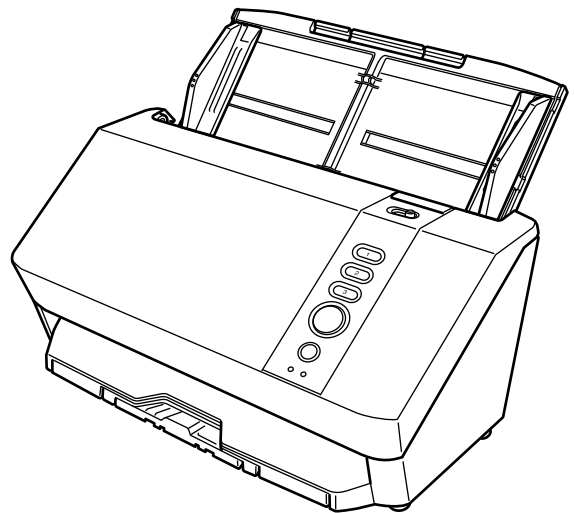


SP-2230N/SP-2240N

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.
Network Setup Tool Help	Explains how to use various tools for connecting the scanner to a network.
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 \(page 26\)](#).

- **Manuals to refer to when setting up the scanner**

Action	Refer to
From unpacking to the preparation before use	Getting Started

Action		Refer to
Scanner Setup	Checking connection methods	Operator's Guide <ul style="list-style-type: none"> • Connection Methods for the Scanner (page 18) • Network Settings (PaperStream Scanner Admin) (page 232)
	Installing the software/ Setting a connection method	<ul style="list-style-type: none"> • Operator's Guide <ul style="list-style-type: none"> - Starting Scanner Setup (page 26) • Network Setup Tool Help
Structuring servers	Configuring preferences for DNS servers (when searching for a scanner or computer with its host name)	Manual for the DNS servers that are used
	Configuring preferences for a proxy server (when using a proxy server)	Manual for the proxy server that is used
	Configuring preferences for an FTP/FTPS server or SFTP server. (if you connect to an FTP/FTPS server or SFTP server when using DirectScan)	Manual for the FTP/FTPS server or SFTP server that is used
Scanning	Scanning procedure	Operator's Guide <ul style="list-style-type: none"> • Starting a Scan from an Image Scanning Application (page 43) • Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 45) • Pressing a Button on the Scanner in order to Process a Job (DirectScan) (page 51)
	Scan settings	<ul style="list-style-type: none"> • Help for the scanner driver • Manual/Help for the image scanning application
	Scan settings (DirectScan)	Operator's Guide <ul style="list-style-type: none"> • Processing a Job to Scan Documents and Save/Send the Scanned Images (DirectScan) (page 93)

Action		Refer to
		<ul style="list-style-type: none">• Button Assignment (page 245)
Operational settings for the scanner		Operator's Guide <ul style="list-style-type: none">• Scanner Settings (Software Operation Panel) (page 190)

Trademarks

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Intel and Intel Core are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries.

Google and Google Chrome are trademarks or registered trademarks of Google LLC.

Besides the software authored by the product developer (PFU Limited), this product contains open source software created by third parties. For details concerning the conditions of the licenses for the open source software, refer to the window that appears by clicking [License] in the menu for PaperStream Scanner Admin.

Microsoft, Excel, 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: February 2026

Issued by: PFU Limited

Regulatory Model: P3880A

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Safety Information

The attached "Safety Precautions" manual contains important information about the safe and correct use of this product.

Make sure that you read and understand it before using the scanner.

Symbols Used in This Manual

The following indications are used in this manual to obviate any chance of accident or damage to you, people near you, and your property.

Warning labels consist of a symbol indicating the severity and a warning statement.

The symbols and their meanings are as follows.



WARNING

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



CAUTION

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

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

ATTENTION

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

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
Microsoft® Word	Word
Microsoft® Excel®	Excel
PaperStream IP (TWAIN) for SP Series PaperStream IP (TWAIN x64) for SP Series PaperStream IP (ISIS) 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.
-

Returning/Disposing of/Transferring Ownership of the Scanner

The scanner may store various settings including user names or email addresses.

If you return, dispose of, or transfer ownership of the scanner, delete the information stored on the scanner by yourself.

For details about how to delete this information, refer to the following:

- PaperStream Scanner Admin (browser)
 - [Restore Factory Defaults \(page 267\)](#)

Scanner Overview

This section provides an overview of the scanner before use.

What You Can Do with the Scanner

- **Scanner Connections**
 - Connecting the scanner to a computer using a USB cable or a LAN cable
 - ➔ [Connection Methods for the Scanner \(page 18\)](#)
- **Scanning Methods**
 - Starting a scan from the computer
 - ➔ [Starting a Scan from an Image Scanning Application \(page 43\)](#)
 - 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 \(page 45\)](#)
 - ➔ [Pressing a Button on the Scanner in order to Process a Job \(DirectScan\) \(page 51\)](#)
- **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 \(page 58\)](#)
 - ➔ [Scanning Documents with Different Widths \(page 78\)](#)
 - ➔ [Scanning Documents such as Envelopes or Multi-Layered Transfer Paper \(page 85\)](#)
 - Scanning documents of different paper weights, sizes, and types at once
 - ➔ [Conditions for Mixed Batch Scanning \(page 68\)](#)
 - ➔ [Scanning Documents with Different Widths \(page 78\)](#)
 - Scanning large-size documents
 - ➔ [Scanning Documents Larger than A4/Letter Size \(page 87\)](#)
 - ➔ [Scanning Long Page Documents \(page 91\)](#)
 - Scanning documents within a specific size range
 - ➔ [Scanning Documents with a Width between 220 mm and 240 mm \(page 80\)](#)
 - Scanning important documents, photographs, or clippings while protecting them from damage
 - ➔ [Scanning Documents Larger than A4/Letter Size \(page 87\)](#)
 - ➔ [Scanning Photographs and Clippings without Damaging Them \(page 89\)](#)
 - ➔ [Conditions for Using the Carrier Sheet \(page 73\)](#)
 - ➔ [Conditions for Using the Photo Carrier Sheet \(page 76\)](#)

- By simply pressing a button on the scanner, you can scan documents and save or send images.
 - ➔ [Pressing a Button on the Scanner in order to Process a Job \(DirectScan\) \(page 51\)](#)
 - ➔ [Processing a Job to Scan Documents and Save/Send the Scanned Images \(DirectScan\) \(page 93\)](#)

Connection Methods for the Scanner

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

Connect the scanner to the computer using a USB cable.

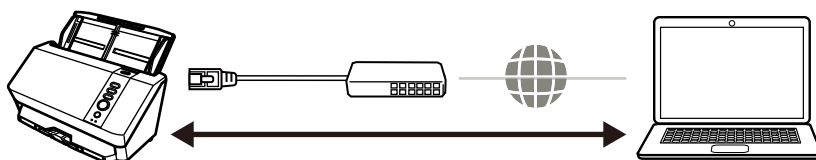


You can scan documents in the following ways.

- Using a computer to perform a scan
 - ➔ [Starting a Scan from an Image Scanning Application \(page 43\)](#)
- 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 \(page 45\)](#)

- **Connecting the Scanner via a Wired LAN**

Connect the scanner to a network device (such as a switch, a hub, or a router) via a LAN cable. When the scanner is connected to a computer, it can be used from computers on the same network.



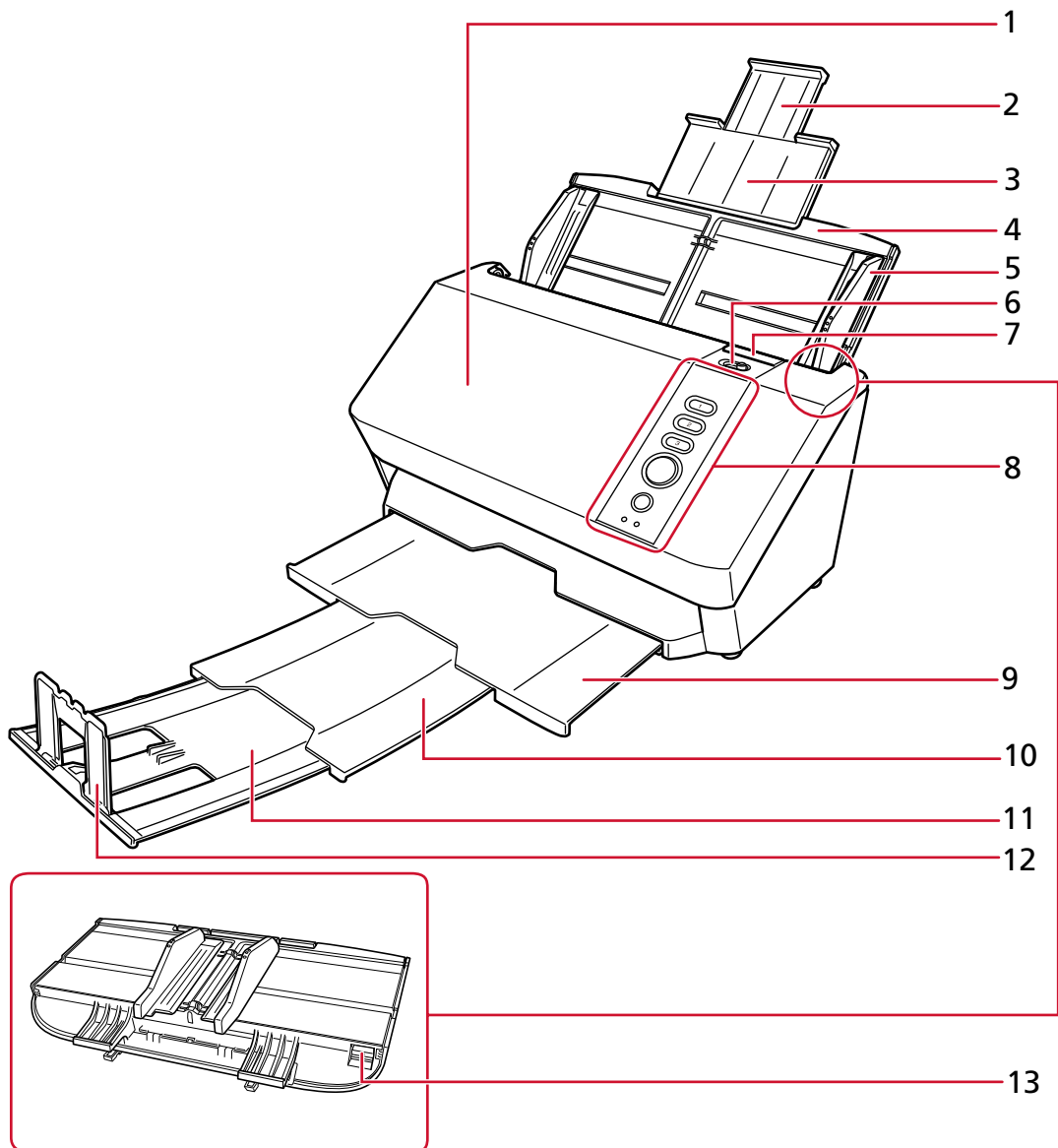
You can scan documents in the following ways.

- When using the scanner connected to a computer
 - Using a computer to perform a scan
 - ➔ [Starting a Scan from an Image Scanning Application \(page 43\)](#)
 - 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 \(page 45\)](#)
- When using the scanner by itself (DirectScan)
 - Using the scanner buttons to perform a scan
 - ➔ [Pressing a Button on the Scanner in order to Process a Job \(DirectScan\) \(page 51\)](#)

Parts and Functions

This section shows the names of the scanner parts.

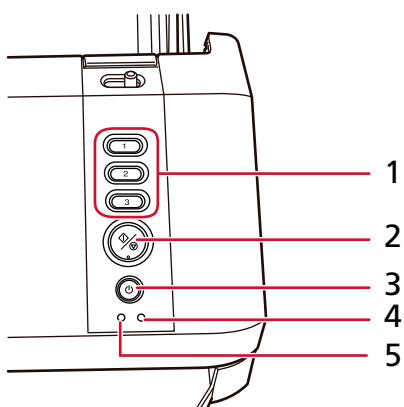
- Front



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 20)
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 80)

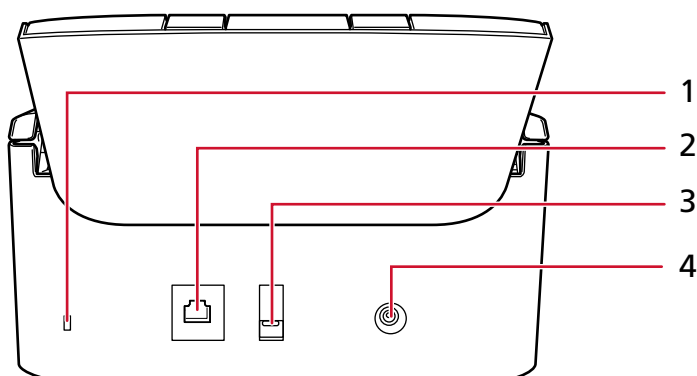
● Operator Panel



No.	Name	Function
1	Send to button	Starts scanning. The following operations can be performed: <ul style="list-style-type: none"> ● Start a scan with a specific image scanning application.

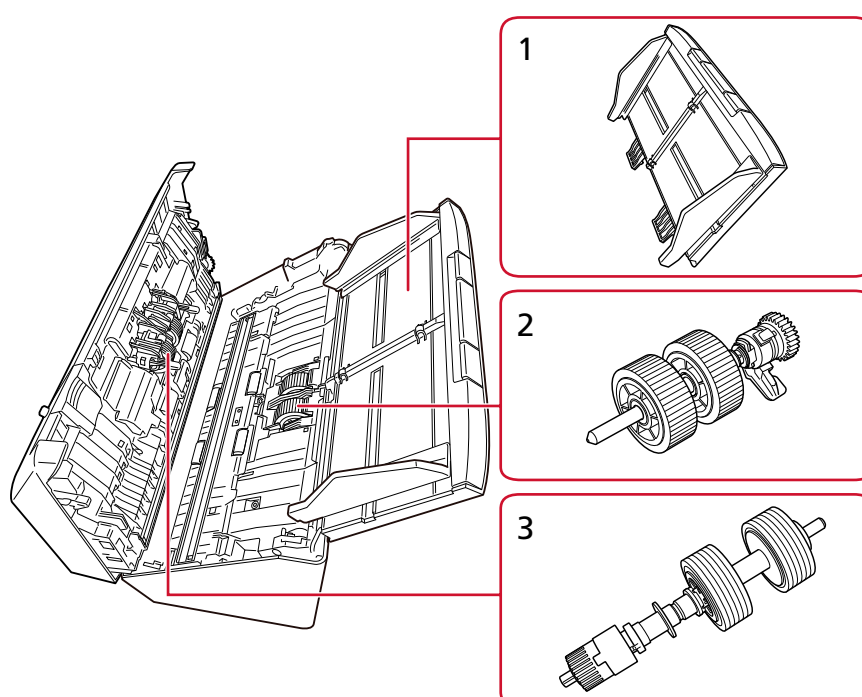
No.	Name	Function
		<ul style="list-style-type: none"> ➔ Pressing a Button on the Scanner in order to Start an Image Scanning Application and Perform a Scan (page 45) ● Process jobs for DirectScan. ➔ Pressing a Button on the Scanner in order to Process a Job (DirectScan) (page 51)
2	Scan/Stop button	<p>Starts scanning.</p> <p>When this button is pressed during scanning, the following operations are performed:</p> <ul style="list-style-type: none"> ● When using the scanner connected to a computer Stops scanning. The images of documents scanned before the scanning is stopped are output. ● When using the scanner by itself (DirectScan) Cancels the job. The images of documents scanned before the scanning is stopped are discarded. <p>This button is also used to clear an error status.</p>
3	Power button	Turns on or off the scanner.
4	Power/Check indicator (LED)	<p>Indicates the status of the scanner.</p> <p>➔ About the LED Indicators (page 25)</p>
5	LAN indicator (LED)	<p>Indicates the status of the LAN connection.</p> <p>➔ About the LED Indicators (page 25)</p>

- **Back**



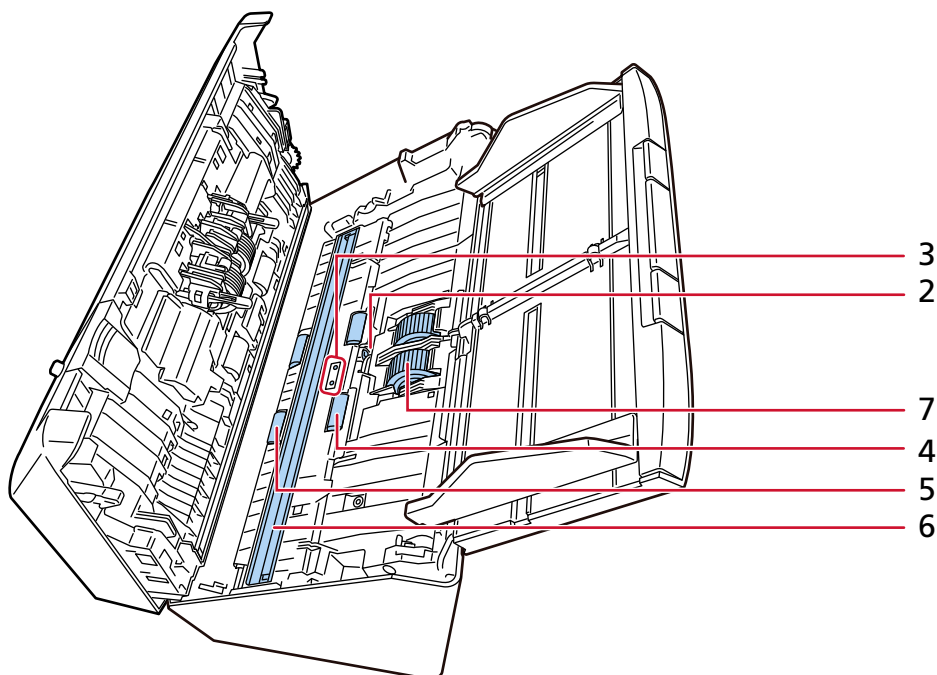
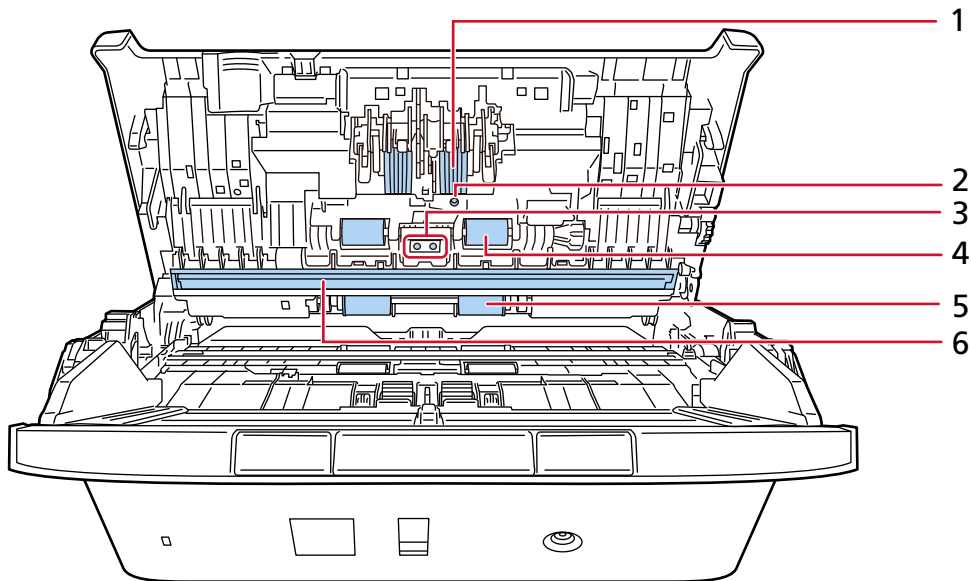
No.	Name	Function
1	Security cable slot	Used to connect an anti-theft security cable (commercially available).
2	LAN connector	Used to connect a LAN cable.
3	USB connector	Used to connect the USB cable.
4	Power connector	Used to connect a power cable. "Power cable" refers to the AC cable and AC adapter 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.
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.
Orange (lit)	Indicates that a temporary error has occurred while scanning documents. ➔ Errors (page 130)
Orange (flashing)	Indicates that a device error or a temporary error has occurred while scanning documents. ➔ Errors (page 130) 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.

- **LAN indicator (LED)**

Indication	Description
Green (lit)	Indicates that the scanner has connected to the network.
Green (flashing)	Indicates that the scanner is connecting to the network.
Orange (lit)	Indicates that the scanner failed to connect to the network.

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 \(page 30\)](#)

- Connecting the scanner

Connect the scanner to a computer using a USB cable or a wired LAN.

For details, refer to the Network Setup Tool Help.

For details about the connection types of the scanner, refer to [Connection Methods for the Scanner \(page 18\)](#).

Then, if necessary, configure the following settings:

- Operational settings for the scanner

➔ [Scanner Settings \(Software Operation Panel\) \(page 190\)](#)

- Network settings for the scanner

➔ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

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/ISIS standard. It supports scanners connected to a network.

There are three types of PaperStream IP drivers.

- PaperStream IP (TWAIN) for SP Series

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

- PaperStream IP (TWAIN x64) for SP Series

Conforms to the TWAIN standard. Used when you operate the scanner using TWAIN-compliant 64-bit applications.

Regardless of your operating system, if the image scanning application that you are using is a 32-bit application, use PaperStream IP (TWAIN) for SP Series.

- PaperStream IP (ISIS) for SP Series

Conforms to the ISIS standard. Used when you operate the scanner using ISIS-compliant applications.

For details, refer to the PaperStream IP driver Help.

- Network Setup Tool

The following applications are included.

These applications are required to connect the scanner to a network and make it available for use.

- Scanner Selection Tool

Use this application to set a computer to be able to use the scanner connected to a network.

- IP Address Setting Tool

Use this application to configure the scanner's IP address and scanner name.

- Button Event Manager

Use this application to configure the settings for an image scanning application that is started by pressing the button on the scanner when it is connected to a network.

For details, refer to the Network Setup Tool 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 \(Software Operation Panel\) \(page 190\)](#)

- 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 \(page 128\)](#).

- 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 ClickScan Searchable PDF Option

This is an application that outputs images as a searchable format such as PDF, Word (*1), or Excel (*1).

Available for PaperStream ClickScan

For details, refer to the PaperStream ClickScan Help.

- PaperStream Capture

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

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

System Requirements

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

Operating system	<ul style="list-style-type: none"> ● 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	USB 3.2 Gen 1x1/USB 3.0/USB 2.0/USB 1.1
Browsers (*4)	<ul style="list-style-type: none"> ● Google Chrome ● Microsoft Edge

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

***2:**When using PaperStream Scanner Admin, use a display capable of displaying at least 1280 × 768 pixels or higher.

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.

***4:**One of the browsers is required when you configure the network settings for the scanner in PaperStream Scanner Admin.

Internet Explorer mode on Microsoft Edge is not supported.

How to Install the Software

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 \(in an Offline Environment\) \(page 274\)](#) for installation.

ATTENTION

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

➔ [Uninstalling the Software \(page 280\)](#)

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

- **Installation (Recommended)**

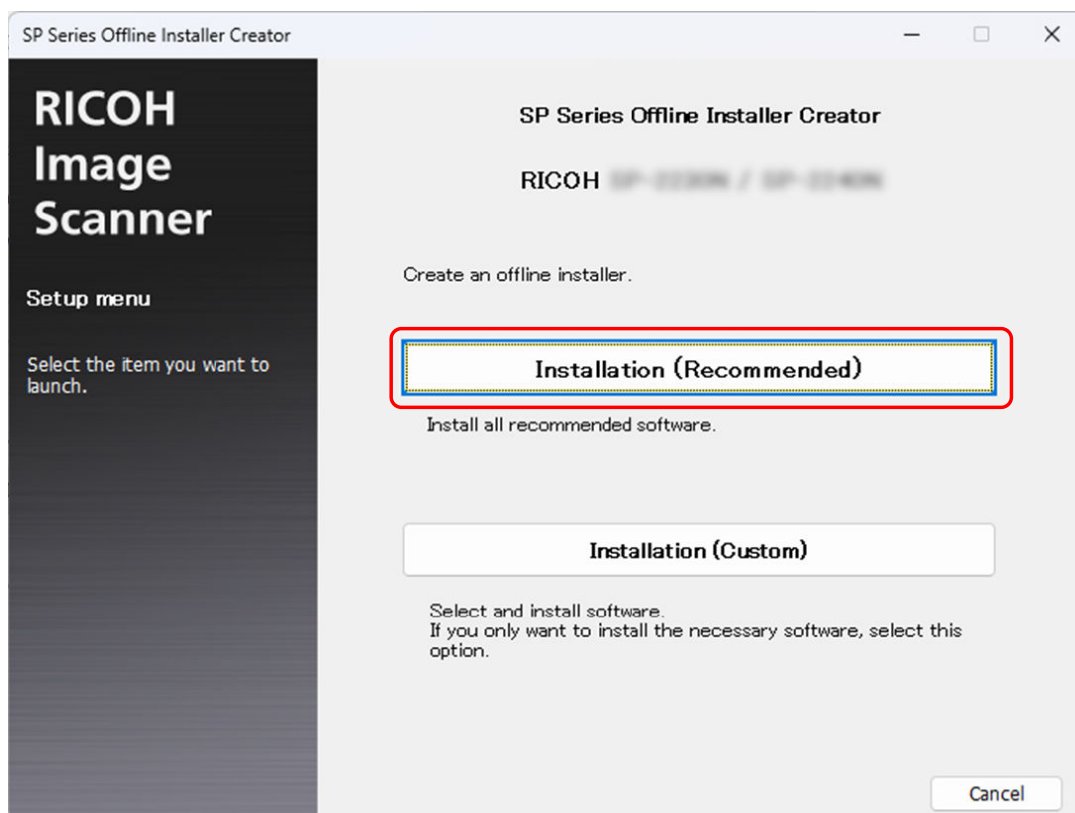
The following software is installed:

- PaperStream IP (TWAIN) SP Series

The following software is installed at the same time.

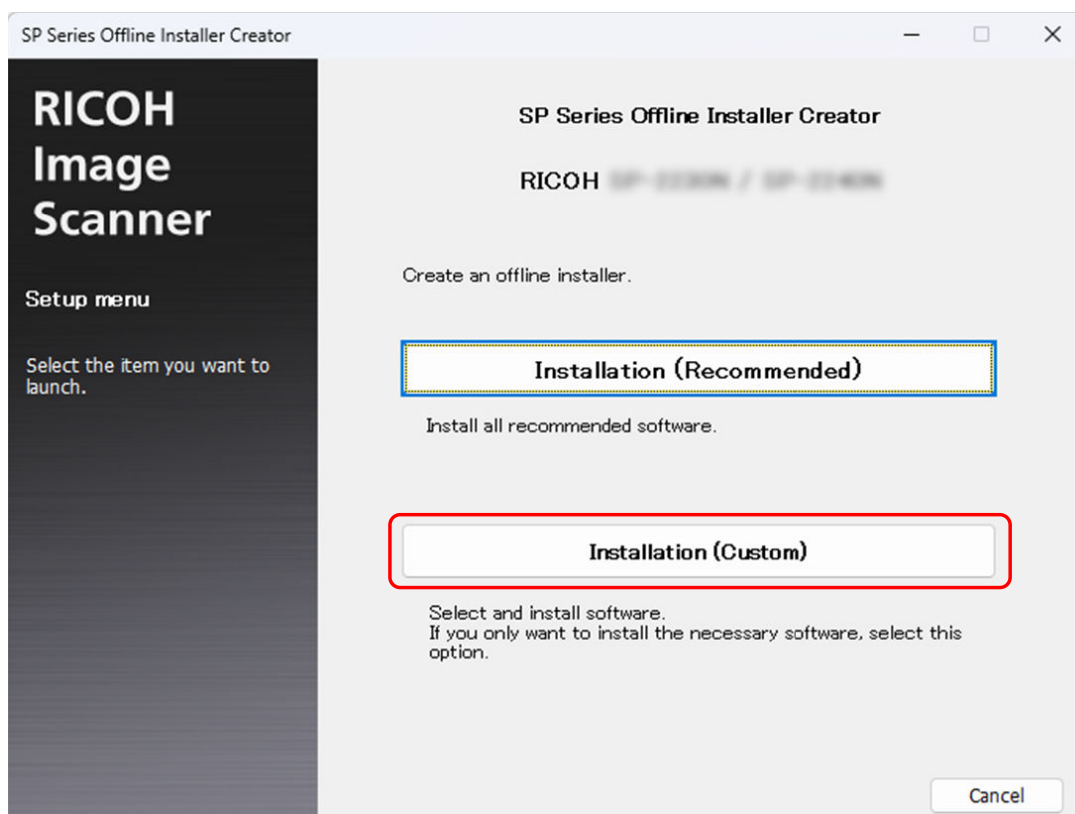
- Software Operation Panel
- Error Recovery Guide
- PaperStream Capture
- PaperStream ClickScan
- Network Setup Tool
- Error Recovery Guide (manual)
- SP Series Online Update
- Manuals (Safety Precautions, Operator's Guide)

- a Click the [Installation (Recommended)] button.



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

- a Click the [Installation (Custom)] button.



- b Select the check boxes for the software to be installed and click the [Next] button.
To connect the scanner to the network, install Network Setup Tool.

7 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.

8 When a window for selecting the scanner connection method appears, select the connection method and follow the instructions displayed in the window.

For details, refer to the Network Setup Tool Help.

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [Network Setup Tool] → [Network Setup Tool Help].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [Network Setup Tool] → [Network Setup Tool Help].

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:

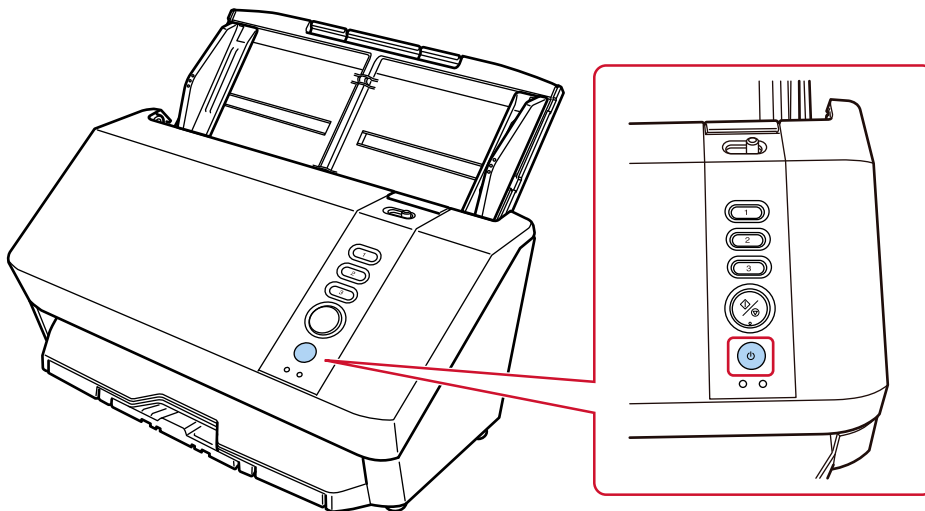
- Pressing the power button on the scanner
- When the scanner's network function is disabled, turning on/off the scanner in accordance with the computer's power

➔ [Method for Turning the Scanner ON/OFF \[Power Switch Control\] \(page 230\)](#)

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.

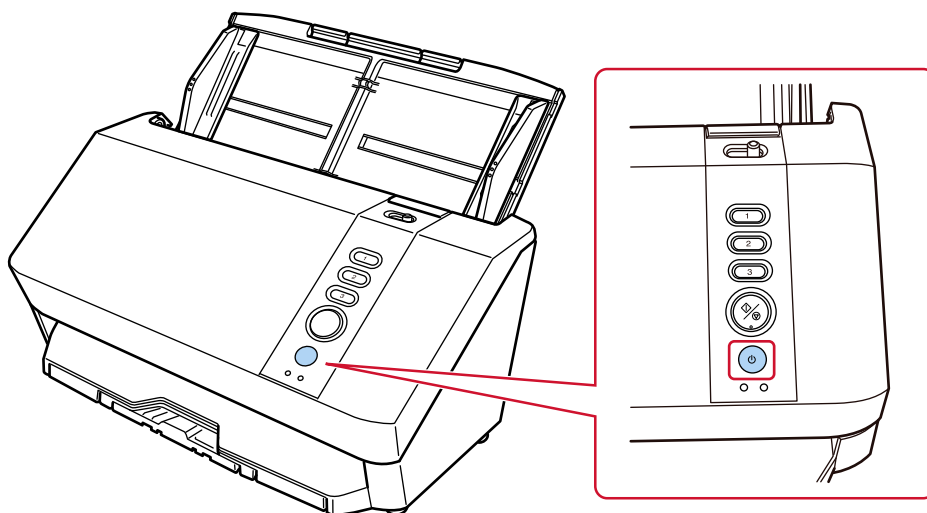
The scanner starts up and becomes ready to scan.

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 \(page 33\)](#)

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 \(page 128\)](#).
- 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

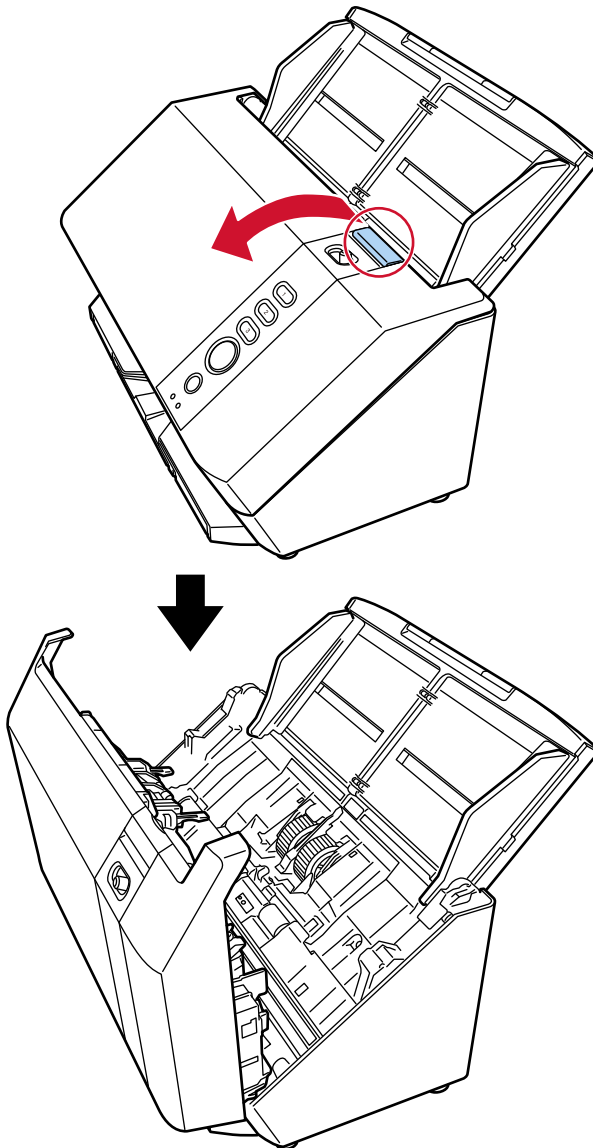
➔ [Waiting Time for the Scanner to Enter Power Saving Mode \[Power saving\] \(page 226\)](#)

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**

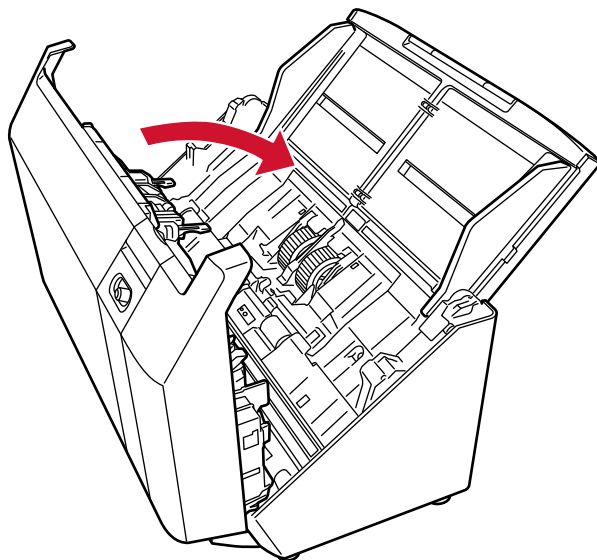
When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

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

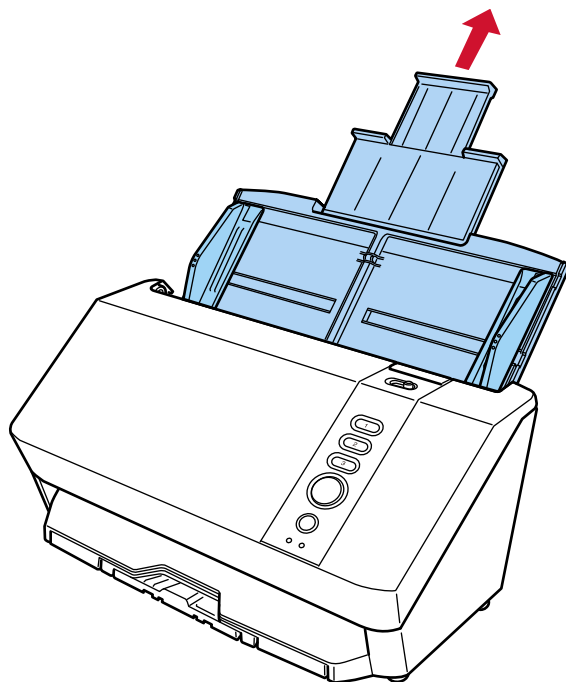
Be careful not to get your fingers caught when closing the ADF.

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.**

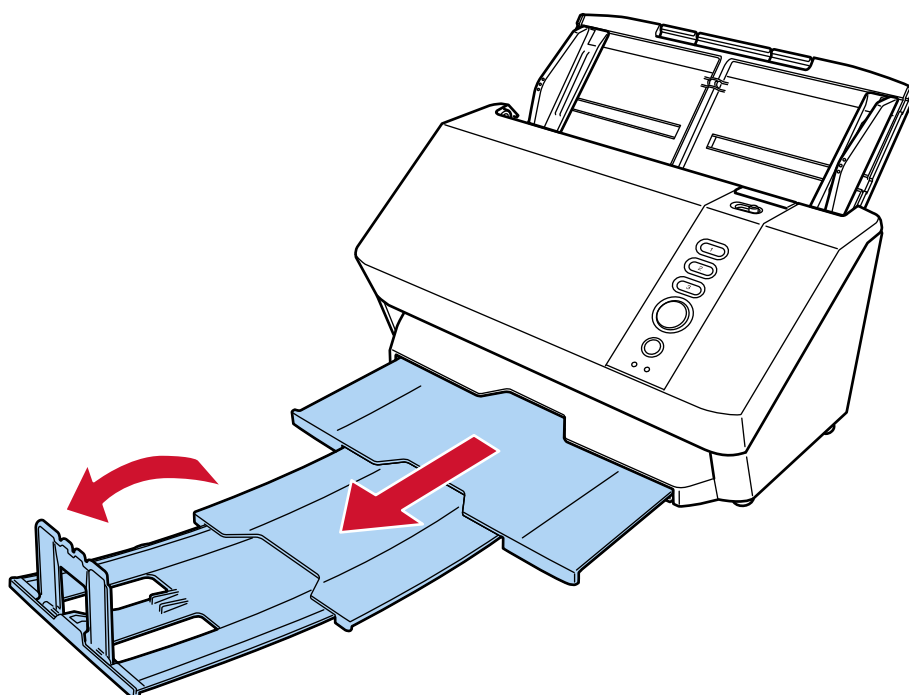


Setting Up the Stacker

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 10 mm or less) 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.

ATTENTION

Depending on how to use the scanner, use only the USB cable to connect to a computer or use only a LAN cable to connect to a network device. Do not use both cables at the same time.

● When Using the Scanner Connected to a Computer

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.

● USB Connection

- Using a computer to perform a scan

➔ [Starting a Scan from an Image Scanning Application \(page 43\)](#)

- 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 \(page 45\)](#)

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

● Wired LAN Connection

- Using a computer to perform a scan

➔ [Starting a Scan from an Image Scanning Application \(page 43\)](#)

Related software: Scanner Selection Tool

➔ [Starting Up Scanner Selection Tool \(page 292\)](#)

- 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 \(page 45\)](#)

Related software: Scanner Selection Tool, Button Event Manager

➔ [Starting Up Scanner Selection Tool \(page 292\)](#)

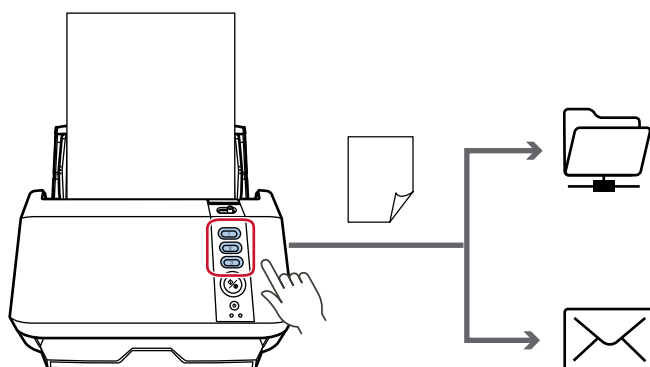
➔ [How to Start Button Event Manager \(page 294\)](#)

● When Using the Scanner by Itself (DirectScan)

You can use this function by assigning a job to a Send to button on the scanner using PaperStream Scanner Admin.

By simply pressing a button on the scanner, you can scan documents and save or send images without using a computer.

For each job, specify the scan settings and the destination for sending image files.



DirectScan

- **Wired LAN Connection**

- Using the Send to button on the scanner to perform a scan

- ➔ [Pressing a Button on the Scanner in order to Process a Job \(DirectScan\) \(page 51\)](#)

- Related software: PaperStream Scanner Admin

- ➔ [Button Assignment \(page 245\)](#)

Depending on how you use the scanner, you can assign different button settings to the buttons. When using multiple methods together, make sure that the setting you wish to use is enabled.

- ➔ [Enabling the Desired Button Configuration \(page 52\)](#)

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 Capture

To connect the scanner via a wired LAN, you need the following:

- Network Setup Tool
 - PaperStream Scanner Admin
- ➔ [Overview of the Bundled Software \(page 26\)](#)

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 \(page 33\)](#)

2 Connect the scanner to your computer.

- When using a USB connection
 - Connect the scanner to the computer using a USB cable.
- When using a wired LAN connection
 - Connect the scanner to the network, and select the scanner using Scanner Selection Tool.
 - ➔ [Network \(page 241\)](#)
 - ➔ [Starting Up IP Address Setting Tool \(page 293\)](#)
 - If you are not in a DHCP environment, you need IP Address Setting Tool.
 - ➔ [Starting Up Scanner Selection Tool \(page 292\)](#)

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

➔ [How to Load Documents \(page 56\)](#)

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
- Disconnecting the LAN cable
- Disconnecting the network
- 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

To connect the scanner via a wired LAN, you need the following:

- Network Setup Tool
- PaperStream Scanner Admin

➔ [Overview of the Bundled Software \(page 26\)](#)

TIP

- If PaperStream Capture is installed, PaperStream Capture is automatically assigned to a button on the scanner.
- 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 \(page 33\)](#)

2 Connect the scanner to your computer.

- When using a USB connection
Connect the scanner to the computer using a USB cable.
- When using a wired LAN connection
Connect the scanner to the network, and select the scanner using Scanner Selection Tool.
 - ➔ [Network \(page 241\)](#)

- ➔ [Starting Up IP Address Setting Tool \(page 293\)](#)
If you are not in a DHCP environment, you need IP Address Setting Tool.
- ➔ [Starting Up Scanner Selection Tool \(page 292\)](#)

3 Configure the scan settings in the image scanning application.

- ➔ [Starting a Scan from an Image Scanning Application \(page 43\)](#)

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

The button setting procedure varies depending on the connection method of the scanner.

- When establishing a connection via a USB cable
Display the [Devices and Printers] setting window for Windows, and set the buttons in [Scan properties] for the scanner.
 - ➔ [Configuring Button Settings in the Scanner Properties in Windows \(for USB Connection\) \(page 48\)](#)
- When establishing a connection via a wired LAN
Use Button Event Manager to set the button.
For details about Button Event Manager, refer to the Network Setup Tool Help.
 - ➔ [How to Start Button Event Manager \(page 294\)](#)

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.

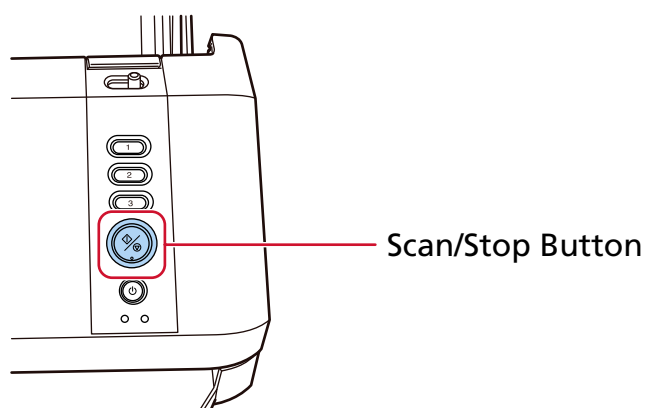
For details, refer to the manual/help of the image scanning application to be started up.

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

- ➔ [How to Load Documents \(page 56\)](#)

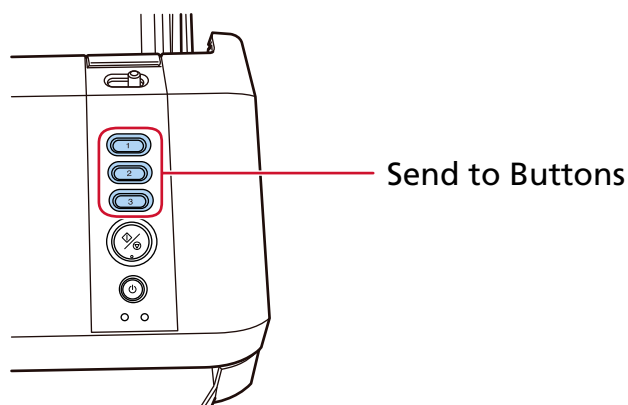
7 Press the button on the scanner to start a scan

- 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
- Disconnecting the LAN cable
- Disconnecting the network
- Signing out of Windows

See also

[Enabling the Desired Button Configuration \(page 52\)](#)

Configuring Button Settings in the Scanner Properties in Windows (for USB Connection)

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.

- 1 Turn on the scanner.
→ [How to Turn the Power ON \(page 33\)](#)
- 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-2230N] or [SP-2240N].
- 7 Click [Scanner properties].
The [Scanners and Cameras] window appears.
- 8 Click on the scanner icon and click the [Properties] button.

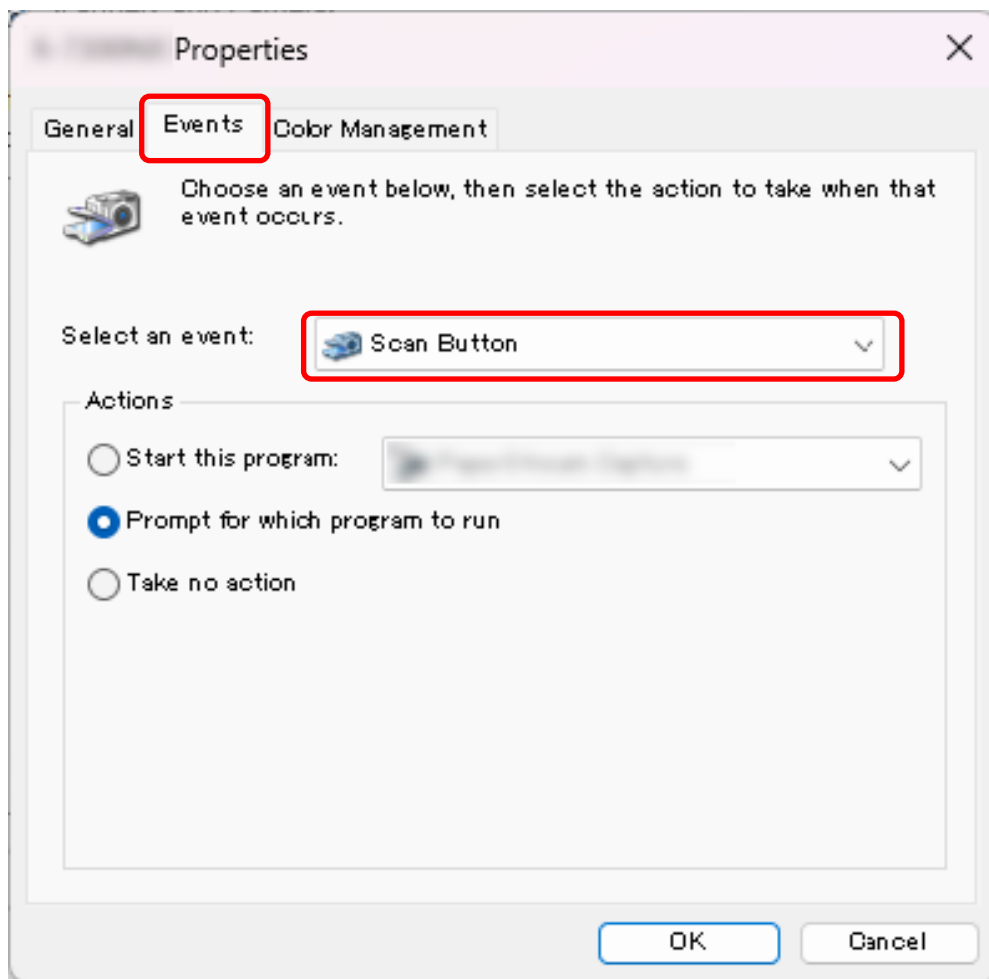
ATTENTION

When PaperStream ClickScan is resides in the taskbar, the scanner's properties window cannot be displayed.

To display the scanner's properties window, exit PaperStream ClickScan.

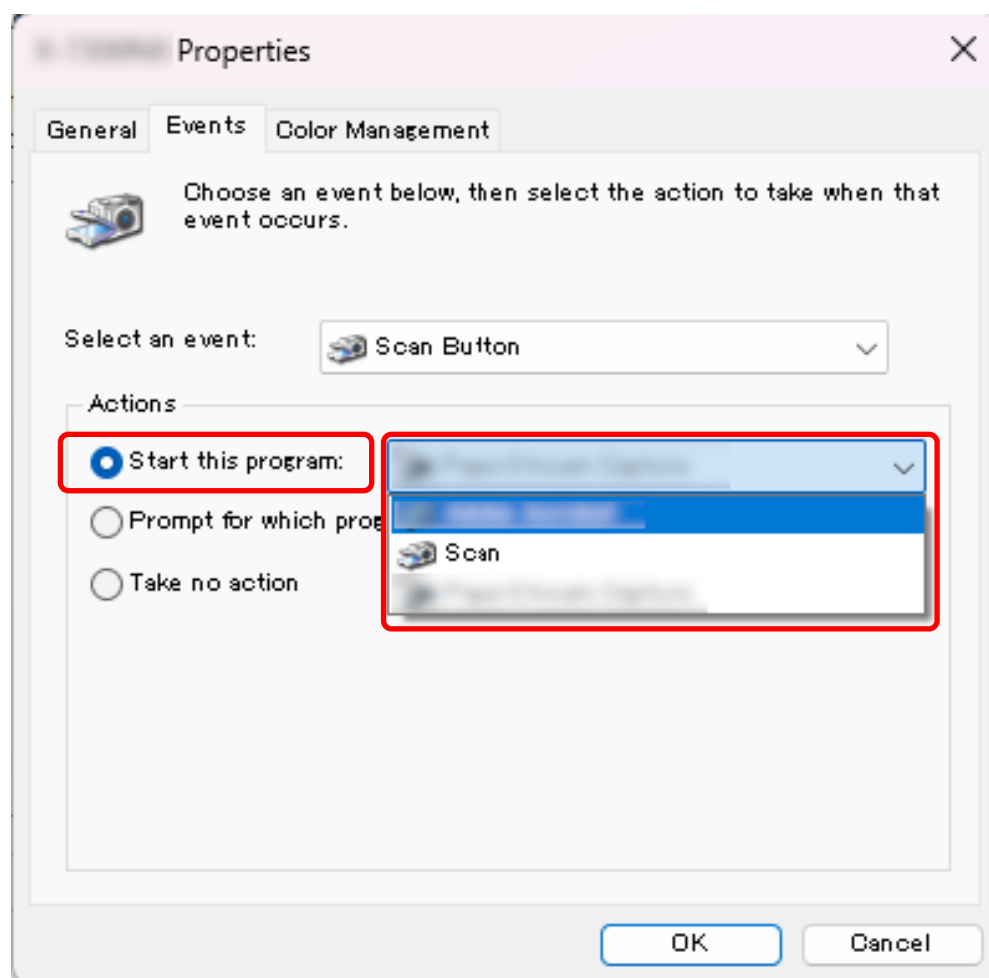
- 9 In the [Events] tab, select the button that you want to configure from the [Select an event] drop-down list.
 - [Scan Button]
Configure the action for the Scan/Stop button on the scanner.
 - [Send to 01] to [Send to 03]

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.

See also

[Enabling the Desired Button Configuration \(page 52\)](#)

Pressing a Button on the Scanner in order to Process a Job (DirectScan)

This section explains the basic flow when you use a Send to button on the scanner to start a job for scanning documents and saving or sending the image files.

You need to assign a job in advance to a Send to button.

➔ [Processing a Job to Scan Documents and Save/Send the Scanned Images \(DirectScan\) \(page 93\)](#)

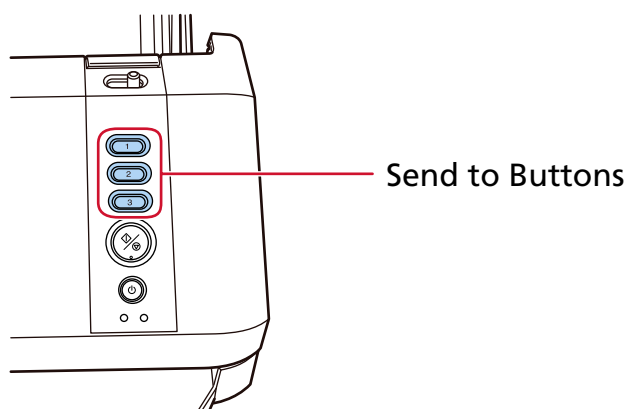
1 Turn on the scanner.

➔ [How to Turn the Power ON \(page 33\)](#)

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

➔ [How to Load Documents \(page 56\)](#)

3 Press the Send to button on the scanner to process the job.



See also

[Enabling the Desired Button Configuration \(page 52\)](#)

Enabling the Desired Button Configuration

If you have configured a button in more than one way, enable only the configuration you want to use and disable the others.

- **When using the scanner connected to a computer**

- Scan/Stop button

Scanner Connection Method	Desired Button Configuration	Other Configurations to Disable
USB	<ul style="list-style-type: none"> ● The scanner's properties window in Windows (Events) Configure operations on events 	<ul style="list-style-type: none"> ● Button Event Manager Clear the [Watch Button Event] check box
Wired LAN	<ul style="list-style-type: none"> ● Button Event Manager Select the [Watch Button Event] check box 	None

- Send to button

Scanner Connection Method	Desired Button Configuration	Other Configurations to Disable
USB	<ul style="list-style-type: none"> ● The scanner's properties window in Windows (Events) Configure operations on events 	Perform both of the following: <ul style="list-style-type: none"> ● PaperStream Scanner Admin Disable [Button Assignment] ● Button Event Manager Clear the [Watch Button Event] check box
Wired LAN	<ul style="list-style-type: none"> ● Button Event Manager Select the [Watch Button Event] check box 	None

TIP

- If PaperStream Capture is installed, PaperStream Capture is automatically assigned to a button on the scanner.
- 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.

- **When using the scanner by itself (DirectScan)**

- Send to button

Scanner Connection Method	Desired Button Configuration	Other Configurations to Disable
Wired LAN	<ul style="list-style-type: none"> • PaperStream Scanner Admin Enable [Button Assignment] 	<ul style="list-style-type: none"> • Button Event Manager Clear the [Watch Button Event] check box

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 \(page 58\)](#)

- 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 \(page 68\)](#) or [Scanning Documents with Different Widths \(page 78\)](#).

- c Check the number of sheets.

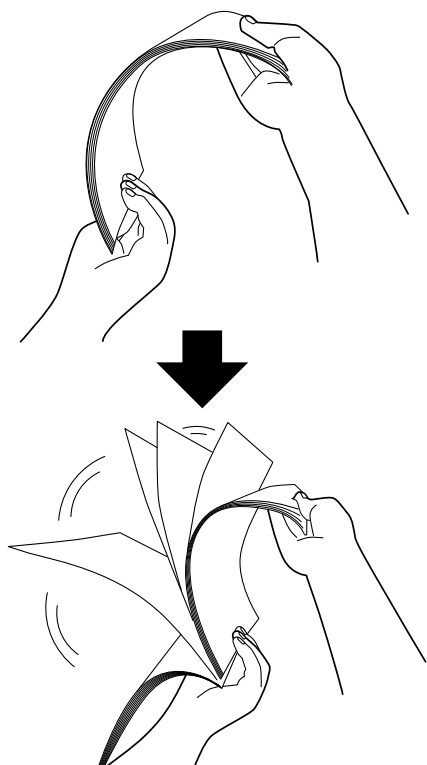
Up to 80 sheets can be loaded (with paper weight of 80 g/m² [20 lb] and thickness of the document stack under 8 mm).

→ [Loading Capacity \(page 63\)](#)

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.



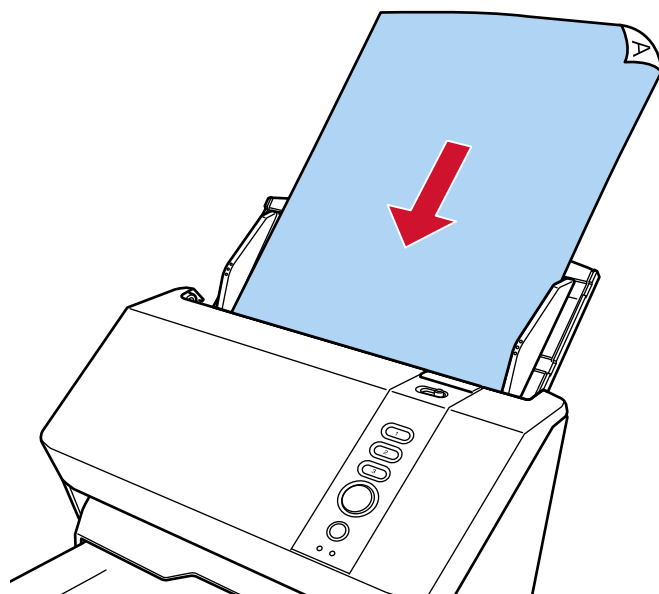
c Rotate the documents by 90 degrees and fan them in the same manner.

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 \(Feeder\) \(page 39\)](#)
- 2 Adjust the stacker according to the length of the documents.
→ [Setting Up the Stacker \(page 40\)](#)
- 3 Load the document face-down in the ADF paper chute (feeder).

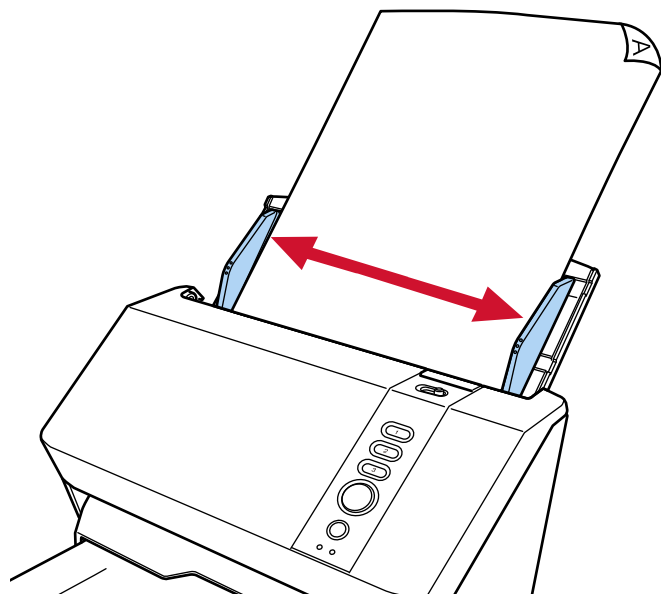


ATTENTION

- 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)	<ul style="list-style-type: none"> ● 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)	<ul style="list-style-type: none"> ● 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 \(page 80\)](#)

*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

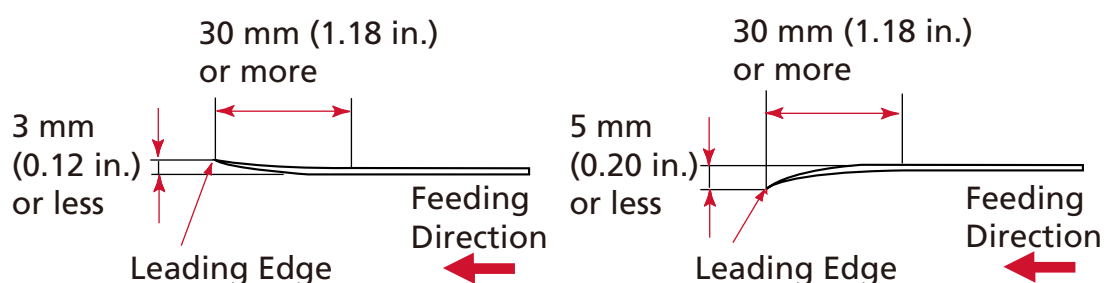
Since carbonless paper contains chemical substances that may degrade rollers such as the brake roller, the scanner may fail.

Notes on Documents and Plastic Cards

● Notes on documents

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

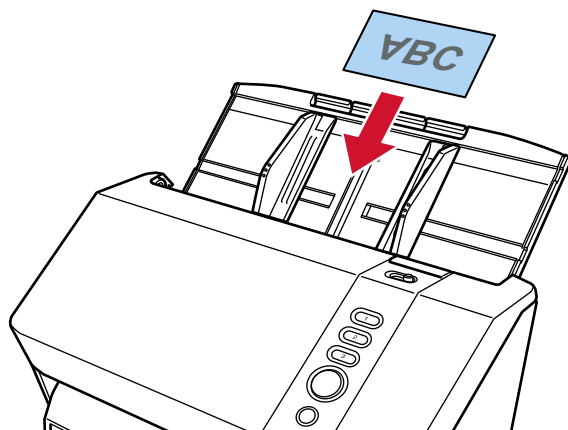
- Since carbonless paper contains chemical substances that may degrade the rollers such as the brake roller, take note of the following:
 - Cleaning
 - If paper jams occur frequently, clean the brake roller and pick roller.
 - ➔ [Daily Care \(page 105\)](#)
 - Replacing the consumables
 - The life of 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 \(page 105\)](#)
- If documents are not fed, or documents are fed overlapped or jammed frequently, refer to [Troubleshooting \(page 140\)](#).
- 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).

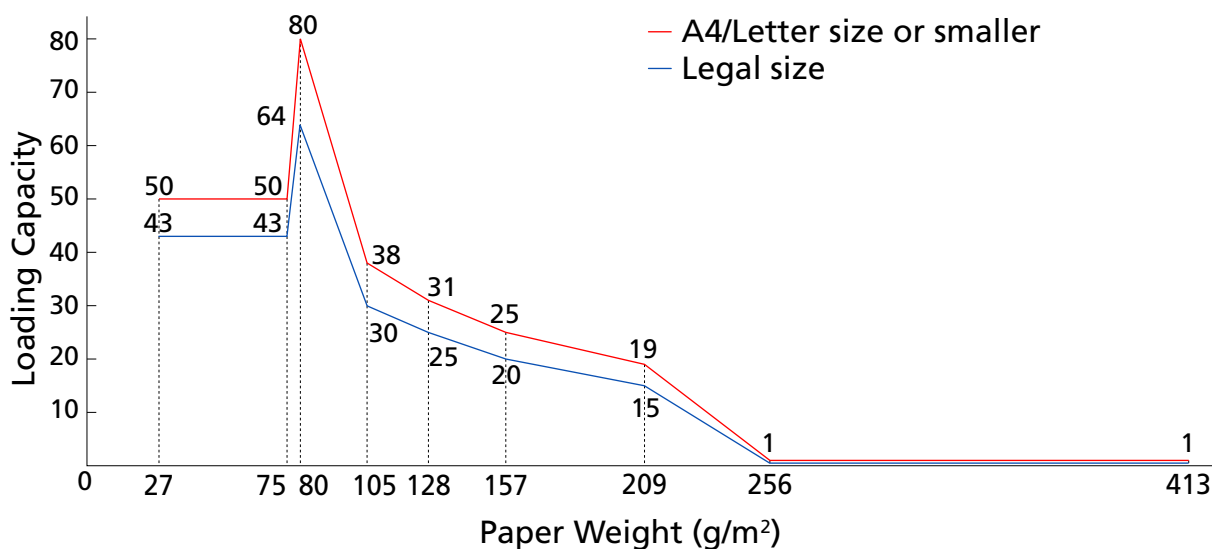


- It is recommended to place the card face-down in the ADF paper chute (feeder).
- When you scan an embossed card, it is recommended that the card should be loaded face-down in the ADF paper chute horizontally.
- Rigid cards may not be fed properly.
- If there is dirt on the surface of the card, such 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.

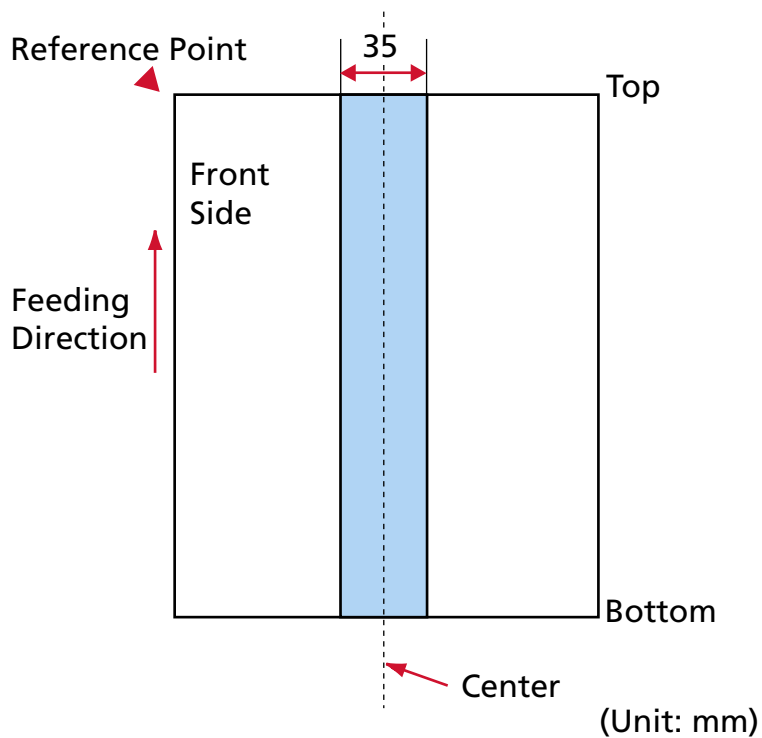


Unit	g/m ²	lb	kg
Conversion	27	7.2	23
	75	20	65
	80	21	69
	105	28	90
	128	34	110
	157	42	135
	209	56	180
	256	68	220
	413	110	355

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.

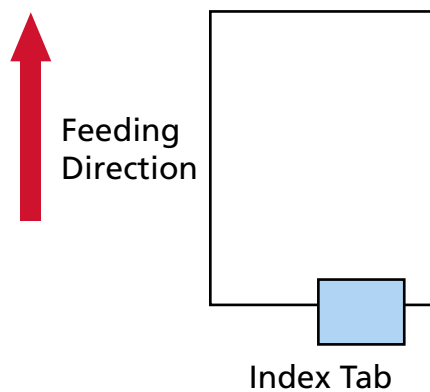
**TIP**

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.

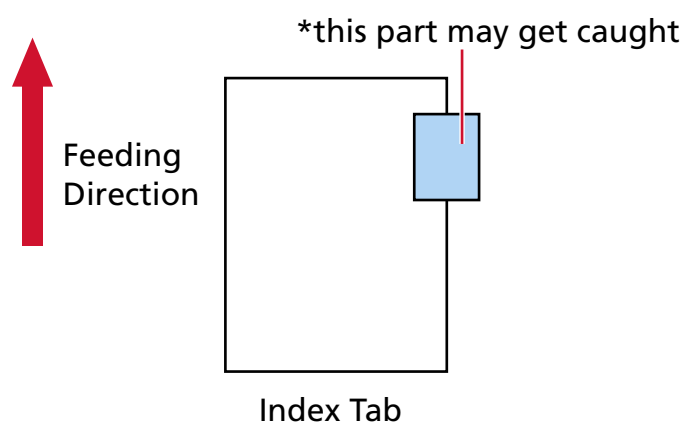
Loading Documents with Index Tabs

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 \(page 64\)](#)
- 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 \(page 64\)](#)

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 \(page 64\)](#)

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 \(page 64\)](#)
- 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 \(page 64\)](#)

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 \(page 78\)](#).

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.

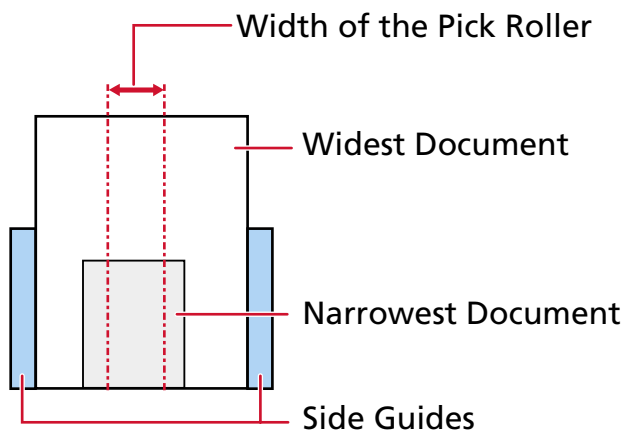
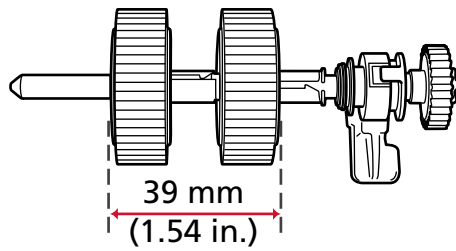
The following friction coefficients are recommended:

0.35 to 0.60 (reference value for paper friction coefficient)

Document Position

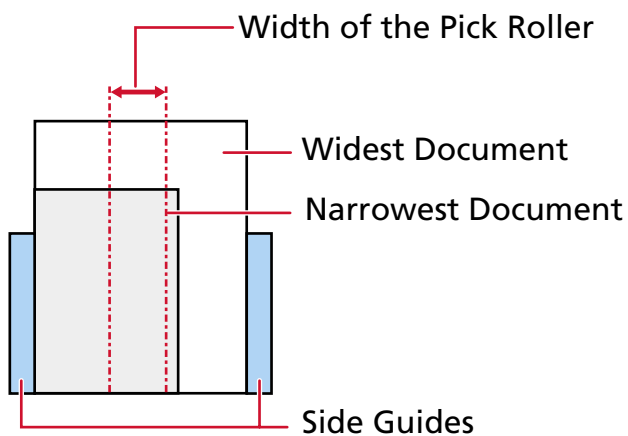
Load all documents covering the width of the pick roller (approx. 39 mm/1.54 in. wide).

For a guideline for mixed batch scanning, refer to [Combinations of Standard Paper Sizes in a Mixed Batch](#) (page 70) in [Paper Size](#) (page 69).



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.

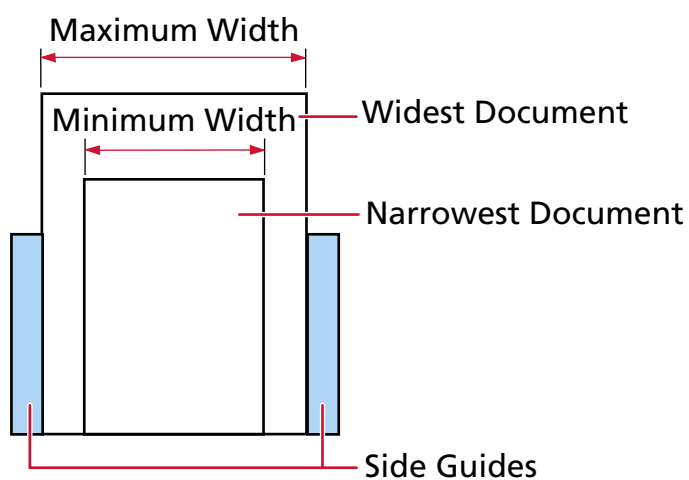
Document Size Width (mm) (*1)			Maximum Size										
			LTR (P) A3-CS	A4 (P) A5 (L)	B5 (P) B6 (L)	A5 (P) A6 (L)	B6 (P) B7 (L)	A6 (P) A7 (L)	B7 (P) B8 (L)	A7 (P) A8 (L)	B8 (P)	A8 (P)	
			216	210	182	149	129	105	91	74.3	64.3	52.5	
Minimum Size	LTR (P) A3-CS	216											
	A4 (P) A5 (L)	210											
	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)
- Business card (51 × 89 mm) (*2)
- Letter (8.5 × 11 in./216 × 279.4 mm)
- Double Letter (11 × 17 in./279.4 × 431.8 mm) (*1)
- Custom size
 - Width
25.4 to 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.

*2:Available when scanning with PaperStream IP (ISIS) for SP Series.

● Document Conditions

Document Type

The document types (paper types) are as follows:

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

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 \(page 87\)](#)
- 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 \(page 117\)](#)
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)
- Business card (51 × 89 mm) (*1)
- Custom size
 - Width
25.4 to 178 mm (1 to 7 in.)
 - Length
25.4 to 127 mm (1 to 5 in.)

*1: Available when scanning with PaperStream IP (ISIS) for SP Series.

- **Document Conditions**

Document Type

The document types (paper types) are as follows:

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

Document Thickness (Paper Weight)

Documents with the following paper 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 \(page 89\)](#)
- 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 \(page 117\)](#)

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.
For DirectScan, refer to [An Image When Using the \(Carrier\) Sheet \(page 289\)](#).
- 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 when using the scanner connected to a computer.

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.

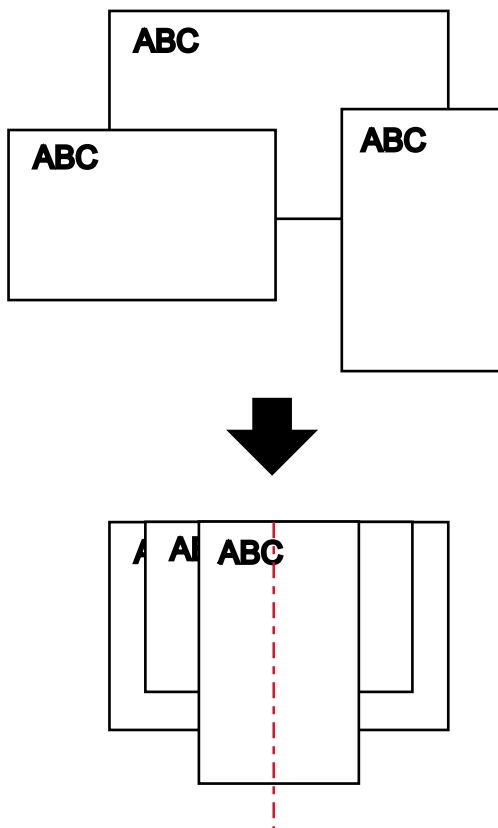
Scanning Documents with Different Widths

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 \(page 68\)](#)
- 2 Align the top of the documents.

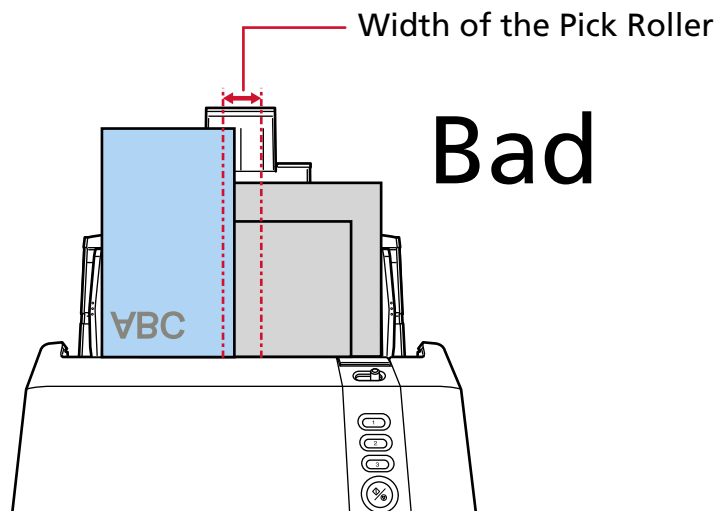
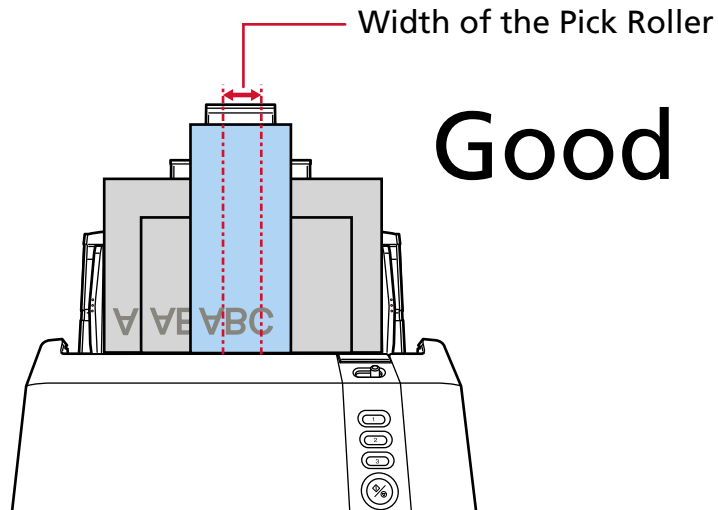


- 3 Place the documents at the center of the ADF paper chute (feeder), and adjust the side guides to the widest document in the batch.

→ How to Load Documents (page 56)

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.

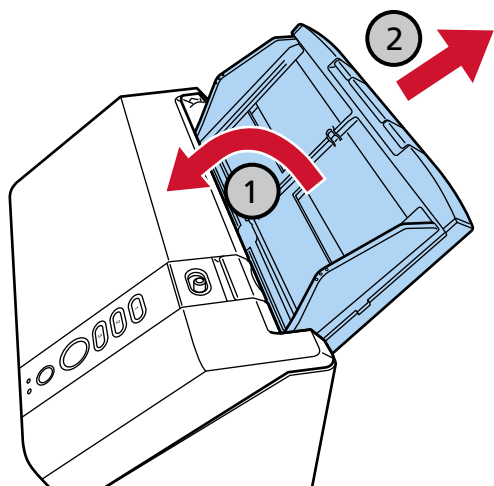
TIP

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.

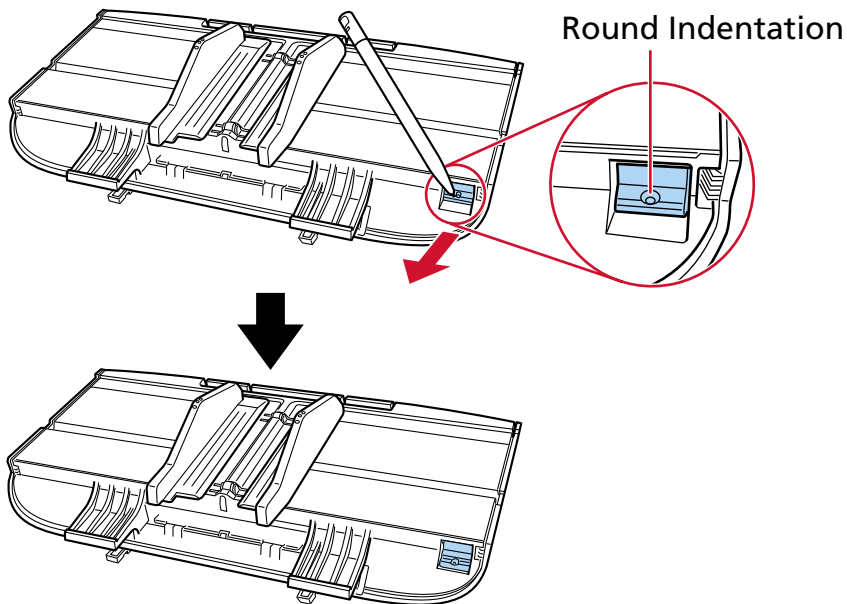
➔ [Paper Size \(page 58\)](#)

- 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**.

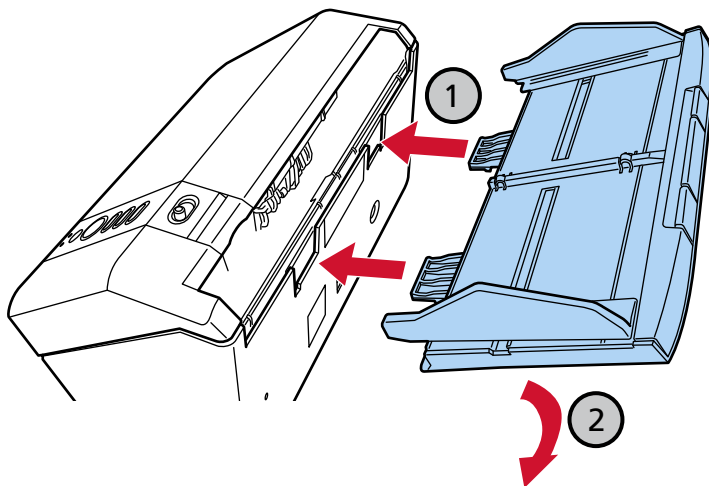


- 3** Insert the tip of a ballpoint pen or similar object into the round indentation of the side guide adjuster on the ADF paper chute (feeder) and pull the side guide adjuster toward you.



- 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).

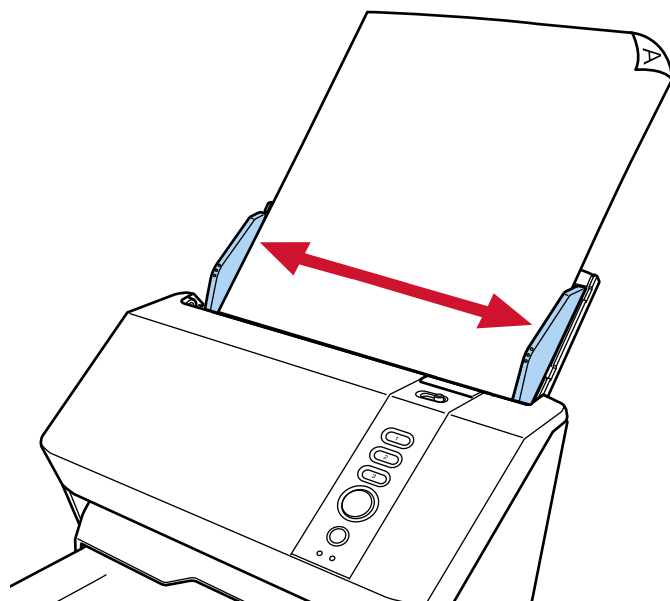
→ [How to Load Documents \(page 56\)](#)

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

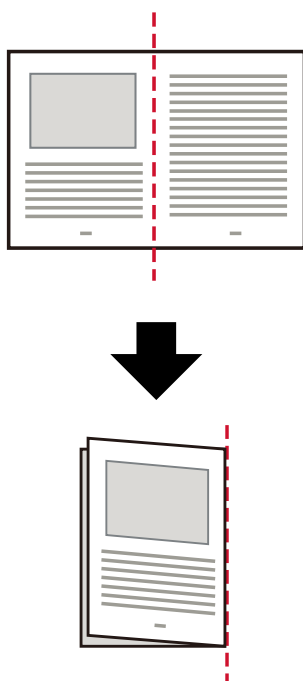
- The document may be fed skewed if the folded part is too thick.
- Manual Single Mode is the mode for scanning a document folded in half or a multi-layered document such as an envelope. Therefore, even if the setting for detecting overlapped documents is enabled, such documents are not detected as overlapped documents.
→ [Specifying a Method to Detect Overlapped Documents \[Multifeed\] \(page 224\)](#)

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

Fold it firmly and smooth out any creases.

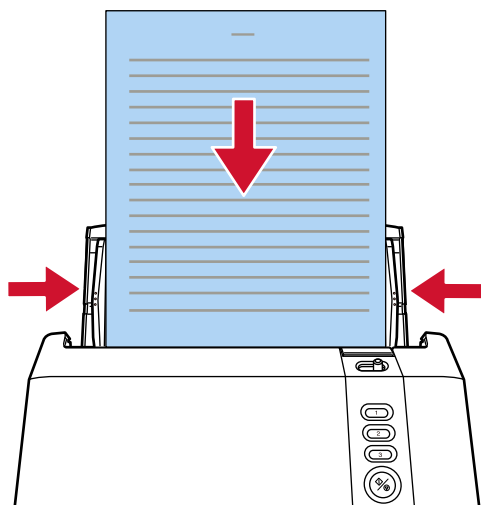
Otherwise, it may cause the document to skew while feeding is in progress and result in a skewed image.

Example

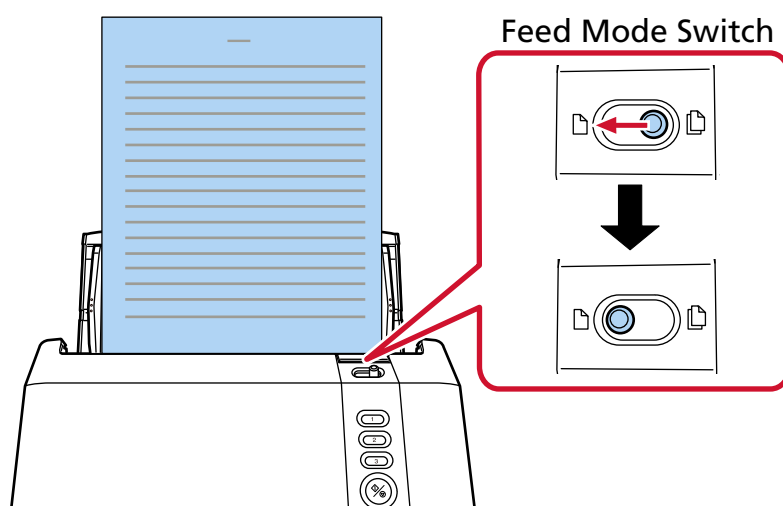


2 Load the document folded in half in the ADF paper chute (feeder).

→ How to Load Documents (page 56)



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

A 10-second timeout period occurs for each document fed.

When the timeout expires, the scan is completed.

During the timeout period, scanning starts when a document is loaded.

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.

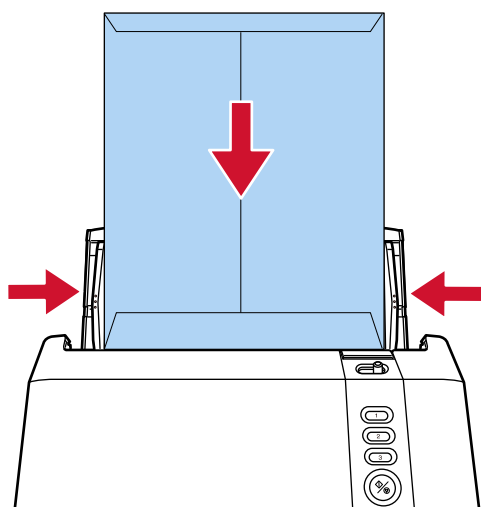
ATTENTION

- For details about the paper weights of the documents that can be scanned, refer to [Documents for Scanning \(page 58\)](#).
- 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 \[Multifeed\] \(page 224\)](#)

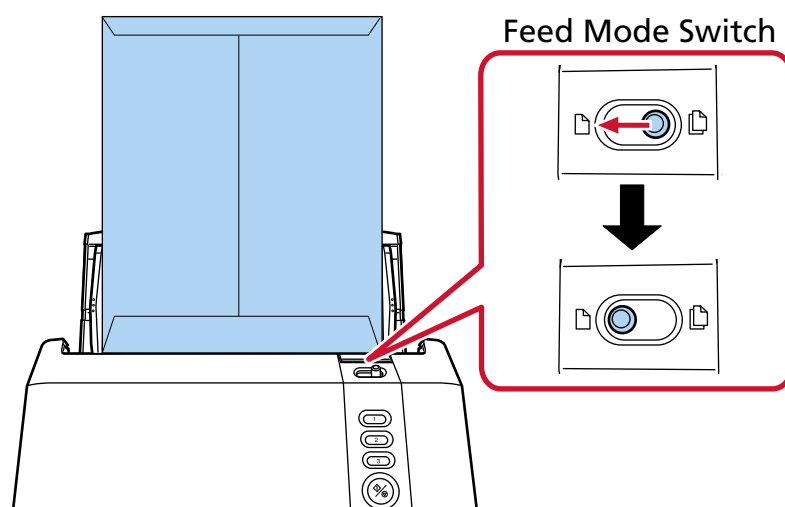
1 Load a document in the ADF paper chute (feeder).

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

- ➔ [How to Load Documents \(page 56\)](#)



- 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

A 10-second timeout period occurs for each document fed.
When the timeout expires, the scan is completed.
During the timeout period, scanning starts when a document is loaded.

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.

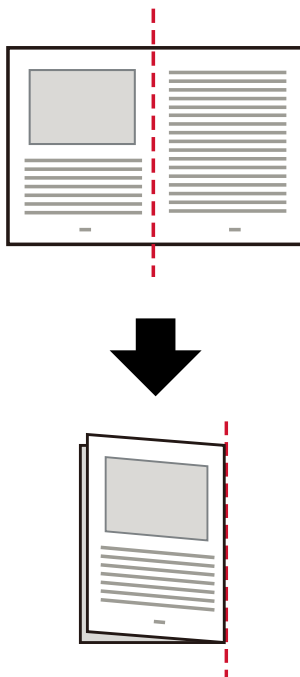
1 Place the document inside the Carrier Sheet.

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.

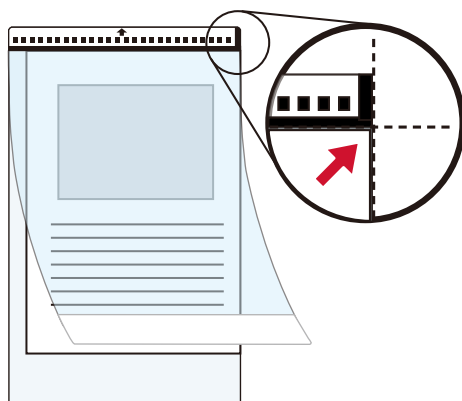
Example



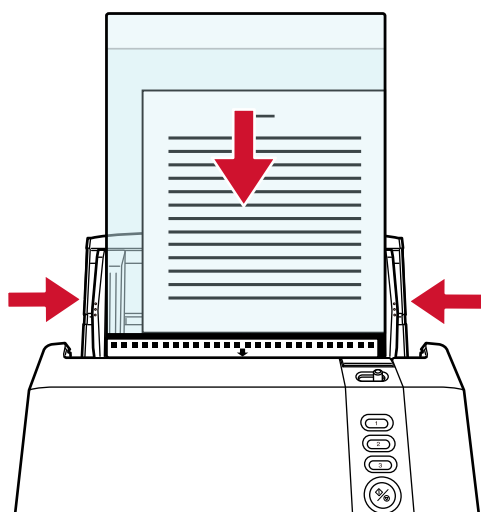
b Open the Carrier Sheet to place the document inside.

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.

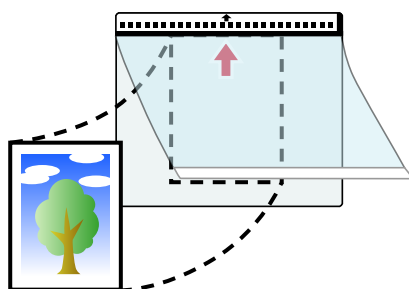
Scanning Photographs and Clippings without Damaging Them

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.

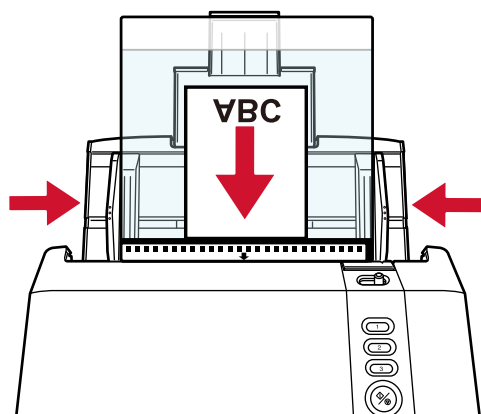
1 Place a document inside the Photo Carrier Sheet.

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.

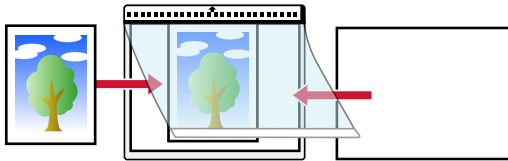
ATTENTION

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.

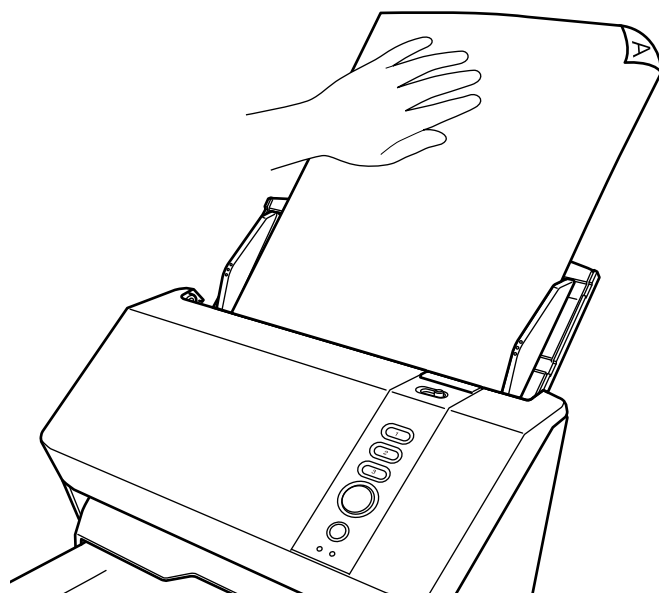
For details, refer to [Paper Size \(page 58\)](#), the help for your scanner driver, and the manual/help for your image scanning application.

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

→ [How to Load Documents \(page 56\)](#)

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.

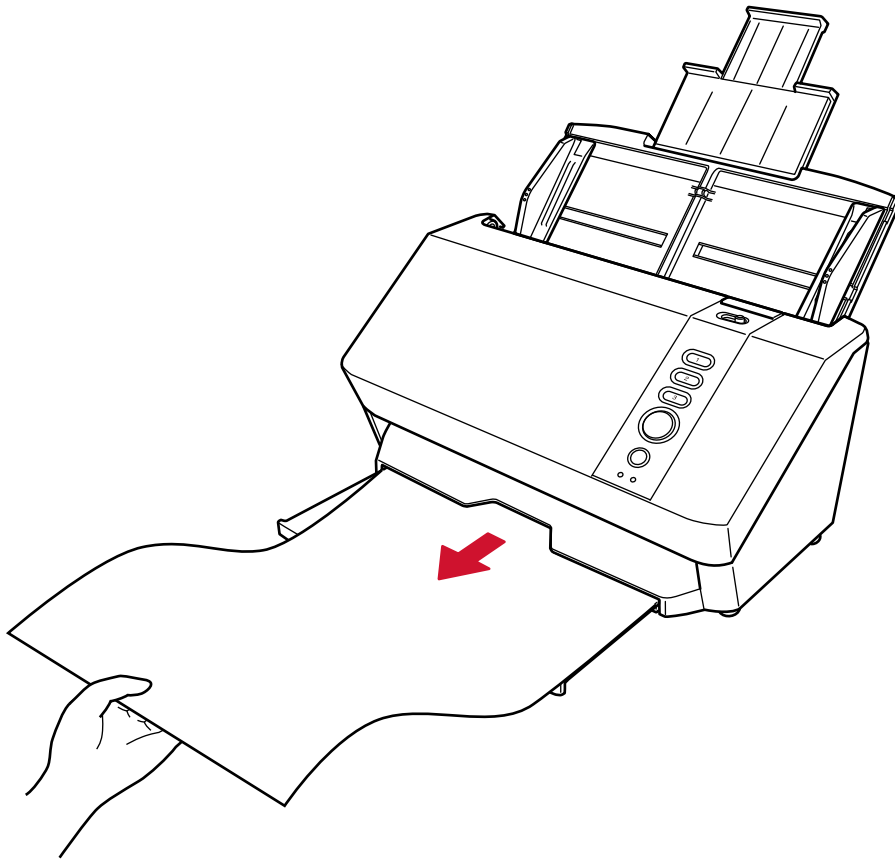
For some image scanning applications, the setup window for the scanner driver may not appear.

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.



Processing a Job to Scan Documents and Save/Send the Scanned Images (DirectScan)

DirectScan is a function that allows you to use the Send to button on the scanner to process a job, scan documents, and save/send the scanned images.

This section describes the process from setting a job for the Send to button on the scanner to processing that job.

Saving Images to a Folder on the Network

Assign a job to a Send to button on the scanner that performs the following processes together:

- Scanning documents
- Saving images to a network folder or an FTP/SFTP server

1 Start PaperStream Scanner Admin.

→ [Starting Up PaperStream Scanner Admin \(page 232\)](#)

2 Click [Button Assignment] under [DirectScan] and assign a job to a Send to button on the scanner.

a Enable the button that you want to assign a job to.

b Click the [Job Settings] button.

The screenshot displays the 'SP Series' PaperStream Scanner Admin interface. The 'Menu' on the left shows 'DirectScan' expanded, with 'Button Assignment' selected. The main area is titled 'Button Assignment' and contains the following information:

Assign jobs to the three buttons. When the buttons are enabled, the event settings in the scanner properties (for USB connection) are disabled.
To use DirectScan, [Date/Time] in [Basic Settings] must be set.

Button	Status	Job Name	Destination Type	Action
1 Send to 01	Enabled	ScanPaper01	Network Folder (SMB)	Job Settings
2 Send to 02	Disabled		⚠ Network Folder (SMB)	Job Settings
3 Send to 03	Disabled		⚠ Network Folder (SMB)	Job Settings

At the bottom, there is an 'Apply to the Scanner' button. On the right side of the interface, there is a vertical panel with three buttons labeled 1, 2, and 3, corresponding to the 'Send to' buttons in the configuration table.

3 Enter the name of the job for [Display Name].

SP Series Logout

Menu Edit Job

Expand All

Configure the job settings. Clicking the [Apply to the scanner] button will also apply the [Button Assignment] settings to the scanner.

Display Name :

Scan Settings

File Settings

Destination Setting

Index File

Image Mode : (B&W/Color)

Sides :

Resolution (dpi) :

Paper Size :

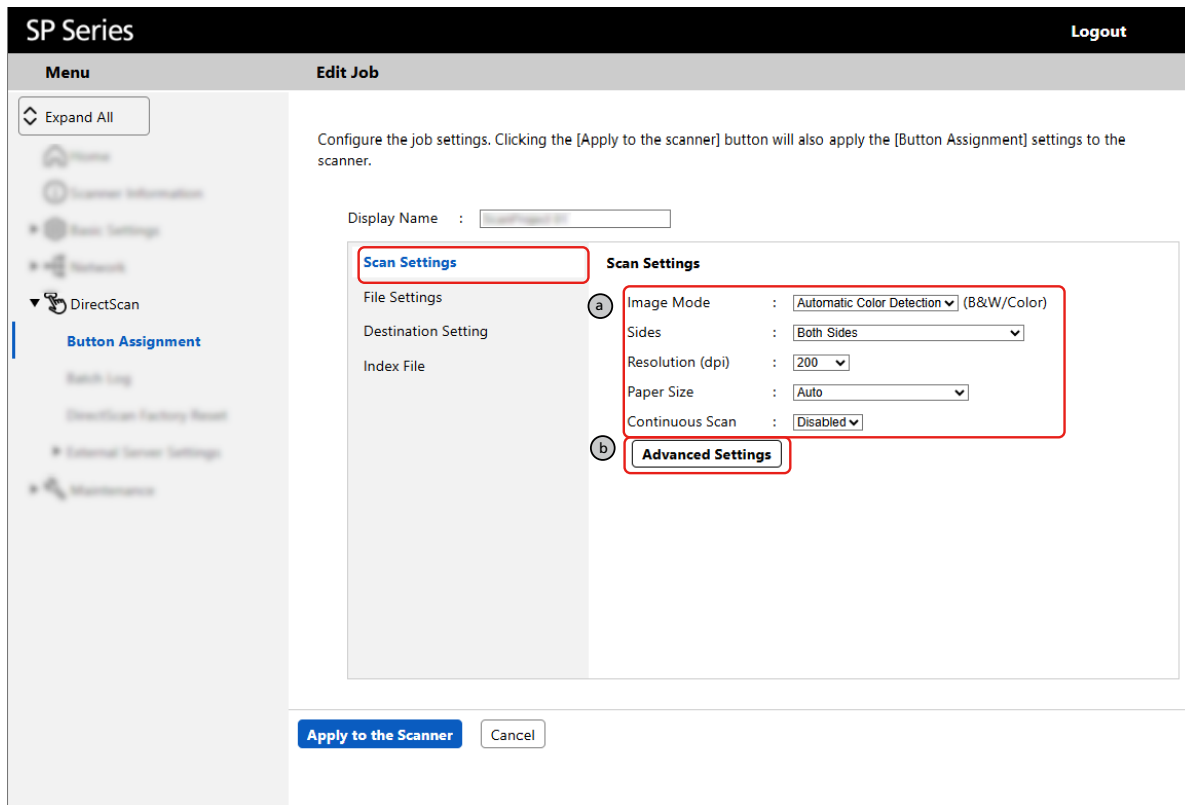
Continuous Scan :

Advanced Settings

4 Click [Scan Settings] to configure how documents should be scanned.

- a Configure each item.

- b** If you want to configure advanced settings, click the [Advanced Settings] button and configure each item.



5 Click [File Settings] to set a file name format for images.

The screenshot shows the 'Edit Job' configuration page for the SP Series. The left sidebar contains a 'Menu' with options like Home, Scanner Information, Basic Settings, Network, DirectScan, Button Assignment, Batch Log, DirectScan Factory Reset, External Server Settings, and Maintenance. The main area is titled 'Edit Job' and contains a 'Display Name' field. Below it are three sections: 'Scan Settings', 'Destination Setting', and 'Index File'. The 'File Settings' section is highlighted with a red box and contains the following options:

- File Format**: PDF (dropdown)
- File Name**:
 - Name Rule**: Scanned date/time (yyyyMMddHHmmss) (dropdown)
 - Add (Serial Number) to the beginning
 - Example**: 20220715114801.pdf
- PDF Options**:
 - Compression Rate**: A slider set to 'Medium' with a value of '4' in an adjacent input field.
- Searchable PDF**:
 - Convert to Searchable PDF
 - Language**: Japanese (dropdown)

At the bottom of the configuration area, there are two buttons: 'Apply to the Scanner' and 'Cancel'.

6 Click [Destination Setting] to configure the save destination for images.

- a For [Destination Type], select the save destination for the images from the following options:
- Network Folder (SMB)
 - File Transfer (FTP)
 - SSH File Transfer (SFTP)

b Set the save destination for the images according to the selected destination type.

SP Series Logout

Menu Edit Job

Expand All

Configure the job settings. Clicking the [Apply to the scanner] button will also apply the [Button Assignment] settings to the scanner.

Display Name :

Scan Settings

File Settings

Destination Setting

Index File

Destination Setting

a Destination Type :

b Host Name/IP Address :

Shared Path for Save Destination :

Example :

Username :

Password :

Display Keystrokes

Domain Name :

7 Click [Index File] to set whether to create and save index files (.xml).

The index files record such as the date and time when document scanning started.

➔ [Specifications of Index Files \(page 287\)](#)

If barcode detection is enabled in [Scan Settings], index files are created, so the checkbox is selected.

The screenshot shows the 'Edit Job' configuration interface for the SP Series. The left sidebar contains a 'Menu' with options like 'Home', 'Scanner Information', 'Basic Settings', 'Network', 'DirectScan', 'Button Assignment', 'Batch Log', 'DirectScan Factory Reset', 'External Server Settings', and 'Maintenance'. The 'DirectScan' section is expanded, showing 'Button Assignment' as the active option. The main content area is titled 'Edit Job' and includes a 'Display Name' field. Below this, there are three sections: 'Scan Settings', 'File Settings', and 'Destination Setting'. In the 'Scan Settings' section, the 'Output the Index File' checkbox is checked and highlighted with a red box. In the 'Destination Setting' section, the 'Index File' option is highlighted with a red box. At the bottom of the page, there are two buttons: 'Apply to the Scanner' and 'Cancel'.

8 Click the [Apply to the Scanner] button.

9 Press the Send to button on the scanner to process the job.

➔ [Pressing a Button on the Scanner in order to Process a Job \(DirectScan\) \(page 51\)](#)

If an error occurs while a job is being processed, you can check the details of the error in [Batch Log] of PaperStream Scanner Admin.

➔ [Batch Log \(page 262\)](#)

See also

[Button Assignment \(page 245\)](#)

Sending Images by Email

Assign a job to a Send to button on the scanner that performs the following processes together:

- Scanning documents
- Sending images by email

1 Start PaperStream Scanner Admin.

→ [Starting Up PaperStream Scanner Admin \(page 232\)](#)

2 Under [DirectScan], click [External Server Settings] → [SMTP], set the SMTP server to be used for sending email and click the [Apply to the Scanner] button.

→ [SMTP \(page 264\)](#)

The screenshot shows the 'SP Series' admin interface. On the left, a 'Menu' sidebar has 'DirectScan' expanded, with 'SMTP' selected under 'External Server Settings'. The main area is titled 'SMTP' and contains the following configuration fields:

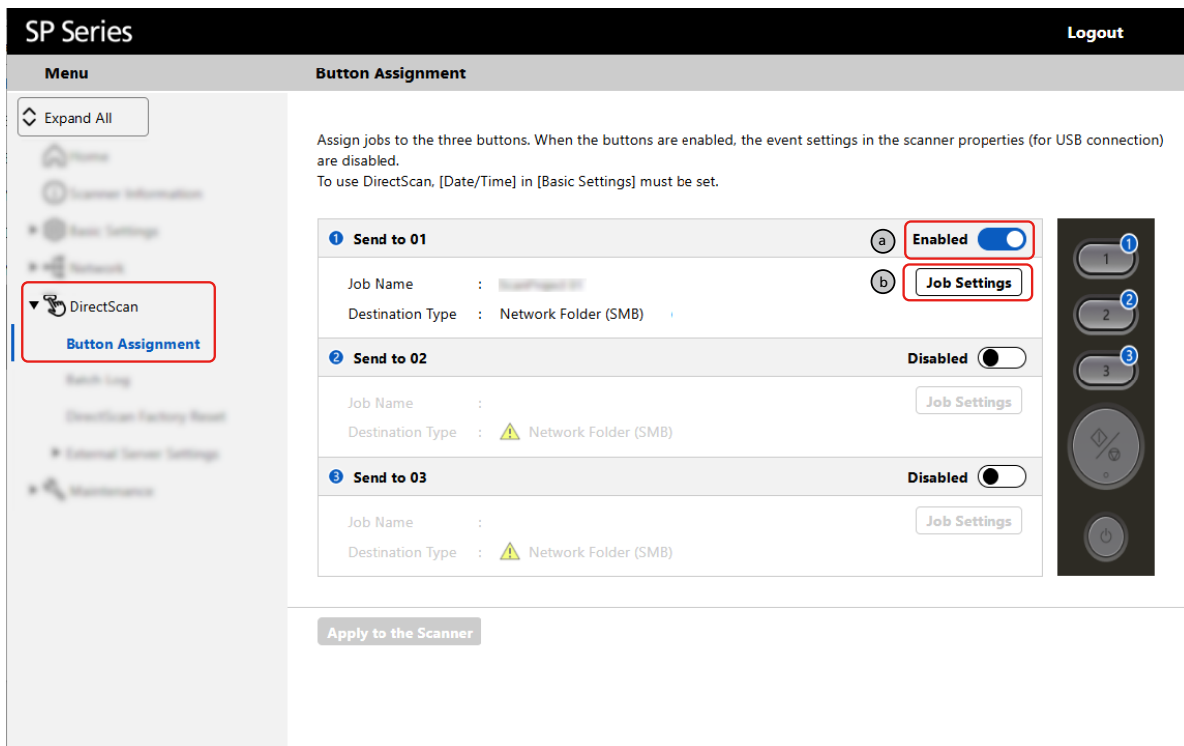
- SMTP Server: [Text Input]
- Encryption: [Use (SMTPS) dropdown]
- Validate Server Certificates
Select this checkbox to give priority to security.
- Port Number: [465 text input]
- Sender: [Text Input]
- Username: [Text Input]
- Password: [Text Input]
- Display Keystrokes
- Maximum Email Size (MB): [5 text input]

An 'Apply to the Scanner' button is located at the bottom of the configuration area.

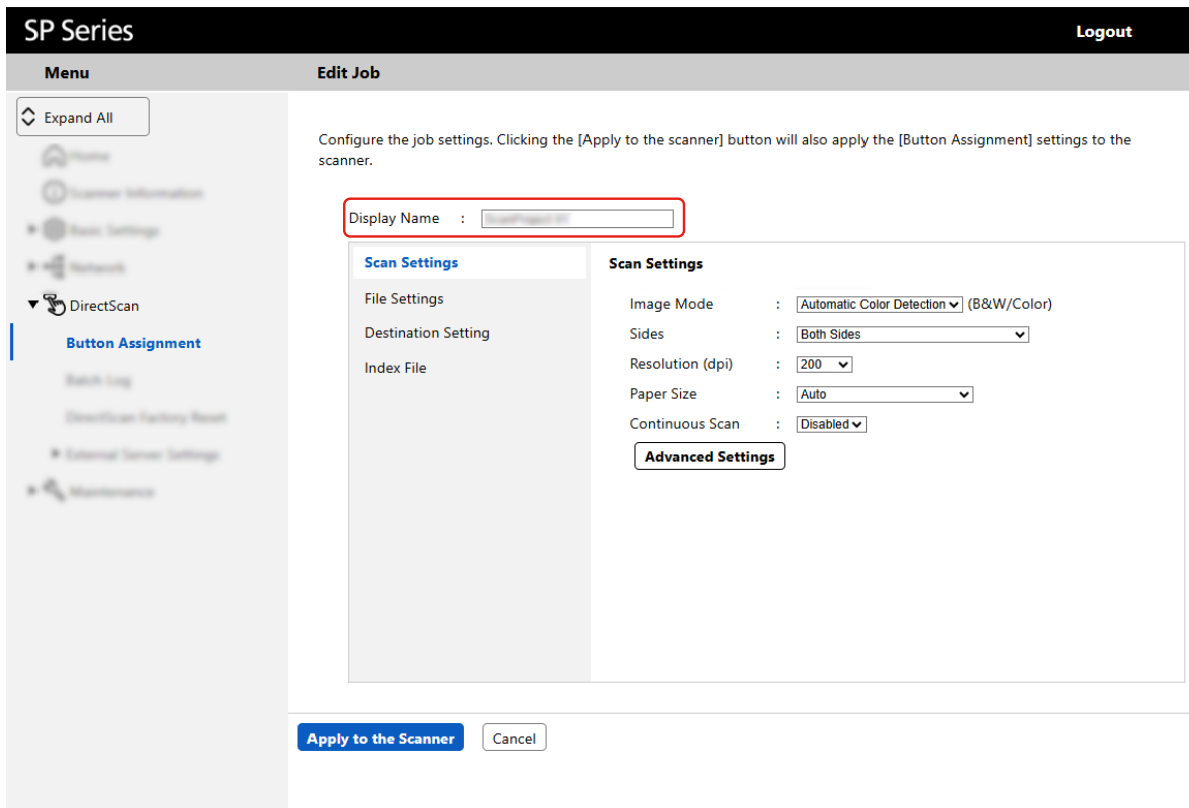
3 Click [Button Assignment] under [DirectScan] and assign a job to a Send to button on the scanner.

- Enable the button that you want to assign a job to.

b Click the [Job Settings] button.



4 Enter the name of the job for [Display Name].



5 Click [Scan Settings] to configure how documents should be scanned.

- a Specify each item.
- b If you want to configure advanced settings, click the [Advanced Settings] button and configure each item.

SP Series **Logout**

Menu **Edit Job**

Expand All

Home
Scanner Information
Basic Settings
Network
DirectScan
Button Assignment
Batch Log
DirectScan Factory Reset
External Server Settings
Maintenance

Configure the job settings. Clicking the [Apply to the scanner] button will also apply the [Button Assignment] settings to the scanner.

Display Name :

Scan Settings

File Settings
Destination Setting
Index File

(a) Image Mode : (B&W/Color)
Sides :
Resolution (dpi) :
Paper Size :
Continuous Scan :

(b) **Advanced Settings**

6 Click [File Settings] to set a file name format for images.

The screenshot shows the 'Edit Job' configuration interface for the SP Series. The left sidebar contains a 'Menu' with options like Home, Scanner Information, Basic Settings, Network, DirectScan, Button Assignment, Batch Log, DirectScan Factory Reset, External Server Settings, and Maintenance. The main area is titled 'Edit Job' and contains a 'Display Name' field. Below this, there are three sub-sections: 'Scan Settings', 'Destination Setting', and 'Index File'. The 'File Settings' sub-section is highlighted with a red box and contains the following options:

- File Format**: PDF (dropdown)
- File Name**:
 - Name Rule**: Scanned date/time (yyyyMMddHHmmss) (dropdown)
 - Add (Serial Number) to the beginning
 - Example**: 20220715114801.pdf
- PDF Options**:
 - Compression Rate**: A slider ranging from Low to High, currently set at Medium, with a numeric input field showing '4'.
- Searchable PDF**:
 - Convert to Searchable PDF
 - Language**: Japanese (dropdown)

At the bottom of the configuration area, there are two buttons: 'Apply to the Scanner' and 'Cancel'.

7 Click [Destination Setting] to configure the setting for sending images by email.

- a For [Destination Type], select [Email Transfer (SMTP)].
- b Enter the email addresses, the subject, and the body of the email.

You can check or change the SMTP server settings by clicking the [Server Settings] button.

The screenshot shows the 'Edit Job' configuration page for the SP Series. The left sidebar contains a 'Menu' with options like 'Expand All', 'Home', 'Scanner Information', 'Basic Settings', 'Network', 'DirectScan', 'Button Assignment', 'Batch Log', 'DirectScan Factory Reset', 'External Server Settings', and 'Maintenance'. The 'DirectScan' section is expanded, and 'Destination Setting' is selected. The main content area is titled 'Edit Job' and contains the following elements:

- Display Name :** A text input field.
- Scan Settings** (left sidebar):
 - File Settings** (selected)
 - Destination Setting** (highlighted with a red box and labeled 'a')
 - Index File** (highlighted with a red box and labeled 'b')
- Destination Setting** (main area):
 - Destination Type :** A dropdown menu set to 'Email Transfer (SMTP)' with a 'Server Settings' button next to it.
 - To :** A text input field (highlighted with a red box and labeled 'b').
 - Subject :** A text input field.
 - Body :** A text area.
- Buttons:** 'Apply to the Scanner' (blue) and 'Cancel' (white) buttons at the bottom.

- 8** Click [Index File] to set whether to create index files (.xml) and attach them to the email. The index files record such as the date and time when document scanning started.

➔ [Specifications of Index Files \(page 287\)](#)

If barcode detection is enabled in [Scan Settings], index files are created, so the checkbox is selected.

The screenshot shows the 'Edit Job' configuration interface for the SP Series. The left sidebar contains a 'Menu' with options like 'Home', 'Scanner Information', 'Basic Settings', 'Network', 'DirectScan', 'Button Assignment', 'Batch Log', 'DirectScan Factory Reset', 'External Server Settings', and 'Maintenance'. The 'DirectScan' section is expanded, and 'Button Assignment' is selected. The main content area is titled 'Edit Job' and includes a 'Display Name' field. Below this, there are three sections: 'Scan Settings', 'File Settings', and 'Destination Setting'. In the 'Scan Settings' section, the 'Output the Index File' checkbox is checked and highlighted with a red box. In the 'Destination Setting' section, the 'Index File' option is highlighted with a red box. At the bottom of the page, there are two buttons: 'Apply to the Scanner' and 'Cancel'.

9 Click the [Apply to the Scanner] button.

10 Press the Send to button on the scanner to process the job.

➔ [Pressing a Button on the Scanner in order to Process a Job \(DirectScan\) \(page 51\)](#)

If an error occurs while a job is being processed, you can check the details of the error in [Batch Log] of PaperStream Scanner Admin.

➔ [Batch Log \(page 262\)](#)

See also

[Button Assignment \(page 245\)](#)




Daily Care

This section describes how to clean the scanner.



- 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 \(page 206\)](#)

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:

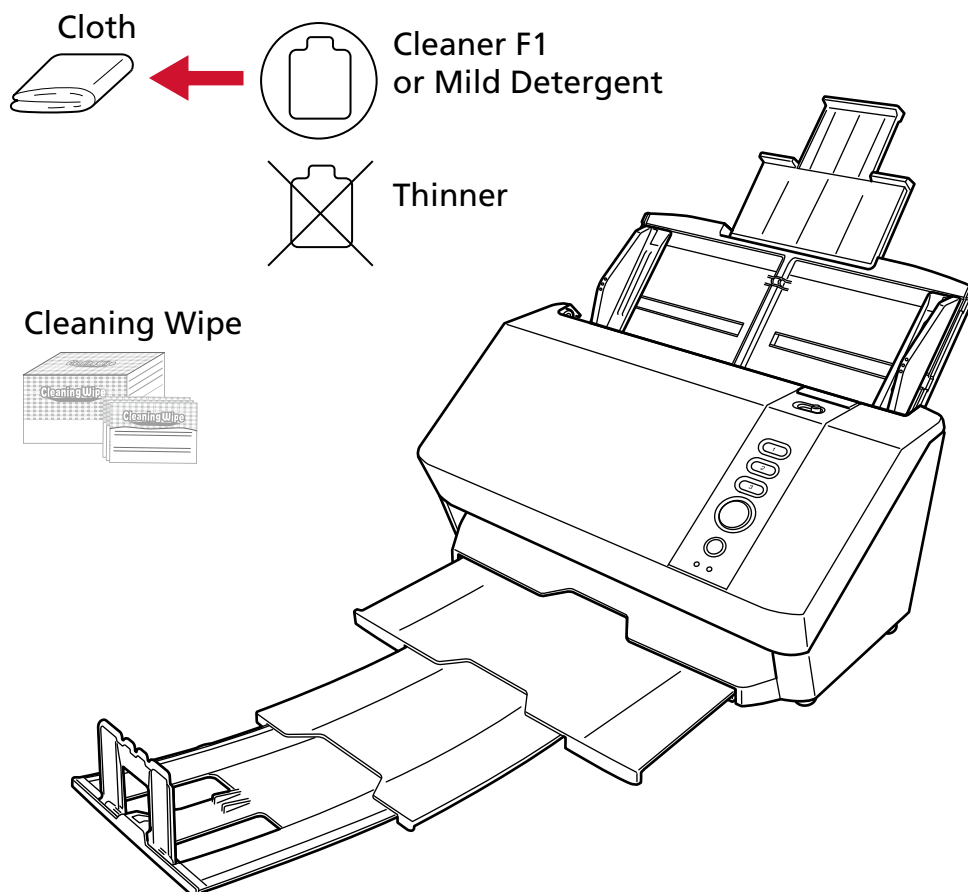
- Smooth-faced documents such as coated paper
- Documents with printed text/graphics that almost cover the entire surface
- Chemically-treated documents such as carbonless paper
- Documents containing a large amount of calcium carbonate
- Documents written in lead pencil
- Documents on which the toner 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.



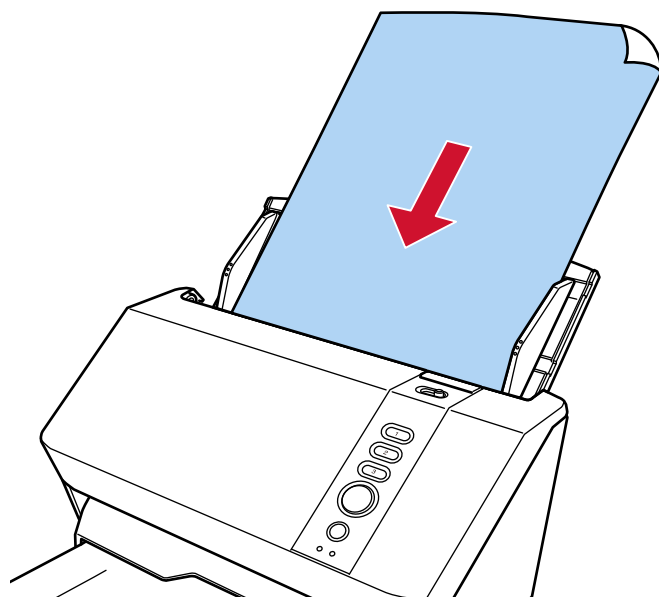
Cleaning the Inside of the Scanner (ADF) with Cleaning Paper

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

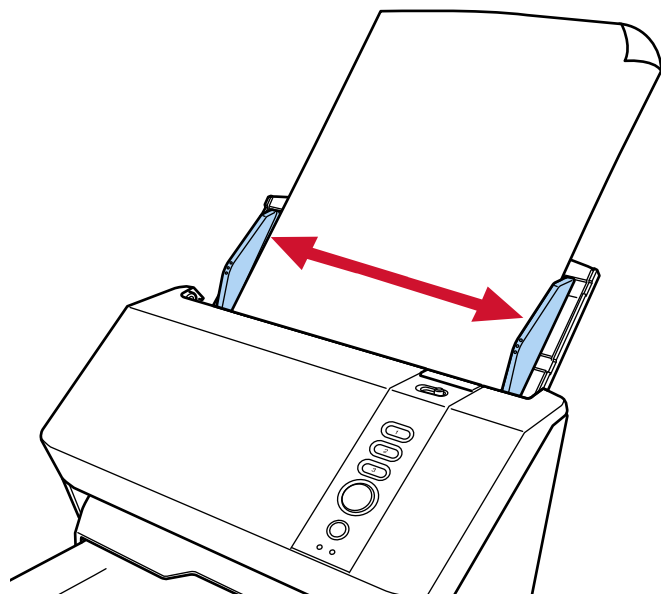
- Do not use water or mild detergent to clean the ADF.
- It may take a long time to dry if an excessive amount of Cleaner F1 is used. Use only a small amount.

- 1 Turn on the scanner.**
→ [How to Turn the Power ON \(page 33\)](#)
- 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 \(Feeder\) \(page 39\)](#)
- 4 Adjust the stacker according to the length of the Cleaning Paper.**
→ [Setting Up the Stacker \(page 40\)](#)
- 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 \(page 209\)](#)

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 \(page 34\)](#)

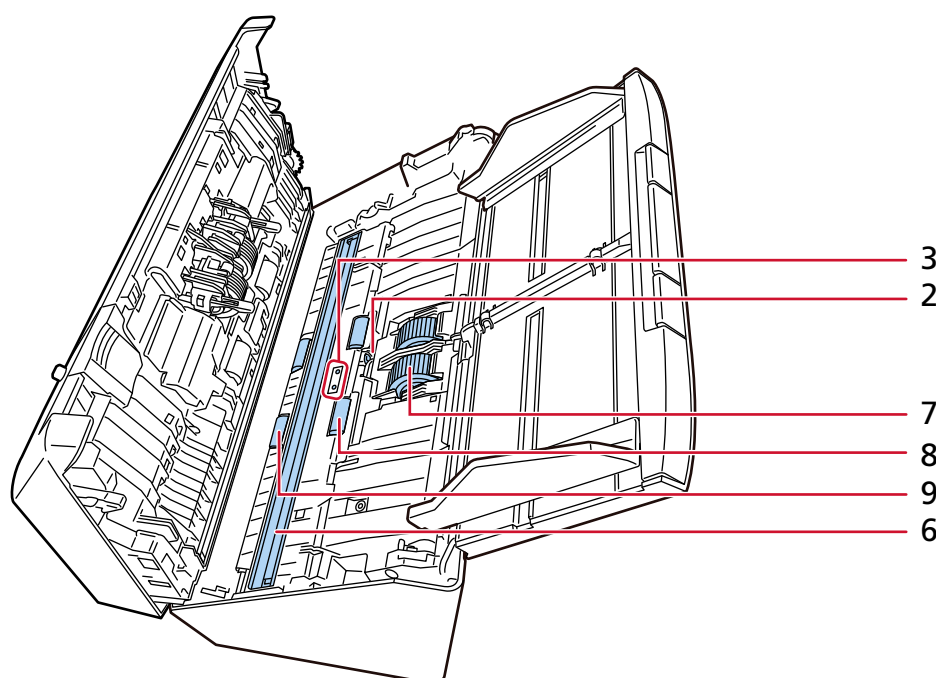
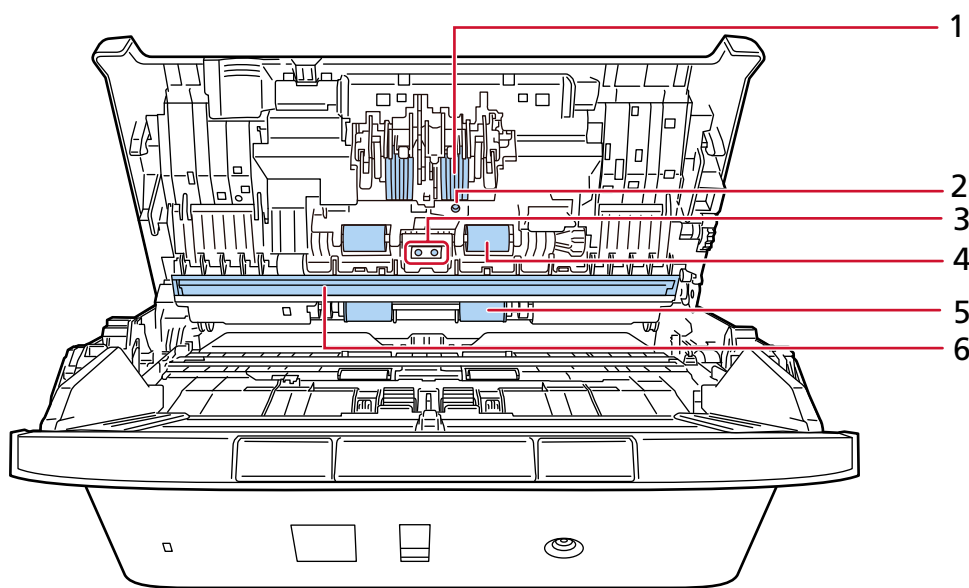
2 Open the ADF.

→ [How to Open the ADF \(page 37\)](#)

**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 (x 2)
2	Ultrasonic sensor (x 2)
3	Document sensor (x 2)
4	Feed roller (rotate manually to clean) (x 2)

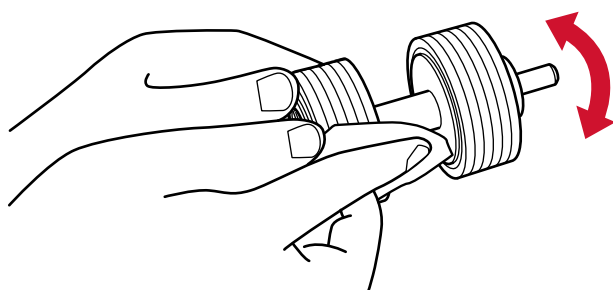
No.	Location
5	Eject roller (rotate manually to clean) (× 2)
6	Glass (× 2)
7	Pick roller (× 2)
8	Feed roller (rotate with power on to clean) (× 2)
9	Eject roller (rotate with power on to clean) (× 2)

1 Brake roller (× 2)

Remove the brake roller from the scanner.

For details about removing the brake roller, refer to [Replacing the Brake Roller \(page 120\)](#).

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



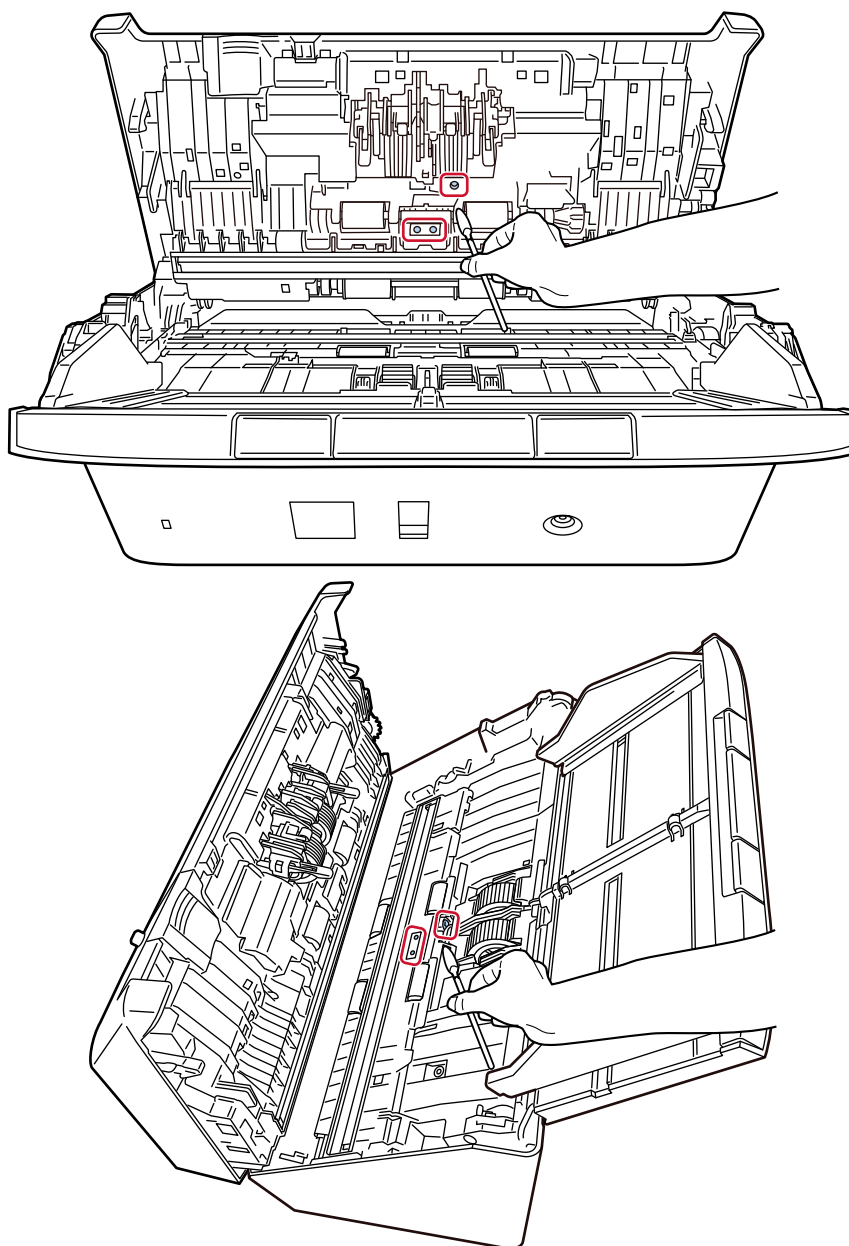
2 Ultrasonic sensor (× 2)

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)**

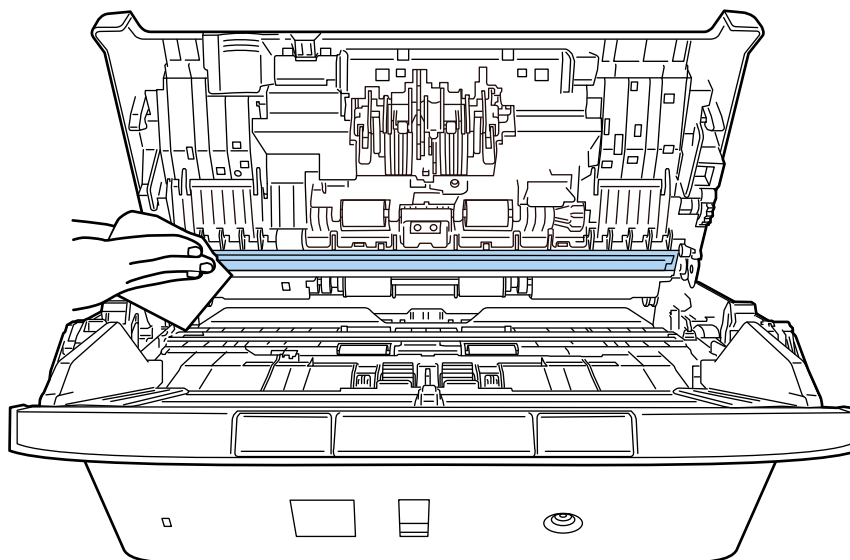
Gently wipe dirt and dust off the roller, taking care not to damage the roller surface. Make sure that it is wiped properly because black residue on the rollers will affect the feeding performance.

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 \(page 33\)](#)

- Open the ADF.

→ [How to Open the ADF \(page 37\)](#)



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.

- d** 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.

**CAUTION**

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

- e** 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.

4 Close the ADF.

→ [How to Close the ADF \(page 38\)](#)

**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 \(page 209\)](#)

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

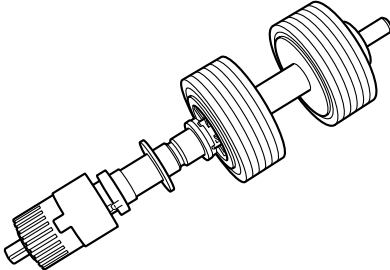
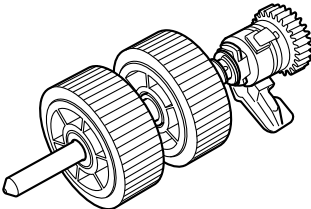
This section explains how to replace the consumables for the scanner.



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 \(page 206\)](#)

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 \(page 34\)](#)

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

3 Open the ADF.

→ [How to Open the ADF \(page 37\)](#)

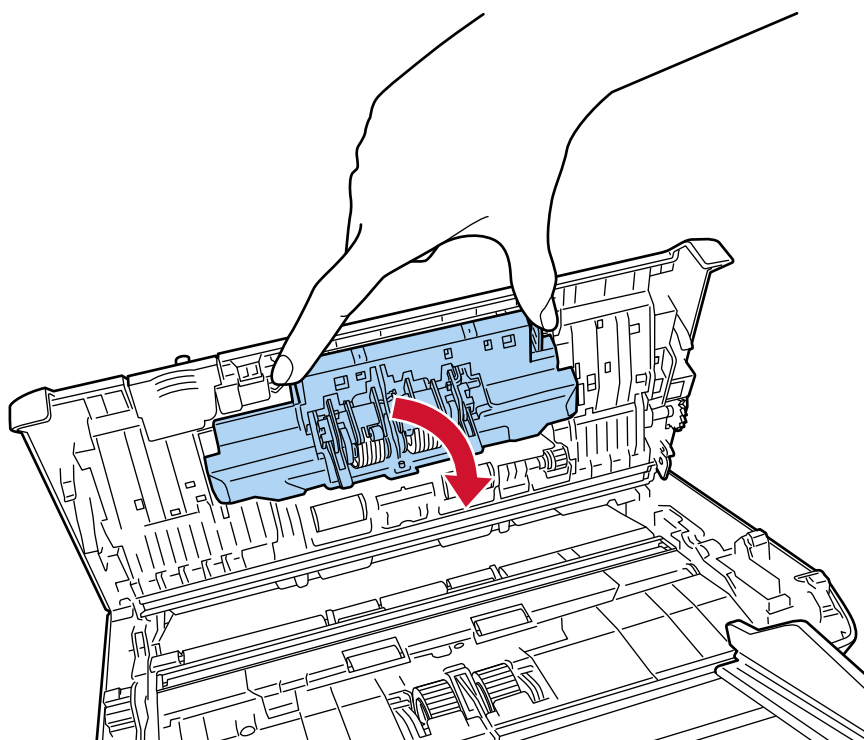


CAUTION

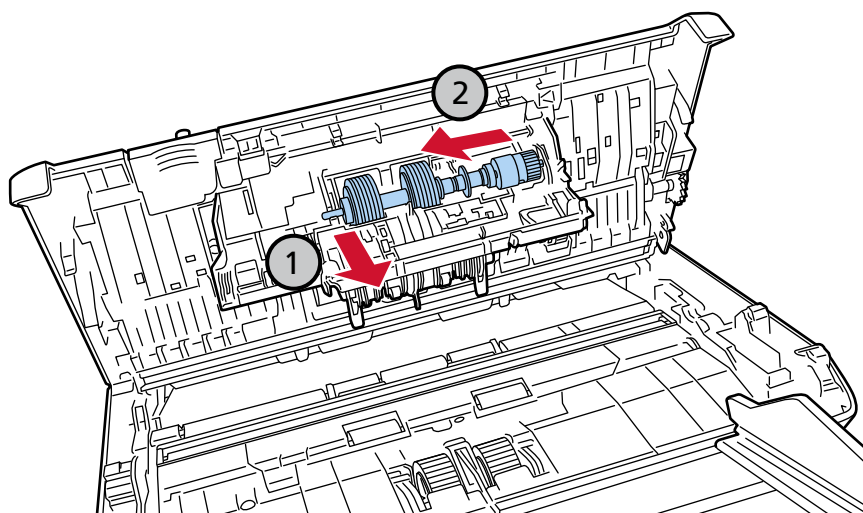
When the ADF is open, it might close accidentally. Be careful not to get your fingers caught.

4 Remove the brake roller.

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

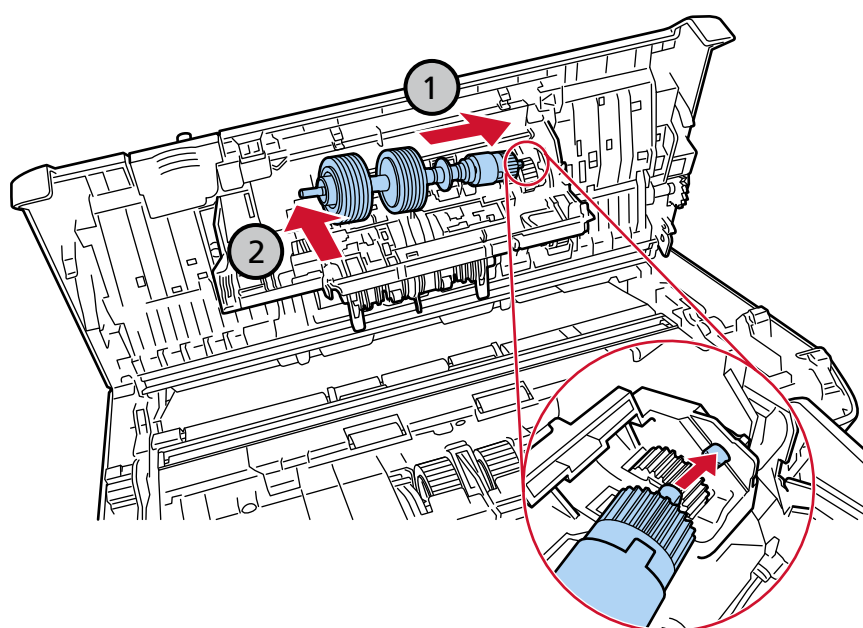


- b Pull the brake roller gently toward you to disengage the shaft on the roller side (1), and then pull the shaft on the opposite side out of the slot (2).

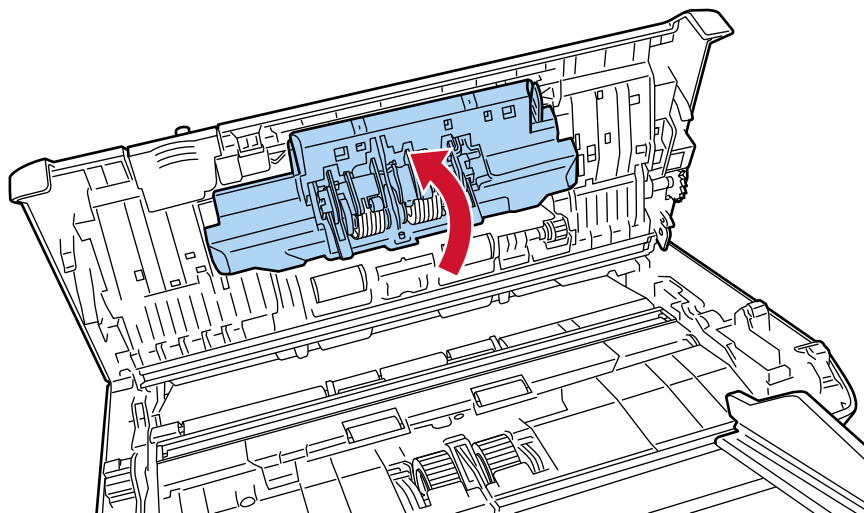


5 Install a new brake roller.

- 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 \(page 38\)](#)

**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 \(page 33\)](#)

8 Clear the brake roller counter in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

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 \(page 34\)](#)

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

- 3 Open the ADF.

→ [How to Open the ADF \(page 37\)](#)

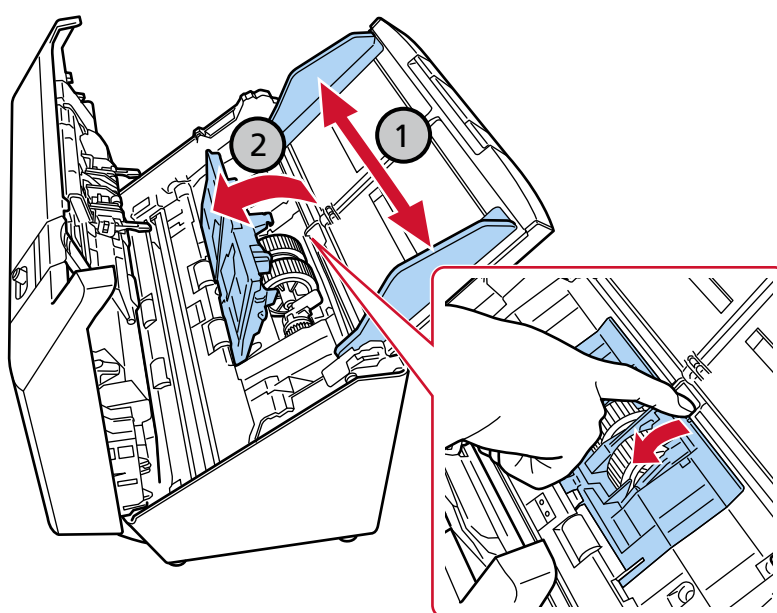


CAUTION

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

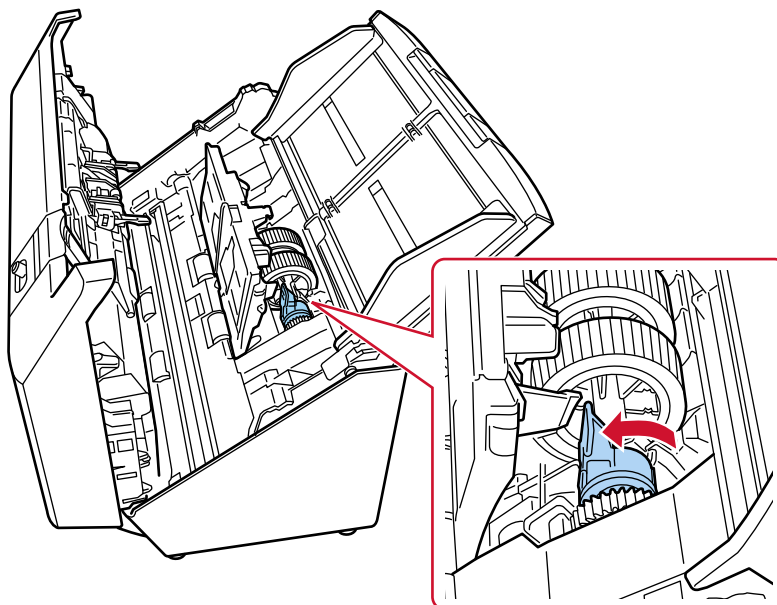
- 4 Remove the pick roller.

- 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).

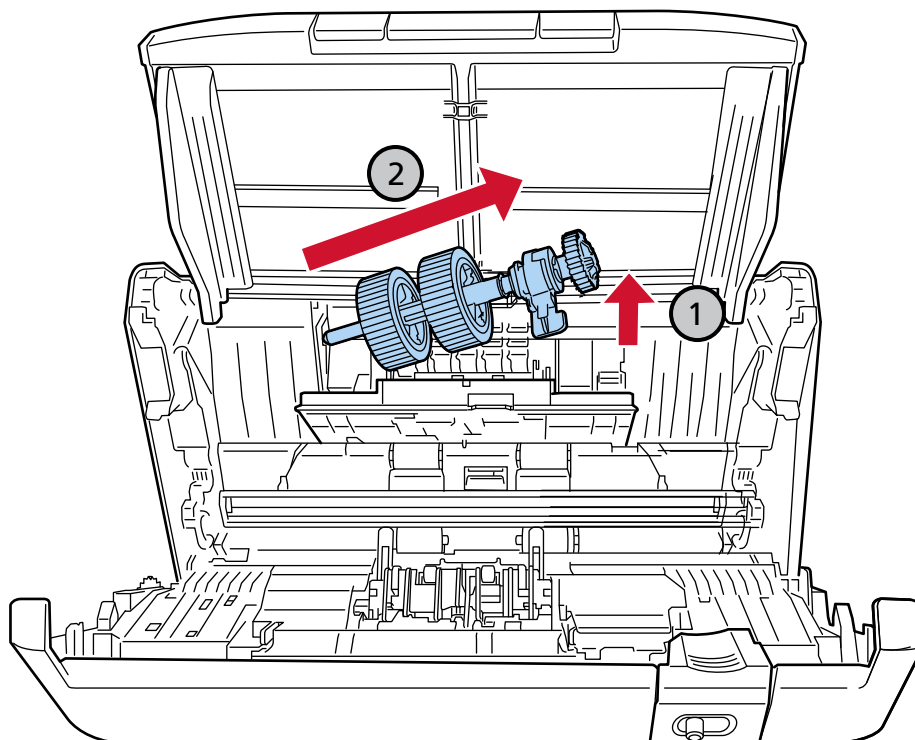


- b Rotate the lever of the pick roller.

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

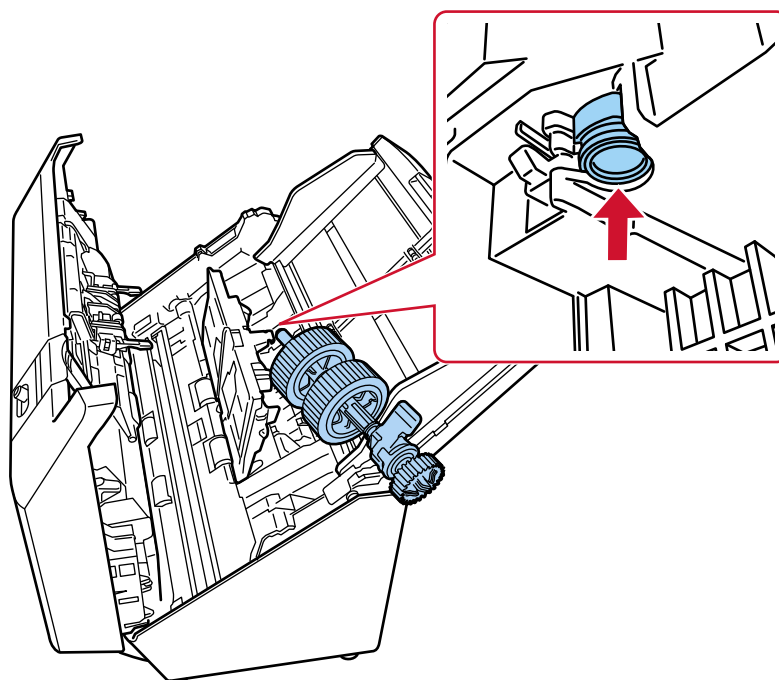


- c Hold the lever of the pick roller to lift up the shaft end (①), and pull the other shaft end out of the slot (②).

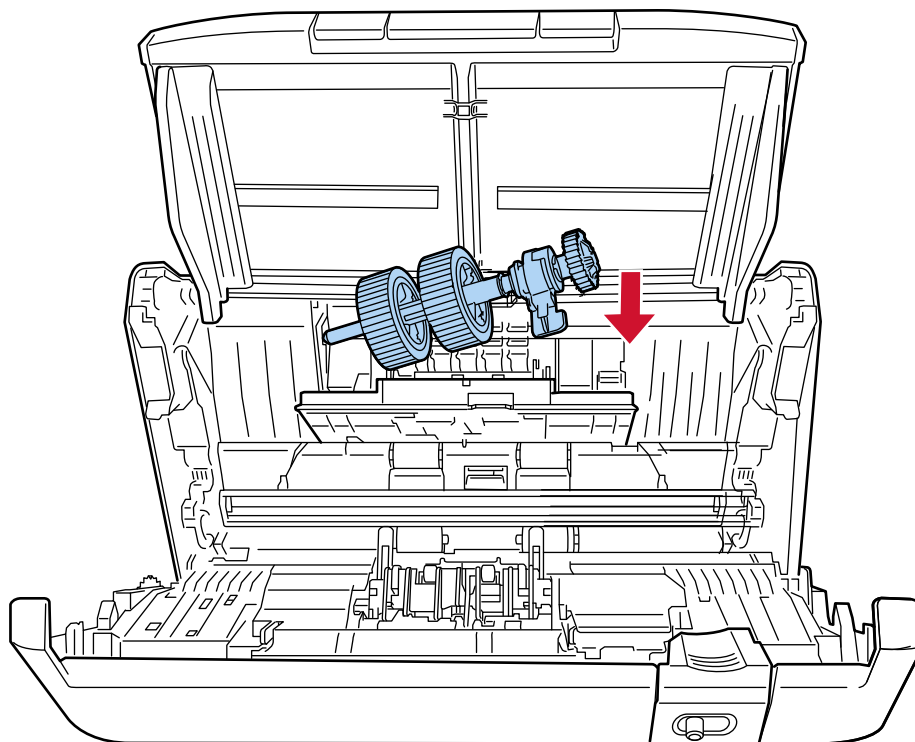


5 Install a new pick roller.

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

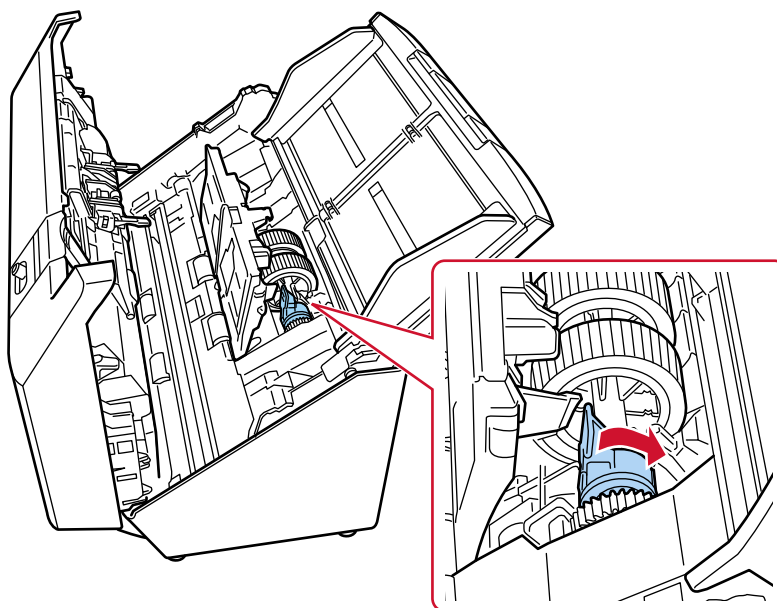


- b Lower the lever side of the raised pick roller and fit the entire unit into place.**

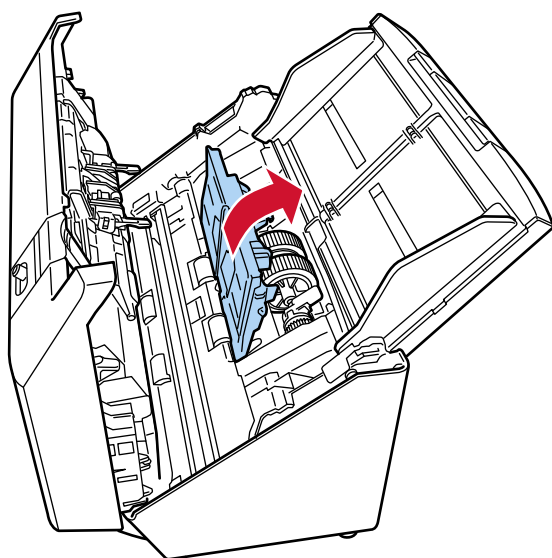


Confirm that the pick rollers are installed properly. Otherwise, paper jams may occur.

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 \(page 38\)](#)

 CAUTION	Be careful not to get your fingers caught when closing the ADF.
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7 Plug in the power cable and turn on the scanner.

→ [How to Turn the Power ON \(page 33\)](#)

8 Clear the pick roller counter in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

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:



CAUTION

- Do not use force to pull out jammed documents, and make sure to open the ADF first.
- Be careful not to touch any sharp parts when removing jammed documents. Doing so could result in injury.
- Be careful not to get things such as hair, 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 \(page 37\)](#)



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 \(page 38\)](#)

**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.

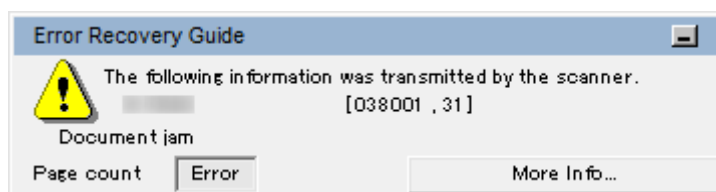
Temporary errors can be recovered by the operator. Device errors may require troubleshooting by a service engineer.

Press the Scan/Stop button on the scanner during the time the Power/Check indicator displays a temporary error so that the Power/Check indicator lights up in green and the scanner is ready to start scanning again.

TIP

If a scanner error occurs, you can check the error details and solutions in the following ways.

- When using the scanner connected to a computer
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 → [fi Series] → [Error Recovery Guide].
 - For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [fi 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.



- When using the scanner by itself (DirectScan)
You can check the information in [Batch Log] in PaperStream Scanner Admin.
→ [Starting Up PaperStream Scanner Admin \(page 232\)](#)

● Error List

Power/Check Indicator (LED)	Error Details	Refer to
Lights up (orange)	Paper protection (feeding skew)	Paper Damage Prevention (page 132)
	Document jam	Paper Jam/Pick Error (page 132)
	Pick error	
	Multifeed detected (Overlap)	Multifeed (page 133)
	Multifeed detected (Length)	
	Feed mode switched	Feed Mode Switched (page 133)
	Sensor(s) Dirty	Sensor(s) Dirty (page 134)
	ADF open	ADF Open (page 134)
	Outside designated scan area error	Outside designated scan area error (page 134)
Flashes (orange) 2 times	Optical error (ADF front)	Optical Error (ADF) (page 135)
Flashes (orange) 3 times	Optical error (ADF back)	
Flashes (orange) 4 times	Wired LAN error	Wired LAN error (page 136)
Flashes (orange) 5 times	Sensor malfunction	Sensor Error (page 136)
Flashes (orange) 6 times	Memory error (Front)	Memory Error/LSI Error (page 137)
	Memory error (Back)	
	LSI error (Front)	
	LSI error (Back)	
	Image memory read-write error (Front)	Image Memory Read-Write Error (page 137)
	Image memory read-write error (Back)	
Flashes (orange) 7 times	Lamp fuse error	Lamp fuse error (page 137)
Flashes (orange) 8 times	Scanner internal error	Scanner internal error (page 138)

Power/Check Indicator (LED)	Error Details	Refer to
Flashes (orange) 9 times	Internal communication error of the scanner	Internal communication error of the scanner (page 138)
Flashes (green) fast (0.5 seconds on, 0.5 seconds off)	Scanning has been stopped by the user	Scanning Has Been Stopped by the User (page 138)
—	Being used by others	Being used by others (page 138)
—	No paper. Load documents.	No paper. Load documents. (page 139)

Paper Damage Prevention

When the function to protect documents (Paper protection) is activated, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Lights up (orange)	Paper protection (feeding skew)

Take the following measures.

- When a paper jam occurs inside the scanner, refer to [When a Paper Jam Occurs \(page 128\)](#) to remove jammed documents.
- Refer to [Documents for Scanning \(page 58\)](#) 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 \(page 176\)](#).

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) and then contact the distributor/dealer where you purchased this product.

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 \(page 128\)](#) to remove jammed documents.
- Refer to [Documents for Scanning \(page 58\)](#) 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 \(page 176\)](#).

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 128\)](#) 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 \(page 169\)](#).

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) and then contact the distributor/dealer where you purchased this product.

Feed Mode Switched

When the function to protect documents (Paper protection) is activated, 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 \(page 128\)](#).

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) and then contact the distributor/dealer where you purchased this product.

Sensor(s) Dirty

If sensors are dirty, the Power/Check indicator (LED) lights up as follows.

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

Take the following measures.

- Clean the document sensors by referring to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 111\)](#).
- Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) and then contact the distributor/dealer where you purchased this product.

ADF Open

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

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

TIP

Also, note that operations on the operator panel are disabled while the ADF is open.

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

Confirm that the ADF is closed properly.

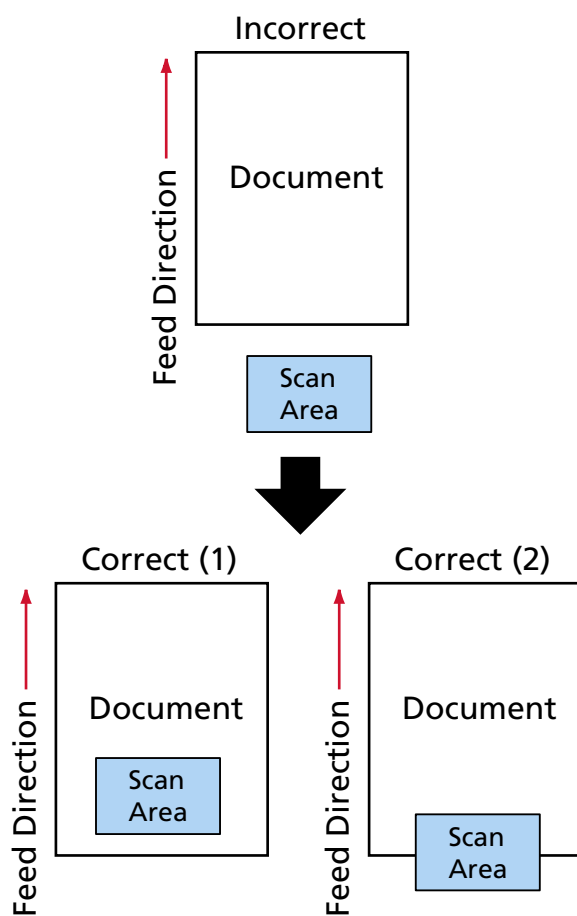
For more details about opening and closing the ADF, refer to [Opening/Closing the ADF \(page 37\)](#).

Outside designated scan area error

If a paper jam occurs when the bottom edge of the document is detected before the specified area is scanned with the ADF, the Power/Check indicator (LED) lights up as follows.

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

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)

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

Take the following measures.

- Refer to [Cleaning the Inside of the Scanner \(ADF\) with a Cloth \(page 111\)](#) and clean the glass.
- Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) and then contact the distributor/dealer where you purchased this product.

Wired LAN error

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

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (orange) 4 times	—

Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 111\)](#) to clean the ultrasonic sensors.
- Turn the scanner off then back on.

If the problem still persists, write down the error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 error code, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) and then contact the distributor/dealer where you purchased this product.

Scanning Has Been Stopped by the User

If scanning has been stopped by the user, the Power/Check indicator (LED) lights up as follows.

Power/Check Indicator (LED)	Display in Error Recovery Guide
Flashes (green) fast (0.5 seconds on, 0.5 seconds off)	—

When the Scan/Stop button on the scanner is pressed during scanning, document feeding stops and the scanner becomes ready to resume scanning.

To continue scanning, load a document and press the Scan/Stop button.

Being used by others

The scanner is already being used.

- Make sure that another application is not using the scanner.
- Make sure that the connection method of the scanner is correct.
- Make sure that resident applications on the computer are not using the scanner.

For example, the following applications may be occupying the scanner.

- PaperStream Capture
- PaperStream ClickScan
- Button Event Manager ([Watch Button Event] is enabled)

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 \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Power of the scanner**

- [The Scanner Cannot Be Powered ON \(page 142\)](#)

- **Connection of the scanner**

- **USB**

- [Cannot Connect the Scanner and a Computer via the USB Cable \(page 143\)](#)

- **Wired LAN**

- [Cannot Connect the Scanner and a Computer via a Wired LAN \(page 144\)](#)

- **Folder on the server/network**

- [Cannot Connect the Scanner to the Server with the Specified IP Address \(page 148\)](#)
- [Cannot Connect the Scanner to the Server with the Specified Host Name \(page 150\)](#)
- [Cannot Connect to the NTP Server \(DirectScan\) \(page 153\)](#)
- [Scanning Does Not Start \(DirectScan\) \(page 158\)](#)

- **Scanning operations**

- [Scanning Does Not Start \(page 156\)](#)
- [Scanning Takes a Long Time \(page 162\)](#)
- [Overlapped Documents Are Frequently Fed into the Scanner \(page 169\)](#)
- [Situation in Which the Document Is not Fed into the ADF Occurs Frequently \(page 172\)](#)
- [Paper Damage Prevention Errors Occur Frequently \(page 174\)](#)
- [Paper Jams/Pick Errors Occur Frequently \(page 176\)](#)

- **Scanning results**

- [The Scanned Image of a Picture or Photo is Rough/Image Noise Appears \(page 164\)](#)
- [Quality of Scanned Text or Lines Is Unsatisfactory \(page 165\)](#)
- [Images Are Distorted or Not Clear \(page 167\)](#)
- [Vertical Streaks Appear on the Images \(page 168\)](#)
- [Images Turn Out Elongated \(page 178\)](#)

- [A Shadow Appears at the Top or the Bottom of the Image \(page 179\)](#)
- [There Are Black Traces on the Document \(page 181\)](#)
- **(Carrier) Sheet**
 - [The \(Carrier\) Sheet Is Not Fed Smoothly/Paper Jams Occur \(page 182\)](#)
 - [Part of the Image Appears Missing in the Case Where the \(Carrier\) Sheet Is Used \(page 184\)](#)
- **Password**
 - [Forgotten Admin Password \(page 185\)](#)
 - [An Error Occurs When Entering the Default Administrator Password \(page 185\)](#)

The Scanner Cannot Be Powered ON

Check the following points

- [Is the power cable connected properly? \(page 142\)](#)
- [Did you press the power button on the scanner? \(page 142\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 26\)](#)

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

Solution

Press the power button on the scanner.

→ [How to Turn the Power ON \(page 33\)](#)

Cannot Connect the Scanner and a Computer via the USB Cable

Check the following points

- [Is the USB cable connected properly? \(page 143\)](#)
- [Is the connector on the USB cable broken or damaged? \(page 143\)](#)
- [Is the scanner driver the latest version? \(page 143\)](#)
- [Did you select \[Auto\] for the USB setting for the scanner? \(page 143\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 26\)](#)

- **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.

Cannot Connect the Scanner and a Computer via a Wired LAN

Check the following points

- Is the scanner connected to a network device (such as a switch, a hub, or a router) via a LAN cable? (page 144)
- Is the network device (such as a switch, a hub, or a router) turned on? (page 144)
- Is the firmware version for the network device the latest? (page 145)
- Is the computer connected to a network device (such as a switch, a hub, or a router)? (page 145)
- Did you configure the settings related to communication conditions on a network device (such as a switch, a hub, or a router)? (page 145)
- Are there any security limitations in the network? (page 145)
- Is the network stable? (page 145)
- Are there any security restrictions on the computer? (page 146)
- Is the computer connected to a wired LAN? (page 146)
- Is the scanner connected to another computer? (page 146)
- Is the IP address of the scanner correct? (page 146)
- Is the IP address of the scanner used for other communication devices? (page 146)
- Is the scanner driver the latest version? (page 147)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the scanner connected to a network device (such as a switch, a hub, or a router) via a LAN cable?**

Solution

Connect the scanner to a network device (such as a switch, a hub, or a router) via a LAN cable. Also, connect the LAN cable properly.

When the LAN cable is connected properly, take the following measures:

- Replace the LAN cable.
- Change the port on the network device, which the LAN cable is connected to.
- Change the speed and transmission method for the network device to "Automatic".
If the settings for the network device can only be set to "Manual", select "half-duplex" for the transmission method.

- **Is the network device (such as a switch, a hub, or a router) turned on?**

Solution

Turn on the network device (such as a switch, a hub, or a router).

Also, check that there is no error or malfunction on the network device.

For errors that occur on the network device, refer to the manual of your network device.

- **Is the firmware version for the network device the latest?**

Solution

If the firmware version for the network device is not the latest, unexpected operations may occur.

Contact the network administrator to check the firmware version, and consider updating it to the latest version.

For details about how to update the firmware for the network device, refer to the manual of your network device.

- **Is the computer connected to a network device (such as a switch, a hub, or a router)?**

Solution

Connect the computer to a network device (such as a switch, a hub, or a router).

For details, refer to the manual of your computer.

- **Did you configure the settings related to communication conditions on a network device (such as a switch, a hub, or a router)?**

Solution

When the following are set on the network device (such as a switch, a hub, or a router), take measures accordingly.

- Protocol filter function is enabled.

Allow the protocol which is to be used for communication.

- MAC address filtering is enabled.

Configure the network device (such as a switch, a hub, or a router) with the MAC address of the scanner.

For the settings on the network device, refer to the manual of your network device.

- **Are there any security limitations in the network?**

Solution

The access limitations for users may be configured in the network.

For details, contact the network administrator.

- **Is the network stable?**

Solution

Connect to the network after it becomes stable.

A network can be unstable by the following events:

- A network monitoring program is running.
- A file is transferring.

If the network is unstable, restart the network devices. However, before restarting them, make sure that communications with other devices are not affected if the network devices are restarted. The network devices may become unstable.

- **Are there any security restrictions on the computer?**

Solution

In the Windows Firewall settings or in the firewall settings of your security software, unblock the communication of the port numbers which are used by the following software.

- Scanner Selection Tool

Port number: 52217

For details about unblocking the communication, refer to the manual or help of your computer or security software.

- **Is the computer connected to a wired LAN?**

Solution

Check the connection status of the computer.

→ [How to Check the Network Connection for the Scanner \(page 279\)](#)

- **Is the scanner connected to another computer?**

Solution

The scanner can be connected to only one computer at a time. Wait until the other computer is disconnected from the scanner, and then connect the computer to be used again.

- **Is the IP address of the scanner correct?**

Solution

Check the IP address of the scanner.

You can use IP Address Setting Tool to check the IP address.

For details, refer to the Network Setup Tool Help.

For details about how to start up IP Address Setting Tool, refer to [Starting Up IP Address Setting Tool \(page 293\)](#).

When specifying an IP address manually, specify the correct IP address.

When setting the IP address automatically, check whether the DHCP server functions normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

- **Is the IP address of the scanner used for other communication devices?**

Solution

If there are multiple communication devices using the same IP address on the same network, communication may fail. Avoid duplicates in IP addresses.

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

Solution

Update the scanner driver to the latest version.

Cannot Connect the Scanner to the Server with the Specified IP Address

Check the following points

- [Is the IP address of the server correct? \(page 148\)](#)
- [Are the scanner and server connected to the network? \(page 148\)](#)
- [Is the IP address of the scanner correct? \(page 148\)](#)
- [Is the IP address of the scanner used for other communication devices? \(page 149\)](#)
- [Have you connected another communication device with the same IP address as the scanner to the server in the past? \(page 149\)](#)
- [Is there a firewall device between the scanner and the server? \(page 149\)](#)
- [Is the server to connect to configured correctly on the scanner? \(page 149\)](#)
- [Are the settings on the server specified correctly? \(page 149\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the IP address of the server correct?**

Solution

Check the IP address of the server.

You can check or set the IP address of the server in PaperStream Scanner Admin.

➔ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Are the scanner and server connected to the network?**

Solution

Refer to [Cannot Connect the Scanner and a Computer via a Wired LAN \(page 144\)](#) and take measures accordingly.

- **Is the IP address of the scanner correct?**

Solution

Check the IP address of the scanner.

You can use IP Address Setting Tool to check the IP address.

For details, refer to the Network Setup Tool Help.

For details about how to start up IP Address Setting Tool, refer to [Starting Up IP Address Setting Tool \(page 293\)](#).

When specifying an IP address manually, specify the correct IP address.

When setting the IP address automatically, check whether the DHCP server functions normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

- **Is the IP address of the scanner used for other communication devices?**

Solution

If there are multiple communication devices using the same IP address on the same network, communication may fail. Avoid duplicates in IP addresses.

- **Have you connected another communication device with the same IP address as the scanner to the server in the past?**

Solution

Restart the server, because the server still retains information from another device that used the same IP address as the scanner and cannot recognize the scanner.

- **Is there a firewall device between the scanner and the server?**

Solution

Check that the access from the scanner is not prohibited by the firewall device.

- **Is the server to connect to configured correctly on the scanner?**

Solution

Check whether the server configured in PaperStream Scanner Admin is correct.

→ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Are the settings on the server specified correctly?**

Solution

Refer to the manual for your server and check the settings.

Cannot Connect the Scanner to the Server with the Specified Host Name

Check the following points

- [Is the host name of the server correct? \(page 150\)](#)
- [Is the DNS server configured correctly on the scanner? \(page 150\)](#)
- [Does the DNS server function normally? \(page 151\)](#)
- [Are the scanner and server connected to the network? \(page 151\)](#)
- [Is the IP address of the scanner correct? \(page 151\)](#)
- [Is the IP address of the scanner used for other communication devices? \(page 151\)](#)
- [Have you connected another communication device with the same IP address as the scanner to the server in the past? \(page 151\)](#)
- [Is there a firewall device between the scanner and the server? \(page 151\)](#)
- [Is the server to connect to configured correctly on the scanner? \(page 152\)](#)
- [Are the settings on the server specified correctly? \(page 152\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the host name of the server correct?**

Solution

Check the host name of the server.

You can check or set the host name of the server in PaperStream Scanner Admin.

➔ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Is the DNS server configured correctly on the scanner?**

Solution

If the server to connect to is specified by its host name, take the following measures:

- Check the DNS server information for the scanner.

In PaperStream Scanner Admin, check under [Scanner Information] → [Network].

- Configure the DNS server information for the scanner.

In PaperStream Scanner Admin, configure under [Network] → [Wired LAN].

When specifying the DNS server information manually, specify the correct information.

When retrieving the DNS server information automatically, check that the DHCP server is operating normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

➔ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Does the DNS server function normally?**

Solution

When specifying the server to connect to by its host name, check that the DNS server is functioning normally.

➔ [How to Check the Network Connection for the Scanner \(page 279\)](#)

If the DNS server does not function normally, contact the DNS server administrator.

- **Are the scanner and server connected to the network?**

Solution

Refer to [Cannot Connect the Scanner and a Computer via a Wired LAN \(page 144\)](#) and take measures accordingly.

- **Is the IP address of the scanner correct?**

Solution

Check the IP address of the scanner.

You can use IP Address Setting Tool to check the IP address.

For details, refer to the Network Setup Tool Help.

For details about how to start up IP Address Setting Tool, refer to [Starting Up IP Address Setting Tool \(page 293\)](#).

When specifying an IP address manually, specify the correct IP address.

When setting the IP address automatically, check whether the DHCP server functions normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

- **Is the IP address of the scanner used for other communication devices?**

Solution

If there are multiple communication devices using the same IP address on the same network, communication may fail. Avoid duplicates in IP addresses.

- **Have you connected another communication device with the same IP address as the scanner to the server in the past?**

Solution

Restart the server, because the server still retains information from another device that used the same IP address as the scanner and cannot recognize the scanner.

- **Is there a firewall device between the scanner and the server?**

Solution

Check that the access from the scanner is not prohibited by the firewall device.

- **Is the server to connect to configured correctly on the scanner?**

Solution

Check whether the server configured in PaperStream Scanner Admin is correct.

→ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Are the settings on the server specified correctly?**

Solution

Refer to the manual for your server and check the settings.

Cannot Connect to the NTP Server (DirectScan)

Check the following points

- [Is the scanner synchronized with the NTP server? \(page 153\)](#)
- [Is the IP address of the scanner correct? \(page 153\)](#)
- [Is the IP address of the scanner used for other communication devices? \(page 154\)](#)
- [Can the scanner and NTP server communicate with one another? \(page 154\)](#)
- [Is the NTP server functioning normally? \(page 154\)](#)
- [Is there a firewall device between the scanner and the server? \(page 154\)](#)
- [Did you turn the scanner off then back on? \(page 154\)](#)
- [Is the DNS server configured correctly on the scanner? \(page 155\)](#)
- [Does the DNS server function normally? \(page 155\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the scanner synchronized with the NTP server?**

Solution

The connection to the NTP server may time out due to heavy access to the server. Wait a while, then try to connect to the NTP server again by following the below procedure:

- 1 In PaperStream Scanner Admin, click [Basic Settings] → [Date/Time].
- 2 Check that the settings are correct.
- 3 Click [Apply to the Scanner].

- **Is the IP address of the scanner correct?**

Solution

Check the IP address of the scanner.

You can use IP Address Setting Tool to check the IP address.

For details, refer to the Network Setup Tool Help.

For details about how to start up IP Address Setting Tool, refer to [Starting Up IP Address Setting Tool \(page 293\)](#).

When specifying an IP address manually, specify the correct IP address.

When setting the IP address automatically, check whether the DHCP server functions normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

- **Is the IP address of the scanner used for other communication devices?**

Solution

If there are multiple communication devices using the same IP address on the same network, communication may fail. Avoid duplicates in IP addresses.

- **Can the scanner and NTP server communicate with one another?**

Solution

Start up the command prompt on a computer in the same subnet as the scanner, then specify the IP address of the NTP server using the tracert command to check communication between the scanner and NTP server.

If there is a communication issue, check the following:

- Are the cables properly connected to the network device (switch, hub, router, etc.)?
- When MAC address filtering is set for the network device (switch, hub, router, etc.), set the filter to approve the MAC address of the scanner.
The MAC address of the scanner can be checked by following the below procedure:
In PaperStream Scanner Admin, click [Scanner Information] → [Network] → [MAC Address].
- When the protocol filter function is set for the network device (switch, hub, router, etc.), enable the UDP protocol to be used for communication.
- When communication between connected devices is prohibited by the network device (switch, hub, router, etc.) (for example, due to the network isolation function), enable the communication.

For the settings on the network device, refer to the manual of your network device.

- **Is the NTP server functioning normally?**

Solution

In some cases, the NTP server will not respond.

When manually specifying the NTP server, check whether the NTP server is functioning normally.

- **Is there a firewall device between the scanner and the server?**

Solution

Check that the access from the scanner is not prohibited by the firewall device.

- **Did you turn the scanner off then back on?**

Solution

Turn the scanner off then back on.

Wait for at least 5 seconds after turning off the scanner before turning it back on.

→ [How to Turn the Power ON \(page 33\)](#)

- **Is the DNS server configured correctly on the scanner?**

Solution

If the server to connect to is specified by its host name, take the following measures:

- Check the DNS server information for the scanner.

In PaperStream Scanner Admin, check under [Scanner Information] → [Network].

- Configure the DNS server information for the scanner.

In PaperStream Scanner Admin, configure under [Network] → [Wired LAN].

When specifying the DNS server information manually, specify the correct information.

When retrieving the DNS server information automatically, check that the DHCP server is operating normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

→ [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Does the DNS server function normally?**

Solution

When specifying the server to connect to by its host name, check that the DNS server is functioning normally.

→ [How to Check the Network Connection for the Scanner \(page 279\)](#)

If the DNS server does not function normally, contact the DNS server administrator.

Scanning Does Not Start

Check the following points

- [Did you configure the settings for the button to be used for starting a scan? \(page 156\)](#)
- [Is the document loaded in the ADF paper chute \(feeder\) correctly? \(page 156\)](#)
- [Is the ADF closed properly? \(page 156\)](#)
- [Are the scanner and the computer properly connected? \(page 156\)](#)
- [Have WinHTTP proxy settings been configured on the computer? \(page 157\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 45\)](#)

- **Is the document loaded in the ADF paper chute (feeder) correctly?**

Solution

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

- **Is the ADF closed properly?**

Solution

Close the ADF firmly.

If the document is caught in the ADF, remove the document and close the ADF.

- **Are the scanner and the computer properly connected?**

Solution

- For a wired LAN

Connect the scanner and the computer via a wired LAN. When you cannot connect them via a wired LAN, refer to [Cannot Connect the Scanner and a Computer via a Wired LAN \(page 144\)](#).

- For USB

Connect the USB cable properly.

- **Have WinHTTP proxy settings been configured on the computer?**

Even if you have selected a scanner using Scanner Selection Tool, you may not be able to connect to the scanner or the connection may be slow, depending on your computer's proxy server settings.

Solution

Change the WinHTTP proxy settings by the following procedure:

- 1 Open the command prompt on the computer as an administrator.
- 2 Run the following command to check the proxy server name and port number.

```
netsh winhttp show proxy
```

The output is displayed as follows.

"ProxyServerName:PortNumber"

- 3 Execute one of the following commands.

- When a proxy server is set
Change the settings so as to not use a proxy server.

```
netsh winhttp set proxy proxy-server="XXXXXX:YYYY" bypass-list=ZZZ.ZZZ.ZZZ.ZZZ
```

XXXXXX: Proxy server name

YYYY: Port number used

ZZZ.ZZZ.ZZZ.ZZZ: Scanner IP address (*1)

- When a proxy server is not set
Resetting the settings may enable the computer to access the scanner.

```
netsh winhttp reset proxy
```

*1: The IP addresses of the scanner can be found under [Scanner Information] → [Network] in PaperStream Scanner Admin.

Scanning Does Not Start (DirectScan)

Check the following points

- [Is the DNS server configured correctly on the scanner? \(page 158\)](#)
- [Does the DNS server function normally? \(page 158\)](#)
- [Are the scanner and image destination connected to the network? \(page 159\)](#)
- [Is the IP address of the scanner correct? \(page 159\)](#)
- [Is the IP address of the scanner used for other communication devices? \(page 159\)](#)
- [Have you connected another communication device with the same IP address as the scanner to the server in the past? \(page 159\)](#)
- [Is there a firewall device between the scanner and the server? \(page 159\)](#)
- [Are the settings related to the proxy server configured correctly on the scanner? \(page 159\)](#)
- [Is the SMTP server configured correctly in the job settings? \(page 160\)](#)
- [Is the destination for image files configured correctly in the job settings? \(page 160\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the DNS server configured correctly on the scanner?**

Solution

If the server to connect to is specified by its host name, take the following measures:

- Check the DNS server information for the scanner.
In PaperStream Scanner Admin, check under [Scanner Information] → [Network].
 - Configure the DNS server information for the scanner.
In PaperStream Scanner Admin, configure under [Network] → [Wired LAN].
When specifying the DNS server information manually, specify the correct information.
When retrieving the DNS server information automatically, check that the DHCP server is operating normally.
Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.
- [Network Settings \(PaperStream Scanner Admin\) \(page 232\)](#)

- **Does the DNS server function normally?**

Solution

When specifying the server to connect to by its host name, check that the DNS server is functioning normally.

- [How to Check the Network Connection for the Scanner \(page 279\)](#)

If the DNS server does not function normally, contact the DNS server administrator.

- **Are the scanner and image destination connected to the network?**

Solution

- Check that the server settings are correct.
- Refer to [Cannot Connect the Scanner and a Computer via a Wired LAN \(page 144\)](#) and take measures accordingly.

- **Is the IP address of the scanner correct?**

Solution

Check the IP address of the scanner.

You can use IP Address Setting Tool to check the IP address.

For details, refer to the Network Setup Tool Help.

For details about how to start up IP Address Setting Tool, refer to [Starting Up IP Address Setting Tool \(page 293\)](#).

When specifying an IP address manually, specify the correct IP address.

When setting the IP address automatically, check whether the DHCP server functions normally.

Even when the DHCP server functions normally, an IP address may not be assigned correctly depending on the settings for the DHCP server. Check the operation status and the settings for the DHCP server.

- **Is the IP address of the scanner used for other communication devices?**

Solution

If there are multiple communication devices using the same IP address on the same network, communication may fail. Avoid duplicates in IP addresses.

- **Have you connected another communication device with the same IP address as the scanner to the server in the past?**

Solution

Restart the server, because the server still retains information from another device that used the same IP address as the scanner and cannot recognize the scanner.

- **Is there a firewall device between the scanner and the server?**

Solution

Check that the access from the scanner is not prohibited by the firewall device.

- **Are the settings related to the proxy server configured correctly on the scanner?**

Solution

Check the server setting items in the following procedure:

- 1 In PaperStream Scanner Admin, click [Network] → [External Server Settings] → [Proxy Server].
- 2 Check the setting items for the following.
 - Are the [Proxy Server] settings correct?
 - Whether the following settings are correct when it is set to [Use].
 - Whether [Host Name/IP Address] and [Port Number] are correct.

● **Is the SMTP server configured correctly in the job settings?**

Solution

When sending images by email, check the server setting items in the following procedure:

- 1 In PaperStream Scanner Admin, click [DirectScan] → [External Server Settings] → [SMTP].
- 2 Check the setting items for the following.
 - Whether the SMTP server information is correct.
 - Whether the port numbers are correct.
 - Whether the encryption method settings are correct
Whether the following settings are correct when it is set to [Use (SMTPS)].
 - Whether the [Validate Server Certificates] settings are correct. If the check box is selected, whether the registered certificates are correct.
 - Whether the user name and the password are correct.

● **Is the destination for image files configured correctly in the job settings?**

Solution

- Make sure that the job destination settings are configured correctly in PaperStream Scanner Admin.
- Make sure that the following destination settings are the same for the destination and the scanner.
 - Type of the destination
 - Save Destination Path/E-Mail Address
 - Username/Password
 - Connect Mode [Active Mode/Passive Mode] (for FTP/FTPS servers)

Additionally, check the following points regarding the environment of the destination:

- Whether the number of files or the data size has exceeded its limit, whether a storage shortage has occurred
- Whether the destination exists
- Whether access is allowed
- Whether the CA certificate is correct

- Whether communications with the destination are secured
- Whether the SSL/TLS version is TLS 1.2 or TLS 1.3 (TLS 1.0 and 1.1 are not supported)
- Whether the SFTP version is protocol version 3

Scanning Takes a Long Time

Check the following points

- If a USB connection is used, is the USB cable connected to the USB 1.1 port on the computer? (page 162)
 - Did you start a scan while the computer was unstable (for example, immediately after computer start-up or signing in)? (page 162)
 - Are the rollers clean? (page 162)
 - Does the computer meet the requirements of the measurement environment? (page 162)
 - Is [Moire Reduction (Advanced)] configured for prioritizing image quality? (page 163)
 - Are you scanning the document in Manual Single Mode? (page 163)
- If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **If a USB connection is used, is the USB cable connected to the USB 1.1 port on the computer?**

Solution

If a USB connection is used, connect the USB cable to the USB 3.2 Gen 1x1 (USB 3.0)/USB 2.0 port.

- **Did you start a scan while the computer was unstable (for example, immediately after computer start-up or 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 \(page 105\)](#)

- **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 \(page 269\)](#)), use another computer that meets the requirements.

- **Is [Moire Reduction (Advanced)] configured for prioritizing image quality?**

Solution

If [Moire Reduction (Advanced)] is configured for prioritizing image quality, scanning speed will slow down.

If necessary, change the [Moire Reduction (Advanced)] setting using one of the following methods.

- **Scanner driver**
For details, refer to the help for the scanner driver.
- **Software Operation Panel**
 - ➔ [Preventing Vertical Streaks \(Moire\) from Appearing in Images \[Moire Reduction \(Advanced\)\] \(page 221\)](#)

TIP

When scanning with the scanner connected to a computer, the scanner driver settings take precedence.

- **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 \(page 83\)](#)
- ➔ [Scanning Documents such as Envelopes or Multi-Layered Transfer Paper \(page 85\)](#)

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? \(page 164\)](#)
- [Did you specify a lower resolution for scanning in the scan settings? \(page 164\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 164\)](#)

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 \(page 186\)](#) 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.
- DirectScan job (PaperStream Scanner Admin)
→ [Button Assignment \(page 245\)](#)

- **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.
- DirectScan job (PaperStream Scanner Admin)
→ [Button Assignment \(page 245\)](#)

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

Solution

Clean the dirty parts.

- [Daily Care \(page 105\)](#)

Quality of Scanned Text or Lines Is Unsatisfactory

Check the following points

- [Are the glass and rollers inside the ADF clean? \(page 165\)](#)
- [Is the resolution appropriate? \(page 165\)](#)
- [Did you configure the scan settings to scan in grayscale or color mode? \(page 165\)](#)
- [Is there any foreign matter \(such as dust or paper dust\) on the document? \(page 165\)](#)

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 \(page 186\)](#) 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 \(page 105\)](#)

- **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.
- DirectScan job (PaperStream Scanner Admin)
➔ [Button Assignment \(page 245\)](#)

- **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.
- DirectScan job (PaperStream Scanner Admin)
➔ [Button Assignment \(page 245\)](#)

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 167)
- Is the ADF being pushed down during scanning? Or, is there a heavy object on top of the ADF? (page 167)
- Is a scan performed on a place that is unstable or vibrates? (page 167)
- Is the scanner placed on a flat, level surface? Are the rubber pads attached on the bottom of the scanner? (page 167)
- Are there any wrinkles or curls on the document? (page 167)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 105\)](#)

- **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? \(page 168\)](#)
- [Do vertical streaks disappear when a lower resolution is specified? \(page 168\)](#)
- [Is there any foreign matter \(such as dust or paper dust\) on the document? \(page 168\)](#)
- [Is the vertical streaks reduction function enabled in the scan settings? \(page 168\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 105\)](#)

- **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.
- DirectScan job (PaperStream Scanner Admin)
➔ [Button Assignment \(page 245\)](#)

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 169)
- Are you using the (Carrier) Sheet? (page 169)
- If the setting to detect overlapped documents is enabled, do the documents fulfill the conditions to detect overlapped documents accurately? (page 170)
- Did you scan a thick document such as a plastic card? (page 170)
- Did you fan the documents before loading them? (page 170)
- Have the documents just been printed out from a copy machine or a laser printer? (page 170)
- Is the document stack thinner than 8 mm? (page 170)
- Are the brake rollers and pick rollers installed correctly? (page 170)
- Are the brake rollers and pick rollers clean? (page 170)
- Are the brake rollers and pick rollers worn out? (page 171)
- Are you using the scanner at an altitude of 2,000 m or higher? (page 171)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 58\)](#)

- **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.
- DirectScan job (PaperStream Scanner Admin)

→ [Button Assignment \(page 245\)](#)

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

- [Scanning Documents Larger than A4/Letter Size \(page 87\)](#)
- [Scanning Photographs and Clippings without Damaging Them \(page 89\)](#)

- **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 \(Multifeed\) \(page 66\)](#)

- **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 \(page 54\)](#)

- **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 \(page 54\)](#)

- **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 \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

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

Solution

Clean the brake rollers and pick rollers.

→ [Daily Care \(page 105\)](#)

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

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

● **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 172)
- Did you fan the documents before loading them? (page 172)
- Are the brake rollers and pick rollers installed correctly? (page 172)
- Are the brake rollers and pick rollers clean? (page 172)
- Are the brake rollers and pick rollers worn out? (page 173)
- Did you scan a thick document such as a plastic card? (page 173)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 58\)](#)

- Did you fan the documents before loading them?

Solution

Fan the documents.

→ [Preparation \(page 54\)](#)

- Are the brake rollers and pick rollers installed correctly?

Solution

Install the brake rollers and pick rollers correctly.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

- Are the brake rollers and pick rollers clean?

Solution

Clean the brake rollers and pick rollers.

→ [Daily Care \(page 105\)](#)

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

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

- **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 Damage Prevention Errors Occur Frequently

Check the following points

- [When you load documents, do you align the side guides with the width of the documents? \(page 174\)](#)
- [Do the documents meet the paper requirements? \(page 174\)](#)
- [Is there any foreign matter in the ADF? \(page 174\)](#)
- [Are the brake rollers and pick rollers installed correctly? \(page 174\)](#)
- [Are the brake rollers and pick rollers clean? \(page 175\)](#)
- [Are the brake rollers and pick rollers worn out? \(page 175\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **When you load documents, do you align the side guides with the width of the documents?**

Solution

Make sure that there is no space between the side guides and the edges of the documents when loading documents.

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

Solution

Use documents that meet the requirements.

→ [Documents for Scanning \(page 58\)](#)

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

Solution

Clean the ADF.

Remove any foreign matter from the ADF.

→ [Daily Care \(page 105\)](#)

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

Solution

Install the brake rollers and pick rollers correctly.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

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

Solution

Clean the brake rollers and pick rollers.

→ [Daily Care \(page 105\)](#)

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

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

Paper Jams/Pick Errors Occur Frequently

Check the following points

- Do the documents meet the paper requirements? (page 176)
- Is there any foreign matter in the ADF? (page 176)
- Is there a document remaining in the ADF? (page 176)
- Are the brake rollers and pick rollers installed correctly? (page 176)
- Are the brake rollers and pick rollers clean? (page 176)
- Are the brake rollers and pick rollers worn out? (page 177)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 58\)](#)

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

Solution

Clean the ADF.

Remove any foreign matter from the ADF.

→ [Daily Care \(page 105\)](#)

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

Solution

Remove the document from the ADF.

→ [When a Paper Jam Occurs \(page 128\)](#)

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

Solution

Install the brake rollers and pick rollers correctly.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

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

Solution

Clean the brake rollers and pick rollers.

→ [Daily Care \(page 105\)](#)

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

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

Images Turn Out Elongated

Check the following points

- [Are the rollers clean? \(page 178\)](#)
- [Do the documents meet the paper requirements? \(page 178\)](#)
- [Are the brake rollers and pick rollers worn out? \(page 178\)](#)
- [Have you adjusted the magnification level? \(page 178\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Are the rollers clean?**

Solution

Clean the rollers.

→ [Daily Care \(page 105\)](#)

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

Solution

Use documents that meet the requirements.

→ [Documents for Scanning \(page 58\)](#)

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

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

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

Solution

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

→ [Adjusting the Starting Position for Scanning \[Offset Setting/Vertical magnification Adjustment\] \(page 214\)](#)

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

Check the following points

- [Have you adjusted the offset \(position to start the scan\)? \(page 179\)](#)
- [Did you use the page edge filler function to fill in the shadow around the edge? \(page 179\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \[Offset Setting/Vertical magnification Adjustment\] \(page 214\)](#)

- **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 \(ADF\)\] \(page 216\)](#)
- 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.
- DirectScan job (PaperStream Scanner Admin)
 - Set [Edge Correction] in the scan settings.
 - The page edge filler is applied to images whose edges have already been filled according to the settings in Software Operation Panel.
 - ➔ [Button Assignment \(page 245\)](#)

Vertical Streaks Appear in Images

Check the following points

- Is [Moire Reduction (Advanced)] configured for prioritizing image quality? (page 180)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- Is [Moire Reduction (Advanced)] configured for prioritizing image quality?

Solution

Configure [Moire Reduction (Advanced)] to prioritize image quality using one of the following methods.

- Scanner driver
For details, refer to the help for the scanner driver.
- Software Operation Panel
 - ➔ [Preventing Vertical Streaks \(Moire\) from Appearing in Images \[Moire Reduction \(Advanced\)\] \(page 221\)](#)

TIP

Note that priority is given to the scanner driver setting.

There Are Black Traces on the Document

Check the following points

- [Are you scanning documents written in lead pencil or carbon paper? \(page 181\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 181\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 105\)](#)

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

Solution

Clean the dirty parts.

→ [Daily Care \(page 105\)](#)

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

Check the following points

- [Did you scan just the \(Carrier\) Sheet continuously? \(page 182\)](#)
- [Is the \(Carrier\) Sheet clean? \(page 182\)](#)
- [Did you start the scan after loading the \(Carrier\) Sheet in the ADF paper chute \(feeder\)? \(page 182\)](#)
- [Are the glass and rollers inside the ADF clean? \(page 182\)](#)
- [Are the brake rollers and pick rollers worn out? \(page 183\)](#)
- [Is there any foreign matter in the ADF? \(page 183\)](#)
- [Did you place a thick document inside the \(Carrier\) Sheet? \(page 183\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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 \(page 117\)](#)
- 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 \(page 87\)](#)
- ➔ [Scanning Photographs and Clippings without Damaging Them \(page 89\)](#)

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

Solution

Clean the dirty parts.

→ [Daily Care \(page 105\)](#)

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

Solution

Check the counters for the consumables in Software Operation Panel.

→ [Clearing the Sheet Counters \(page 209\)](#)

If necessary, replace the brake rollers and pick rollers.

→ [Replacing the Brake Roller \(page 120\)](#)

→ [Replacing the Pick Roller \(page 123\)](#)

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

Solution

Clean the ADF.

Remove any foreign matter from the ADF.

→ [Daily Care \(page 105\)](#)

● **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 \(page 73\)](#)

→ [Conditions for Using the Photo Carrier Sheet \(page 76\)](#)

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 184)
- Is the fold line of the document outside the range of the Carrier Sheet? (page 184)
If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) 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.

Forgotten Admin Password

Solution

For details about the factory default administrator password, refer to [Admin Password \(page 266\)](#).

If you have forgotten the current password, contact the distributor/dealer where you purchased this product after checking the scanner details listed in [Before You Contact the Scanner Service Provider \(page 186\)](#).

An Error Occurs When Entering the Default Administrator Password

Check the following points

- [Is the default administrator password that you entered correct? \(page 185\)](#)

If the problem still persists, check each item in [Before You Contact the Scanner Service Provider \(page 186\)](#) first, then contact the distributor/dealer where you purchased this product.

- **Is the default administrator password that you entered correct?**

Solution

You can check the default administrator password on the label.

For details about the label, refer to [Checking the Product Labels \(page 188\)](#).

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 \(page 105\)](#) 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 \(page 186\)](#) 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-2240N → Checking the Product Labels (page 188)
Serial No.	Example: XXXX000001 → Checking the Product Labels (page 188)
Date of manufacture	Example: 20XX-01 (January 20XX) → Checking the Product Labels (page 188)
Date of purchase	
Symptom	
Frequency of occurrence	Example: Constant/Intermittent
Warranty	
Options used	Example: Carrier Sheet → Scanner Options (page 273)

● **Error Status**

Computer Connection Issues

Item	Findings
Operating system (Windows)	
Error message	
Interface	Example: USB interface
Interface controller	Example: A LAN board is used.
Connection method	Example: USB, Wired LAN

Feeding Issues

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

Image Quality Issues

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

Other

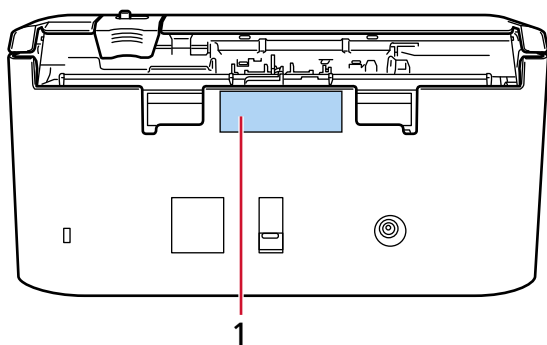
If possible, send the output image and a photo that shows the paper condition by email.

Checking the Product Labels

This section explains about the product labels on the scanner. The labels are located on the back and bottom of the scanner.

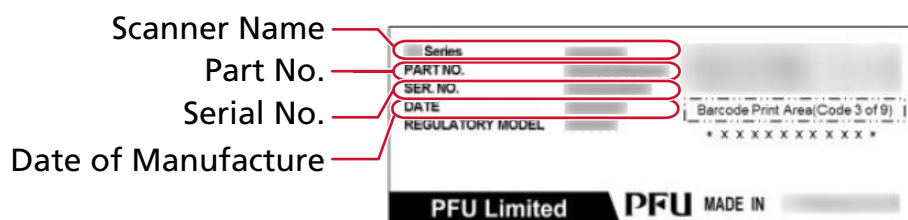
- **Back**

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

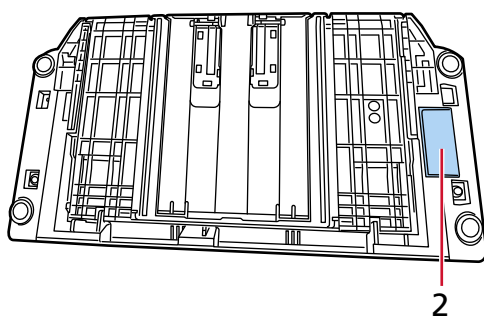


Label 1 (example)

Shows the scanner information.



- **Bottom**



Label 2 (example)

Shows the default administrator password. The xxxxxxxx (8-digit number) part is the password.

PASSWORD XXXXXXXX	<input type="text"/>
----------------------	----------------------

Scanner Settings (Software Operation Panel)

This section explains how to use Software Operation Panel to configure the scanner settings. Software Operation Panel can be used when using the scanner connected to a computer. With Software Operation Panel, you can configure settings for operations of the scanner and management of the consumable parts.

Starting Up the Software Operation Panel

ATTENTION

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

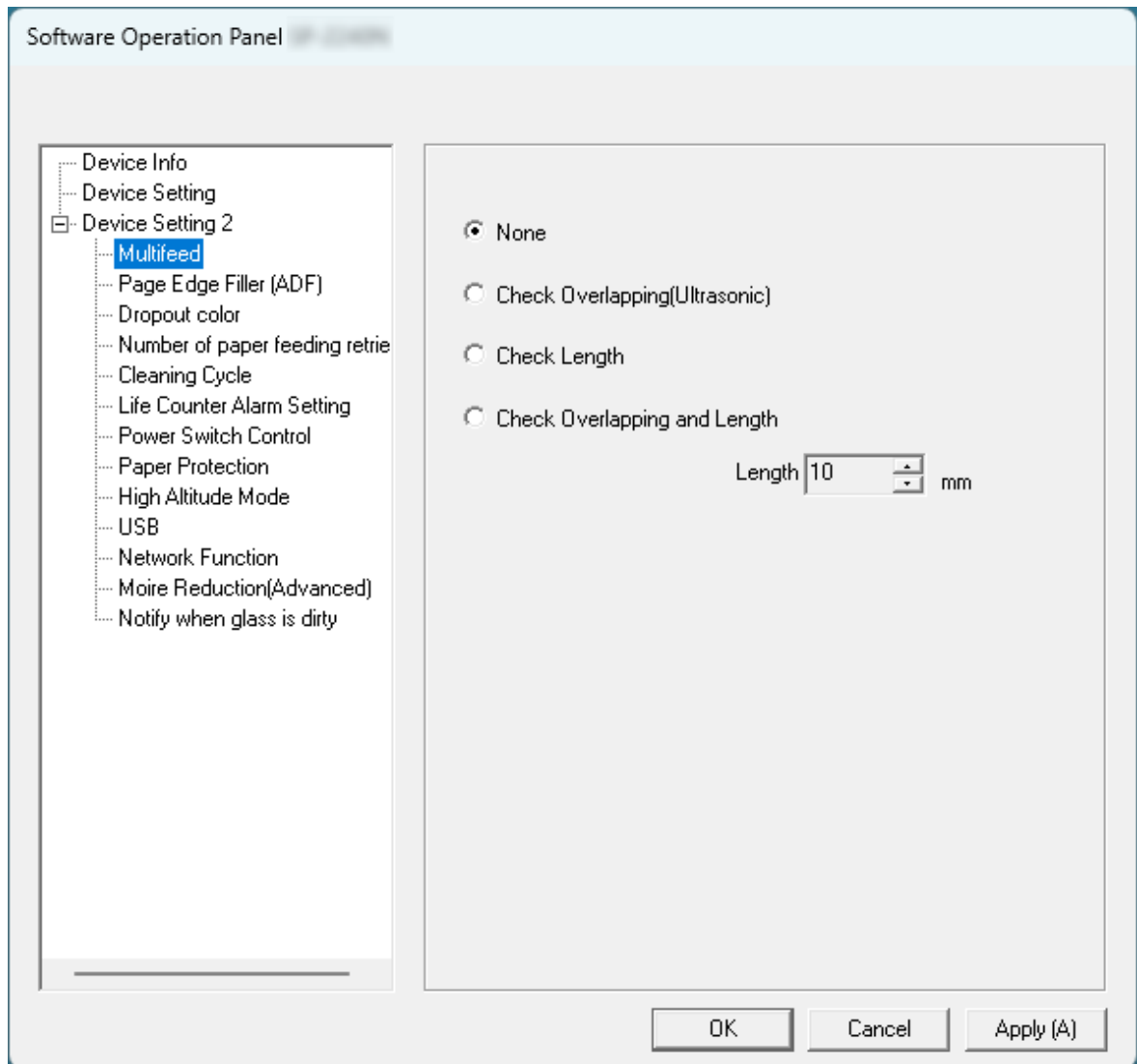
1 Check that the scanner is connected to your computer.


- When using a USB connection
Connect the scanner to the computer using a USB cable.
- When using a wired LAN connection
Connect the scanner to the network, and select the scanner using Scanner Selection Tool.
 - ➔ [Network \(page 241\)](#)
 - ➔ [Starting Up IP Address Setting Tool \(page 293\)](#)
If you are not in a DHCP environment, you need IP Address Setting Tool.
 - ➔ [Starting Up Scanner Selection Tool \(page 292\)](#)

2 Start Software Operation Panel.

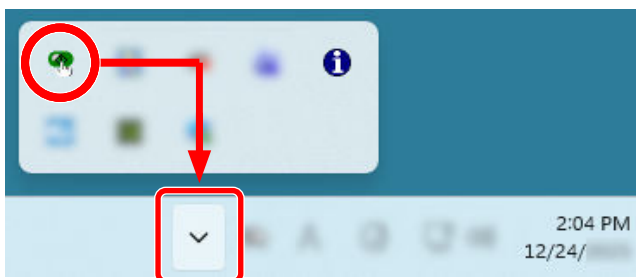
- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [SP Series] → [Software Operation Panel].
 - For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [SP Series] → [Software Operation Panel].
- If the scanner selection window appears, select 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.

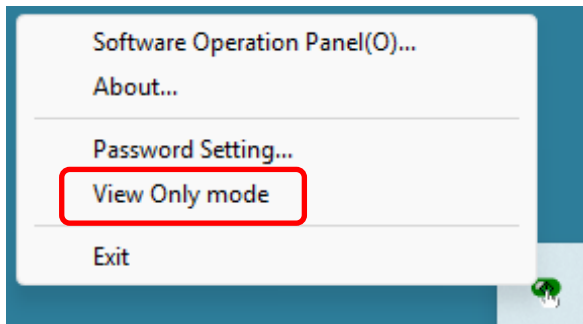
Setting [View Only mode]

Set Software Operation Panel to [View Only mode].

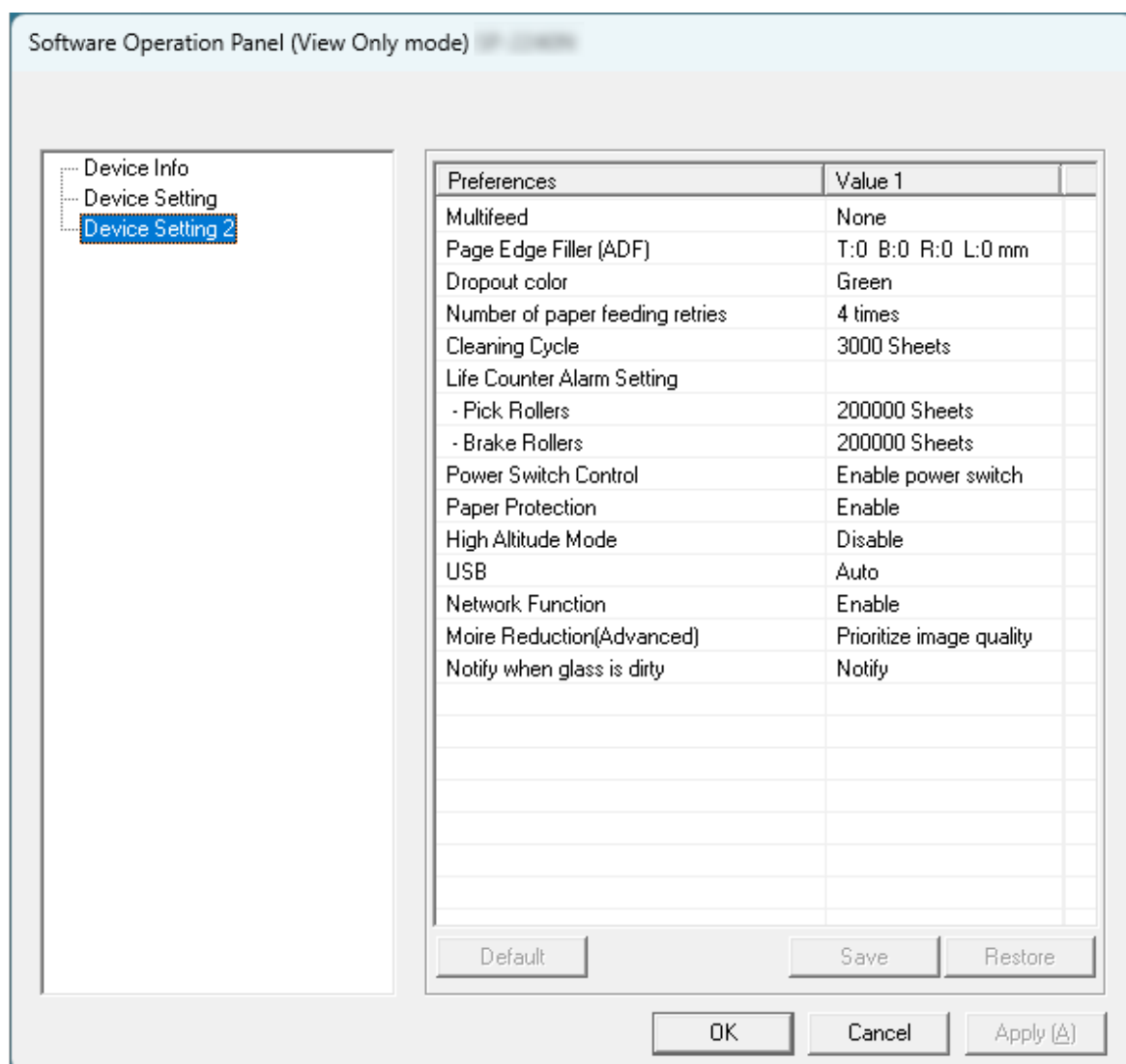
1 Set a password.

→ [Setting a Password \(page 197\)](#)

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

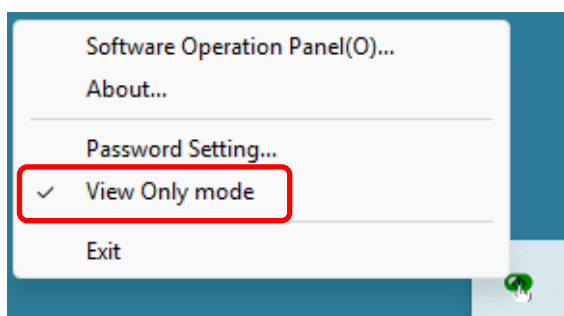


Software Operation Panel enters [View Only mode].



TIP

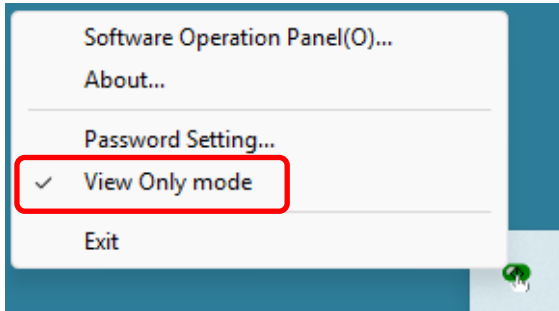
In [View Only mode], a check mark appears next to [View Only mode] in the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.



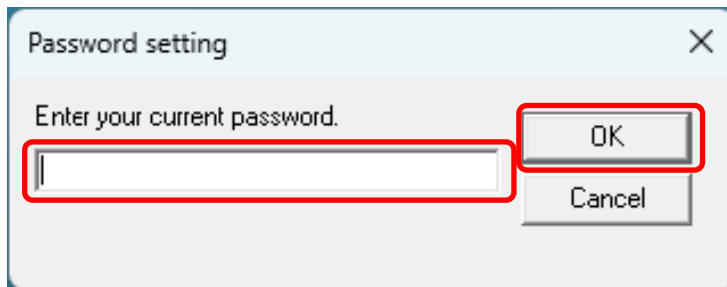
Exiting [View Only mode]

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

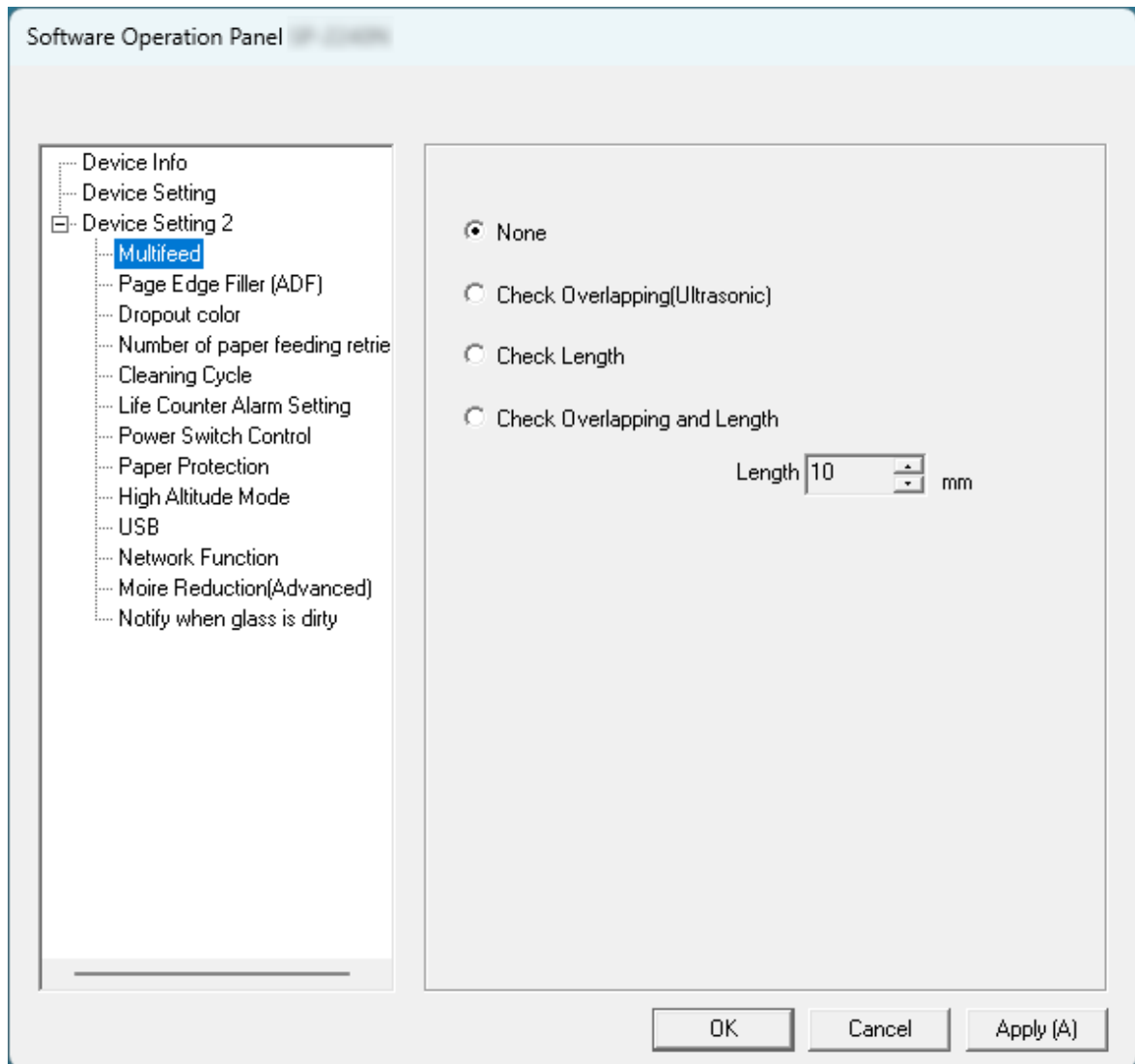
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [View Only mode] from the menu.



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

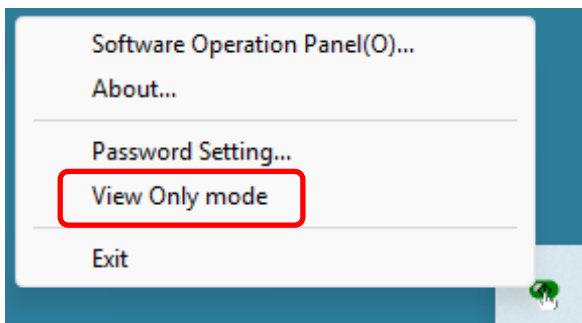


Software Operation Panel exits [View Only mode], and the scanner settings can now be changed.



TIP

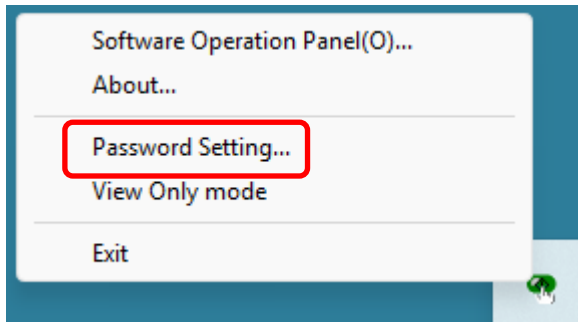
When Software Operation Panel exits [View Only mode], the check mark next to [View Only mode] disappears from the menu that is displayed by right-clicking the Software Operation Panel icon in the notification area.



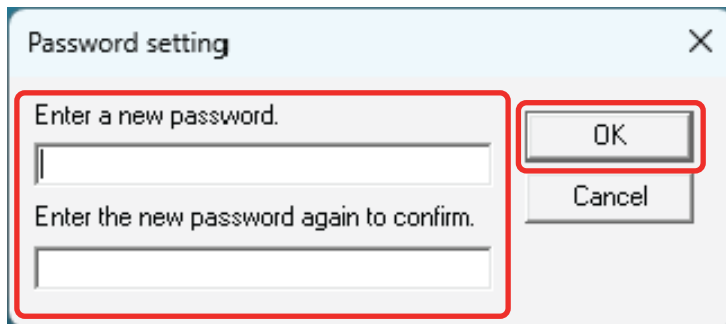
Setting a Password

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)

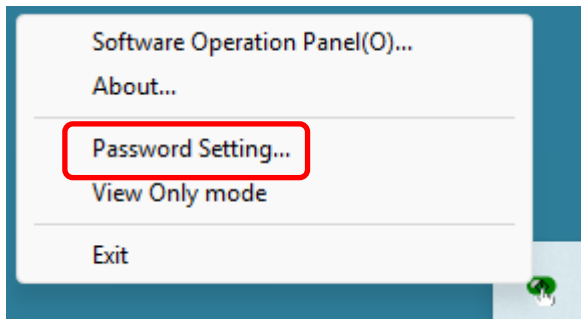
A message window appears.

- 3 Click the [OK] button.

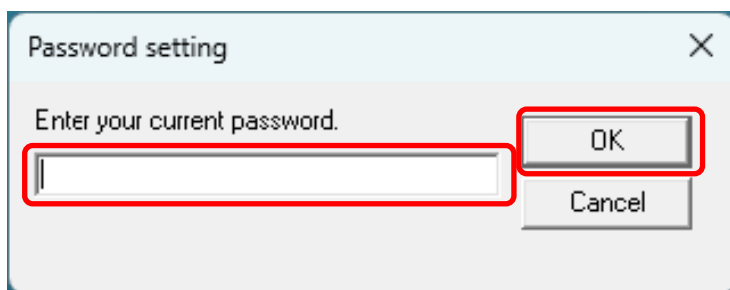
The password is set.

Changing the Password

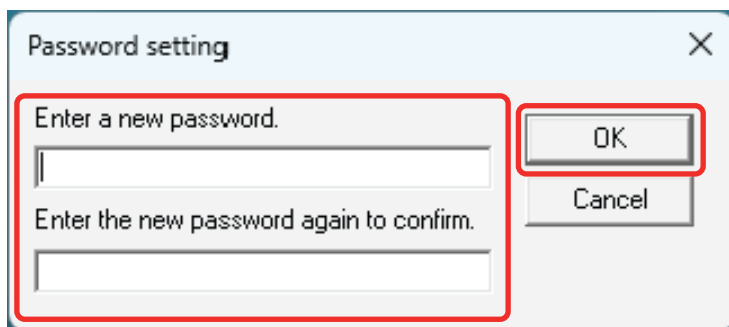
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



- 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)

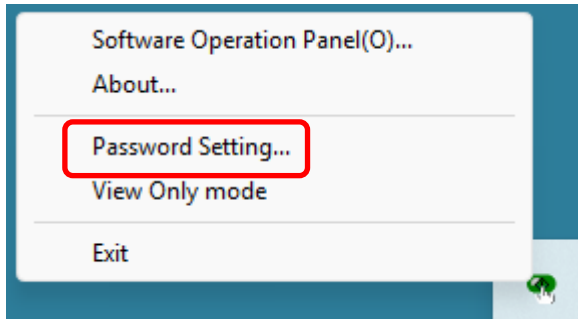
A message window appears.

- 4 Click the [OK] button.

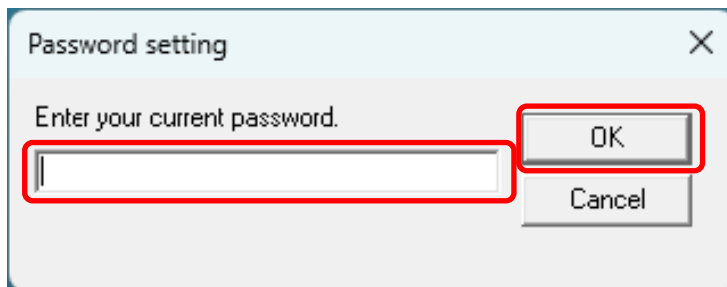
The password is set.

Clearing the Password

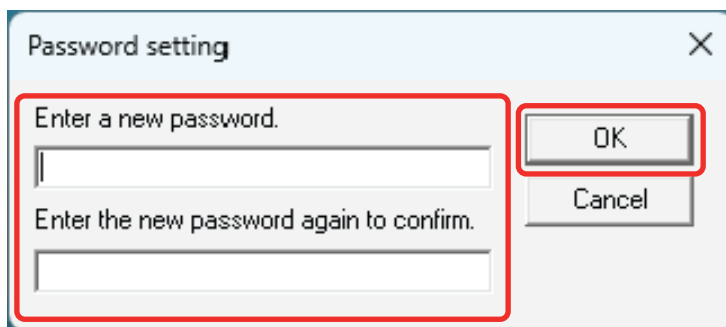
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



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



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



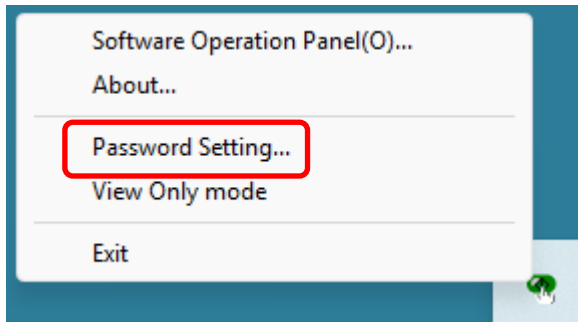
A message window appears.

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

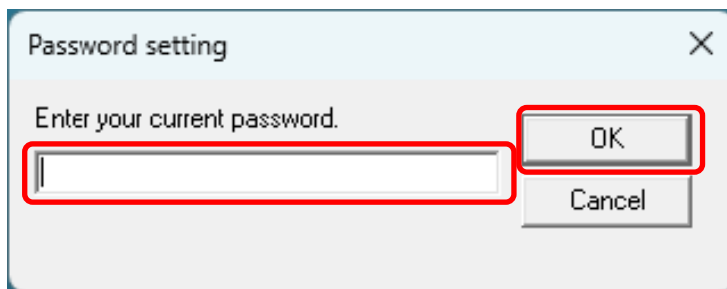
Resetting the Password

If you forgot your password, reset it.

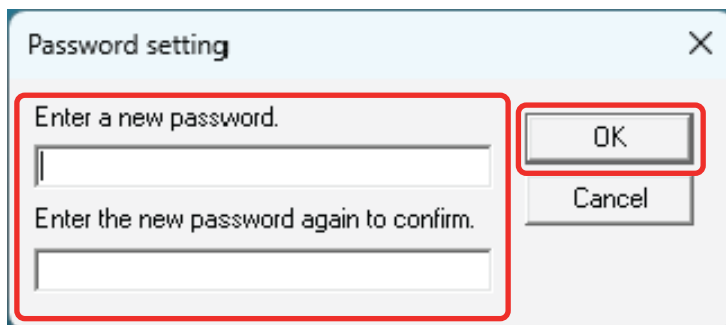
- 1 Right-click the Software Operation Panel icon in the notification area of the taskbar, and select [Password setting] from the menu.



- 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**

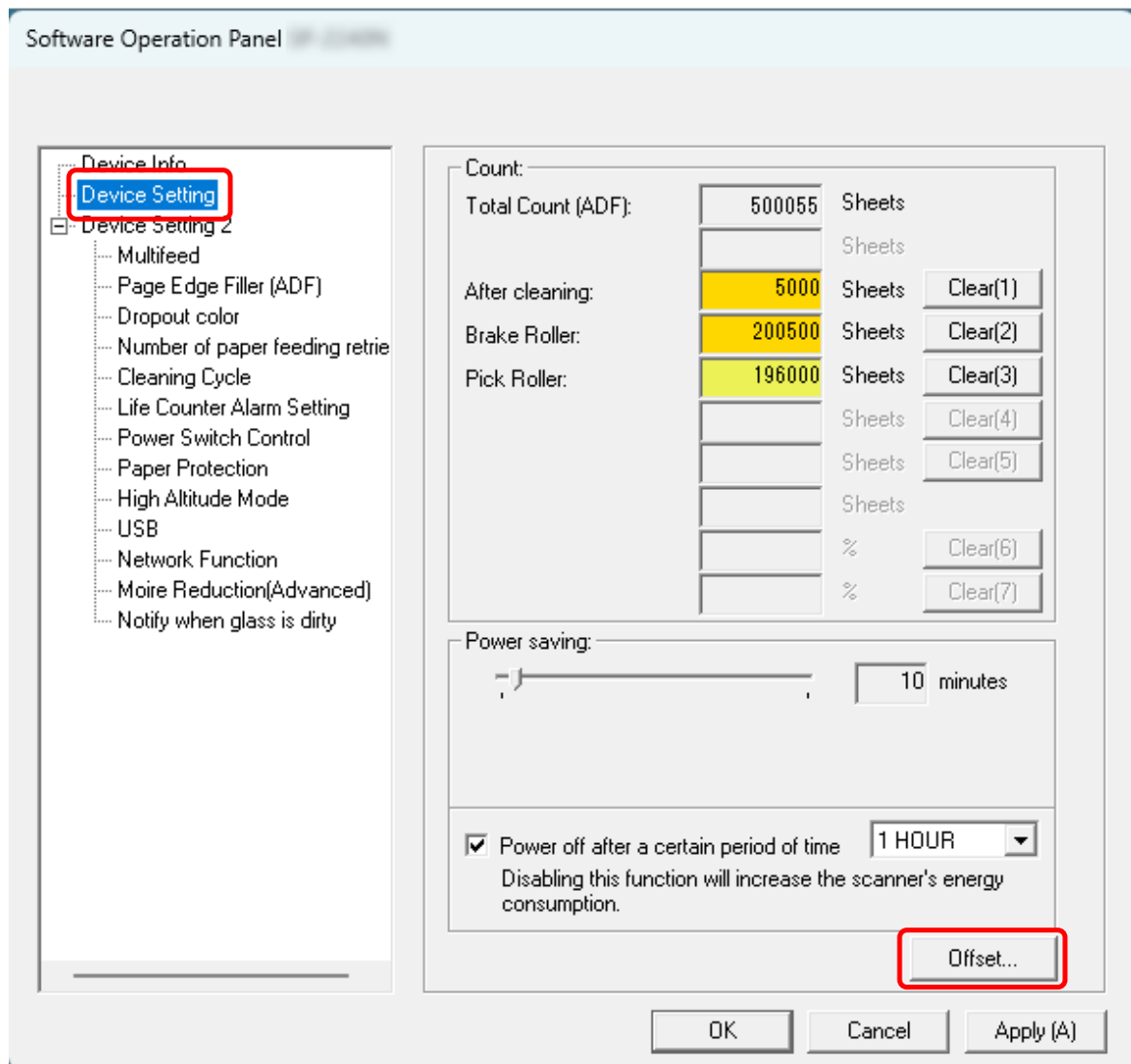
You can configure settings that are related to scanning documents.

Device Setting

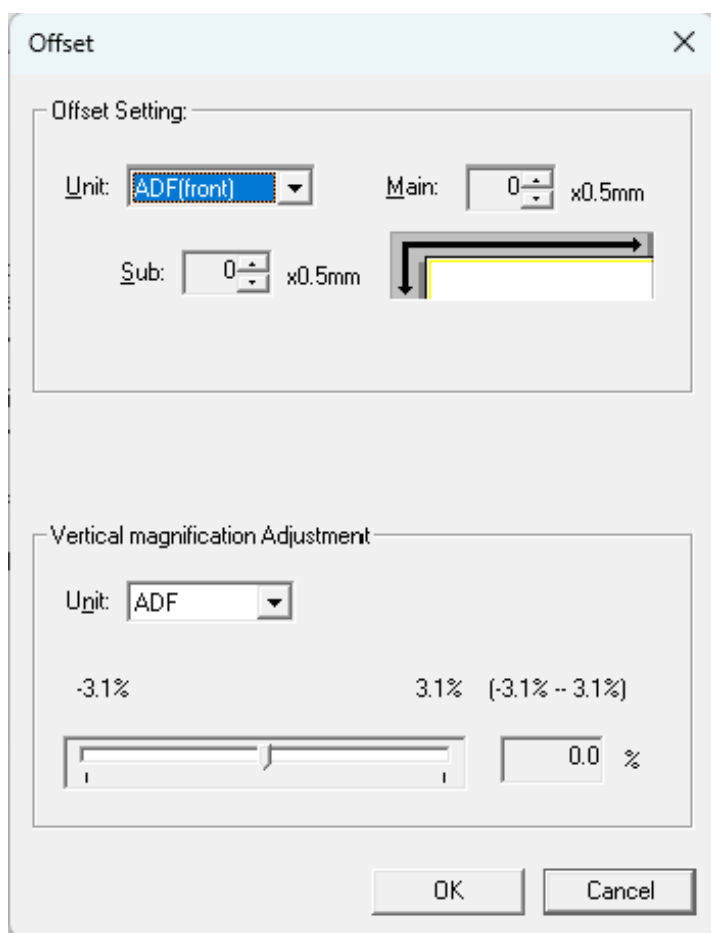
1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

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.

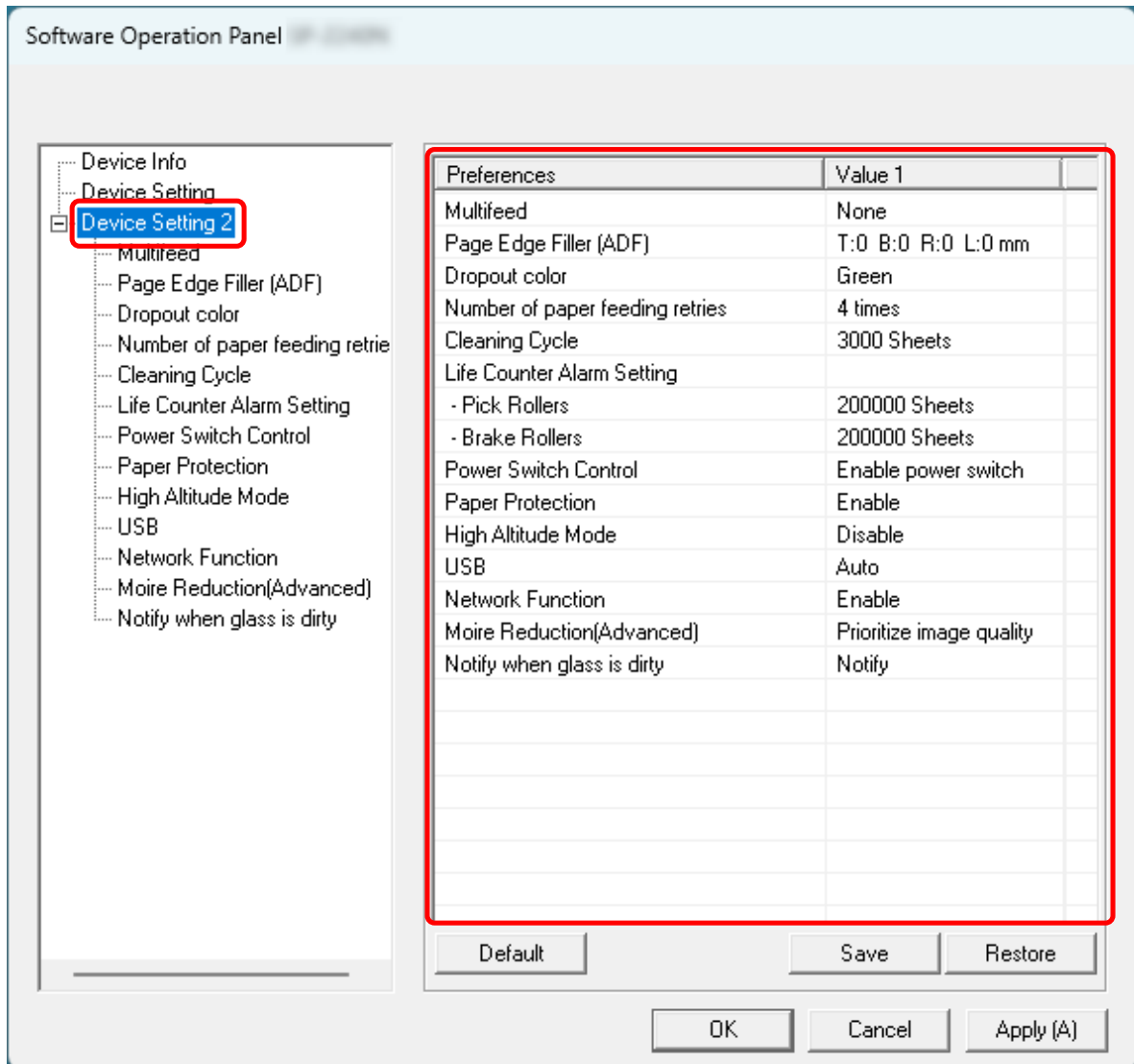
Device Setting 2

1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

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.
Paper Protection	Configure the setting to detect feeding errors.
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. This setting cannot be configured when the scanner is connected via a wired LAN.
Network Function	Specify whether or not to use the scanner only via the USB connection. This setting cannot be configured when the scanner is connected via a wired LAN.
Moire Reduction (Advanced)	Adjusts the image quality when scanning documents (such as magazines or photographs) to prevent vertical streaks (moire) appearing.
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 \[Life Counter Alarm Setting\] \(page 213\)](#) in Software Operation Panel, and turn yellow when the sheet count reaches 100%.

- [After cleaning] counter

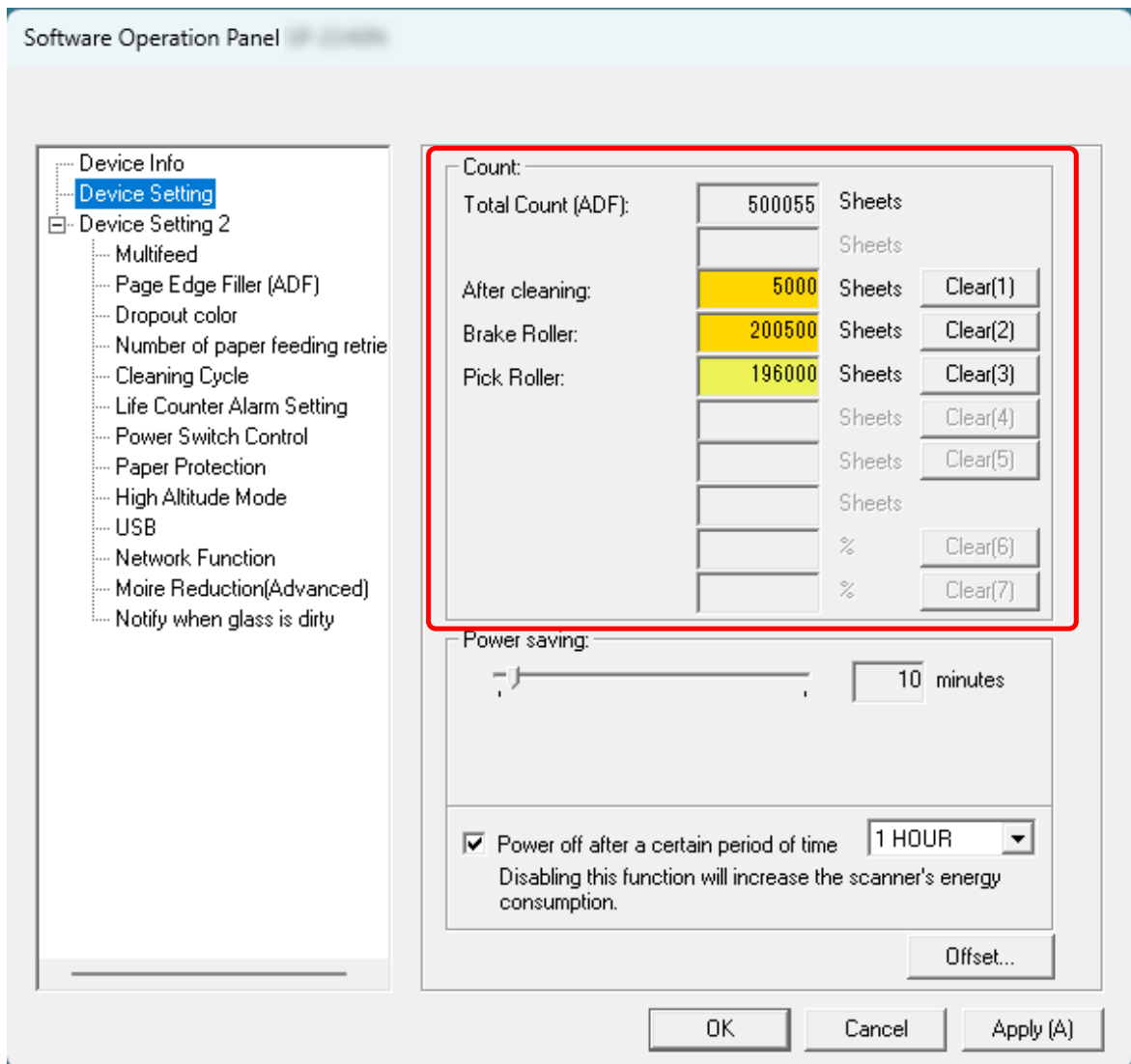
This counter turns yellow when the sheet count after cleaning reaches the value specified in [Scanner Cleaning Cycle \[Cleaning Cycle\] \(page 212\)](#) in Software Operation Panel.

- 1 Start Software Operation Panel.**

→ [Starting Up the Software Operation Panel \(page 190\)](#)

- 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 the Software Operation Panel \(page 190\)](#)

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.

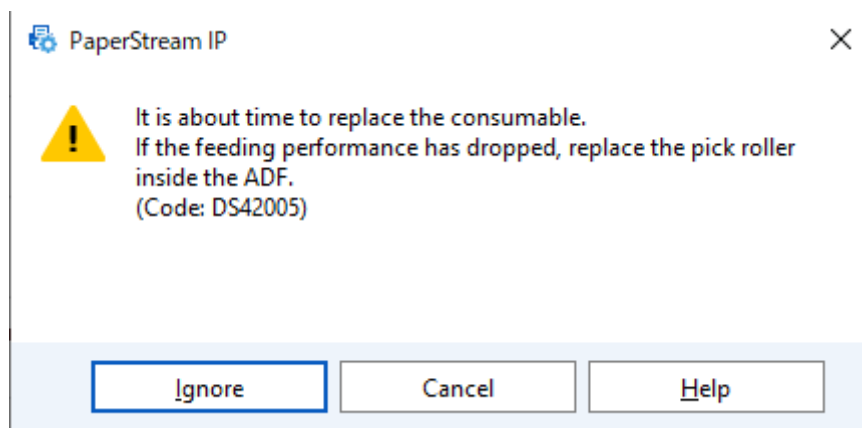
5 Click the [OK] button.

The settings are saved.

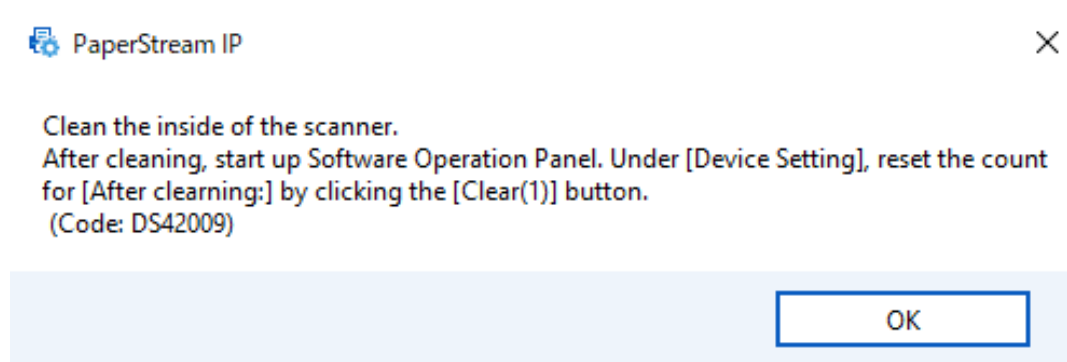
Messages for Cleaning or Replacing Consumables

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 \(page 120\)](#)
 - [Replacing the Pick Roller \(page 123\)](#)
- When a message for cleaning appears
 - Check the message, and perform cleaning accordingly.
 - For details about cleaning, refer to [Daily Care \(page 105\)](#).

When DirectScan is used, the message about replacing consumables and cleaning will not be notified. If any abnormality occurs in the scanning or scanned images, check the condition of the brake roller and pick roller, and clean the inside of the scanner.

➔ [Daily Care \(page 105\)](#)

➔ [Replacing the Consumables \(page 118\)](#)

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 \(page 210\)](#).

1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

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 \(page 210\)](#).

1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

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

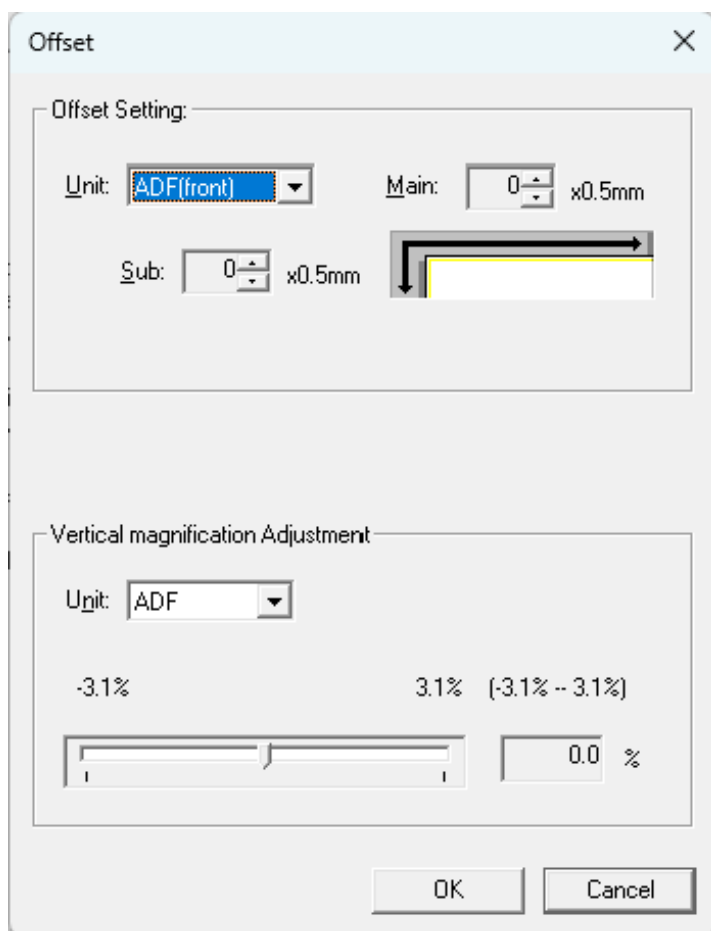
Adjusting the Starting Position for Scanning [Offset Setting/Vertical magnification Adjustment]

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 the Software Operation Panel \(page 190\)](#)
- 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).

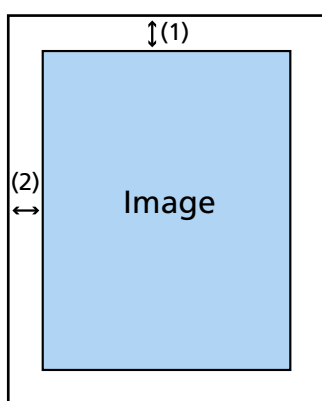
Factory default setting: 0

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).

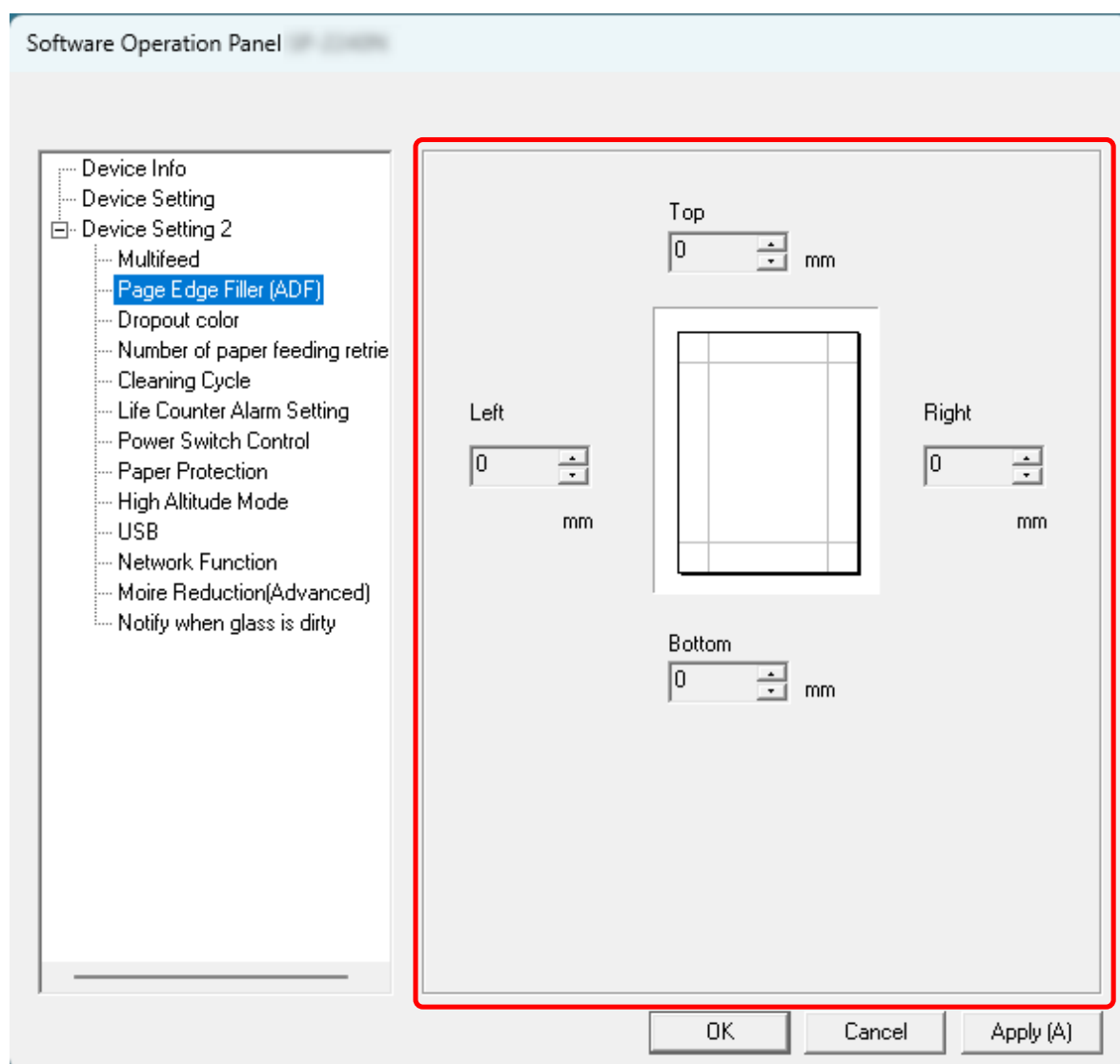
Factory default setting: 0.0

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.

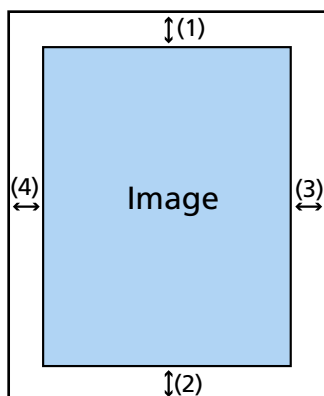
In this case, remove the black streaks by filling in the edges of the scanned image.

- 1 Start Software Operation Panel.
 - ➔ [Starting Up the Software Operation Panel \(page 190\)](#)
- 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.
 - DirectScan job (PaperStream Scanner Admin)
Set [Edge Correction] in the scan settings.
- ➔ [Button Assignment \(page 245\)](#)

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 the Software Operation Panel \(page 190\)](#)

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.
- DirectScan job (PaperStream Scanner Admin)
➔ [Button Assignment \(page 245\)](#)

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 the Software Operation Panel \(page 190\)](#)

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 the Software Operation Panel \(page 190\)](#)

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

3 Select [Enable].

Factory default setting: Disable

Preventing Vertical Streaks (Moire) from Appearing in Images [Moire Reduction (Advanced)]

Adjusts the image quality when scanning documents (such as magazines or photographs) to prevent vertical streaks (moire) appearing.

1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

2 From the list, select [Device Setting 2] → [Moire Reduction (Advanced)].

3 Select a moire prevention method.

Prioritize speed

Suppresses vertical streaks (moire).
This is the factory default setting.

Prioritize image quality

This option is more effective for suppressing vertical streaks (moire) than [Prioritize speed].
The scanning speed will slow down.

TIP

This setting can also be configured in the scanner driver.
For details, refer to the help for the scanner driver.
Note that priority is given to the scanner driver setting.

Protecting the Documents from Being Damaged [Paper Protection]

Configure the setting to detect feeding errors.

Paper jams due to feeding errors could damage or tear valuable documents.

Detecting a document feeding error and stopping the feed can prevent damage to the document.

This function is effective when you scan documents which are difficult to feed such as thin paper documents.

1 Start Software Operation Panel.

➔ [Starting Up the Software Operation Panel \(page 190\)](#)

2 From the listing on the left, select [Device Setting 2] → [Paper Protection].

3 Select a detection method.

Disable

Does not detect feeding errors.

Feeding Skew

Stops the document feeding when the scanner detects an abnormally skewed document during document feeding.

This is the factory default setting.

ATTENTION

Note that the paper protection function is to prevent damages to documents, but the protection of all documents is not guaranteed.

TIP

- When [Paper Protection] is enabled, in the following cases, the feeding may stop even when the documents are being fed correctly.
 - If you scan a wrinkled document
 - If you scan a document that is not square or rectangular
 - If you scan a document that has a dark background
 - If you scan a document that has text or patterned background printed close to the edge
- If the paper protection function stops document feeding frequently, take measures according to [Paper Damage Prevention Errors Occur Frequently \(page 174\)](#).
- [Paper Protection] is disabled in the following cases.
 - When enabling the (Carrier) Sheet function in the following scan settings
 - Scanner driver
 - For details, refer to the help for the scanner driver.
 - DirectScan job (PaperStream Scanner Admin)
 - ➔ [Button Assignment \(page 245\)](#)

- When using Manual Single Mode
 - ➔ [Scanning Documents Folded in Half \(page 83\)](#)
 - ➔ [Scanning Documents such as Envelopes or Multi-Layered Transfer Paper \(page 85\)](#)
- This function can also be set 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.
 - DirectScan job (PaperStream Scanner Admin)
 - ➔ [Button Assignment \(page 245\)](#)

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 the Software Operation Panel \(page 190\)](#)

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 or PaperStream Scanner Admin (for DirectScan).

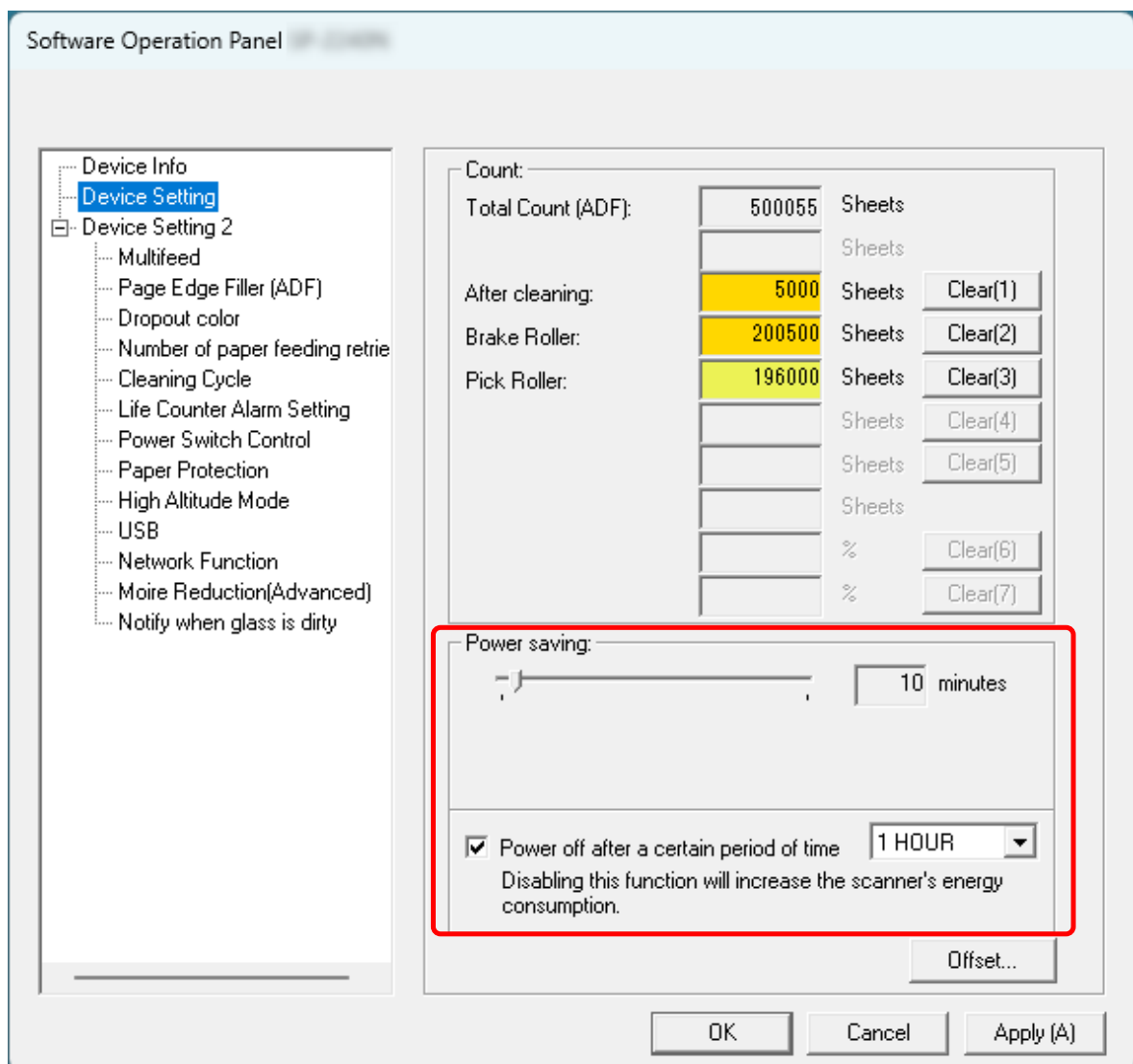
Note that priority is given to the scanner driver or PaperStream Scanner Admin setting.

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 the Software Operation Panel \(page 190\)](#)
- 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.
This setting cannot be configured when the scanner is connected via a wired LAN.
If this setting is changed, the scanner is restarted.

1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

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 to Use the Scanner Only via the USB Connection [Network Function]

With the factory default settings, you can use the scanner either via a USB connection or a wired LAN connection.

Disable the wired LAN connection if you want to use the scanner only via a USB connection for the following reasons.

- To reduce power consumption
- To enhance security
- To use Enable USB power feeding

→ [Method for Turning the Scanner ON/OFF \[Power Switch Control\] \(page 230\)](#)

This setting cannot be configured when the scanner is connected via a wired LAN.

If this setting is changed, the scanner is restarted.

1 Start Software Operation Panel.

→ [Starting Up the Software Operation Panel \(page 190\)](#)

2 From the list on the left, select [Device Setting 2] → [Network Function].

[Network Function] appears when the scanner is connected via USB cable.

3 Select [Disable].

Factory default setting: Enable

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.

Specify the method that allows actions other than the scanner's power button to turn the scanner on and off when the network function is disabled.

- 1 Start Software Operation Panel.
→ [Starting Up the Software Operation Panel \(page 190\)](#)
- 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

This setting goes into effect when [Network Function] in [Device Setting 2] is set to [Disable]. 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.

Note that when DirectScan is used, the message about dirt on the glass will not be notified. If any abnormality occurs in the scanned images, clean the inside of the scanner.

For details about cleaning, refer to [Daily Care \(page 105\)](#).

1 Start Software Operation Panel.

➔ [Starting Up the Software Operation Panel \(page 190\)](#)

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

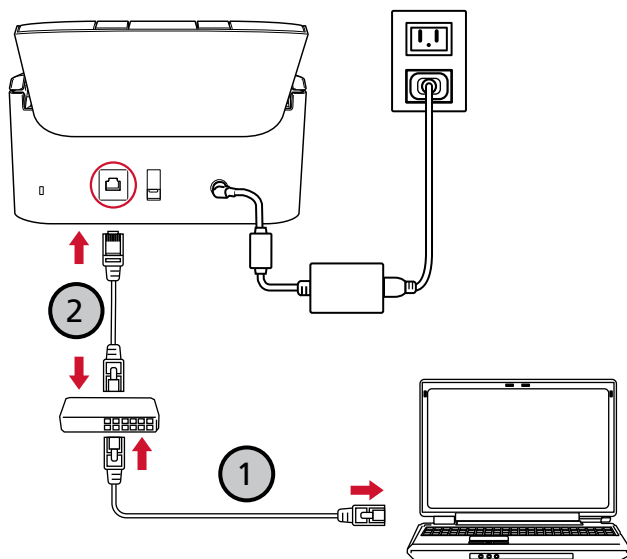
The function to receive notifications about dirt on the glass does not necessarily notify you of all the dirt. If vertical streaks appear on the image, take measures according to [Vertical Streaks Appear on the Images \(page 168\)](#).

Network Settings (PaperStream Scanner Admin)

This section explains how to use PaperStream Scanner Admin to configure the network settings. The network settings for the scanner can be configured with a browser on the computer by using PaperStream Scanner Admin.

Starting Up PaperStream Scanner Admin

- 1 Connect the scanner to the computer as follows.



- a Connect the computer to a network device via a wired LAN (1).
For details about how to connect the computer to the network, refer to your computer manual.
- b Connect the scanner to the network device via a wired LAN (2).

- 2 Check the IP address of the scanner.

You can use IP Address Setting Tool to check the IP address.

For details, refer to the Network Setup Tool Help.

For details about how to start up IP Address Setting Tool, refer to [Starting Up IP Address Setting Tool \(page 293\)](#).

- 3 Make sure that the scanner is connected to the network.

→ [How to Check the Network Connection for the Scanner \(page 279\)](#)

- 4 Start a browser on the computer and enter the following URL in the URL input field to connect to the scanner.

IP address or FQDN of the scanner

Example

IPv4 address

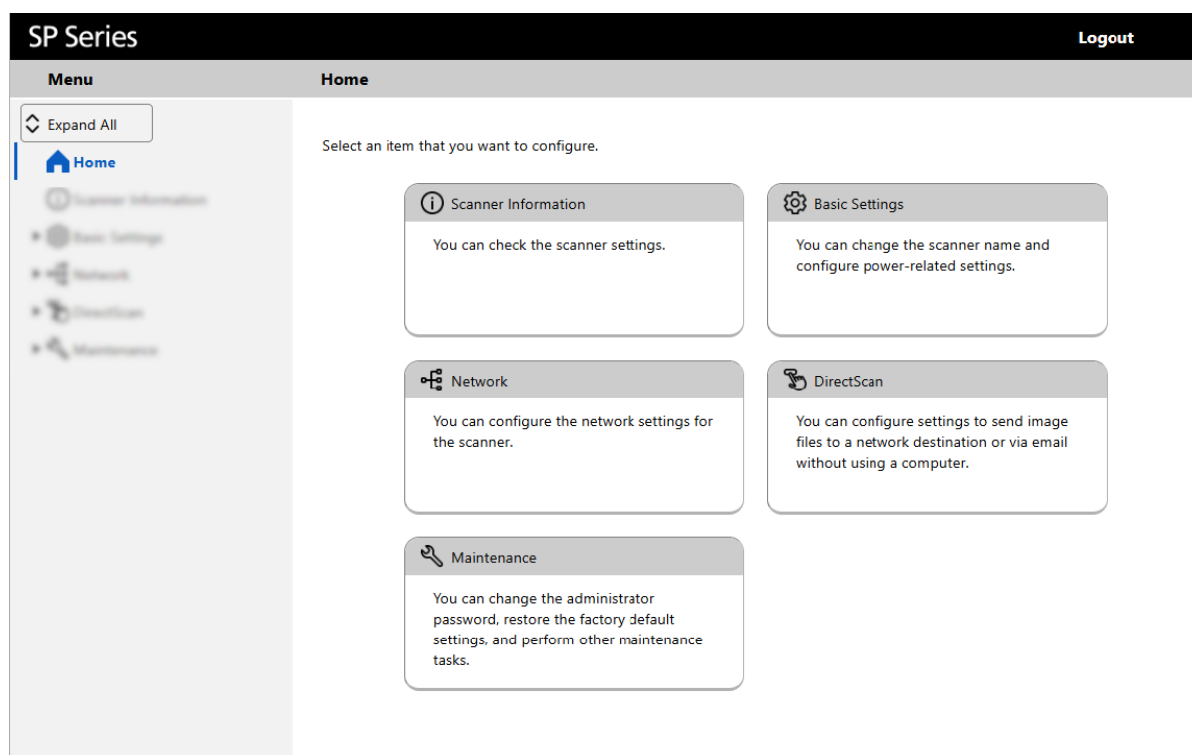
xxx.xxx.xxx.xxx/ (each "xxx" is a value from 0 to 255)

5 Enter the administrator password, and click the [Login] button.For details about the administrator password, refer to [Admin Password \(page 266\)](#).

The PaperStream Scanner Admin window appears.

6 Click each menu to configure the settings.

- [Home \(page 236\)](#)
- [Scanner Information \(page 237\)](#)
- [Basic Settings \(page 238\)](#)
- [Network \(page 241\)](#)
- [DirectScan \(page 245\)](#)
- [Maintenance \(page 266\)](#)

**ATTENTION**

To be able to use the function on the window without any problems, make sure that the following settings are configured on your browser.

- Cookies are enabled
- JavaScript is enabled

Setting Items

This section shows a list of setting items that you can configure in the PaperStream Scanner Admin windows.

ATTENTION

To use PaperStream Scanner Admin, the administrator password is required.

You can check the default administrator password on the label.

For details about the label, refer to [Checking the Product Labels \(page 188\)](#).

Change the administrator password to prevent the settings from being changed by other users.

Also, change the administrator password regularly.

The administrator password can be configured in [Admin Password] under [Maintenance].

● Home

Setting Items	Description
Home (page 236)	Displays the menu categories and their descriptions.

● Scanner Information

Setting Items	Description
Scanner Information (page 237)	Information about the scanner unit and its settings is displayed.

● Basic Settings

Setting Items	Description
Scanner Name (page 238)	Set a scanner name.
Date/Time (page 239)	Set the date and time on the scanner.
Power Save Mode (page 240)	Set the waiting time before the scanner enters the power saving mode and before the scanner turns off automatically.

● Network

Setting Items	Description
Wired LAN (page 241)	Set an IPv4 address for the scanner.
CA Certificates (page 243)	Register the CA certificate in order for the scanner to communicate with the FTPS server or the SMTP server when using DirectScan.

Setting Items	Description
Proxy Server (page 244)	Set this item when connecting to an external server via a proxy server.

- **DirectScan**

Setting Items	Description
Button Assignment (page 245)	Assign a job to be performed using DirectScan to a Send to button on the scanner.
Batch Log (page 262)	Displays the history of jobs performed using DirectScan. If an error occurs during scanning, the error details and solution are displayed.
DirectScan Factory Reset (page 263)	Initializes the DirectScan settings to restore them to the factory default.
SMTP (page 264)	Set the SMTP server used for sending emails when using DirectScan.

- **Maintenance**

Setting Items	Description
Admin Password (page 266)	Change the administrator password.
Restore Factory Defaults (page 267)	Restore the scanner settings to the factory default.
License (page 268)	Displays the license information.

Home

Displays the menu categories and their descriptions.
Click [Home] to display the window.

Scanner Information

Information about the scanner unit and its settings is displayed.
Click [Scanner Information] to display the window.

Basic Settings

Scanner Name

Set a scanner name.

Click [Basic Settings] → [Scanner Name] to display the window.

Scanner Name

Enter a scanner name within 64 characters.

The following characters can be used for a scanner name:

- Alphanumerical characters
- Space
The space before or after the character string is ignored.
- Symbols

-_

Factory default setting: ["SP-2230N-" or "SP-2240N-" + <ScannerSerialNumber>].

[Apply to the Scanner] button

Applies the configured settings.

TIP

- The scanner serial number can be checked on the product label.
→ [Checking the Product Labels \(page 188\)](#)
- When [Dynamic DNS] is enabled, enter a scanner name within 63 characters.
It is also recommended that you do not use the following characters for the scanner name as they are replaced with "-" when the name is registered in the DNS servers.
 - Underscore "_"
 - Space→ [Wired LAN \(page 241\)](#)

Date/Time

Set the date and time on the scanner.

Click [Basic Settings] → [Date/Time] to display the window.

Timezone

Set the timezone of the region where the scanner is used.

Factory default setting: Select from the list

Daylight Savings Time

Specify whether to enable daylight saving time.

Factory default setting: Disabled

NTP Server

ATTENTION

To use DirectScan, the time needs to be synced with the NTP server in advance.

Note that the scanner cannot be connected to an NTP server that requires authentication when syncing the time.

Acquisition Method

Set the NTP server from which the scanner obtains the current date and time.

Factory default setting: Obtain Automatically (DHCP/Default Gateway)

- Obtain Automatically (DHCP/Default Gateway)

ATTENTION

One of the following conditions needs to be met:

- The information obtained from the DHCP server needs to include the NTP server information.
- The NTP server is enabled on the default gateway.
- Obtain from Public Server
"pool.ntp.org" is used to connect to an NTP server.
- Configure Manually
Specify the following items as well:
 - Primary
 - Secondary

[Apply to the Scanner] button

Applies the configured settings.

When the scanner is synchronized with an NTP server, the date and time are displayed on the window. If the scanner fails to synchronize with an NTP server, check the message and take measures accordingly.

Power Save Mode

Set the waiting time before the scanner enters the power saving mode and before the scanner turns off automatically.

Click [Basic Settings] → [Power Management] → [Power Save Mode] to display the window.

Power Save minutes

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

Factory default setting: 10

Auto Shutdown

Specify the time before the scanner turns off automatically.

Factory default setting: 20 minutes

[Apply to the Scanner] button

Applies the configured settings.

Network

Wired LAN

Set an IPv4 address for the scanner.

Click [Network] → [Wired LAN] to display the window.

IPv4 Configuration

Set an IPv4 address of the scanner.

Factory default setting: Auto

When [Manual] is selected, specify the following items:

- IP Address
- Subnet Mask
- Default Gateway

DNS Server

Configure the DNS servers.

Factory default setting: Auto

When [Manual] is selected, specify the following items:

- Primary DNS
- Secondary DNS

Dynamic DNS

Set this item to obtain an IP address of the scanner automatically.

Factory default setting: Disabled

Enabling this item allows the scanner name (host name) and IP address to be automatically registered with the DNS servers when the scanner is connected to a network.

You can specify the scanner name (host name) to be registered with the DNS servers in [Scanner Name].

→ [Scanner Name \(page 238\)](#)

TIP

- The DNS servers need to be set on the scanner.
- If you enter a blank space or "_" for [Scanner Name], it is converted to "-" and registered in the DNS servers.
Note that host names registered with the DNS servers can be up to 63 characters long.

When the scanner name (host name) is registered with the DNS servers, you can search for the scanner by specifying the scanner name (host name) in Scanner Selection Tool, even if the IP address assigned by the DHCP server has changed.

For details about searching for a scanner, refer to the Network Setup Tool Help.

For details about how to start up Scanner Selection Tool, refer to [Starting Up Scanner Selection Tool \(page 292\)](#).

[Apply to the Scanner] button

Applies the configured settings.

CA Certificates

Register the CA certificate in order for the scanner to communicate with the FTPS server or the SMTP server when using DirectScan.

The registered CA certificates are listed.

Click [Network] → [Certificate] → [CA Certificates] to display the window.

[Register] button

Registers a CA certificate. The [CA Certificate Registration] window appears.

Up to 10 CA certificates can be added.

Files with the following extensions can be registered:

.cer, .crt, .der, .pem

[Remove] button

Deletes the CA certificate.

- **[CA Certificate Registration] Window**

[Select a File] button

Select a CA certificate file to register.

[Apply to the Scanner] button

Applies the configured settings.

Proxy Server

Set this item when connecting to an external server via a proxy server.

Click [Network] → [External Server Settings] → [Proxy Server] to display the window.

Proxy Server

Set whether or not to use a proxy server.

Factory default setting: Do not use

When [Use] is selected, specify the following items:

Encryption

Specify the encryption method for network communications.

Factory default setting: HTTPS

Host Name/IP Address

The host name, FQDN, or IP address can be set for this item.

The space before or after the character string is ignored.

ATTENTION

When entering a host name, the DNS servers need to be set on the scanner.

➔ [Wired LAN \(page 241\)](#)

Port Number

Factory default setting: 8080

Username

Enter the user name used to connect to the proxy server.

The space before or after the character string is ignored.

Password

Enter the password for the user name used to connect to the proxy server.

Spaces before and after the character string are maintained.

[Display Keystrokes] check box

Select the check box to display the password characters.

The check box is cleared for the factory default settings.

[Apply to the Scanner] button

Applies the configured settings.

DirectScan

You can set this item when using DirectScan.

Button Assignment

Assign a job to be performed using DirectScan to a Send to button on the scanner.

Click [DirectScan] → [Button Assignment] to display the window.

Disabled, Enabled

Enable this option when you want to process a job to scan documents using one of the Send to buttons on the scanner.

Factory default setting: Disabled

[Job Settings] button

Set the job to be assigned to a Send to button on the scanner.

The [Edit Job] window appears.

When a job is set, the job name and image output destination will be displayed on the window.

[Apply to the Scanner] button

Applies the configured settings.

- **[Edit Job] window**

Configure the scan settings and the method for sending images from the scanner, according to the intended use of the images.

Display Name

Set a name for the job.

Enter a display name within 48 characters.

You cannot set the same name as a display name that is already registered.

The space before or after the character string is ignored.

- [Scan Settings \(page 245\)](#)
- [File Settings \(page 255\)](#)
- [Destination Setting \(page 257\)](#)
- [Index File \(page 261\)](#)

Scan Settings

Configure the scan settings to be used when documents are scanned with the scanner.

Image Mode

Set the color type of images.

Factory default setting: Automatic Color Detection

Sides

Set the scanning side for documents.

Factory default setting: Both Sides

Resolution (dpi)

Specify the resolution for images.

Factory default setting: 200

Paper Size

Set the document size of documents to be scanned.

If [(Carrier) Sheet] is enabled, set the size of the output image.

Factory default setting: Auto

Continuous Scan

Set whether to continue scanning when additional documents are loaded after all documents loaded in the scanner have been scanned.

Factory default setting: Off

- Off
Continuous scanning is not performed for additional documents.
The scanner finishes scanning when all documents loaded in the scanner are scanned.
- Manual
The scanner enters standby when all documents loaded in the scanner are scanned.
To continue scanning, load a document and press the Scan/Stop button on the scanner.
To finish scanning, press the Scan/Stop button.
- Auto
The scanner enters standby when all documents loaded in the scanner are scanned.
To continue scanning, load a document. Scanning starts automatically.
To finish scanning, press the Scan/Stop button.

[Advanced Settings] button

Configure the advanced scan settings to be used when documents are scanned with the scanner.

Clicking the [Advanced Settings] button allows you to specify the following items:

- [Basic \(page 247\)](#)
- [Image \(page 248\)](#)
- [Page \(page 249\)](#)
- [Paper Feeding \(page 254\)](#)
- [Batch \(page 255\)](#)
- [Maintenance \(page 255\)](#)

Basic

The following items can also be set in [Scan Settings]. Settings changed in one location will be reflected in the other.

For details about the setting items, refer to [Scan Settings].

- [Image Mode \(page 245\)](#)
- [Sides \(page 246\)](#)
- [Resolution \(dpi\) \(page 246\)](#)
- [Paper Size \(page 246\)](#)

(Carrier) Sheet

Configure the setting for scanning with a (Carrier) Sheet.

Factory default setting: Disabled

- Disabled
Scan without a (Carrier) Sheet.
- Double-page Spread
Merges the front and back sides into a single image when you scan a document folded in half with a (Carrier) Sheet and outputs the image.
- Clipping (Front Side)
Scans only the front side of a document placed inside the (Carrier) Sheet.
- Clipping (Back Side)
Scans only the back side of a document placed inside the (Carrier) Sheet.
- Clipping (Both Sides)
Scans both sides of a document placed inside the (Carrier) Sheet.

TIP

- For details about placing a document inside a (Carrier) Sheet, refer to the following:
 - [Scanning Documents Larger than A4/Letter Size \(page 87\)](#)
 - [Scanning Photographs and Clippings without Damaging Them \(page 89\)](#)
- The same scan settings are applied to both the front and back sides.
- Depending on the type of (Carrier) Sheet that you use, the cropping method for an image varies.
 - ➔ [An Image When Using the \(Carrier\) Sheet \(page 289\)](#)
- Documents placed in a (Carrier) Sheet and documents not using a (Carrier) Sheet can be mixed and scanned together. In this case, the images of documents not using (Carrier) Sheets are cropped and output at the same size as the original documents.

Image

The items displayed vary depending on the other settings. Configure settings depending on the items in the window.

Black & White Method (iDTC)

Adjust the sensitivity for converting to a black and white image.

Increase the sensitivity to get a more detailed image. Decrease it to help reduce image noise.

Color gradation does not change much even when you adjust the sensitivity.

Color Adjustment

Adjusts the colors of the image.

Color Reproduction

Select the color reproduction method.

Factory default setting: Prioritize Color

- **Prioritize Contrast**
Outputs a crisp image by emphasizing the contrast between colors.
- **Prioritize Color**
Outputs a smooth image by clearing the difference between colors.

Cleanup

When the image mode is set to [Black & White], corrects characters, lines, and the background of an image.

Character Thickness

Adjusts the thickness of characters and lines on the image.

Factory default setting: 0

Character Augmentation

Corrects characters and lines that appear faded on the image.

Factory default setting: 0

Noise Removal

Removes image noise (unwanted dots in the background).

Factory default setting: 0

TIP

If a higher value is specified, characters or a part of a character may be deleted.

In this case, decrease the value or specify "0".

Background Pattern Removal

Set whether to remove small characters and patterns in the background of the image for improving OCR accuracy.

Factory default setting: Enabled

ATTENTION

Background pattern removal from copyright protected works is prohibited. The removal function is intended to be used for the purpose of improving OCR accuracy, and use of the function for other purposes may be unlawful.

Vertical Streaks Reduction

Set whether to reduce vertical streaks that appear on the image.

If vertical streaks still appear even after the inside of the scanner is cleaned, enable this function.

Factory default setting: Disabled

Dropout Color

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

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.

To scan documents without excluding any colors, set to [None].

Factory default setting: Green

ATTENTION

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

TIP

The setting is disabled when [Auto color Detection] is selected for [Image Mode] and a color image is detected.

Page

Rotation

Set a rotating direction for an image.

Factory default setting: Auto

Edge Correction

Fills in the edges of the scanned image to make the entire image look better.

Edge Repair

Specify whether to fill in missing parts of document images with a color similar to the surrounding area in the following cases:

- The edge of the document is folded
- The edge of the document is torn
- The edge of the document is distorted

The factory default settings differ as follows depending on the PART NO. printed on the product label.

- PA03880-B001/PA03880-B101
Enabled
- Other than PA03880-B001/PA03880-B101
Disabled

For the product label, refer to [Checking the Product Labels \(page 188\)](#).

ATTENTION

- The edge repair may not be able to fully fix shadows and tears in the document.
- Documents with index tabs are not repaired even if their edges are folded or torn.
For details about outputting images of index tabs, refer to [Index Tab \(page 253\)](#).

Edge Filler

Fills in the margins of the image in white or black.

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.

Factory default setting: Disabled

When [Enabled] is selected, specify the following items:

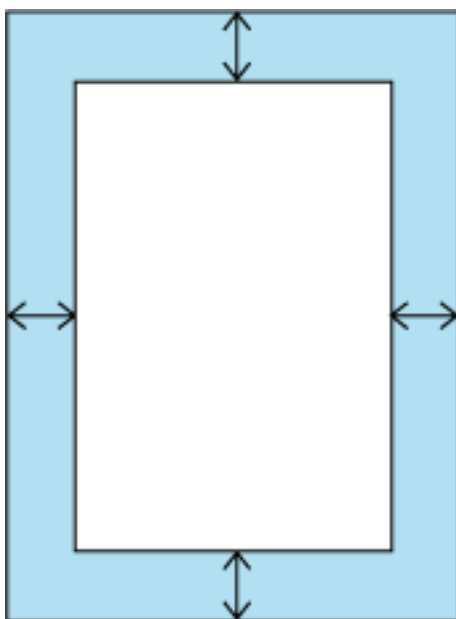
Fill Color

Specify the color to fill in.
Factory default setting: White

Filled Area

Specify the width of each margin to fill in.

Specify the width from the range 0 to 10.0 mm (from 0 to 0.394 in.)



The factory default settings differ as follows depending on the PART NO. printed on the product label.

- PA03880-B001/PA03880-B101
0.051 in.
- Other than PA03880-B001/PA03880-B101
1.3 mm

For the product label, refer to [Checking the Product Labels \(page 188\)](#).

Hole Punch Removal

Fills the holes on the image if there are punched holes in the document with the background color.

The factory default settings differ as follows depending on the PART NO. printed on the product label.

- PA03880-B001/PA03880-B101
Enabled
- Other than PA03880-B001/PA03880-B101
Disabled

For the product label, refer to [Checking the Product Labels \(page 188\)](#).

TIP

- Holes on the following documents may not be filled in with this setting:
 - A document that has characters/pictures over the edge of the document
 - A document on which the sizes of holes or the space between holes are not the same
 - A document that is not in the shape of a rectangle
 - A document that does not match the specified paper size in [Paper Size]

- If vertical streaks appear in the document image, holes in the image may not be filled in with this setting.
The problem may be solved by performing the following.
 - Enable [Vertical Streaks Reduction]
 - Clean the inside of the scanner
- If punched holes are lined up horizontally with respect to the feed direction when the document is loaded, the punched holes in the image may not be filled in.
In this case, the situation may be improved by changing the orientation of the document so that the punched holes are lined up vertically.

Blank Page Deletion

Set whether to detect and remove blank pages.

Factory default setting: Enabled

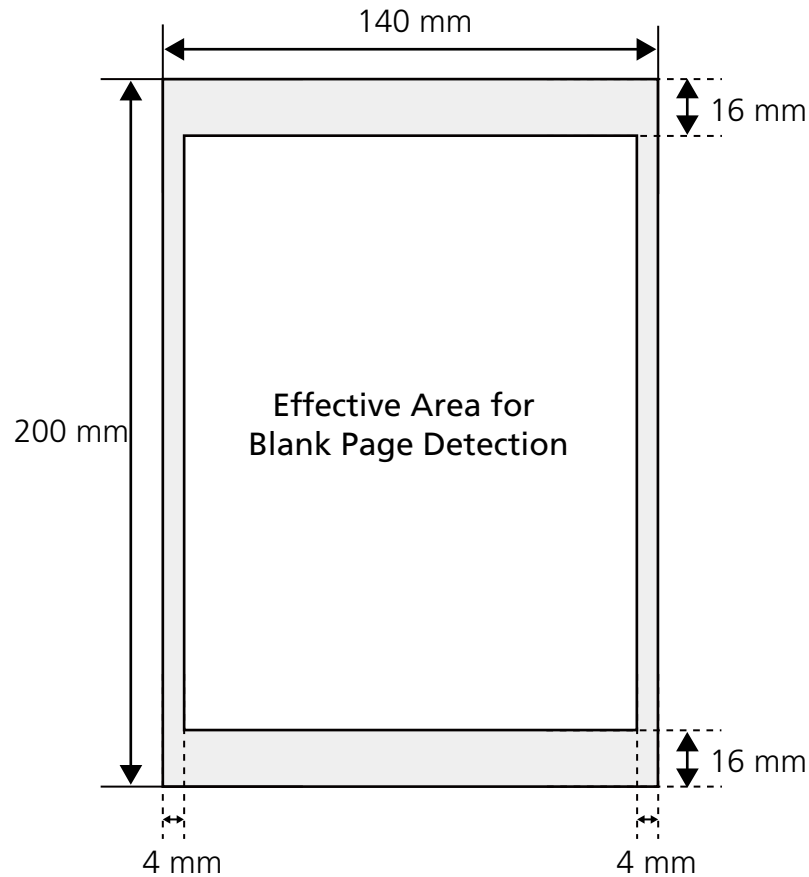
If there are no text or pictures in the effective area for blank page detection below, the page is recognized as a blank page.

The width of the edge that can be excluded varies depending on the length of the side.

When the length of the side is 158 mm or more: Up to 16 mm

When the length of the side is less than 158 mm: Up to 4 mm

For example, when the document length is 200 mm and the document width is 140 mm, the effective area for blank page detection is as shown below.



The following types of documents may not be detected as blank pages and therefore may not be removed.

- Creased documents
- Documents with punched holes
- Documents whose images have black streaks caused by document shadows in the effective area for blank page detection

Cropping

Index Tab

Specify whether to output index tabs when scanning documents that have index tabs.

Factory default setting: Disabled

TIP

If an index tab is at the top or bottom edge of the document when it is loaded, the tab may not be recognized as an index tab.

In that case, load the document on the scanner so that the attached index tab faces to the right or left side.

Note that the index tab may get caught during document feeding, which may cause the document to be scanned skewed or the document to be damaged. Before loading the document, flatten the index tab and align the side guides with the width of the document.

Paper Feeding

Multifeed Detection

Action

Set whether to detect overlapped documents.

Factory default setting: Detect

When [Detect] is selected, specify the following items:

Condition

Specify a method to detect overlapped documents.

Factory default setting: Overlapping

- Overlapping

Uses the ultrasonic sensors inside the scanner to monitor the documents during feeding, and detects overlapped documents according to the deviation of the reflected ultrasonic waves.

ATTENTION

Even when scanning documents of the same length, if a piece of paper such as a sticky note, receipt, or photo is attached to a document, the scanner may detect document overlapping due to the attached paper when [Overlapping] is selected. In this case, selecting [Length] prevents the false detection of document overlapping.

- Length

Monitors the document length during feeding, and detects overlapped documents according to the deviation of detected lengths.

ATTENTION

- If the documents differ in length by 10 mm or less, any document overlapping will not be detected.
- Do not scan a batch of documents with differing lengths. Doing so causes the false detection of overlapped documents.
To scan documents with different lengths, select [Overlapping].

- Overlapping and Length

Detects overlapped documents by the combination of [Overlapping] and [Length].

Paper protection

Stops the document feeding when the scanner detects an abnormally skewed document during document feeding.

This protects documents that cannot be fed smoothly, such as thin paper.

Factory default setting: Enabled

ATTENTION

[Paper protection] is disabled in the following cases.

- When the setting for using the (Carrier) Sheet is enabled
- When using Manual Single Mode

Batch

Continuous Scan

Set whether to continue scanning when additional documents are loaded after all documents loaded in the scanner have been scanned.

Factory default setting: Disabled

Barcode Detection

Set whether to output the barcode values from images to index the files.

Up to 20 barcodes can be detected.

Factory default setting: Disabled

If [Enabled] is selected, select the type of barcode to be detected for [Type].

For details about barcodes that can be detected, refer to [Specifications of Barcodes \(page 281\)](#).

For details about index files, refer to [Specifications of Index Files \(page 287\)](#).

Maintenance

Click the [Restore Defaults] button to restore the settings configured in [Scan Settings] to their default values.

File Settings

File Format

Set a file format of images.

Factory default setting: PDF

File Name

Set a file name format for images.

Name Rule

Select a file name format.

Factory default setting: Scanned date/time (yyyyMMddHHmss)

[Add {Serial Number} to the beginning] check box

The following string is added to the beginning of file names:

SP-ScannerSerialNumber

The check box is cleared for the factory default setting.

TIP

The scanner serial number can be checked on the product label.

➔ [Checking the Product Labels \(page 188\)](#)

When configuring a format that contains {Prefix} and {Counter} for [Name Rule], also configure the following settings:

Prefix

Enter a string of 40 characters or less to be added to file names.

The space before or after the character string is ignored.

Symbols that can be used are "-" and "_".

Half-width spaces are not allowed.

Counter (Digit)

Set the number of digits for the counter to between 0 and 6 when a counter is added to the file names.

When "0" is specified, ["_" + {counter}] is not added to the file names.

Factory default setting: 3

TIP

If there is a file with the same name at the destination, the file will be named as follows.

- When no counter is added

"(Number)" is appended to the file name.

Example: If AAA.jpg already exists at the destination and you save multiple files with the same name, the file names will be AAA(1).jpg, AAA(2).jpg, AAA(3).jpg, and so on.

- When a counter is added

The initial value of the counter is the value immediately following the maximum counter value for the same file name.

Example: If AAA_001.jpg and AAA_005.jpg already exist at the destination and you save multiple files with the same name, the counter starts at "006", and the file names will be AAA_006.jpg, AAA_007.jpg, AAA_008.jpg, and so on.

ATTENTION

When using DirectScan on multiple scanners, make sure that the file names are different for each scanner.

PDF Options**Compression Rate**

Set the file size compression rate.

Searchable PDF

Set whether to recognize characters in the image and create a searchable PDF.

[Convert to Searchable PDF] check box

Select this check box to create searchable PDFs by recognizing text in the language specified for [Language].

The check box is cleared for the factory default setting.

Language

Select the language in which the text in your document will be recognized.

JPEG Options**Compression Rate**

Set the file size compression rate.

Destination Setting

Configure the scan settings to be used when documents are scanned with the scanner.

Destination Setting**Destination Type**

Set the type of the save destination.

The settings to configure vary depending on the type of save destination.

- When using [Network Folder (SMB)],[File Transfer (FTP)],[SSH File Transfer (SFTP)]

Setting Item	Network Folder (SMB)	File Transfer (FTP)	SSH File Transfer (SFTP)
Host Key (page 259)	-	-	✓
Host Name/IP Address (page 259)	✓	✓	✓

Setting Item	Network Folder (SMB)	File Transfer (FTP)	SSH File Transfer (SFTP)
SSL/TLS Encryption (page 259)	-	✓	-
[Validate Server Certificates] check box (page 259)	-	✓	-
Port Number (page 259)	-	✓	✓
FTP Communication Mode (page 260)	-	✓	-
Shared Path for Save Destination (page 260)	✓	✓	✓
Authentication Method (page 260)	-	-	✓
Public Key for Authentication (page 260)	-	-	✓
Private Key for Authentication (page 260)	-	-	✓
Passphrase (page 260)	-	-	✓
Username (page 260)	✓	✓	✓
Password (page 260)	✓	✓	✓
[Display Keystrokes] check box (page 260)	✓	✓	✓
Domain Name (page 261)	✓	-	-

✓:Setting required

-: Setting not required

Host Key

Enter the host key to authenticate the server you are connecting to.

Host Name/IP Address

The host name, FQDN, or IP address can be set for this item.

The space before or after the character string is ignored.

ATTENTION

When entering a host name, the DNS servers need to be set on the scanner.

➔ [Wired LAN \(page 241\)](#)

TIP

The IP address can be checked using the following methods, depending on the [Destination Type] setting.

- When [Network Folder (SMB)] is set
 - Utility software dedicated to NAS (network-attached storage)
 - System settings in the operating system
 - Command-line interface
- When [File Transfer (FTP)] is set
 - System settings in the operating system
 - Command-line interface

SSL/TLS Encryption

Set whether to use SSL/TLS to encrypt communications for secure transmission.

Factory default setting: Use (FTPES)

[Validate Server Certificates] check box

Set whether to validate server certificates using CA certificates registered on the scanner.

For details about CA certificates, refer to [CA Certificates \(page 243\)](#).

The check box is selected for the factory default setting.

Port Number

The initial value changes as follows:

- When [SSL/TLS Encryption] is set to [Use (FTPES)] or [Do not use (FTP)]: 21
- When [SSL/TLS Encryption] is set to [Use (FTPS)]: 990
- When [Encryption] is set to [Do not use (SMTP)]: 25

- When [Encryption] is set to [Use (SMTPS)]: 465
- When [Destination Type] is set to [SSH File Transfer (SFTP)]: 22

FTP Communication Mode

Set the connect mode used to connect to the FTP server.

Factory default setting: Passive Mode

The connection mode for connecting to the FTPS/FTPES server is fixed to [Passive Mode] and cannot be changed.

Shared Path for Save Destination

The spaces before and after the character string and "/" prefix are ignored.

"%" will be replaced with "/". When the first character is "%", the character will be replaced with "/" and the leading "/" will be deleted.

Authentication Method

Set the authentication method.

Factory default setting: Password Authentication

Public Key for Authentication

Enter the public key to authenticate the user on the server side.

Private Key for Authentication

Enter the private key used for user authentication.

Passphrase

Enter the passphrase to protect the private key.

Username

Set the user name used to connect to the save destination within 64 characters.

You can also set the name in the "UserName@Domain" or "Domain%UserName" format.

The space before or after the character string is ignored.

Password

Enter the password for the user name used to connect to the save destination.

Spaces before and after the character string are maintained.

[Display Keystrokes] check box

Select the check box to display the password characters.

The check box is cleared for the factory default setting.

Domain Name

Enter the domain name of the server to connect to.

• When using email

Configure settings for sending email.

[Server Settings] button

Set the SMTP server used for sending emails when using DirectScan.
The setting items are the same as those for [SMTP \(page 264\)](#).

To

Set a recipient email address.
Up to 25 email addresses can be set.
When specifying multiple addresses, separate them with line breaks.
The space before or after the character string is ignored.

Subject

Enter the subject of emails to be sent within 998 characters.
The space before or after the character string is ignored.

Body

Enter the body of emails to be sent within 1,000 characters.

Index File**[Output the Index File] check box**

Select this check box to record information such as the date and time when document scanning started and save it as an index file.

For details about index files, refer to [Specifications of Index Files \(page 287\)](#).

The check box is cleared for the factory default setting.

[Apply to the Scanner] button

Applies the settings made in the [Button Assignment] and [Edit Job] windows.

Batch Log

Click [DirectScan] → [Batch Log] to display the window.

Displays the history of jobs performed using DirectScan.

If an error occurs during scanning, the error details and solution are displayed.

Status

Select the status of jobs to be displayed in the batch log.

Date Range

Specify the start and end date/time of the history to be displayed in the batch log.

[Search] button

Displays the batch log according to the settings of [Status] and [Date Range].

DirectScan Factory Reset

Initializes the DirectScan settings to restore them to the factory default.
Click [DirectScan] → [DirectScan Factory Reset] to display the window.

[DirectScan Factory Reset] button

Restores the following DirectScan settings to the factory default.

- Button Assignment (including jobs, scan settings, destinations)
- Batch Log
- SMTP

SMTP

Set the SMTP server used for sending emails when using DirectScan.

Click [DirectScan] → [External Server Settings] → [SMTP] to display the window.

SMTP Server

The host name, FQDN, or IP address can be set for this item.

The space before or after the character string is ignored.

ATTENTION

When entering a host name, the DNS servers need to be set on the scanner.

→ [Wired LAN \(page 241\)](#)

Encryption

Specify whether to encrypt communications when emails are sent.

Factory default setting: Use (SMTPS)

When [Do not use (SMTP)] is selected, specify the following items:

[Validate Server Certificates] check box

Set whether to validate server certificates using CA certificates registered on the scanner.

For details about CA certificates, refer to [CA Certificates \(page 243\)](#).

The check box is selected for the factory default setting.

Port Number

Depending on the setting for [Encryption], the initial value changes as follows:

- When [Encryption] is set to [Do not use (SMTP)], the value is "25".
- When [Encryption] is set to [Use (SMTPS)], the value is "465".

Factory default setting: 465

Sender

Set the email address of the sender for emails to be sent.

The space before or after the character string is ignored.

Username

Set a user name to authenticate a user using a user name and password when connecting to the SMTP server.

The space before or after the character string is ignored.

Password

Set a password to authenticate a user using a user name and password when connecting to the SMTP server.

Spaces before and after the character string are maintained.

[Display Keystrokes] check box

Select the check box to display the password characters.
The check box is cleared for the factory default setting.

Maximum Email Size (MB)

Specify the size limit of emails to be sent between 1 and 20.
The email size includes not only the image files but also the email body and index files.
Factory default setting: 5
When the file size of the scanned images reaches the size limit specified for this item during a scan, the scan is stopped and an error message is displayed. In this case, no email will be sent.

TIP

Depending on the SMTP server that is used, the email size may exceed the upper size limit of an email that the SMTP server can receive, even if the email size has not reached the upper limit of DirectScan.

If an error occurs in sending email, set a value smaller than the upper size limit of an email that the SMTP server can receive.

[Apply to the Scanner] button

Applies the configured settings.

Maintenance

Admin Password

Change the administrator password.

Change the administrator password to prevent the settings from being changed by other users.

Change the administrator password regularly.

Click [Maintenance] → [Admin Password] to display the window.

Current Password

Enter the current password.

You can check the default administrator password on the label.

For details about the label, refer to [Checking the Product Labels \(page 188\)](#).

New Password

Enter a new password within 16 characters to change the current password.

The following characters can be used for a new password:

- Alphanumerical characters
- Space
- Symbols

`-/;()!$&@".,?!'#%^*+=_~<>$[]`{ }`

Spaces before and after the character string are maintained.

Confirm New Password

Re-enter the password entered for [New Password] to change the current password.

[Display Keystrokes] check box

Select the check box to display the password characters.

The check box is cleared for the factory default settings.

[Apply to the Scanner] button

Applies the configured settings.

Restore Factory Defaults

Restore the scanner settings to the factory default.

Click [Maintenance] → [Restore Factory Defaults] to display the window.

[Restore Factory Defaults] button

Restores the factory defaults.

License

Displays the license information.

Click [Maintenance] → [License] to display the window.

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)	<ul style="list-style-type: none"> For SP-2230N Simplex: 30 sheets/min, Duplex: 60 pages/min For SP-2240N Simplex: 40 sheets/min, Duplex: 80 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 When using DirectScan, 150 dpi, 200 dpi, 240 dpi, or 300 dpi
	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	USB	USB 3.2 Gen 1x1/USB 3.0/USB 2.0/USB 1.1 (*5) Type C
	Wired LAN	IEEE802.3 Ethernet 10BASE-T/100BASE-TX/1000BASE-T RJ-45type8-pole connector

Item	Specification
Network protocol (wired LAN) (*6)	TCP/IP (IPv4), DHCP, HTTP/HTTPS, DNS, UDP, DDNS, SMTP/SMTPS, SMTP-AUTH, NTP, SMB (*7), FTP/FTPS, SFTP

*1:For details about the maximum size, refer to [Paper Size \(page 58\)](#).

*2:For details about plastic cards, refer to [Notes on plastic cards \(page 61\)](#).

*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 scanning speed is the same when the scanner is connected via a USB or via a wired LAN.
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 \(page 58\)](#)

*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.

*6:TLS 1.2/TLS 1.3 is supported.

*7:SMB 2.0 to SMB 3.1.1 are supported.

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	For wired LAN connection: 1.4 W or less For USB connection: 1.0 W or less
	Power off	0.1 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	12.9 kcal/h or less
	Power saving	For wired LAN connection: 1.20 kcal/h or less For USB connection: 0.86 kcal/h or less
	Power off	0.09 kcal/h or less
Shipping weight (*3)		4.7 kg/10.4 lb
Support period		5 years

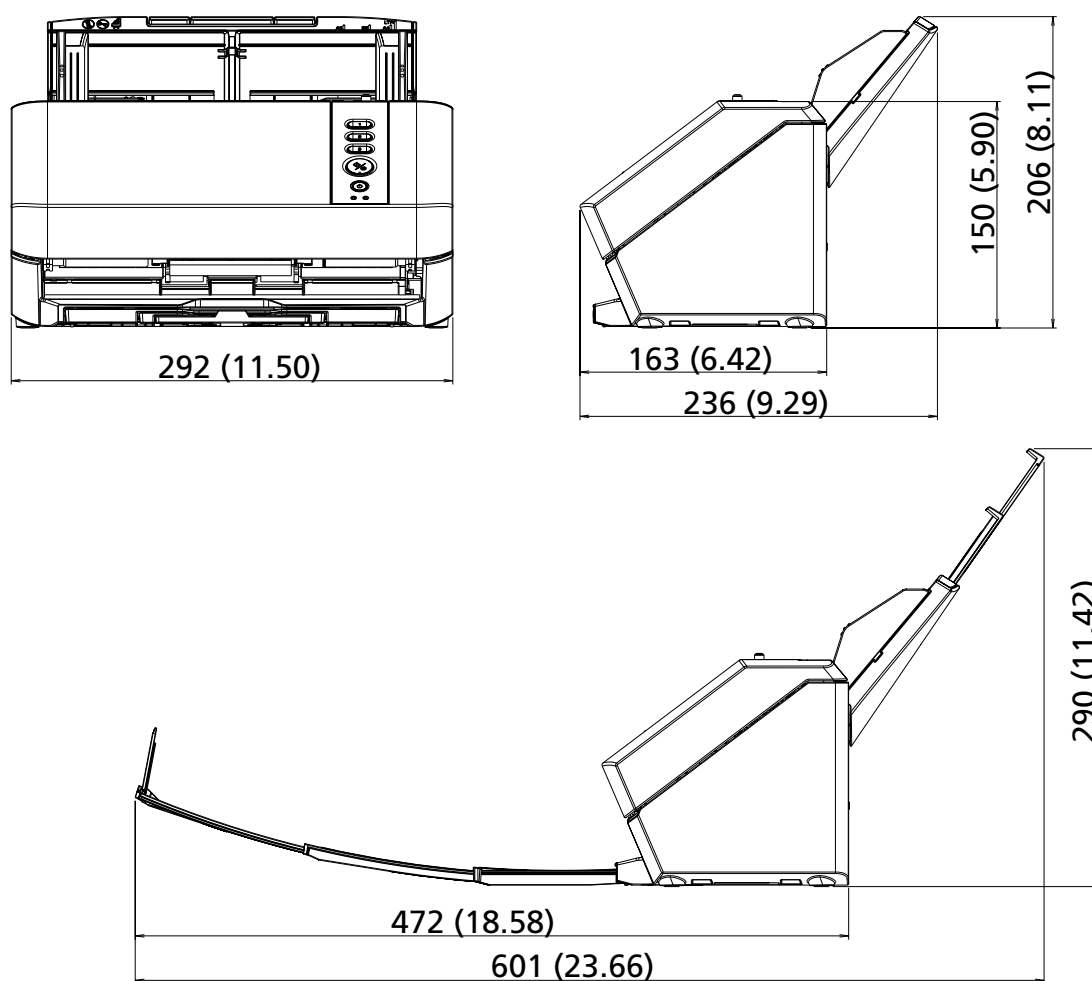
*1:The depth and height indicate the size of the scanner without the ADF paper chute (feeder) and the stacker.

*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	<p>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.</p>
Photo Carrier Sheets 	PA03770-0015	<p>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.</p>

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

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 \(page 280\)](#)

- 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 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:

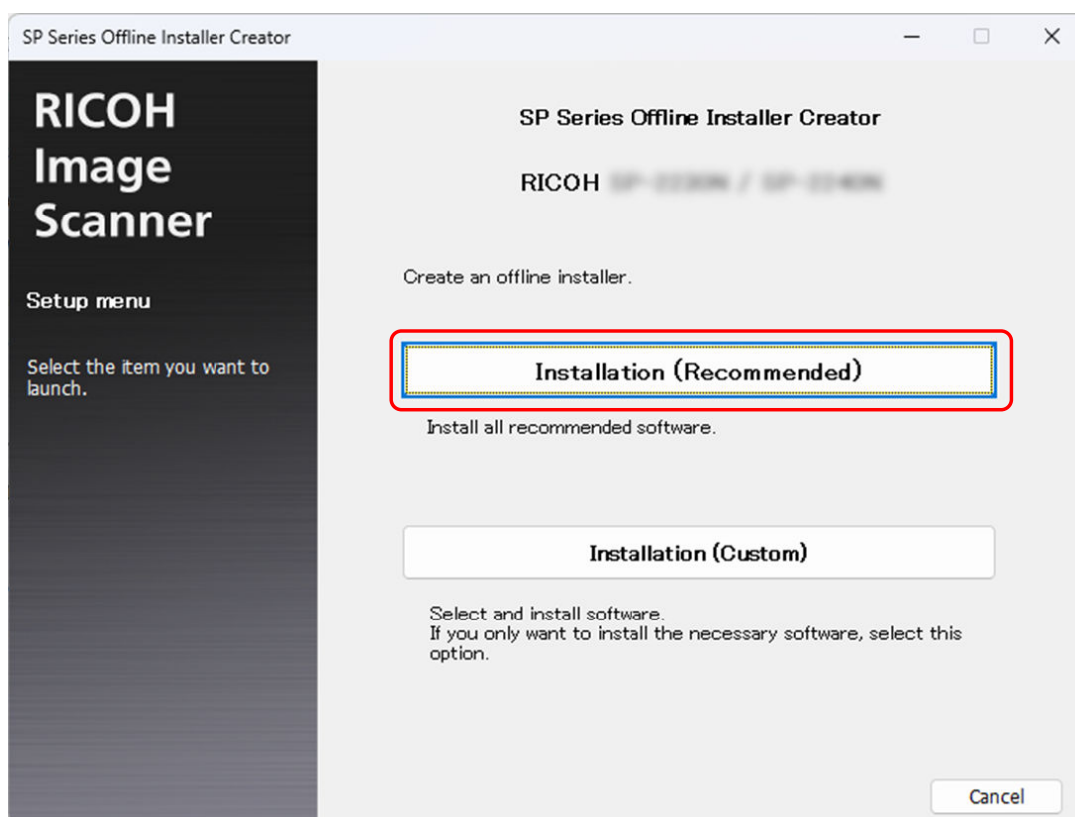
- PaperStream IP (TWAIN) SP Series

The following software is installed at the same time.

- Software Operation Panel
- Error Recovery Guide
- PaperStream Capture
- PaperStream ClickScan
- Network Setup Tool
- Error Recovery Guide (manual)
- SP Series Online Update

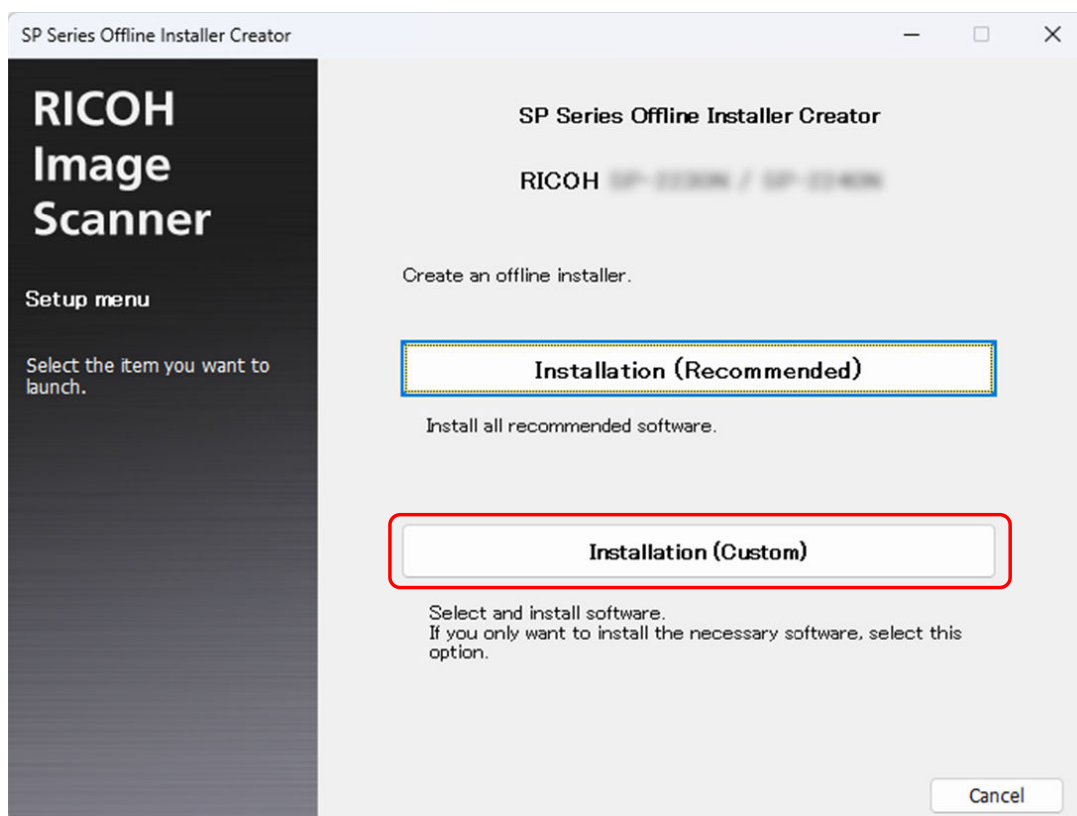
- Manuals (Safety Precautions, Operator's Guide)

- a Click the [Installation (Recommended)] button.



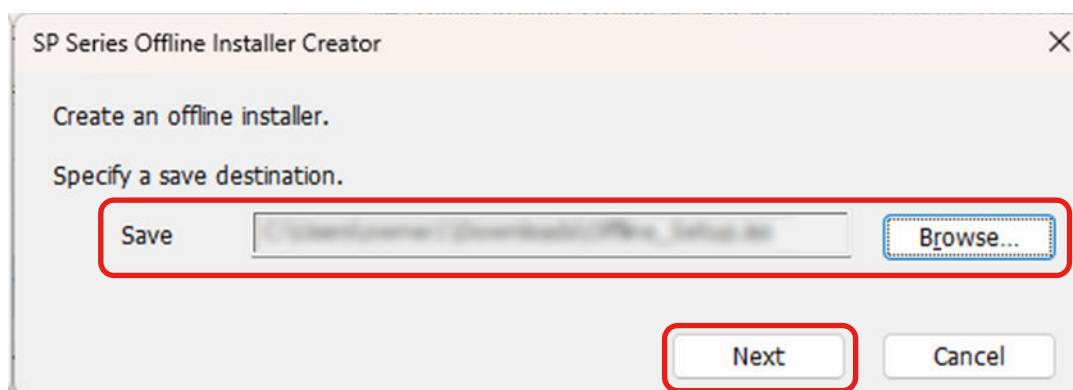
- Installation (Custom)
Select the software that you need.

- a Click the [Installation (Custom)] button.

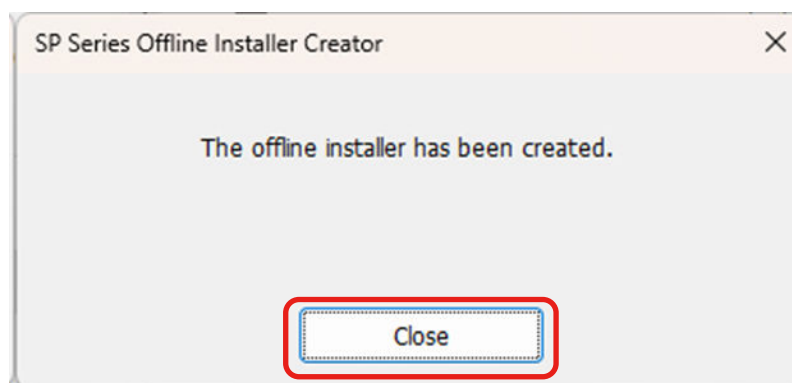


- b Select the check boxes for the software to be installed and click the [Next] button.
To connect the scanner to the network, select the check box for Network Setup Tool.

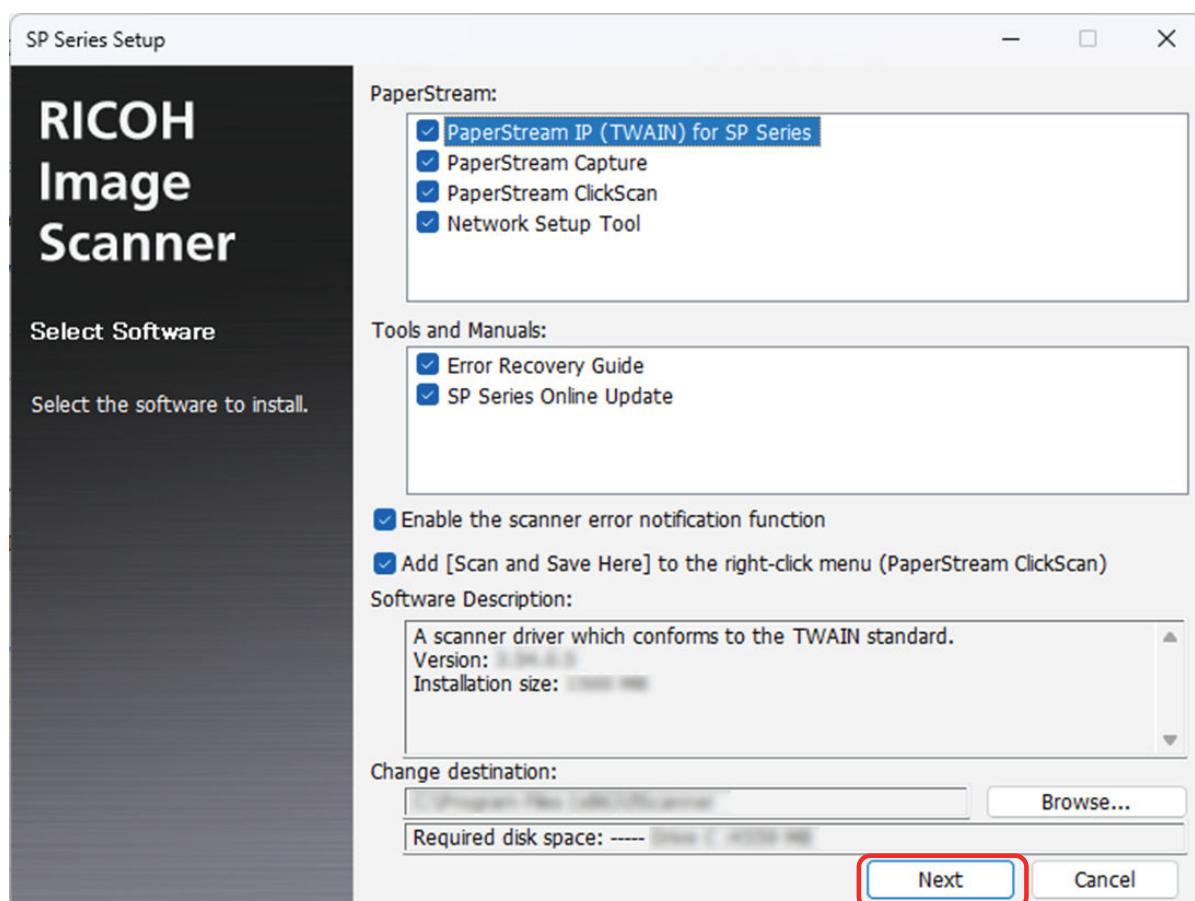
8 Specify where to save the ISO file and click the [Next] button.



- 9 Click the [Close] button.



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



- 14 Install the software by following the instructions displayed in the window.
- 15 When a window for selecting the scanner connection method appears, select the connection method and follow the instructions displayed in the window.

For details, refer to the Network Setup Tool Help.

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [Network Setup Tool] → [Network Setup Tool Help].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [Network Setup Tool] → [Network Setup Tool Help].

How to Check the Network Connection for the Scanner

Check the network connection status when the scanner is connected to a network via a wired LAN. Start up the command prompt on your computer, then check the status of the connection between the computer and scanner using the PING command.

- 1 Open the command prompt on the computer.
- 2 When using the PING command, enter the scanner's IP address or host name.

ATTENTION

When entering a host name, the following settings are required in advance:

- Configuring the DNS server settings
 - Registering the scanner name (host name) with the DNS server
- ➔ [Wired LAN \(page 241\)](#)

- 3 Press the [Enter] key.

The connection test result is displayed.

When a connection between the computer and scanner is available, a notification similar to the following will be displayed:

```
Reply from xxx.xxx.xxx.xxx: bytes=32 time=59ms TTL=246
```

If the connection between the computer and scanner fails, check that the correct IP address or host name has been specified.

If you still cannot connect, refer to [Cannot Connect the Scanner and a Computer via a Wired LAN \(page 144\)](#) and take appropriate measures.

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
 - PaperStream IP (ISIS) for SP Series
- When uninstalling Network Setup Tool
Select [Network Setup Tool].
- When uninstalling Software Operation Panel/Error Recovery Guide
Select [Software Operation Panel].
- When uninstalling Error Recovery Guide (manual)
Select [Error Recovery Guide for SP Series].
- When uninstalling PaperStream ClickScan
Select [PaperStream ClickScan].
- When uninstalling PaperStream ClickScan Searchable PDF Option
Select [PaperStream ClickScan Searchable PDF Option].
- When uninstalling PaperStream Capture
Select [PaperStream Capture].
- When uninstalling manuals
Select [SP Series manuals for SP-2230N] or [SP Series manuals for SP-2240N].
- 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.

Specifications for Job Setting Items (DirectScan)

Specifications of Barcodes

This section explains the types of barcodes that can be detected with DirectScan and the conditions for detection.

- **One-dimensional Barcodes**



Example: Code 3 of 9

Code	Character Set	Check Digit	Field Width
UPC-A	Numeric character (0-9)	If check digit verification indicates an error, the barcode value will not be output.	12 (include a check digit)
EAN 8 (JAN 8) EAN 13 (JAN 13)	Numeric character (0-9)	If check digit verification indicates an error, the barcode value will not be output.	8 or 13 (includes a check digit)
Code 3 of 9	<ul style="list-style-type: none"> • Alphabetical characters (A-Z) • Numeric character (0-9) • Symbols (-.*\$/+%) • Space 	The barcode value including the check digit will be output without check digit verification.	1 to 32 (excludes start and stop codes) (*1)
Code 128 (EAN 128)	<ul style="list-style-type: none"> • Alphabetical characters (a-z, A-Z) • Numeric character (0-9) • Symbol (!"#\$%&'()*+,-./:;<=>?@[#]^_`{ }~) • Space • Control codes (all codes will be replaced with spaces) • Function codes (<FNC1> to <FNC4>) 	If check digit verification indicates an error, the barcode value will not be output.	1 to 32 (excludes a check character) (*1)

Code	Character Set	Check Digit	Field Width
	<ul style="list-style-type: none"> - For barcodes that begin with <FNC1> (EAN128) The first FNC1 will not be output. Barcode values will be output with function codes other than FNC1 replaced with " _ " (underscore). - For barcodes that do not begin with <FNC1> <FNC1> to <FNC4> are not output. • Start/Stop characters (CODE-A, CODE-B, CODE-C) • Code set characters (CODE-A, CODE-B, CODE-C) 		
Codabar (NW-7)	<ul style="list-style-type: none"> • Start/Stop characters (ABCD) • Numeric character (0-9) • Symbols (-\$/+.) 	The barcode value including the check digit will be output without check digit verification.	1 to 32 (excludes start and stop codes) (*1)
ITF	Numeric character (0-9)	The barcode value including the check digit will be output without check digit verification.	2 to 32 (always an even number of digits) (*1)

*1:When scanning barcodes containing more than 32 digits, make sure that the barcode has been accurately recognized before starting operations.

- Two-dimensional Codes



Example: QR Code



Example: PDF417



Example: Data Matrix

Code	Character Set	Field Width
PDF417	ASCII data, binary data (multi-byte characters), combination of the above	Alphanumerical characters: Up to 1,850 characters Numbers: Up to 2,710 digits Binary data: Up to 1,108 bytes
QR Code	Numbers, alphabetical characters, symbols, binary data (multi-byte characters), control codes, combination of the above	Alphanumerical characters: Up to 395 characters Numbers: Up to 652 digits
Data Matrix	ASCII data, binary data (multi-byte characters), combination of the above	Alphanumerical characters: Up to 2,335 characters Numbers: Up to 3,116 digits Binary data: Up to 1,555 bytes

TIP

For details about each code, refer to their respective standards.

● **Detection Conditions for One-dimensional Barcodes**

Item	Condition
Barcode height	10 to 30 mm/0.39 to 1.18 in.
Barcode width	300 mm/11.81 in. or shorter
Barcode margin	5 mm/0.20 in. or more around a barcode (If text is printed, 5 mm/0.20 in. or more from the area including the text) (For ITF, 5 mm/0.20 in. or more, or at least 6 times the width of the narrow element (whichever is wider) on both the right and left sides of ITF)

Item	Condition
Barcode color	Black (Even if the barcode color is other than black, the barcode may be recognized)
Barcode base color	White (Even if the barcode base color is other than white, the barcode may be recognized)
Resolution	200 to 300 dpi
Barcode angle	Horizontal and vertical
Narrow element width/Module width	<ul style="list-style-type: none"> • UPC-A/EAN 8 (JAN 8)/EAN13 (JAN 13) For 300 dpi or more: 0.264 mm/0.010 in. or more For less than 300 dpi: 0.30 mm/0.012 in. or more • Code 3 of 9/Code 128 (EAN 128)/Codabar (NW-7) For 300 dpi or more: 0.20 mm/0.008 in. or more For less than 300 dpi: 0.30 mm/0.012 in. or more • ITF For 300 dpi or more: 0.254 mm/0.010 in. or more For less than 300 dpi: 0.30 mm/0.012 in. or more
Wide element width	14.0 mm/0.55 in. or less (For UPC-A/EAN 8 (JAN 8)/EAN13 (JAN 13)/Code 128 (EAN 128), this is the width of the widest element, which is equivalent to the total width of four modules.)
Gap between characters	<ul style="list-style-type: none"> • UPC-A/EAN 8 (JAN 8)/EAN13 (JAN 13)/Code 128 (EAN 128)/ITF No gap between characters • Code 3 of 9/Codabar (NW-7) Equal to or less than either 1.52 mm/0.06 in. or three times the width of the thin element, whichever is larger, and equal to or larger than the thin element width

● **Detection Conditions for QR Code**

Item	Condition
Model	Model 2 ECI and FNC1 modes are not supported
Information type	Numbers, alphabetical characters, symbols, multibyte characters, control codes, combination of the above
Version	2 to 10
Cell size	0.40 mm/0.02 in. or larger
Barcode margin	4 cells or more on each side of a barcode

Item	Condition
Barcode color	Black (Even if the barcode color is other than black, the barcode may be recognized)
Barcode base color	White (Even if the barcode base color is other than white, the barcode may be recognized)
Resolution	300 dpi
Barcode angle	Horizontal and vertical
Error correction level	L/M/Q/H

- **Detection Conditions for PDF417**

Item	Condition
Module width	0.3 to 2.0 mm/0.01 to 0.08 in.
Module height	Three times the module width or more is recommended (The module cannot be recognized if the module height is less than twice the module width)
Barcode width (overall width)	25.5 to 170.0 mm/1.00 to 6.69 in.
Barcode height	10.0 to 30.0 mm/0.39 to 1.18 in.
Barcode margin	5 mm/0.20 in. or more around a barcode
Barcode color	Black (Even if the barcode color is other than black, the barcode may be recognized)
Barcode base color	White (Even if the barcode base color is other than white, the barcode may be recognized)
Resolution	200 to 300 dpi
Barcode angle	Horizontal and vertical
Error correction level	0/2/3/4/5/6/7

- **Detection Conditions for Data Matrix**

Item	Condition
Version	ECC200 FNC1 mode (GS1) is not supported
Cell size	0.50 mm/0.02 in. or larger
Barcode margin	2 cells or more on each side of a barcode
Barcode color	Black
Barcode base color	White

Item	Condition
Resolution	300 dpi
Barcode angle	Horizontal and vertical

TIP

- Skewed barcodes may not be recognized correctly.
- Using the same document repeatedly may decrease the recognition accuracy due to accumulated dirt on the document. If the document is not recognized correctly or gets smudged, replace it with a new document.
- The barcode may not be recognized correctly depending on the document (if skewed) and/or the condition of printed barcodes. Make sure that the barcode is correctly recognized before starting operations.
- If there are multiple barcodes, the barcode to be detected is unknown.
- If there are multiple barcodes, the order in which the barcodes are to be detected is unknown.
- Even if the barcode base color or the barcode color is a color other than white and black, the barcode may be able to be recognized. To recognize colored barcodes, adjust the color document scanning settings to ensure that the documents are recognized correctly before using the barcodes.
- Barcode recognition results may include errors if a barcode is smaller than the minimum size required.
- If barcodes that meet the conditions are not being scanned properly, performance may be improved by trying the following.
 - Specify a higher resolution in the scan settings
 - Print barcodes with a higher resolution (at a higher quality)
 - Increase the size of the barcodes
 - Change the paper that barcodes are printed on to paper with a higher level of whiteness
- To carry out check digit verification on a barcode type where the check digit is unchecked, calculate the check digit and verify it yourself.
- When using a barcode type where the check digit is checked, the barcode value will not be output if the check digit verification indicates an error. If barcodes are not being recognized, check that the check digit is correct.

Specifications of Index Files

This section explains the index files created by DirectScan.

- An index file is output for each image file.
If the file format is PDF, the barcode information detected from all scanned pages is saved in a single file.
- The index file is named as follows:
GeneratedFileName.index.xml
- The output items are as follows:

Item Name	Description	XML Item Name
Stream No.	The number of the stream that output images "1" is always output.	Stream No.
Document No.	The document stack number "1" is always output.	Document No.
Total number of pages in the document stack	The total number of pages in the document stack However, "1" is always output for a single page type file.	Total pages in current document
Page number in the document stack	Page numbers in the document stack However, "1" is always output for a single page type file.	Page Number in Document
Page number	Page numbers of the images to be sent	Actual page number
Date and time	The date and time when the scanning started The time format follows the system preferences yyyy/MM/dd HH:mm:ss MM/dd/yyyy HH:mm:ss dd/MM/yyyy HH:mm:ss	Date&Time
Scanner name	The name of the scanner used for the scan	Scanner name
User name	User name used to connect to the destination	User name
File name (full path)	The file name (full path)	Full Path
File name	The file name	File name
Device name	The device name of the scanner used for the scan	Device name

Item Name	Description	XML Item Name
	"SP-2230N" or "SP-2240N" is always output.	
Number of detected barcodes	The number of detected barcodes	Barcode size
Barcode information tag	Tag showing the information of a recognized barcode	Barcode
Barcode type	The type of barcode recognized	Kind
Barcode recognition result	The text recognized from the barcodes	Value

An Image When Using the (Carrier) Sheet

This section describes how to crop an image when using the (Carrier) Sheet for DirectScan.

- **For the Carrier Sheet**

- When [Double-page Spread] is specified**

Merges the front and back side images (that are created from a document folded in half and scanned with the Carrier Sheet) into a single image, and outputs the merged image within a blank image aligned to the top and centered horizontally.

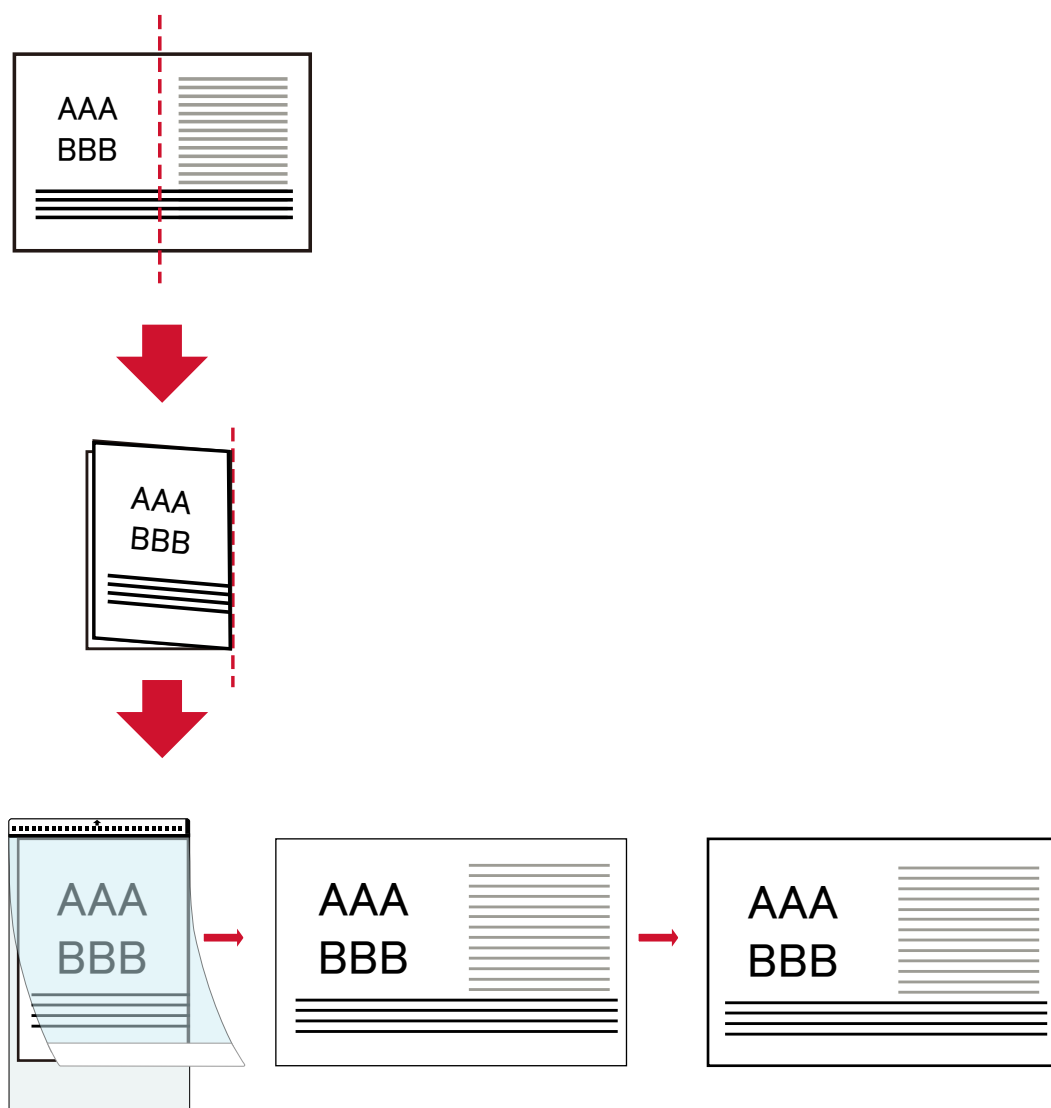
The size of a blank image can be specified in [Paper Size].

➔ [Paper Size] in [Button Assignment \(page 245\)](#)

If [Paper Size] is set to [Auto], a paper size that most closely matches the document image is automatically selected from the following standard sizes.

- A3
- B4 (JIS)

- Double Letter



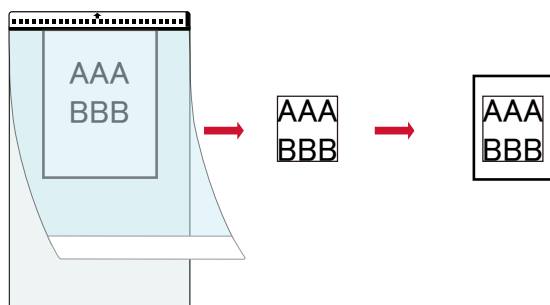
When [Clipping (Front Side)] or [Clipping (Both Sides)] is specified

The image printed on the document is cropped and pasted onto a blank image so that it is centered horizontally and vertically, and then output.

The size of a blank image can be specified in [Paper Size].

→ [Paper Size] in [Button Assignment \(page 245\)](#)

If [Paper Size] is set to [Auto], a paper size that most closely matches the document image is automatically selected from the following standard sizes.



When [Carrier Sheet Size] is specified for [Paper Size], an image including the transparent part of the Carrier Sheet is cropped and the cropped image is output as it is.

- **When using the Photo Carrier Sheet**

- When [Double-page Spread] is specified**

- Outputs an image in the same way as when [Clipping (Front Side)] is specified.

- When [Clipping (Front Side)] or [Clipping (Both Sides)] is specified**

- Crops the photo image and outputs it centered vertically and horizontally within a blank image.

- The size of a blank image can be specified in [Paper Size].

- [Paper Size] in [Button Assignment \(page 245\)](#)

- When [Auto] is specified for [Paper Size], the photo image is cropped and the cropped image is output as it is.

How to Start Network Setup Tool

Starting Up Scanner Selection Tool

To use the scanner connected to a network from a computer, you need to select the scanner in Scanner Selection Tool.

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

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [Network Setup Tool] → [Scanner Selection Tool].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [Network Setup Tool] → [Scanner Selection Tool].

Starting Up IP Address Setting Tool

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [Network Setup Tool] → [IP Address Setting Tool].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [Network Setup Tool] → [IP Address Setting Tool].

How to Start Button Event Manager

1 Perform one of the following:

- For Windows 10/Windows Server 2016/Windows Server 2019/Windows Server 2022
Click [Start] menu → [Network Setup Tool] → [Button Event Manager].
- For Windows 11/Windows Server 2025
Click [Start] menu → [All apps] → [Network Setup Tool] → [Button Event Manager].

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

- ### 2
- When you want to refer to the help for button settings, right-click  and then click [Help] from the displayed menu.

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/>