the \(Carrier\) Sheet in the ADF paper chute \(feeder\)? \(page 145\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 145\)](#)
- [Are the brake rollers and pick rollers worn out? \(page 146\)](#)
- [Is there any foreign matter in the ADF? \(page 146\)](#)
- [Did you place a thick document inside the \(Carrier\) Sheet? \(page 146\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Did you scan just the (Carrier) Sheet continuously?**

Solution

Feed about 50 sheets of PPC paper (recycled paper) before scanning with the (Carrier) Sheet. The PPC paper can either be blank or printed.

- **Is the (Carrier) Sheet clean?**

Solution

Perform one of the following.

- Clean the (Carrier) Sheet.
 - ➔ [Cleaning the \(Carrier\) Sheet \(page 103\)](#)

- Replace the (Carrier) Sheet.

For information on purchasing the Carrier Sheets, contact the distributor/dealer where you purchased this product.

- **Did you start the scan after loading the (Carrier) Sheet in the ADF paper chute (feeder)?**

Solution

Start the scan after loading the (Carrier) Sheet in the ADF paper chute (feeder).

- ➔ [Scanning Documents Larger than A4/Letter Size \(page 85\)](#)
- ➔ [Scanning Photographs and Clippings without Damaging Them \(page 87\)](#)

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

Solution

Clean the dirty parts.

➔ [Daily Care \(page 91\)](#)

- **Are the brake rollers and pick rollers worn out?**

Solution

Check the counters for the consumables in Software Operation Panel.

➔ [Clearing the Sheet Counters \(page 170\)](#)

If necessary, replace the brake rollers and pick rollers.

➔ [Replacing the Brake Roller \(page 106\)](#)

➔ [Replacing the Pick Roller \(page 109\)](#)

- **Is there any foreign matter in the ADF?**

Solution

Clean the ADF.

Remove any foreign matter from the ADF.

➔ [Daily Care \(page 91\)](#)

- **Did you place a thick document inside the (Carrier) Sheet?**

Solution

Some papers may be too thick to place inside the (Carrier) Sheet.

Use documents that meet the requirements.

➔ [Conditions for Using the Carrier Sheet \(page 71\)](#)

➔ [Conditions for Using the Photo Carrier Sheet \(page 74\)](#)

Part of the Image Appears Missing in the Case Where the (Carrier) Sheet Is Used

Check the following points

- Did you place several small documents (such as photos or postcards) in the (Carrier) Sheet for scanning? (page 147)
- Is the fold line of the document outside the range of the Carrier Sheet? (page 147)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- Did you place several small documents (such as photos or postcards) in the (Carrier) Sheet for scanning?

Solution

Place only one document (such as a photo or postcard) at a time in the (Carrier) Sheet.

- Is the fold line of the document outside the range of the Carrier Sheet?

Solution

If the fold line of the document is outside the range of the Carrier Sheet, part of the image may appear missing around the fold line.

Place the document so that the fold line of the document is placed about 1 mm inside from the edge of the Carrier Sheet.

An Error Occurs When Entering the Default Administrator Password

Check the following points

- Is the default administrator password that you entered correct? (page 147)
- If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

- Is the default administrator password that you entered correct?

Solution

The factory default of the password is "password".

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 AC cable and AC adapter that are supplied.
- Refer to [Daily Care \(page 91\)](#) to clean the inside of the scanner.
- Turn the scanner off then back on.

If the problem still persists, check each item in [Items to Check Before You Contact the Scanner Service Provider \(page 148\)](#) first, then contact the distributor/dealer where you purchased this product.

Items to Check Before You Contact the Scanner Service Provider

- General

Item	Findings
Model name	Example: SP-2240 ➔ Checking the Product Label (page 150)
Serial No.	Example: XXXX000001 ➔ Checking the Product Label (page 150)
Date of manufacture	Example: 20XX-01 (January 20XX) ➔ Checking the Product Label (page 150)
Date of purchase	
Symptom	
Frequency of occurrence	Example: Constant/Intermittent
Warranty	
Options used	Example: Carrier Sheet ➔ Scanner Options (page 192)

- **Error Status**

Computer Connection Issues

Item	Findings
Operating system (Windows)	
Error message	
Interface	Example: USB interface
Interface controller	

Feeding Issues

Item	Findings
Paper Type	
Main purpose of use	
Date of last cleaning	
Date of consumable replacement	

Image Quality Issues

Item	Findings
Scanner driver and version	
Interface controller	
Operating system (Windows)	
Application	Example: PaperStream ClickScan
Scanning sides	Example: front, back, both
Resolution	Example: 600 dpi, 75 dpi
Image mode	Example: color, grayscale, black & white

Other

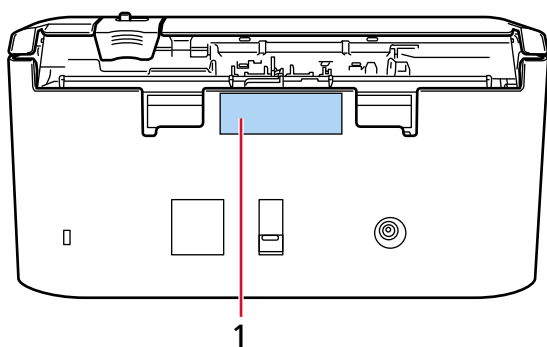
If possible, send the output image and a photo that shows the paper condition by email.

Checking the Product Label

This section explains the product label on the scanner.
The label is located on the back of the scanner.

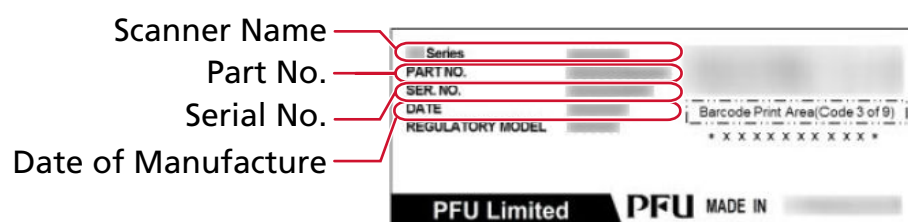
- **Back**

Remove the ADF paper chute (feeder) to check it.



Label 1 (example)

Shows the scanner information.



Scanner Settings (Software Operation Panel)

This section explains how to use Software Operation Panel to configure the scanner settings. With Software Operation Panel, you can configure settings for operations of the scanner and management of the consumable parts.

Starting Up Software Operation Panel

ATTENTION

- Do not start up Software Operation Panel during a scan.
- When scanning with PaperStream ClickScan, exit Software Operation Panel.
- If you change the Software Operation Panel settings while the scanner driver window is displayed, the changes may not be applied immediately. In that case, close the scanner driver window and open it again.
- If you start Software Operation Panel while PaperStream ClickScan is running, PaperStream ClickScan is disabled.

1 Check that the scanner is connected to your computer.

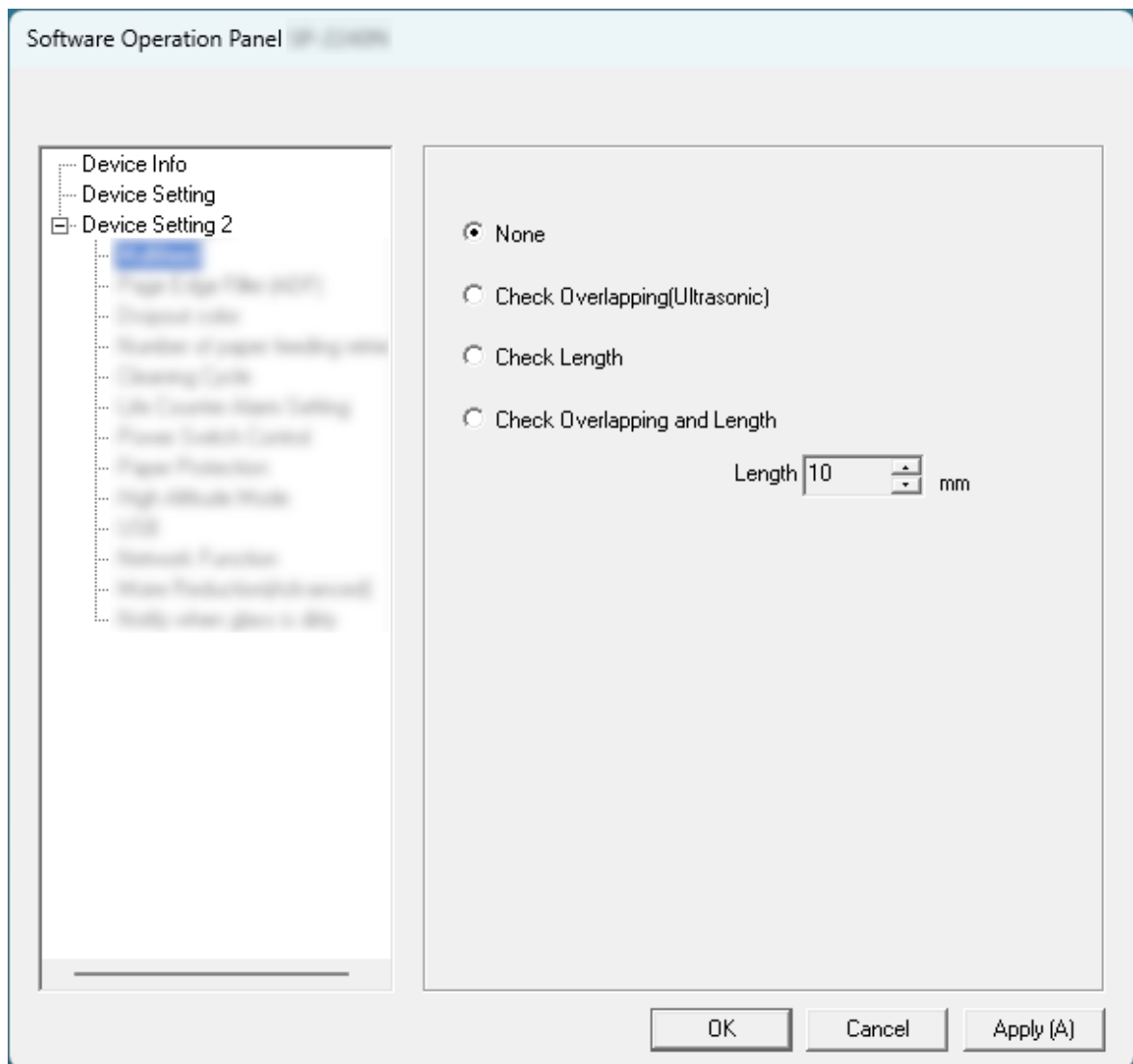
Connect the scanner to the computer using a USB cable.

2 Start Software Operation Panel.

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [SP Series] → [Software Operation Panel].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [SP Series] → [Software Operation Panel].

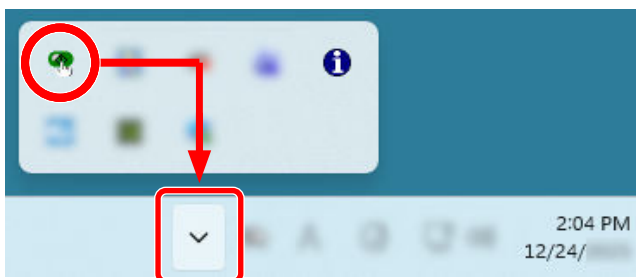
If the scanner selection window appears, select the scanner for which you want to launch Software Operation Panel, and click the [Select] button.

The Software Operation Panel window appears.



The Software Operation Panel icon is displayed in the menu that appears when you click  in the notification area of the taskbar.

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



Setting Software Operation Panel to [View Only mode]

By setting a password, 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.

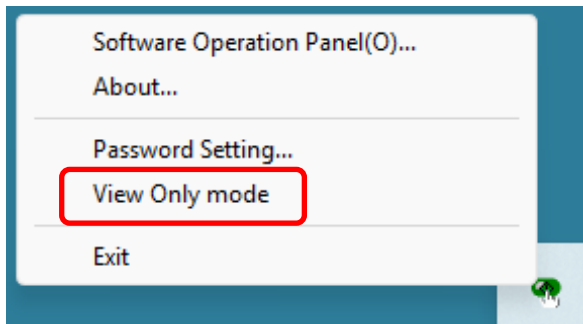
Setting [View Only mode]

Set Software Operation Panel to [View Only mode].

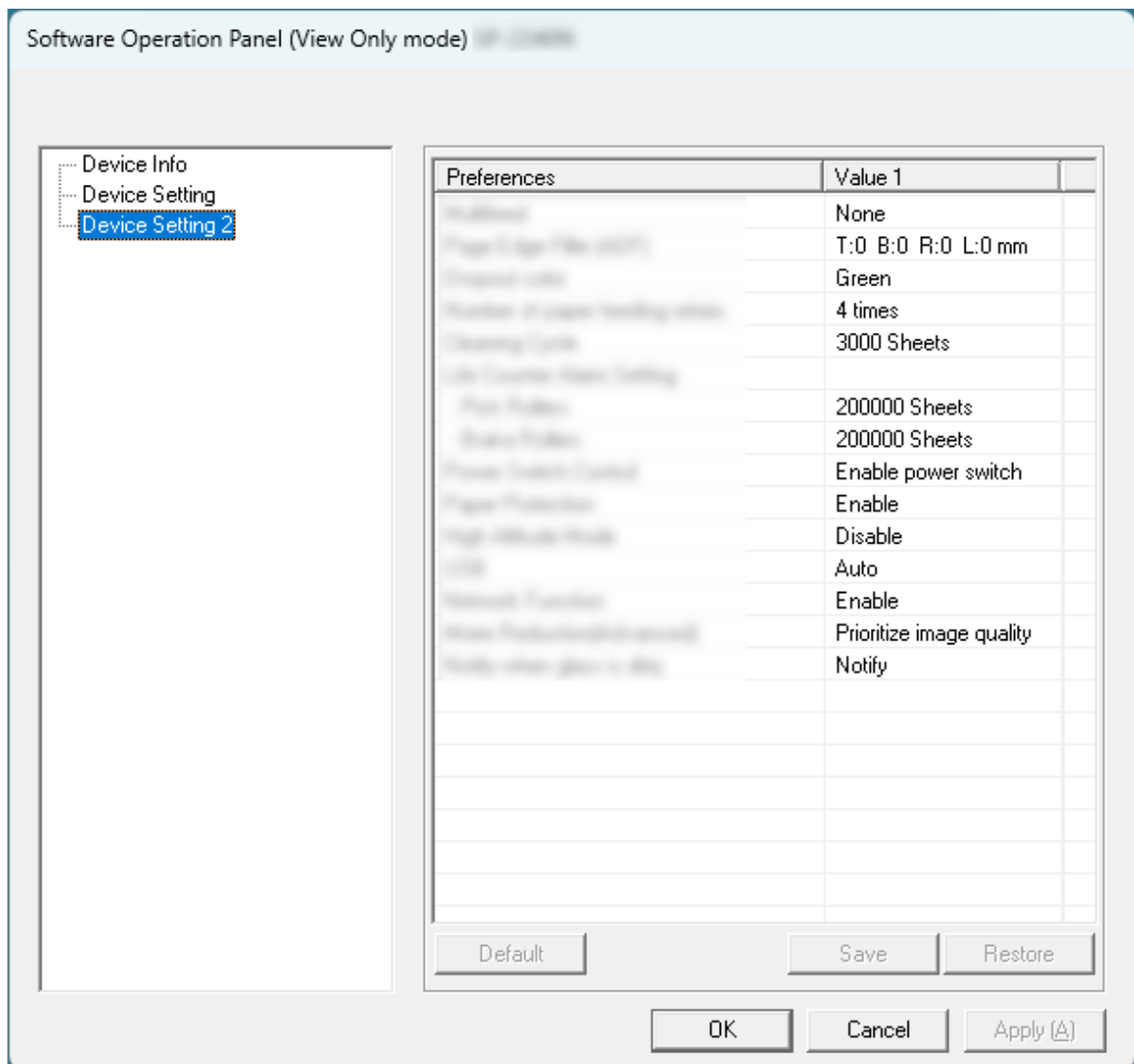
1 Set a password.

➔ [Setting a Password \(page 158\)](#)

2 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [View Only mode] from the menu.

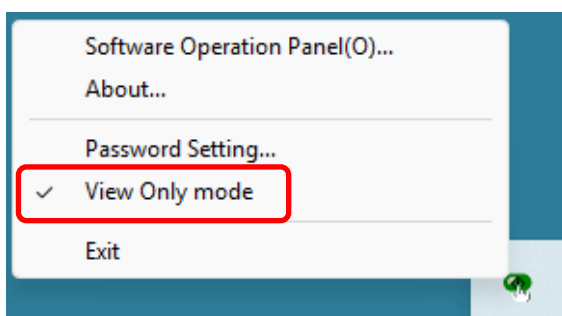


Software Operation Panel enters [View Only mode].



TIP

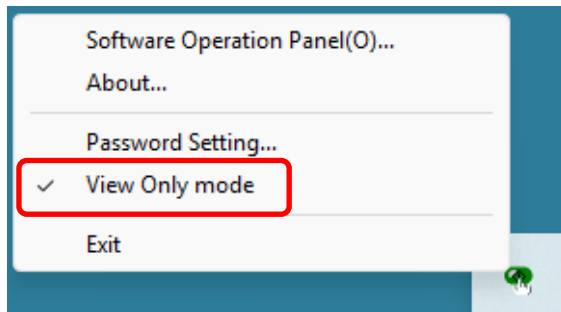
In [View Only mode], a check mark appears next to [View Only mode] in the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.



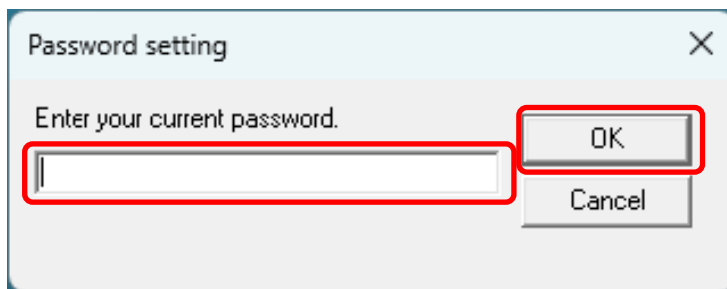
Exiting [View Only mode]

Exit [View Only mode] on Software Operation Panel in the following procedure.

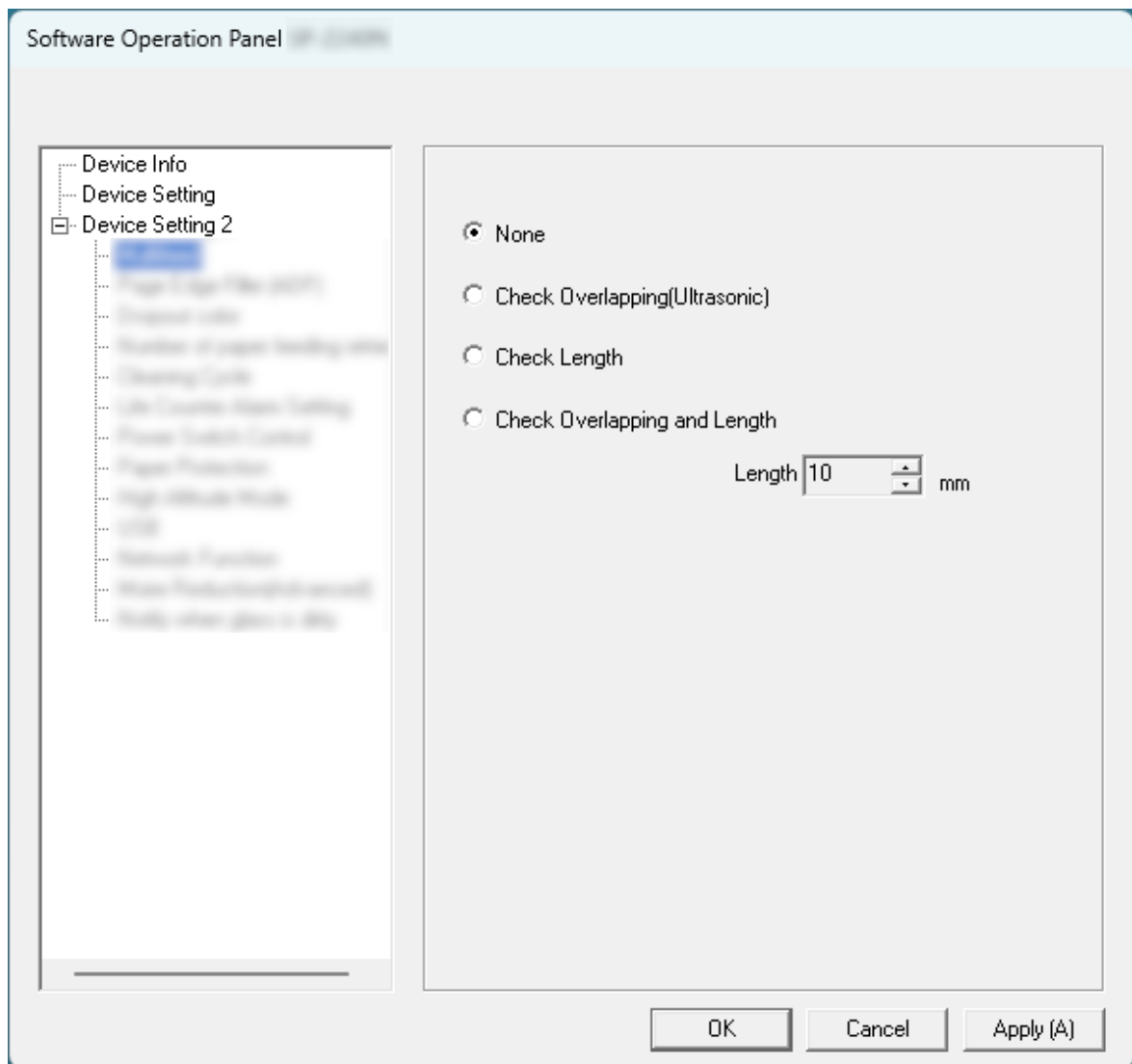
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [View Only mode] from the menu.



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

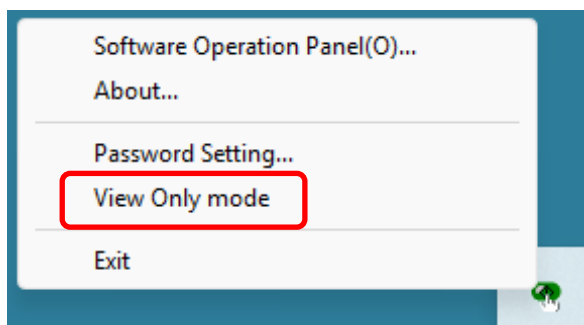


Software Operation Panel exits [View Only mode], and the scanner settings can now be changed.



TIP

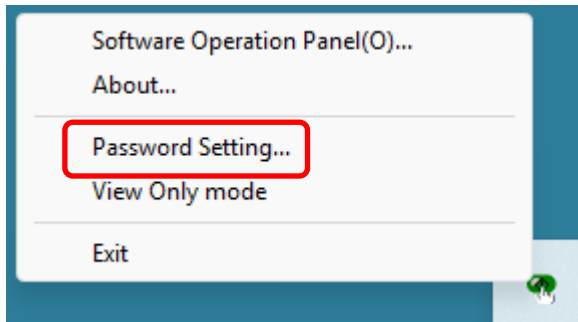
When Software Operation Panel exits [View Only mode], the check mark next to [View Only mode] disappears from the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.



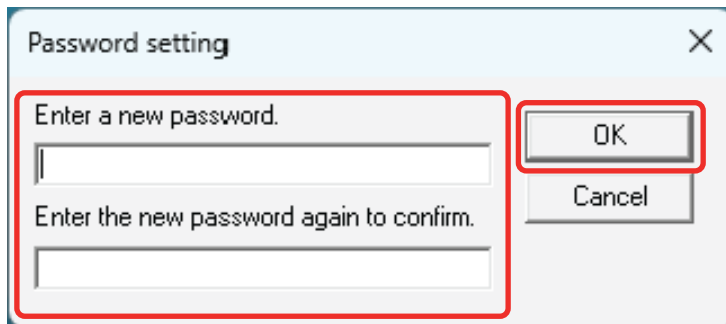
Setting a Password

Set a password in Software Operation Panel.

- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



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



- Up to 32 characters
- Alphanumeric characters (a to z, A to Z, 0 to 9)

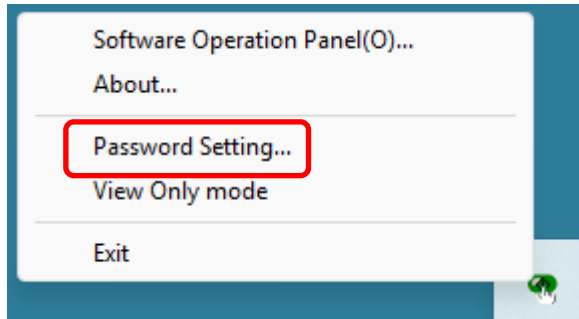
A message window appears.

- 3 Click the [OK] button.

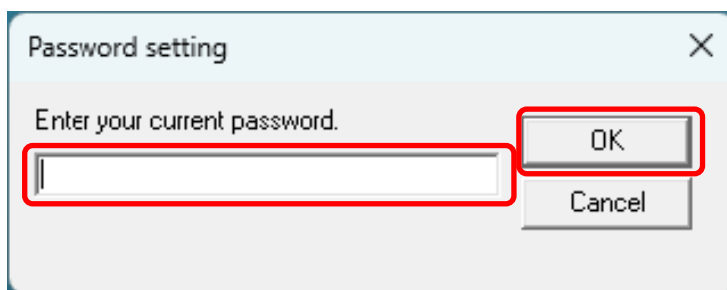
The password is set.

Changing the Password

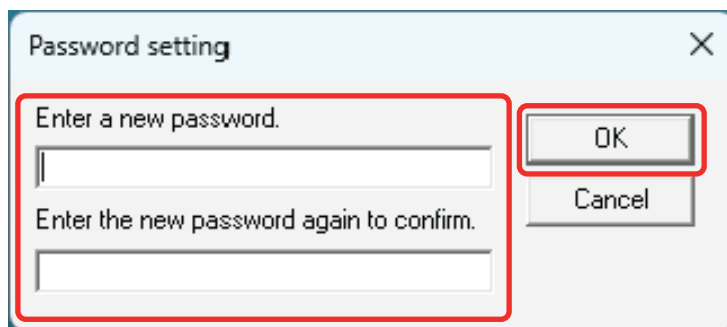
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



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



- 3 Enter the changed password twice and click the [OK] button.



- Up to 32 characters
- Alphanumeric characters (a to z, A to Z, 0 to 9)

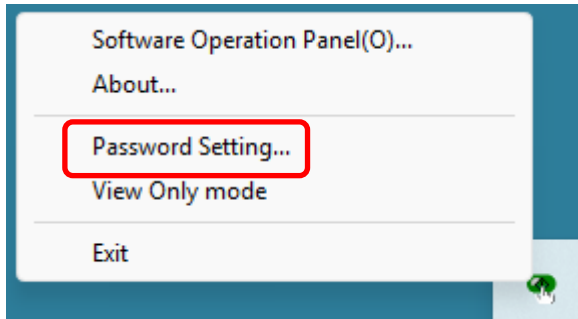
A message window appears.

- 4 Click the [OK] button.

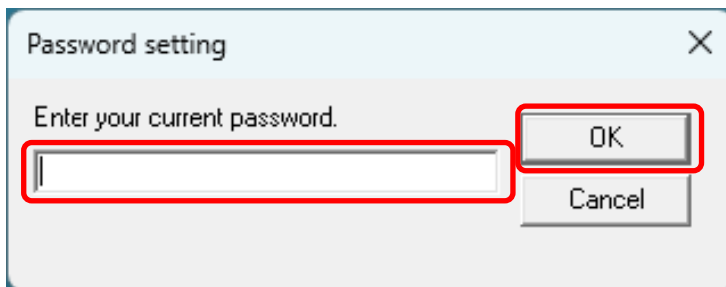
The password is set.

Clearing the Password

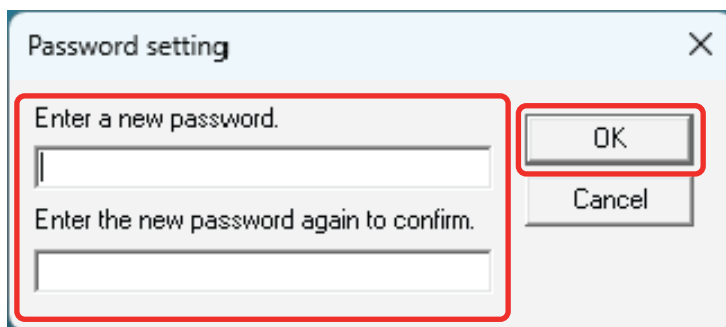
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



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



- 3 Leave both fields blank and click the [OK] button.



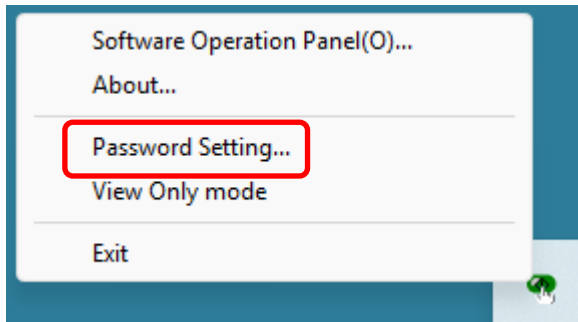
A message window appears.

- 4 Click the [OK] button.
The password is cleared.

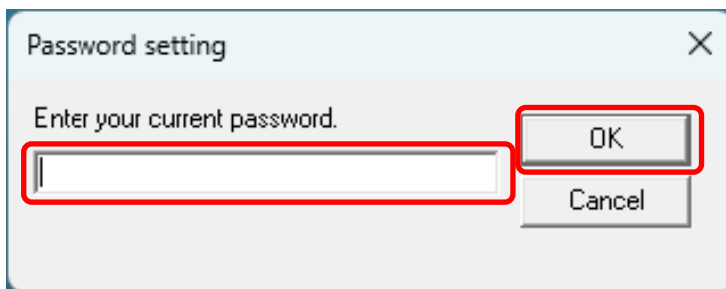
Resetting the Password

If you forgot your password, reset it.

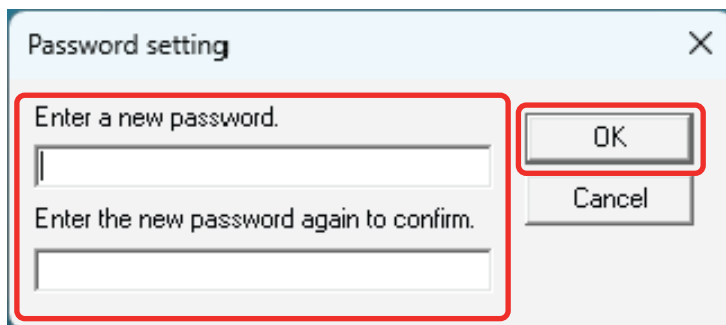
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



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



- 3 Enter the changed password twice and click the [OK] button.



- Up to 32 characters
- Alphanumeric characters (a to z, A to Z, 0 to 9)

A message window appears.

- 4 Click the [OK] button.

The password is set.

Setting Items

Software Operation Panel allows the configuration of the settings that are related to scanning documents or managing consumable parts for the scanner.

The following lists are used for configuration.

- **Device Setting**

You can configure settings that are related to counting the number of sheets scanned and managing consumable parts. You can also configure settings that are related to managing the power of a scanner and adjusting the position to start the scan.

- **Device Setting 2**

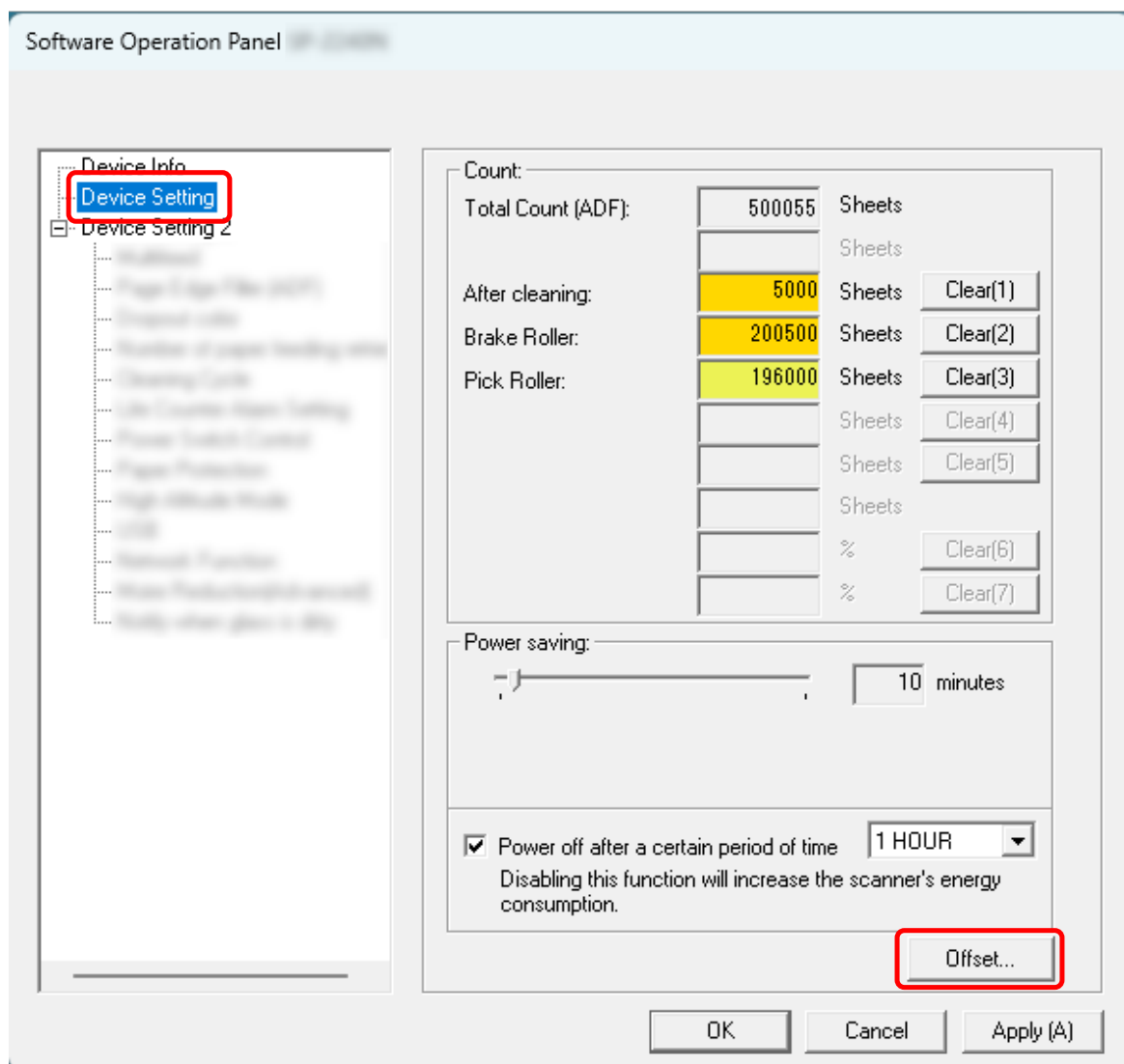
You can configure settings that are related to scanning documents.

Device Setting

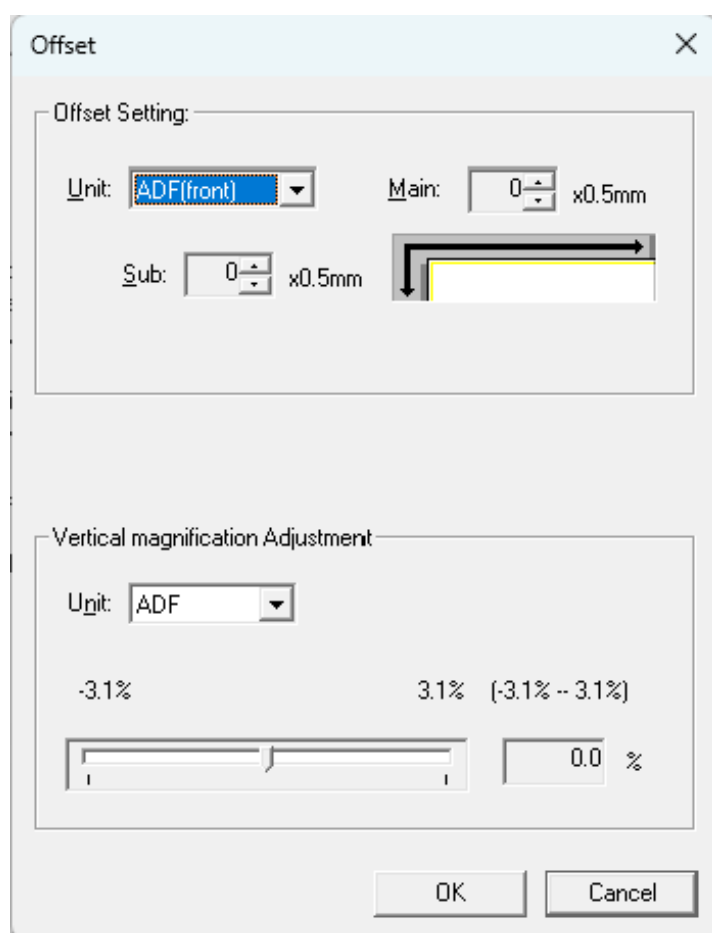
1 Start Software Operation Panel.

➔ [Starting Up Software Operation Panel \(page 151\)](#)

- 2 From the list, select [Device Setting] and click the [Offset] button.



The [Offset] window appears.



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

Setting Item	Description
Count (Checking/Clearing)	The status of each consumable part can be viewed to determine when to replace or clean the consumables. When you have replaced or cleaned a consumable part, clear the corresponding counter.
Power saving	Specify the waiting time before the scanner enters power saving mode.
Offset Setting	Specify a starting position for scanning.
Vertical magnification Adjustment	Specify the magnification level for the feed direction.

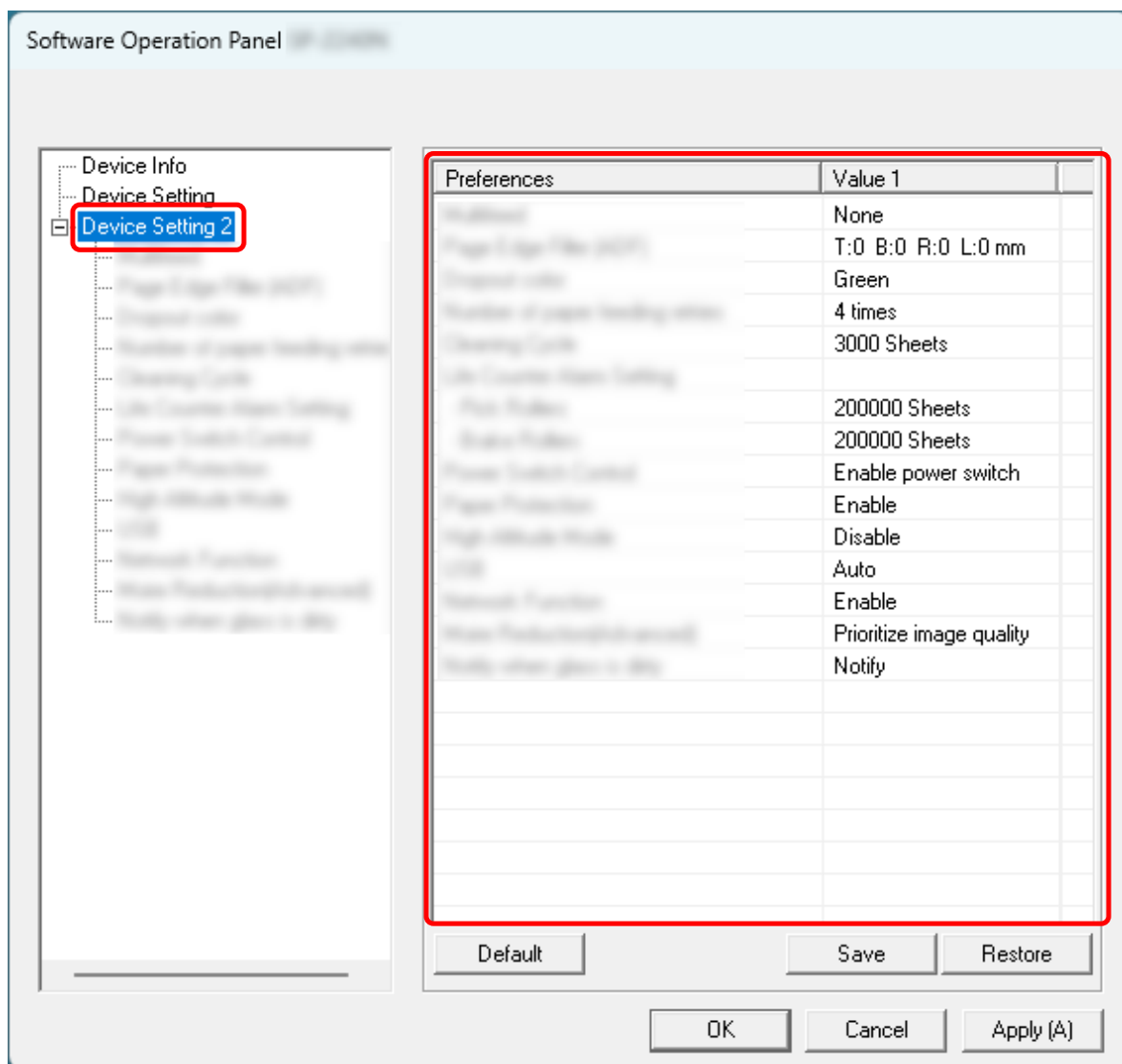
Device Setting 2

1 Start Software Operation Panel.

→ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2].

The settings that are configured in [Device Setting 2] are listed.



TIP

- The Software Operation Panel settings can be restored to the factory default.
To restore the settings to the factory default, click the [Default] button. After a message is displayed, click the [OK] button.
Note that the settings you have configured will be cleared.
- The settings for [Device Setting 2] in Software Operation Panel can be backed up.
To back up the settings for [Device Setting 2], click the [Save] button, then specify the file name and click the [Save] button in the displayed window.

- You can use a backup file of the settings for [Device Setting 2] in Software Operation Panel to restore the settings on other scanners only if the scanner type is the same.
To restore the settings, click the [Restore] button, then specify the backup file and click the [Open] button in the displayed window. After a message is displayed, click the [OK] button.
Note that restoration cannot be performed for a different scanner model.

Items that can be configured are as follows:

Setting Item	Description
Multifeed	Configure the settings to detect overlapped documents during a scan.
Page Edge Filler (ADF)	Configure the settings to fill in black streaks and shadows around the edges of the scanned image.
Dropout Color	When outputting black & white and grayscale images, you can exclude a color from being scanned by selecting either red, green, or blue (three primary colors).
Number of paper feeding retries	Specify the number of feeding retries when a document is not fed from the ADF paper chute (feeder).
Cleaning Cycle	Specify the cleaning cycle for the scanner inside.
Life Counter Alarm Setting	Specify the replacement cycle for the consumables.
Power Switch Control	Configure the settings for turning the scanner's power on and off.
High Altitude Mode	Enable this mode to use the scanner at an altitude of 2,000 m or higher.
USB	Change the USB setting if an error occurred on a computer during communication.
Notify when glass is dirty	Configure this setting to send a notification about dirt on the glass.

Settings Related to Sheet Counters

Checking the Sheet Counters

The status of each consumable part can be viewed to determine when to replace or clean the consumables.

The background color of the counter changes as it gets closer to the time to replace the consumables or to clean the scanner.

The color of each counter changes as follows:

- [Brake Roller]/[Pick Roller] counters

These counters turn light yellow when the sheet count after the consumable replacement reaches 95% of the value specified in [Specifying the Cycle to Replace Consumables \[Life Counter Alarm Setting\] \(page 173\)](#) in Software Operation Panel, and turn yellow when the sheet count reaches 100%.

- [After cleaning] counter

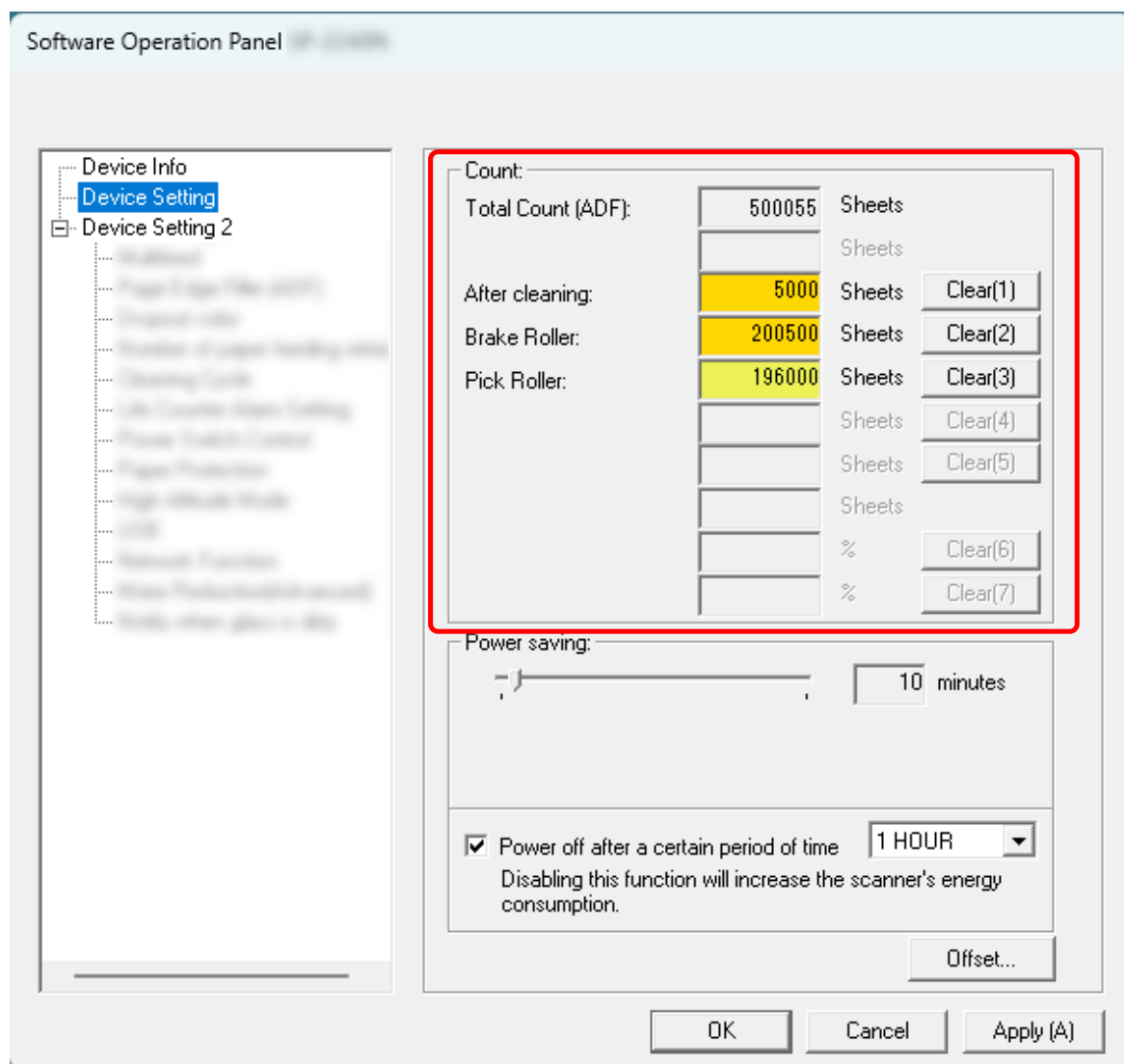
This counter turns yellow when the sheet count after cleaning reaches the value specified in [Scanner Cleaning Cycle \[Cleaning Cycle\] \(page 172\)](#) in Software Operation Panel.

1 Start Software Operation Panel.

➔ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting].

3 Check each counter.



Total Count (ADF)

Total number of sheets scanned using the ADF (in 1 sheet increments)

After cleaning

Total number of sheets scanned after the last cleaning (in 1 sheet increments)

Brake Roller

Approximate number of sheets scanned since the last replacement of brake roller (in units of 500)

Pick Roller

Approximate number of sheets scanned since the last replacement of pick rollers (in units of 500)

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

ATTENTION

If you turned off the scanner by unplugging the power cable, the number of scanned sheets may not be counted in [Total Count].

Clearing the Sheet Counters

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

1 Start Software Operation Panel.

➔ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting].

3 Click the [Clear] button for the consumable that you replaced, and click the [Clear] button for [After cleaning] when cleaning is performed.

The counter is reset to 0.

4 Click the [OK] button.

A message window appears.

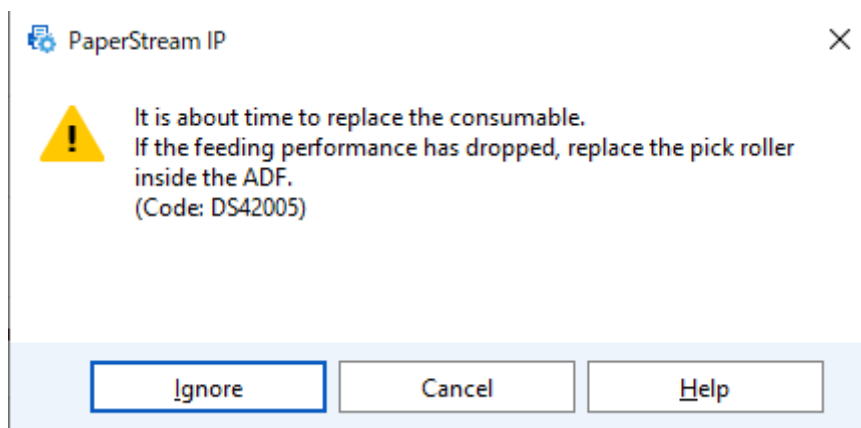
5 Click the [OK] button.

The settings are saved.

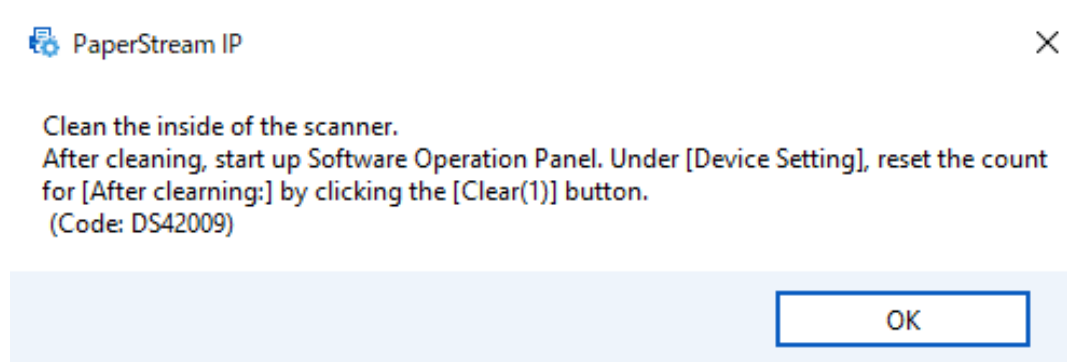
Messages for Cleaning or Replacing Consumables

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

Example: Message for replacing consumables



Example: Message for cleaning



Take the following measures according to the displayed message.

- When a message for replacing consumables appears
 - Check the message, and replace the consumable accordingly.
 - If you click the [Ignore] button, the message disappears and the scan can be continued. However, it is recommended that you replace the consumable as soon as possible.
 - To stop the scan and replace the consumable right away, click the [Cancel] button.
 - For details about replacing consumables, refer to the following:
 - [Replacing the Brake Roller \(page 106\)](#)
 - [Replacing the Pick Roller \(page 109\)](#)
 - When a message for cleaning appears
 - Check the message, and perform cleaning accordingly.
 - For details about cleaning, refer to [Daily Care \(page 91\)](#).
- ➔ [Daily Care \(page 91\)](#)
- ➔ [Replacing the Consumables \(page 104\)](#)

Scanner Cleaning Cycle [Cleaning Cycle]

Specify the cleaning cycle for the scanner inside.

The background color of the [After cleaning] counter in [Device Setting] changes to yellow when the counter reaches the specified value for this item.

You can also display a cleaning instruction message that is described in [Messages for Cleaning or Replacing Consumables \(page 171\)](#).

1 Start Software Operation Panel.

➔ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2] → [Cleaning Cycle].

3 Specify a value for the cleaning cycle.

The value can range from 1,000 to 255,000 sheets (in increments of 1,000).

Factory default setting: 3

4 Specify whether or not to display the cleaning instruction message.

The [Show cleaning instructions.] check box is cleared for the factory default settings.

Specifying the Cycle to Replace Consumables [Life Counter Alarm Setting]

Specify the replacement cycle for the consumables.

The background color of the counter for [Brake Rollers] or [Pick Rollers] in [Device Setting] changes to light yellow when the sheet count (after a consumable replacement) reaches 95% of the value specified for this setting and turns yellow when the sheet count reaches 100%.

You can also display the message for replacing consumables, which is described in [Messages for Cleaning or Replacing Consumables \(page 171\)](#).

- 1 Start Software Operation Panel.**
 - ➔ [Starting Up Software Operation Panel \(page 151\)](#)
- 2 From the list, select [Device Setting 2] → [Life Counter Alarm Setting].**
- 3 Specify a value as the replacement cycle for each of the rollers.**

The value can range from 10,000 to 2,550,000 sheets (in increments of 10,000).
Factory default setting: 20

Settings Related to Scanning

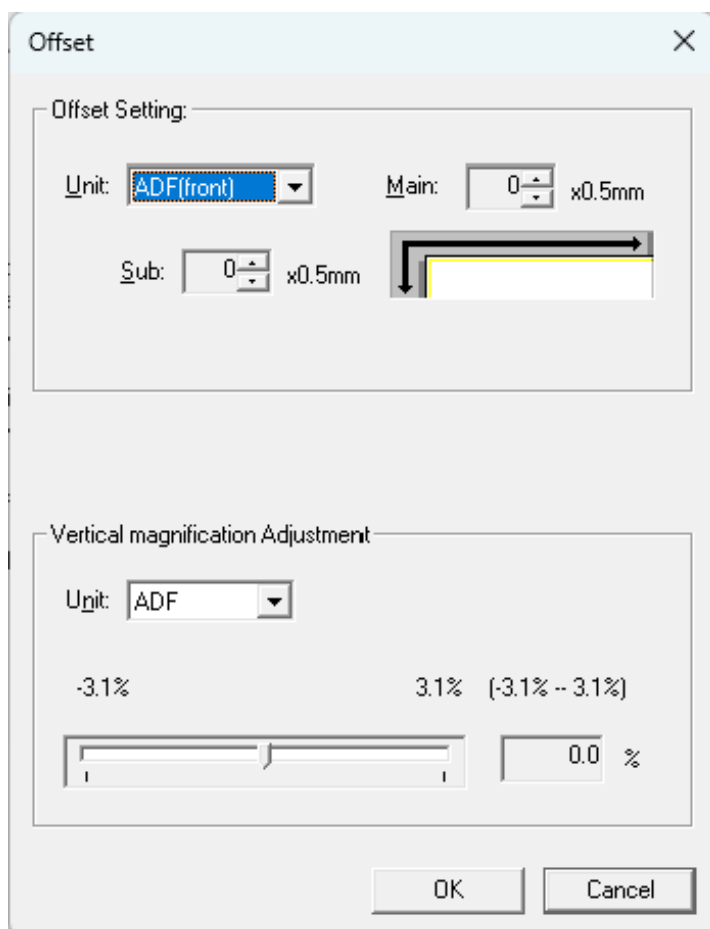
Adjusting the Starting Position for Scanning [Offset Setting/Vertical magnification Adjustment]

When the output position of the scanned image is not correct or the image appears shortened/elongated (vertically), adjust the offset and the vertical magnification.

ATTENTION

Normally, you should not have to modify anything as the factory default settings already use adjusted values.

- 1 Start Software Operation Panel.
→ [Starting Up Software Operation Panel \(page 151\)](#)
- 2 From the list, select [Device Setting] and click the [Offset] button.
- 3 Adjust the level of offset/vertical magnification as needed.



Offset Setting

Unit

Select [ADF(front)] or [ADF(back)] as the unit for an offset adjustment.

Main

Specify the horizontal (width) offset.

The specified value can range from -2 to +2 mm (in increments of 0.5).

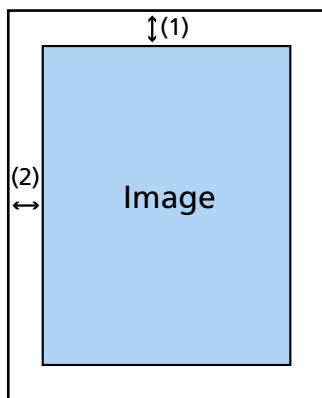
Factory default setting: 0

Sub

Specify the vertical (length) offset at the top of a page.

The specified value can range from -2 to +2 mm (in increments of 0.5).

Factory default setting: 0



(1): Main= -2 to 2 mm

(2): Sub= -2 to 2 mm

(in increments of 0.5 mm)

Vertical magnification Adjustment

Unit

The unit for a vertical magnification adjustment is fixed to [ADF].

Vertical magnification Adjustment

Specify the vertical (length) magnification.

The specified value can range from -3.1 to +3.1% (in increments of 0.1).

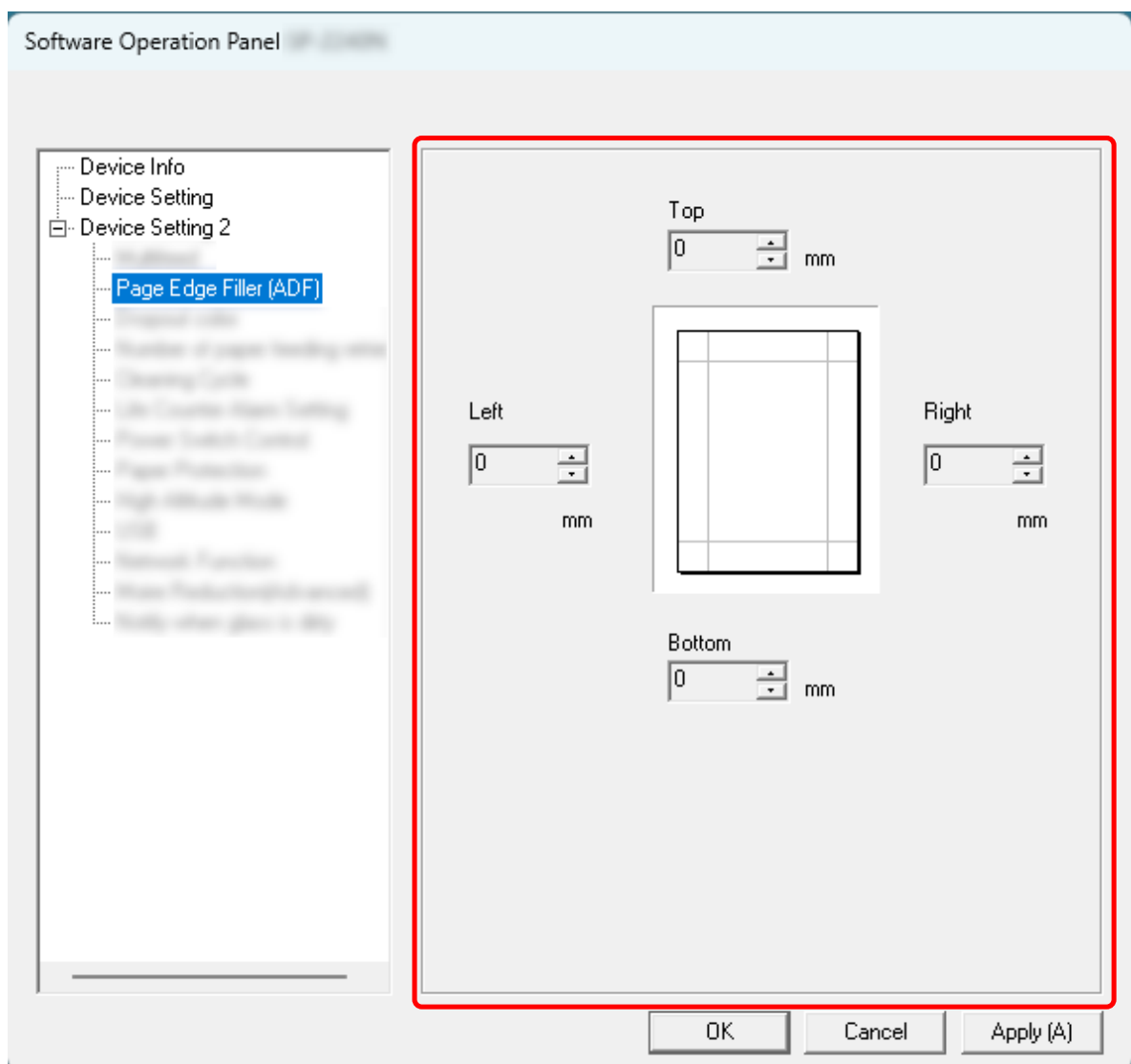
Factory default setting: 0.0

Removing Shadows/Streaks that Appear around Edges of Images [Page Edge Filler (ADF)]

Configure the settings to fill in black streaks and shadows around the edges of the scanned image. Depending on the condition of the documents that you scan, the shadow of a document may appear as black streaks on the edges of the scanned image.

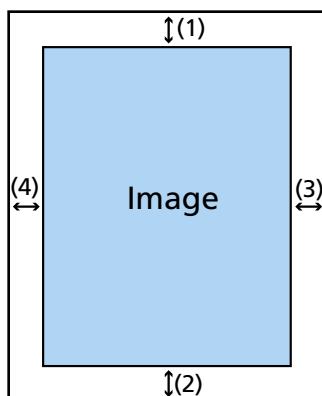
In this case, remove the black streaks by filling in the edges of the scanned image.

- 1 **Start Software Operation Panel.**
 ➔ [Starting Up Software Operation Panel \(page 151\)](#)
- 2 **From the list, select [Device Setting 2] → [Page Edge Filler (ADF)].**
- 3 **Specify the width of each margin (Top/Bottom/Right/Left) to fill in.**



Factory default setting: 0

Fill in the specified area with white.



- (1): Top = 0 to 15 mm
 - (2): Bottom = -7 to 7 mm
 - (3): Right = 0 to 15 mm
 - (4): Left = 0 to 15 mm
- (in 1 mm increments)

ATTENTION

Note that if the target range of page edge filler is too wide, some characters near the edge may appear missing.

TIP

- Depending on the value you specify for the bottom margin of [Page Edge Filler (ADF)], the page edge filler function operates as follows:
 - 1 to 7 mm
Fills in the specified area with the background color from the bottom edge of the image towards the inside.
 - -1 to -7 mm
Outputs the image without filling in the specified area with the background color from the bottom edge of the image towards the outside. (Outputs the image with the specified area added when [Page End Detection] is set in the scanner driver.)
- This function can also be set in the following scan settings. The page edge filler is applied to images whose edges have already been filled according to the settings in Software Operation Panel.
 - Scanner driver
You can fill the edges in white or black.
For details, refer to the help for the scanner driver.

Configuring the Scan Setting to Drop Out Specified Colors When Scanning [Dropout Color]

When outputting black & white and grayscale images, you can exclude a color from being scanned by selecting either red, green, or blue (three primary colors).

For example, when scanning a document with black characters and a green frame, if you select green for the dropout color, only the black characters of the document are scanned.

1 Start Software Operation Panel.

➔ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2] → [Dropout Color].

3 Select a color that you want to remove.

Red, Green, Blue

The selected color is removed.

Factory default setting: Green

None

No color is removed.

ATTENTION

If the color of the part to be excluded is too dark, the color may not be excluded.

TIP

A color other than red, green, or blue can also be specified in the following scan settings. Those settings override the settings in Software Operation Panel.

- Scanner driver

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

Specifying the Number of Retries for Paper Feeding [Number of paper feeding retries]

Specify the number of feeding retries when a document is not fed from the ADF paper chute (feeder).

1 Start Software Operation Panel.

→ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2] → [Number of paper feeding retries].

3 Specify the number of paper feeding retries.

The value can range from 1 to 12 times.

Factory default setting: 4 times

Scanning at High Altitude [High Altitude Mode]

Enable this mode to use the scanner at an altitude of 2,000 m or higher.

Low atmospheric pressure at high altitudes may lower the accuracy in detections for overlapped documents with the ultrasonic sensor.

Setting [Enable] to on for High Altitude Mode improves the accuracy to detect overlapped documents.

1 Start Software Operation Panel.

→ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2] → [High Altitude Mode].

3 Select [Enable].

Factory default setting: Disable

Settings Related to the Detection for Overlapped Documents (Multifeed)

Specifying a Method to Detect Overlapped Documents [Multifeed]

Multifeed is an error that occurs when two or more sheets are overlapped and fed at once.

Configure the settings to detect overlapped documents during a scan.

Overlapped documents are detected with the ultrasonic sensor or according to the difference in length of the documents.

When overlapped documents are detected, an error message is displayed and the scan stops. If documents are overlapped within 30 mm from the leading edge, they are not detected as overlapped.

ATTENTION

When the feed mode of the scanner is set to [Manual - Single], document overlapping will not be detected.

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

1 Start Software Operation Panel.

→ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2] → [Multifeed].

3 Select a detection method.

None

Does not detect overlapped documents.

Check Overlapping(Ultrasonic)

Detects overlapped documents with the ultrasonic sensor.

This is the factory default setting.

Check Length

Detects overlapped documents according to the difference in length.

Select this to scan documents of the same length.

ATTENTION

Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

Check Overlapping and Length

Detects overlapped documents by the combination of [Check Overlapping(Ultrasonic)] and [Check Length].

ATTENTION

Note that overlapped documents cannot be detected accurately when a mixed batch of different lengths are scanned.

Length

Specify this item when [Check Length] or [Check Overlapping and Length] is selected.

Specify the difference in length of documents to be detected as overlapped documents.

Overlapped documents are detected when the difference in length of documents is longer than the specified value.

Any length under the specified value is tolerated as a slight error and not detected as overlapped documents.

Factory default setting: 10

ATTENTION

- To scan documents with different lengths, select [Check Overlapping(Ultrasonic)].
- When an attachment such as a sticky note, receipt, or photo is attached on the document, the attachment part of the document may be detected as overlapping of documents if [Check Overlapping(Ultrasonic)] is selected. In that case, select [Check Length].

TIP

This setting can also be configured in the scanner driver.

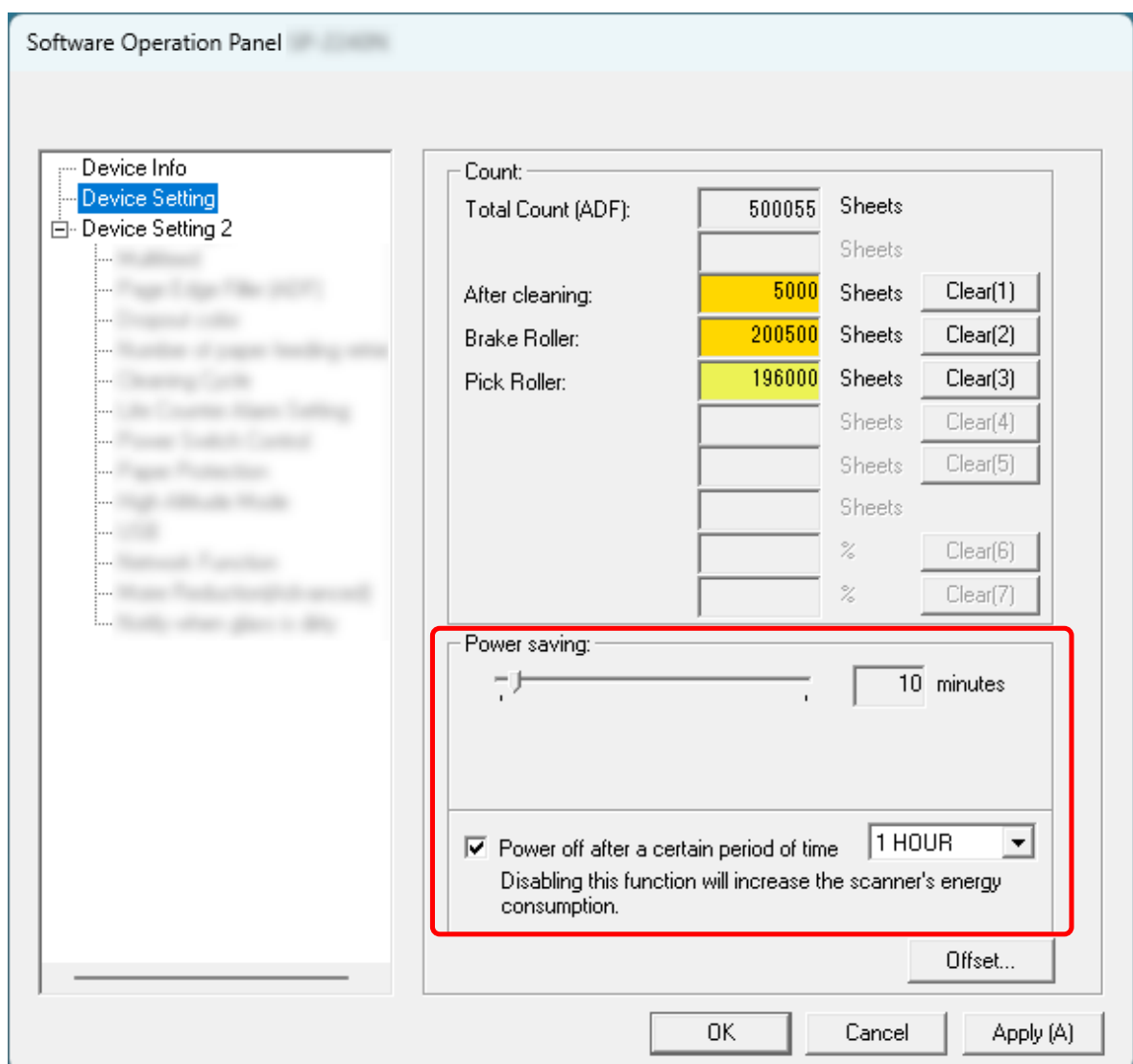
Note that priority is given to the scanner driver setting.

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 Software Operation Panel.
→ [Starting Up Software Operation Panel \(page 151\)](#)
- 2 From the list, select [Device Setting].
- 3 Specify the waiting time for the scanner to enter power saving mode.



Power saving

Use the slider to specify the waiting time before entering power saving mode in the range from 5 to 115 minutes (in increments of 5).

Factory default setting: 10

[Power off after a certain period of time] check box

Select this when you turn off the scanner automatically.

When this is selected, the scanner is turned off automatically if it is left on without being used for a certain period of time.

The check box is selected for the factory default setting.

Select a time for the scanner to turn off automatically from the drop-down list.

Factory default setting: 20 minutes

TIP

When the [Power off after a certain period of time] check box is cleared, the scanner's energy consumption will increase.

Settings Related to the Connection Between the Scanner and Computer

Specifying the USB Operation [USB]

Change the USB setting if an error occurred on a computer during communication.
If this setting is changed, the scanner is restarted.

- 1 Start Software Operation Panel.**
→ [Starting Up Software Operation Panel \(page 151\)](#)
- 2 From the list on the left, select [Device Setting 2] → [USB].**
- 3 Specify how the USB function operates.**

Auto

Operates in accordance with the connection environment. This is the factory default setting.

USB 2.0

Operates with USB 2.0.

Settings Related to Power On/Off and the Power Consumption of the Scanner

Method for Turning the Scanner ON/OFF [Power Switch Control]

Configure the settings for turning the scanner's power on and off.

- 1 Start Software Operation Panel.**
→ [Starting Up Software Operation Panel \(page 151\)](#)
- 2 From the list, select [Device Setting 2] → [Power Switch Control].**
- 3 Set whether to link other actions to turning the scanner on and off.**

Enable USB power feeding

Set whether to allow the scanner to be turned on or off by the following actions in addition to pressing the power button on the scanner.

- Turning the computer on or off
- Connecting or disconnecting the USB cable

ATTENTION

Some types of computers and USB hubs keep supplying power to the USB bus even after the computer is turned off.

In that case, [Enable USB power feeding] may not work properly.

Settings Related to Scanner Maintenance

Setting for Receiving Notifications about Dirt on the Glass [Notify when glass is dirty]

Configure this setting to send a notification about dirt on the glass.

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

When configuring this setting to send a notification about dirt on the glass, a message will be shown at the following times if there is a possibility of vertical streaks appearing on the image.

- When the ADF is opened or closed
- When scanning is finished
- When loading documents in the ADF paper chute (feeder)
- When the scanner wakes up from power saving mode

Error Recovery Guide on the computer connected to the scanner will be notified of the message. To prevent vertical streaks from appearing on images, check the message and clean the glass.

For details about cleaning, refer to [Daily Care \(page 91\)](#).

1 Start Software Operation Panel.

➔ [Starting Up Software Operation Panel \(page 151\)](#)

2 From the list, select [Device Setting 2] → [Notify when glass is dirty].

3 Select whether or not to receive notifications about dirt on the glass.

If you select [Notify], you will receive notifications about dirt on the glass.

Factory default setting: Notify

TIP

The function to receive notifications about dirt on the glass does not necessarily notify you of all the dirt. If vertical streaks appear on the image, take measures according to [Vertical Streaks Appear on the Images \(page 134\)](#).

Appendix

Basic Specification

Item		Specification
Scanner type		ADF (Automatic Document Feeder) Manual (single) feeding is available
Image sensor		Monochrome CIS × 2 (front × 1, back × 1)
Light source		RGB LED switching between 3 colors (front, back)
Scanning area (width × length)	Minimum size	50.8 × 50.8 mm/2 × 2 in.
	Maximum size (*1)	A4 (210 × 297 mm)
Paper weight (thickness)		27 to 413 g/m ² (7.2 to 110 lb) For A8 size, 128 to 209 g/m ² (34 to 56 lb) 1.4 mm or less for plastic cards (Embossed cards allowed (ISO7810 ID-1 type compliant)) (*2)
Scanning speed (A4, Portrait, 300 dpi) (*3)	Binary (black & white)	- For SP-2240 Simplex: 40 sheets/min, Duplex: 80 pages/min - For SP-2230 Simplex: 30 sheets/min, Duplex: 60 pages/min
	Grayscale	
	Color	
Loading capacity (*4)		80 sheets Paper weight: 80 g/m ² (20 lb) Total thickness: 8 mm (0.3 in.) 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	
Multi-valued level		Color: 24-bit Grayscale: 8-bit Binary (black & white): 1-bit
Grayscale level		65,536 gradation levels (16-bit)
Interface		USB3.2 Gen 1x1/USB3.0/USB2.0/USB1.1(*5) Type C

*1:For details about the maximum size, refer to [Paper Size \(page 56\)](#).

*2:For details about plastic cards, refer to [Notes on plastic cards \(page 59\)](#).

***3:**Note that this is the hardware limitation, and the software's processing time such as data transfer time is added to the actual time of scanning.

The measurement environment for scanning speed is as follows:

Operating system	Windows 11
CPU	Intel® Core™ i3-13100, up to 4.5 GHz
Memory	8 GB
Storage	SSD

***4:**The capacity varies depending on the paper weight.

➔ [Documents for Scanning \(page 56\)](#)

***5:**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/USB 1.1 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.

Installation Specification

Item		Specification
Outer dimensions (W × D × H) (*1)		292 × 163 × 150 mm/11.5 × 6.4 × 5.9 in.
Installation space (W × D × H) (*2)		392 × 829 × 426 mm/15.4 × 32.6 × 16.8 in.
Weight		3.3 kg/7.3 lb
Input power	Voltage range	AC 100 to 240 V ±10%
	Phase	Single phase
	Frequency range	50/60 Hz ±3 Hz
Power consumption	Operating	15 W or less
	Power saving	1.4 W or less
	Power off	0.2 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: 15 to 80% Not operating: 8 to 95%
Calorific value	Operating	15.48 kcal/h or less
	Power saving	1.20 kcal/h or less
	Power off	0.17 kcal/h or less
Shipping weight (*3)		4.7 kg/10.4 lb
Support period		5 years

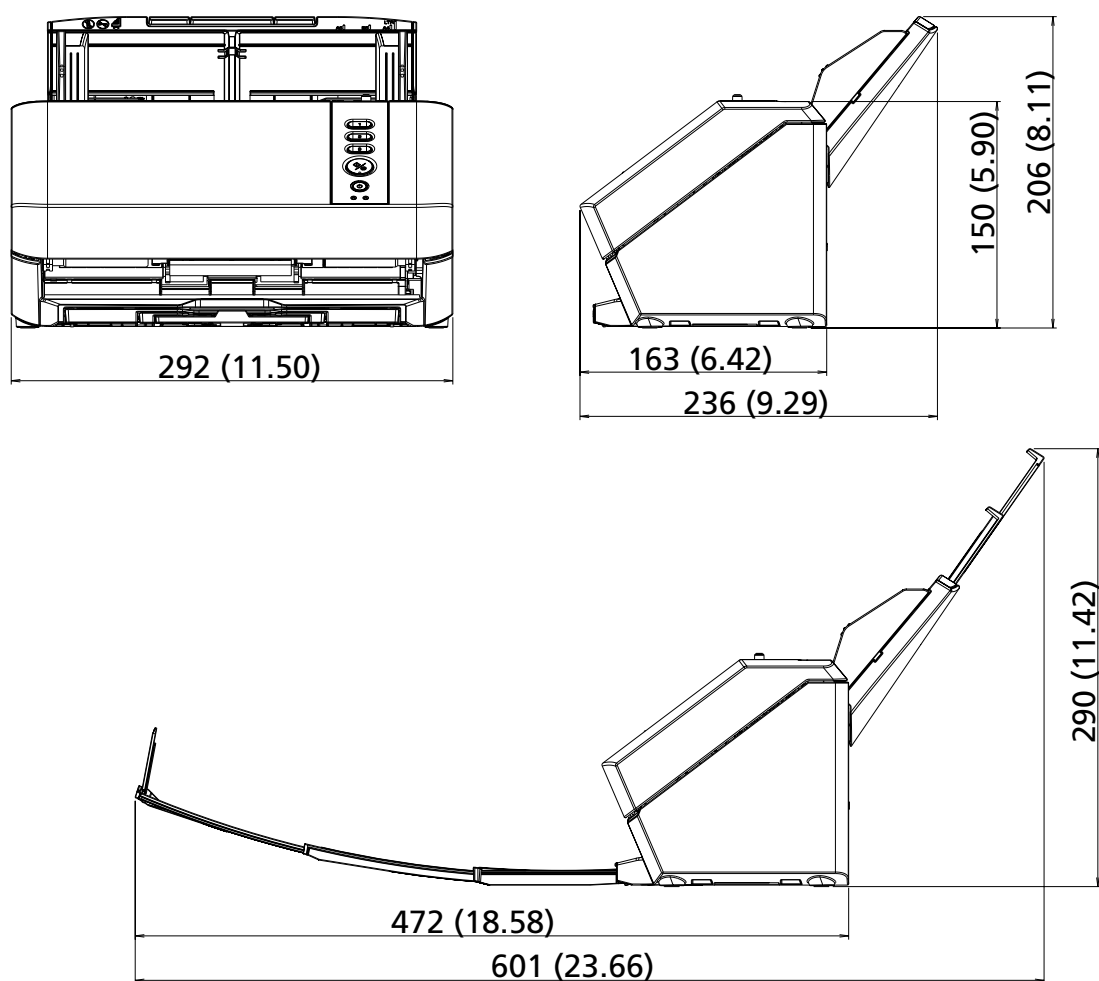
***1:**The depth and height indicate the size of the scanner without the ADF paper chute (feeder) and the stacker.

***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.)

Scanner Options

Name	Part No.	Description
Carrier Sheets 	PA03360-0013	Carrier Sheets: These are sheets that are used to feed documents without damaging them. The Carrier Sheet enables you to scan documents larger than A4/Letter size (for example, A3 or B4 size) and documents such as clippings without damaging them. The Carrier Sheet should be replaced approximately every 500 scans. However, replace it if damage or dirt is noticeable.
Photo Carrier Sheets 	PA03770-0015	Photo Carrier Sheets: These are sheets that are used to feed documents without damaging them. The Photo Carrier Sheet enables you to scan documents such as photographs and clippings without damaging them. The Photo Carrier Sheet should be replaced approximately every 500 scans. However, replace it if damage or dirt is noticeable.

For details about purchasing the scanner options and more information, contact the distributor/dealer where you purchased this product.

Uninstalling the Software

1 Turn on the computer and sign in to Windows as a user with administrator privileges.

2 Exit all running software.

3 Display [Control Panel] in Windows.

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 Software Operation Panel/Error Recovery Guide
Select [Software Operation Panel].
- When uninstalling Error Recovery Guide (manual)
Click [Error Recovery Guide for SP Series].
- When uninstalling PaperStream ClickScan
Select [PaperStream ClickScan].
- When uninstalling PaperStream Capture
Select [PaperStream Capture].
- When uninstalling manuals
Click [SP Series manuals for SP-2240] or [SP Series manuals for SP-2230].
- When uninstalling SP Series Online Update
Select [SP Series Online Update].

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

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

The software is uninstalled.

Contact for Inquiries

- **Contact for Inquiries**

Refer to the contact list on the following web page:

<https://www.pfu.ricoh.com/global/scanners/contacts/>

- **SP Series image scanners**

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

<https://www.pfu.ricoh.com/global/scanners/sps/support/index.html>

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

<https://www.pfu.ricoh.com/global/scanners/inquiry.html>

- **Contact for Purchasing Consumables or Cleaning Materials**

<https://www.pfu.ricoh.com/global/scanners/contacts/>