

# Océ | User manual

## **Océ CS4300 scanner series**

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User Manual Océ CS4300 scanner series



# Océ-Technologies B.V.

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## Notes for the reader

### Introduction

This manual helps you to use the Océ CS4300 scanner series. The manual contains a description of the product and guidelines to use and operate the Océ CS4300 scanner series. There are also tips to increase your knowledge of the product and to help you manage the workflow.

### Definition




#### Attention Getters

Parts of this user manual require your special attention. These parts provide important, additional information or are about the prevention of damage to your properties.

### Note, Attention and Caution

The words **Note**, **Attention** and **Caution** indicate important parts.

The attention getters with the corresponding icons

Word	Icon	Indicates
<b>Note</b>		Additional information about the correct operation of the product or a tip.
<b>Attention</b>		Information to prevent damage, for example to the product, an original or a file.
<b>Caution</b>		Information to prevent personal injury. <b>Caution</b> is found only in manuals that describe physical products. The <b>Caution</b> indication has several icons that warn against various hazards. The icons are shown in the table part below.

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# **Chapter 1**

## **About this Manual**



## About this Manual

### Introduction

This manual explains how to operate and maintain your Océ CS4300 scanner series scanner.

The manual assumes basic knowledge of your computer and operating system and does not repeat material from their documentation.

#### **This user's guide covers the following models:**

- Océ CS4336 scanner
- Océ CS4336S scanner
- Océ CS4342S scanner
- Océ CS4354 scanner



**Note:**

The above model is ENERGY STAR® compliant.



**Note:**

Be sure to use the CD-ROM that came with your scanner or a newer version. Out-of-date versions of Océ Scanner Agent software may not detect your scanner model.



**Note:**

Windows Compatibility - Your scanner and drivers are tested and developed to support the most current active Microsoft Windows version OS systems. Drivers and interface support in regard to specific Windows versions will follow the Microsoft Support Life cycle Policy. The compatibility specifications can therefore change accordingly.

The most current OS compatibility specifications and drivers will be available on Océ's website. See [www.oce.com](http://www.oce.com)

# **Chapter 2**

## **Installation**



# Installation

## Introduction

Follow the steps below for a quick and easy installation of your scanner and scanner drivers



**Attention:**

Do not connect the scanner to the power or the PC.

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**Attention:**

You must install your scanner's drivers and tools before you connect the scanner or install any scanner software applications.


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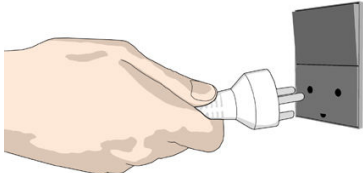


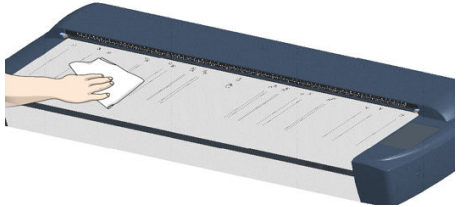
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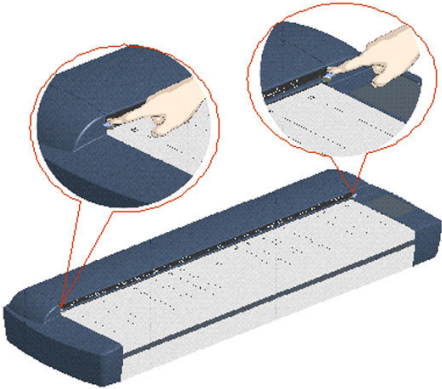
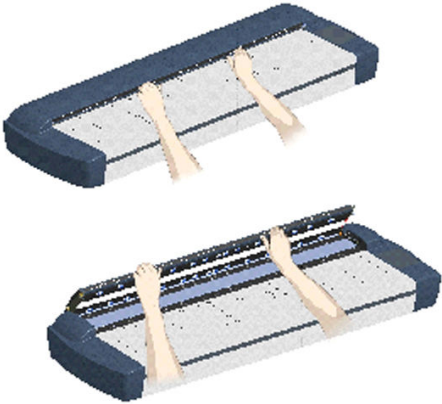
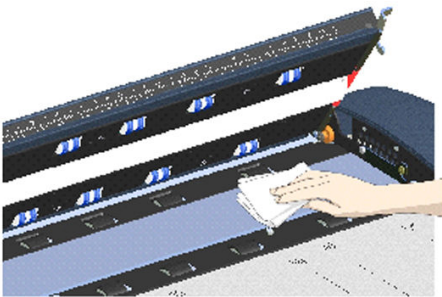
The scanner is equipped with a three-wire (pin) grounding type plug. If you cannot insert the

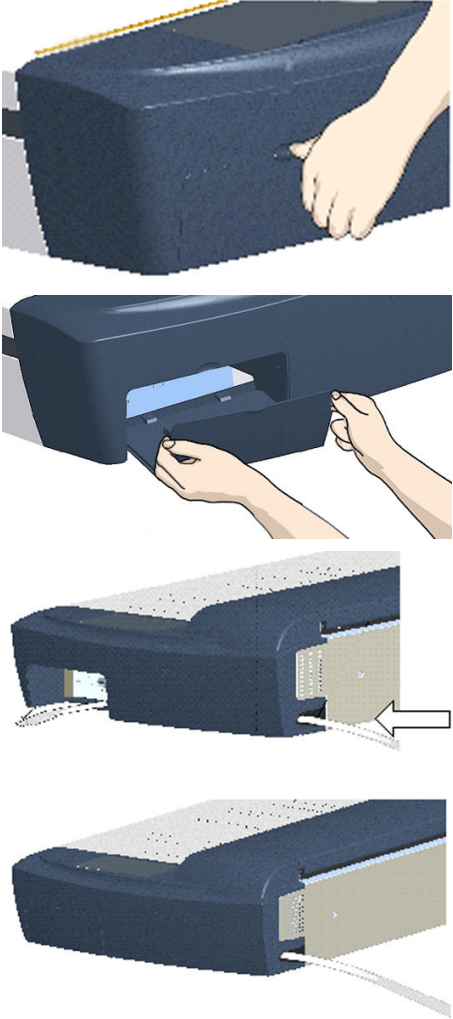
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	Action	Remarks
1	<b>Set up the scan station.</b> Your scanner should be placed either on the specially designed stand-alone floor stand or on a sturdy table. Make sure there is enough space behind the scanner to allow the media to run out.	 <b>Note:</b> : DO NOT YET CONNECT THE SCANNER TO POWER OR PC.

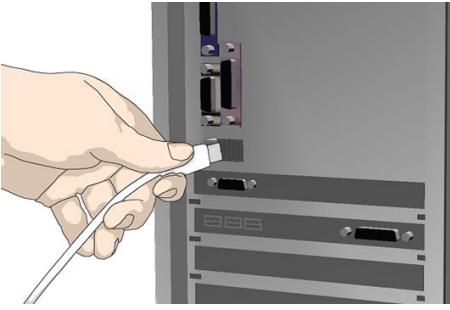
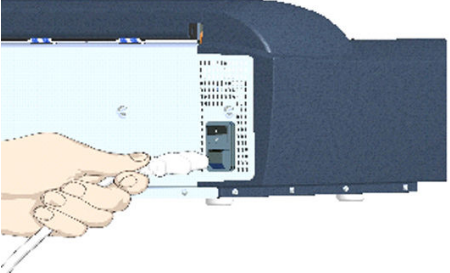
	Action	Remarks
2	<p><b>Install drivers and tools on your PC.</b></p> <ol style="list-style-type: none"><li>1. Insert the CD-ROM into your PC. Normally the setup program interface will start automatically. If it does not, locate the set-up.exe file on the CD and start it manually.</li><li>2. Follow the installation wizard to install the software.</li><li>3. Remove the CD-ROM when installation is complete.</li></ol> <p> <b>Note:</b> : You must install your scanner's drivers and tools before you connect the scanner or install any scanner software applications.</p>	
3	<p><b>Shut down the PC.</b></p> <p>Your PC must be powered off before connection with the scanner.</p>	
4	<p><b>Disconnect the power plug.</b></p> <p> <b>Note:</b> This step is to ensure your own personal safety and to help protect your device from potential damage.</p>	

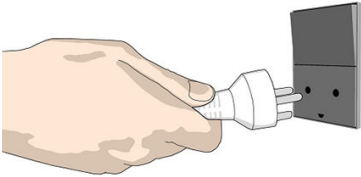

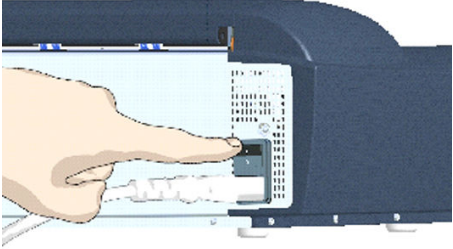
	Action	Remarks
5	<p><b>Clean the scanner feeding bed.</b> This is the flat surface in front of the insertion slot. Wipe thoroughly so dirt and dust are not dragged into the scan area with the original.</p>	 An illustration showing a hand using a white cloth to wipe the flat surface of a scanner's feeding bed. A document is partially visible on the bed, and the scanner's blue frame is shown on the right side.


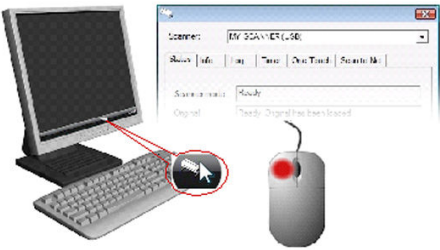
	Action	Remarks
6	<p><b>Wipe the glass plate</b></p> <p>1. Open the scan area lid - Push down on the two lock buttons found near the insertion slot on each side of the lid.</p> <p>2. Disengage the scanning area lid locking mechanism.</p>	
	<p>3. Place your thumbs in the insertion slot and flip the scanning area lid back to its open position.</p> <p>4. The glass plate is now exposed for cleaning.</p>	
	<p>5. Wipe the glass plate with a dry cloth to remove any dust.</p> <p>6. Close the scanner lid. Make sure the locks reengage (click).</p>	


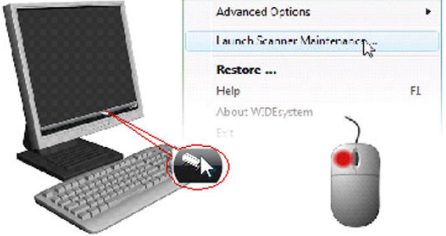
	Action	Remarks
7	<p><b>Connect interface cable to the scanner</b></p> <p>The cable connector panel is behind the cover at scanner's right side. You have to remove the cover to connect the cable. Insert your thumb in the slot at the top of the cable connector panel cover. Push down to snap the lid open. .</p> <p>Remove the cover with both hands</p> <p>Feed the interface cable's B-connector (square shaped) end through the opening in the back of the scanner until it emerges in front of the cable-connector-panel. Then connect the B-connector to the USB connection socket on your scanner</p> <p>Connect the cable and close the cable connector panel cover</p> <p><i>i</i> <b>Note:</b> The cover must always be closed before you turn the scanner ON.</p> <p><i>i</i> <b>Note:</b> Your scanner product has been tested to comply with the EMC Standards EN 55022 and FCC, Part 15. To maintain compliance, only use the interface cables supplied with the scanner.</p>	



	Action	Remarks
8	<p><b>Connect the other end of the interface cable to the PC</b></p> <p>USB connection: Connect the A-connector end (flat end) to a USB port on your computer.</p>	 An illustration showing a hand holding a white USB cable with a flat A-connector end, inserting it into a USB port on a computer's front panel. The background shows a portion of the computer case with other ports and a drive bay.
9	<p><b>Connect the power cable to the scanner</b></p> <p>Connect the scanner power cable to the scanner's main power connection socket. The main power connection socket is at the scanner's backside..</p>	 An illustration showing the back of a scanner. A hand is shown plugging a power cable into a power socket on the rear panel. The scanner's internal components and various ports are visible on the back.

	Action	Remarks
10	<p><b>Connect power to the wall outlet</b></p> <p>Connect the other end of the scanner power cable to the power outlet.</p>	
	<p><b>i</b> <i>Note:</i></p> <p>The scanner is equipped with a three-wire (pin) grounding type plug. If you cannot insert the plug into your outlet, contact your electrician to replace the plug or outlet to ensure a grounded power connection. Do not try to defeat or ignore the purpose of the grounding-type plug.</p>	
11	<p>Switch on the scanner.</p> <p>Switch on the main power switch at the back of the scanner.</p>	

	Action	Remarks
12	<p><b>Switch on your PC and start Windows.</b></p> <p>Windows will detect the new hardware (scanner) during start-up and the drivers you installed in step 2. will be recognized. Follow Windows' hardware installation instructions should any appear on your screen.</p>	
13	<p><b>Verify correct scanner installation:</b></p> <ol style="list-style-type: none"> <li>1. Locate the scanner icon on the Windows System Tray.</li> <li>2. Left -double-click on the program icon.</li> <li>3. Your scanner is installed and detected if your scanner's name appears at the top of the tab dialog.</li> <li>4. If the scanner was not installed correctly, a message will inform you that your scanner could not be detected. If this is the case turn off power to all connected devices and repeat the installation steps.</li> </ol>	

	Action	Remarks
14	<p><b>Calibrate - Run scanner maintenance program</b></p> <p>This step will ensure that your cameras are aligned.</p> <ol style="list-style-type: none"><li>1. Right click on the scanner icon .</li><li>2. Select Launch Océ Scanner Maintenance.</li><li>3. Follow the instructions on your screen.</li></ol> <p>See <i>'Camera Alignment and Calibration'</i> on page 69</p> <p> <b>Note:</b> The best quality of a calibration is generated after 1 hour warming-up of the scanner lamp.</p>	

# **Chapter 3**

## **The Operator's Panel**



## The operator's panel

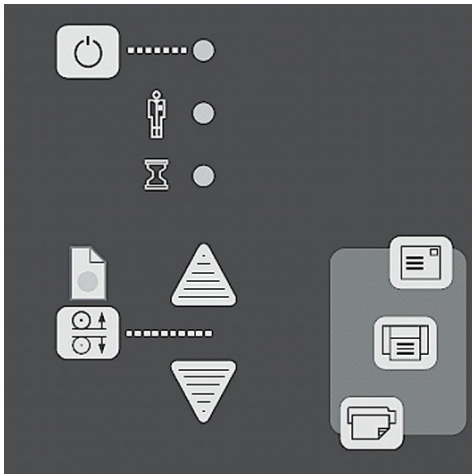
The operator's panel consists of buttons and LED indicators.

There are buttons for power ON/OFF, paper feeding, and triggering applications (one touch).

The LED indicators function is to display scanner status in relation to its basic operations such as self-testing and media readiness.

Operation of the buttons and interpretation of the LED indicator light patterns are described in the next user guide sections:

- Power ON/OFF,
- Loading the scanner,
- Scanning thick media.



## Overview of the Operators Panel and LED indicators

### Introduction

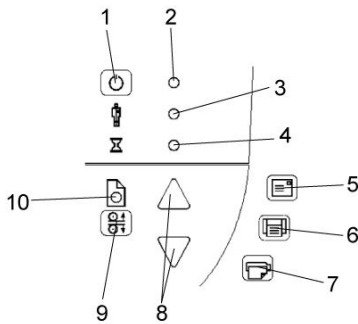
The panel consists of operation buttons and LED indicators.

There are buttons for power ON/OFF, paper feeding, and triggering applications (one-touch).

The LED indicator's function is to display scanner status in relation to its basic operations such as self-testing and media readiness.

Operation of the buttons and interpretation of the LED indicator light patterns are described in this section.

### Illustration



Step	Description
1	Power Key
2	Power LED
3	Diagnostics LED
4	Wait LED
5	Email application
6	Scan Application
7	Copy Application
8	Paper Forward / Reverse keys
9	ATAC key
10	Paper Ready LED

# Power Control, Buttons and LED patterns

## Introduction


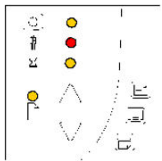
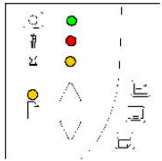
The following table describes the panel’s LED light patterns and what they mean. The illustrations marked “startup – phase 1 (2,3,4)” show how the Operator’s panel will look (LED lighting patterns) starting from when you turn the Main power switch ON, through the self-test procedures and until the scanner is ready to scan.



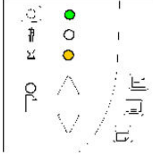
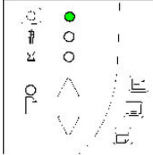
**Note:**



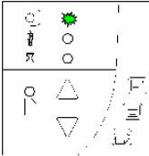
For simplicity, the illustrations below display a Standard Panel i.e., without an ATAC key. The LED behavior of the Power LED, Diagnostics LED and Wait LED, are identical for Standard and ATAC operator’s panels.

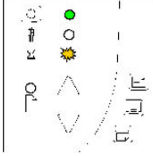
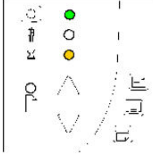
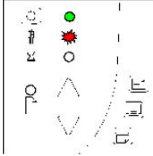
## Overview

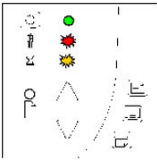
How it looks on the scanner	What it means
	<p>Turn the scanner power ON – First Time – Main Power ON At back of the scanner, plug in the power cable and flip the main power switch to ON. The scanner starts the selftest procedure which starts with the Init Sequence</p>
	<p>Init Sequence (startup phase 1) When you turn main power On, the scanner runs it initialization sequence. ALL the LEDs are lighted as shown in the illustration on the left. At this point, panel input is disabled and you cannot begin scanning.</p> <p><b>Note:</b> When you power up through Wake-up, (by pressing the power key), this initialization sequence is skipped and the scanner goes directly to Self-Adjustment (startup-phase 3).</p>
	<p>Power LED Green (startup – phase 2) Towards the end of Init Sequence, the Power LED will change to green while the other LEDs remain unchanged (lighted). From here the scanner moves on to Self Adjustment (startup phase 3).</p>



How it looks on the scanner	What it means
	<p>Self-Adjustment (startup –phase 3)                      On completion of the Init Sequence, the power LED (green) and the Wait LED (yellow) remain lighted while the others LEDs turn off. This indicates that the scanner is running its Self-Adjustment of light profiles, stitching and black/white points.</p> <p><b>i</b> <i>Note:</i>                      To maintain optimal conditions, the scanner runs new Self-adjustment procedures periodically during the day (without lighting the wait LED). If the Wait indicator blinks, the scanner needs to run Self-Adjustment but cannot</p>
	<p>Scanner Ready (startup – phase 4)                      When the Wait LED turns off, and only the Power LED is ON and lights green, self-adjustment is completed and the scanner is ready to scan.</p>

How it looks on the scanner	What it means
 <p>Power ON (Wakeup)</p>  <p>Power OFF (Sleep)</p>	<p>Wake-up / Sleep - Turn power ON/OFF with power key – normal use (with main power switch always ON)</p> <p>With the outlet switch always ON, use the Power key to control scanner power. Hold down on the Power key to toggle power into Wakeup and Sleep modes. The Power LED lights green when the scanner is ON (Wake-up) and red when power is OFF (Sleep). When you turn the scanner ON in this manner, it skips the init sequence and starts with Self-Adjustment as described above for startup phase 3.</p> <p>When in the power Wake-up/Sleep mode: The scanner can be manually powered up and down (wake and sleep) by pressing and holding down the power button or inserting a document for scanning.</p> <p>See Power, Wake/sleep and Adjustment.</p> <p>The scanner can automatically be powered up and down (wake-up/sleep) by Océ Scanner Agent timer or idle time setting.</p> <p>See Automatic Power functions</p>
	<p>Green Power LED blinking</p> <p>The green power LED will blink just before the scanner automatically powers off because its defined automatic Sleep time (in WIDESystem) has been reached in the timer. If you are still using the scanner and want to cancel the timer controlled Sleep mode, press the power key until the LED stops blinking. You can at any time disable or change timer settings in Océ Scanner Agent (see Océ Scanner Agent on-line help for details).</p>

How it looks on the scanner	What it means
 <p>The image shows a control panel with a 'Wait' LED that is blinking yellow. The 'Diagnostics' LED is not lit. Other indicators include a green LED, a red LED, and a power button.</p>	<p>Wait LED blinking - Self-Adjustment required but not possible</p> <p>If the Wait LED blinks (and the Diagnostics LED is off) the scanner needs to run Self-Adjustment but cannot. Self-Adjustment is necessary for maintaining optimal and stable internal conditions. To solve this, any original in the scanner should be removed, and the pressure-platen should be set to the Normal position (i.e., not a thick media setting). A scan may be issued, but the quality will be compromised. When Self-Adjustment is again possible, the Wait LED stops blinking, but continues to be on until Self-Adjustment is completed. The scanner should be left alone while Self-adjustment is running.</p>
 <p>The image shows a control panel with a 'Wait' LED that is lit green. The 'Diagnostics' LED is not lit. Other indicators include a yellow LED, a red LED, and a power button.</p>	<p>During Calibration - Wait LED lights</p> <p>This is normal. The Wait LED is on during Calibration to indicate that the original should not be removed or moved during the Calibration procedure. All panel input is prevented during basic calibration.</p>
 <p>The image shows a control panel with a 'Wait' LED that is lit green and a 'Diagnostics' LED that is blinking red. Other indicators include a yellow LED, a power button, and a scanner icon.</p>	<p>Diagnostics LED blinking - Error detected during Self-Test</p> <p>The Diagnostics LED shows the scanner's Self-Test result status. An unlit Diagnostics LED means that the scanner's Self-Test procedures encountered no errors. If the Diagnostics LED blinks, an error was discovered during Self-Test.</p> <p>Open Océ Scanner Agent (double-click the scanner icon on your system tray) and select the Status tab to view additional information about the error.</p>

How it looks on the scanner	What it means
 <p>The diagram shows a control panel with several indicators. On the left, there are three small icons: a green circle, a red circle, and a yellow starburst. To the right of these are two larger icons: a green triangle pointing up and a red triangle pointing down. Below these are two more icons: a green square and a red square. A dashed line separates the top row of icons from the bottom row. The text 'PO' is visible on the left side of the panel.</p>	<p>Both Diagnostic LED and Wait LED blinking – Maintenance needed</p> <p>Simultaneous blinking by both the Diagnostic LED and the Wait LED may mean that the scanning area needs cleaning and the cameras calibrated. See the section on "Maintenance" for instructions. If the Diagnostic and the Wait LEDs continue to blink after scanner maintenance, there may be camera position errors that requires Océ service.</p>

## Media Control – Buttons and LED Patterns

### Introduction

Your panel contains LEDs and buttons for controlling the media you insert for scanning. The following basic functionality applies on all models:

1. The Paper Ready LED lights up when the media is inserted into the original's insertion slot and correctly positioned for feeding on a straight path. It lights green for normal documents and yellow for thick media scanning.




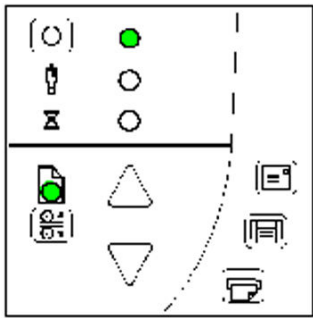
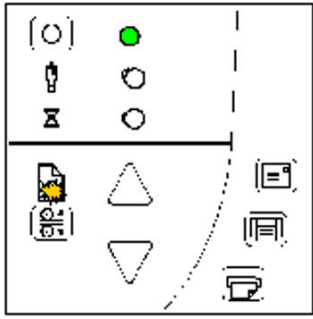
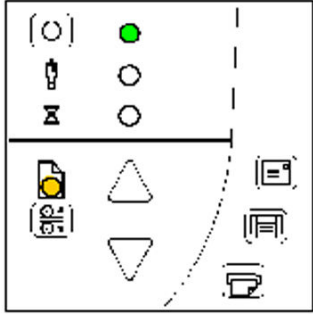
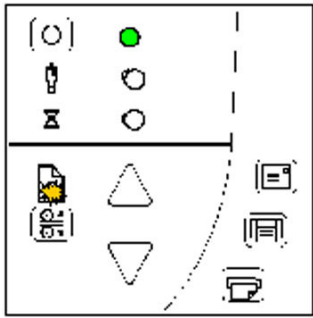
**Note:**

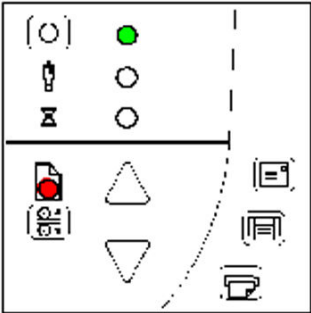
See also this guide's sections on loading originals and Scanning Thick Media

2. The media can then be moved into the start-scan position by pressing the Paper Forward Key or through automatic loading.
3. The Paper Ready LED will blink during scanning.
4. The media can be moved back for ejection by pressing the Paper Reverse key.

### Overview

How it looks on the scanner	Description
	<p>Paper Forward and Paper Reverse Keys</p> <p>The Paper Forward Key moves the drawing into the start-scan position for manual loading (see section on Loading). If Auto-Load is set, loading will occur automatically (without pressing the key) when the original enters the insertion slot. Pressing the Paper Forward Key during scanning will stop the scanning process and feed the original through the scanner while the key is held down. The Paper Reverse Key stops the current scanning process and reverses the original. The original will be fed backwards through the scanner while the key is held down. When the scanner is in Automatic Thickness Adjustment Control (ATAC) mode the paper forward and paper reverse keys become “pressure-platen up” and “pressure-platen Down” keys (see below).</p>

How it looks on the scanner	Description
 <p>The diagram shows a control panel with several buttons and an LED. The LED is lit green. The buttons include a power button, a paper tray button, a paper forward button, a paper reverse button, and a paper eject button. The paper forward and reverse buttons are represented by upward and downward triangles respectively.</p>	<p><b>Paper Ready LED Green - Ready for Normal media</b>                      The Paper Ready LED lights green when normal thin media is positioned correctly in the insertion slot and stays green when the media is moved to the start-scan position. From there, scanning can be controlled from the computer.</p>
 <p>The diagram shows the same control panel as above, but the Paper Ready LED is blinking yellow. The paper forward and reverse buttons are now labeled 'Pressure-platen Up' and 'Pressure-platen Down' respectively.</p>	<p><b>Paper Ready LED blinks Yellow – Scanner in ATAC mode</b>                      When you press the ATAC key, you set the scanner in ATAC mode. The Paper Ready Key blinks yellow to indicate ATAC mode. The Paper Forward and Paper Reverse keys become “Pressure-platen Up” and “Pressure-platen Down” keys.</p>
 <p>The diagram shows the same control panel as above, but the Paper Ready LED is lit yellow. The paper forward and reverse buttons are now labeled 'Paper Forward' and 'Paper Reverse' respectively.</p>	<p><b>Paper Ready LED Yellow - Ready for Thick media</b>                      The Paper Ready LED lights yellow when the scanner is ready to scan thick media. The pressure-platen has been lowered and the media is positioned correctly in the scanner. The scanner goes automatically out of ATAC mode. The Paper Forward and Paper Reverse keys resume their normal functionality so you can move the thick original forwards and backwards in the scanner. Scanning can be controlled from the computer.</p>
 <p>The diagram shows the same control panel as above, but the Paper Ready LED is blinking. The paper forward and reverse buttons are now labeled 'Paper Forward' and 'Paper Reverse' respectively.</p>	<p><b>Paper Ready LED blinks – (green or yellow) – Media is being scanned</b>                      The Paper Ready LED blinks during scanning. On completion of the scan, the Paper Ready LED will stop blinking. Scanning can then be repeated from the computer or terminated by ejecting the media from the scanner. The above behavior applies for both thin media scanning (green blinking) and thick media scanning (yellow blinking).</p>

How it looks on the scanner	Description
 <p>The diagram shows a control panel with several icons. On the left, there is a vertical column of icons: a circle with a vertical line through it, a green circle, a vertical bar with a horizontal line, a vertical bar with a horizontal line and a small circle, and a vertical bar with a horizontal line and a small circle. To the right of these is a vertical dashed line. Below a horizontal line, there are icons for a document with a red circle, a triangle, and a document with a red circle. To the right of these are icons for a document with a red circle, a document with a red circle, and a document with a red circle. A curved dashed line separates the bottom right icons from the rest of the panel.</p>	<p>Paper Ready LED Red – No Thick media detected</p> <p>The paper ready indicator will light red if the pressure-platen is in a thick media setting (a raised pressure-platen) but no media is detected in the scanner.</p>





# **Chapter 4**

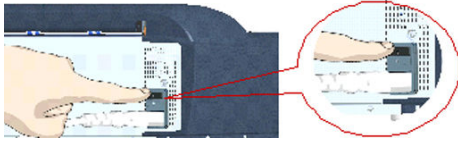
## **Turning Power ON/OFF - Wake/Sleep Mode**



## Main Power ON/OFF

The main power switch is at the back of the scanner.

- Press the upper half of the switch (marked “I”) to turn the main power to ON.
- Press the lower half of the switch (marked “o”) to turn the main power to OFF.



---

# The scanner's Self Test Procedure

## Introduction

When you connect the scanner to the power outlet and turn on the outlet switch at the back of the scanner, it starts up with a self-test procedure.

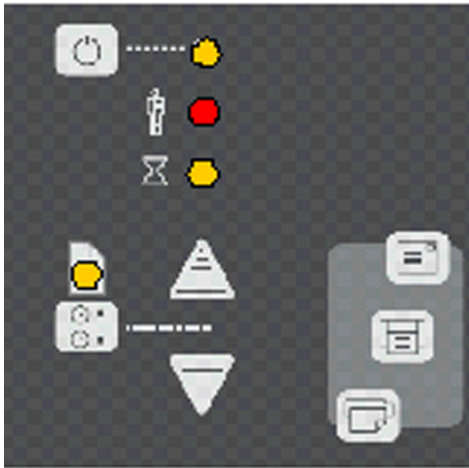
The scanner's self-test procedure consists of two main steps:

### 1. Init (Initialization) Sequence

The scanner loads and tests internal parameters.

Only initiated when you turn the main power ON.

The panel's LEDs will be lit as shown in the next illustration:

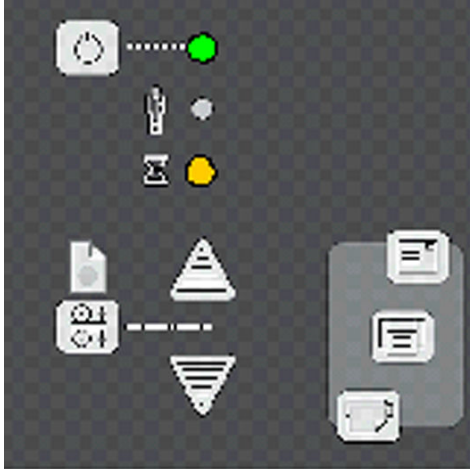


**2. Self-Adjustment**

Adjustment of light profiles, stitching and black/white points.

Starts after the Init Sequence when the scanner's main power switch is turned ON or right away when the scanner goes from sleep to wake mode.

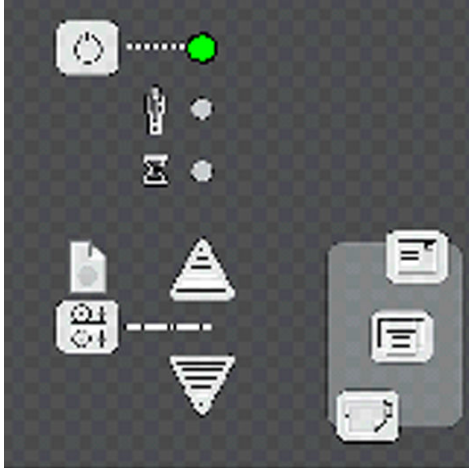
The panel's LEDs will be lit as shown below:



---

## Scanner ready to scan

You will know that the self-test procedures have completed and the scanner is Ready when the Power LED is lighted green and the other LEDs are off as shown below:



## Wake and Sleep modes

### Introduction

With the main power switch ON, scanner power can be set in Sleep mode and Wake mode. Sleep mode is the energy saving mode.

The scanner cannot scan when in the Sleep mode.

Wake mode is the full power ON mode for scanner operation.


The scanner will go from Wake mode into **Sleep** mode:

- Automatically: after a set idle time (see Automatic Power functions).
- Automatically: with the Timer (see Automatic Power functions).
- Manually: when you hold the power button down for 3 seconds.


The scanner will go into **wake** mode:

- Automatically: with the Timer (see Automatic Power functions).
- When you feed a document into the scanner.
- When you press any button on the panel.



 Sleep Mode (power OFF)



 Wake Mode (power ON)

### Advantages with using Wake-up and Sleep modes:

#### **Ready faster:**

You turn the scanner OFF and ON (sleep/wake-up) by pressing the power key on the panel. The scanner skips its init sequence and is ready to scan sooner than with Main Power OFF to ON.

#### **Convenience:**

When OFF (LED is red) the scanner can be powered up (Wake-up) easily by pressing the power key or just by inserting paper into the scanner, thereby indicating you wish to scan.

#### **Timer function:**

Scanner power with Wake-up and Sleep, can be setup and controlled through the Océ Scanner Agent software timer week schedule feature or through an idle time setting.

#### **Save energy:**

Sleep mode runs at low power values.

---

# Automatic Power ON/OFF

## Automatic Power ON/OFF

### Introduction

Automatic power management lets you schedule your scanner's up-time optimally and helps save energy.

You can set the scanner for automatic power OFF (Sleep) and power ON (Wake-up). Automatic power management functionality is set and controlled through your Océ Scanner Agent software.

There are two automatic power functions:

- **Timer** function
- Enter Sleep mode automatically (after idle time) option.



**Note:**

In order to use automatic power management functionality: the scanner Main Power switch at the scanner's back must be turned ON.

The power LED on the operator's panel will light red when the scanner is in Sleep Mode (powered OFF) and green when in Wake Mode (powered ON).



Sleep Mode (power

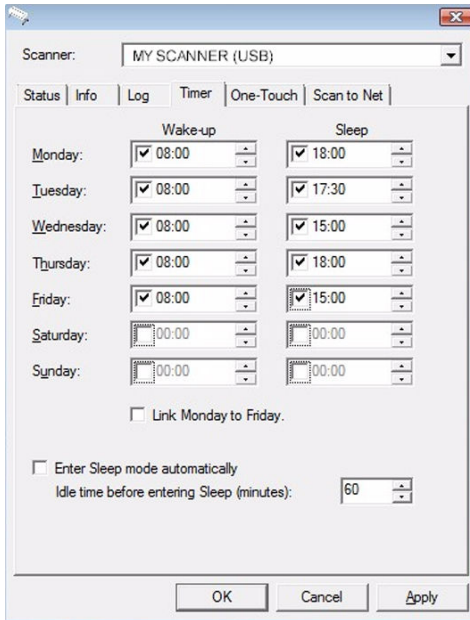


Wake Mode (power ON)

## Timer Function - Scheduling ON/OFF Times

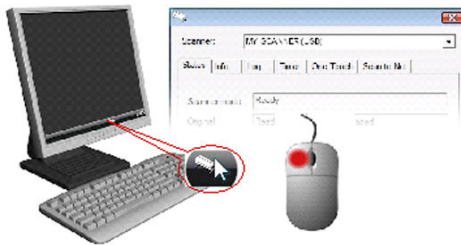
### Introduction

You can program your whole weekly schedule into the scanner so it powers ON and OFF (wake – sleep) on its own. You enter your schedule's wake-up and sleep times in Océ Scanner Agent Timer tab as shown in the example below. .



### To set the Timer:

1. Open Océ Scanner Agent. Double-left-click the scanner icon in the system tray.



2. Select the Timer Tab.
3. Click the checkmark fields for each day you want automatic wake-up and sleep actions.



4. Under the Wake-up column - Click on the hour digits in the day's edit field to highlight them. Use the arrow box to increase or decrease the hour value or use your keyboard to write the value in the field.
5. Move to the Wake-up column's minute digits for the same day - Click on the minute digits in the day's edit field to highlight them. Use the arrow box to increase or decrease the hour value or use your keyboard to write the value in the field.
6. Repeat this process in the Sleep column for the same week-day.
7. Make settings for the other week-days in the same manner or...
8. You can use the Link Monday to Friday option to make your settings for Monday apply for the whole work-day-week.



**Note:**

The Idle time before sleep time setting will still apply and may conflict with your Timer settings. Change or disable the Idle time before sleep time setting if it does.

9. When you have filled out the dialog, press Apply to download your settings into the scanner's memory.

**When the Timer is active:**

Your scanner will store and remember your settings so you have them after you turn off your PC and shutdown Océ Scanner Agent program. When you restart Océ Scanner Agent, the Timer tab will display the values currently stored in the scanner.

If the scanner is being used, it will delay entry into Sleep mode. The power LED on the panel will blink just before entry into a scheduled sleep mode. You can cancel entry into Sleep mode by pressing the power button.

## Automatic Shut Down after Idle Time

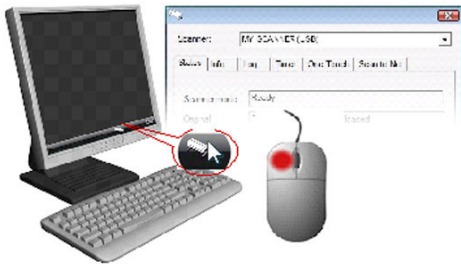
### Introduction

On delivery, the scanner is set for automatic entry into sleep mode after a preset default idle time, i.e. the length of time the scanner is not active.

You can prolong or shorten the idle time value to match your normal workflow.

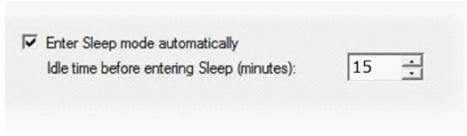
### To change/set the sleep mode options:

1. Open Océ Scanner Agent. Double-left-click the scanner icon in the system tray.



2. Select the **Timer** Tab.
3. Select or deselect the Enter Sleep mode automatically option.
4. If you do not select the Enter Sleep mode automatically option, you will need to use the manual method for entering sleep mode by holding the power button down for 3 seconds.
5. If you do select Enter Sleep mode automatically option, proceed to the next step to set the Idle time value.
6. Set the value Idle time before entering sleep. This is the number of minutes the scanner can stand idle before entering the sleep mode on its own.

7. Press Apply to download your settings into the scanner's memory.



**Note:**

With the scanner main power ON, the scanner can be also be brought into Wake-up and Sleep modes manually even while the Enter sleep mode automatically option is selected.

- **Wake** - by pressing any button on the panel or inserting a document for scanning.
- **Sleep** - by pressing and holding down the power button for 3 seconds.

You can choose to disable automatic entry into Sleep mode entirely if you want only manual activation of the sleep mode or, you can leave it enabled and retain both manual and automatic functions.



# **Chapter 5**

## **Loading Originals into the Scanner**



## Loading originals

### Introduction

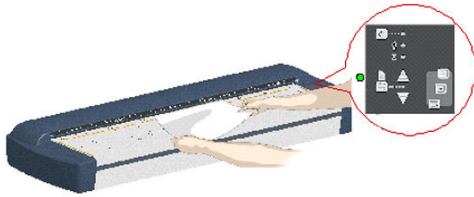
Load your document with the image side facing downwards.

Align the center of the document with the center arrow marking on the scanner bed.

Use the standard size markings to help align the document for a straight scan path.

You can use automatic loading or manual loading. These 2 loading options are selected in the scan/copy application dialogs on your PC.

Read the instructions about Automatic and Manual loading in the next sections.



**Note:**

The availability of the automatic and manual loading options will depend on your software and its level of compatibility with the scanner model.



**Note:**

See also this manual section on Scanning Thick Media for instructions on loading thick media originals.

## Automatic loading

### Introduction

With automatic loading, the scanner takes the original as soon as you insert it in the paper slot. Automatic loading is reliable for most jobs and especially useful for batch scanning jobs.

### Automatic loading

1. Make sure the Paper handling option “Auto load” is set in your scanning application.
2. Align the center of the document with the center arrow marking on the scanner bed.
3. Push the original into the insertion slot until you feel it contact the rollers and the Paper Ready LED lights green (yellow for thick media).
4. The scanner will grab the original automatically and move it into startscan position.
5. A delay factor can be set in the scanning application. The delay will give you time to control straight positioning of the document in cases where the scanner is grabbing the original too fast.

## Manual loading

### Manual loading

1. Make sure the Paper handling option “Manual” is set in your scanning application.
2. Align the center of the document with the center arrow marking on the scanner bed.
3. Push the original into the insertion slot until you feel it contact the rollers and the Paper Ready LED lights green (yellow for thick media).
4. While holding the original in place with one hand, use the other hand to press and hold down the Paper Forward button on the scanner.



5. The original moves into the start-scan position



## Unloading the original after scan

### Unloading the original after scan

1. Press the Paper Reverse button to eject the original back to the scanner feeding bed.



2. Press the Paper Forward button if you wish to eject the original out the back of the scanner.



## Fast-loading

### Introduction

**What is Fast-loading?** – With normal (default) loading, i.e. without the Fast-load option selected, the original is pulled all the way into the drive system, past both roller axles, and then reversed to start-scan position in order to ensure precise detection of the original's placement in the scanner. With the Fast-load option selected, the original is pulled only under the first roller axle and scanning will start from there. The Fast-load option is convenient for batch scanning of originals with robust edges that feed easily. Normally, with batch scanning, you would use the Fast-load option in conjunction with automatic loading however you can also use manual loading to feed the original into start-scan position.



*Note:*

The availability of the fast loading option will depend on your scan/copy software and its level of compatibility with the scanner model.

### Fast-loading

Fast-loading is a time-saving loading option designed for batch scanning. The fast-loading option can be selected in the scanning application.

## Soft-handling

### Soft-handling

The Soft-handling option is selected in your scan application. Soft-handling means that feeding and scanning are slowed down. You can use the option with both Manual and Automatic loading.



**Note:**

The availability of the soft handling load option depends on your scan/copy software and its level of compatibility with the scanner model.

Use Soft-handling with

1. Old, curled or creased originals that trigger a paper jam. See Trouble Shooting – Paper Jam error for correcting a paper jam error.
2. Fragile originals you want passed delicately through the drive system.

## Setting the input size

The Input size defines the scan area. You enter the input size in your application's input size dialogs.



*Note:*

The availability of the Input size options described below will depend on your scan/copy software and its level of compatibility with the scanner model.

3 ways to set find and set the input size:

**1. Use automatic size detection**

The scanner will detect the edges of the document and calculate the input size for you.

**2. Set a standard size**

Common standard sizes are marked on the scanner bed.

Use these markings to determine which standard size matches the original and then select that size in the application's input size dialog.

**3. Set the size manually** for irregular sizes.

To measure your document - use the scanner's ruler just above the insertion slot. Enter your width measurement in the width setting field in your application's input size setup dialog. You can measure and set a length value or choose automatic length detection.

# **Chapter 6**

## **Scanning**



## Software applications for scanning

### Introduction

Your scanner is controlled through scan, copy or imaging software installed on your PC.

#### **Optimal full featured scanning functionality**

is obtainable through scan and copy software specifically developed for compatibility with your scanner model.

See the scanner manufacturer's website for information on scanner software and compatible third-party applications.

#### **Simple scanning functionality**

Many common imaging applications support TWAIN and WIA interfacing and will thereby support simple scanning tasks through a limited range of settings and control options.

## Running applications from the scanner panel

### Definition

Normally you would control the scanner from your PC through your scan software user interface.

However, your scanner also supports one-touch buttons that enable you to trigger your software from the scanner panel. When a button is pressed, a scan is initiated and the result is loaded into the application triggered.

You configure your one-touch buttons through Océ Scanner Agent and your compatible scanning software. Please refer to the on-line help in these applications for instructions.



#### *Note:*

See Appendix A – Overview of the Operator's Panel - Application Control – One Touch Scan for additional information.

### Illustration



## Batch scanning

### Introduction

Batch scanning involves jobs where you want to feed and scan a whole set of originals that require equal scan settings.

1. Set your scan settings (size, type, image adjustments..) for the batch. Your settings will apply to ALL the documents in the batch.
2. Set the scan software into Batch Mode. This will tell the scanner to start scanning as soon as the document is fed so you don't need to trigger the scan.
3. Choose Automatic loading (optional) - for fast and effective loading. Read you scan software's on-line help pages for specific information on batch scanning with the application.



**Note:**

The availability of Batch scanning options will depend on your scan/copy software and its level of compatibility with the scanner model.



# **Chapter 7**

## **Scanning Thick Media**



## Scanning Thick Media

You may need to scan documents and drawings printed or pasted on thick media such as cardboard, foamboards, gatorboards etc.

To do so, you will need to fit the insertion slot to the thickness of your original.

This is done by raising the pressure-platen to the exact correct height.

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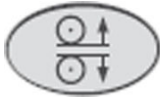
# Automatic Thick Media Adjustment

## Introduction

Scanners with Automatic Thickness Adjustment Control (ATAC) have an ATAC key on the operator's panel.

You use the key to raise and lower the pressure-platen. You can change the insertion slot size (pressure-platen height) on your scanner from 2mm to 15 mm (up to 0.6").

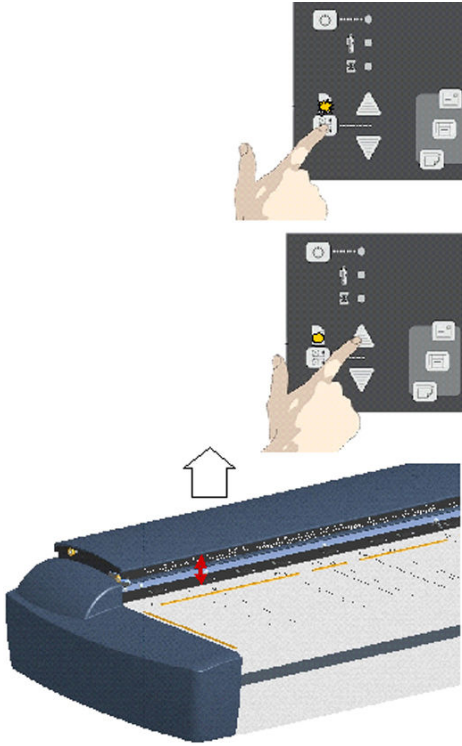
Originals up to 2mm thick should be scanned with the pressure all the way down (normal position). Thicker originals will require you use the ATAC key to adjust for thick media.



To adjust the insertion slot for thick media with ATAC:

1. Press the ATAC key on your operator's panel to set the scanner in ATAC mode.
2. The Paper Ready Indicator blinks yellow indicating the scanner is in ATAC mode but not yet ready, i.e., the pressure-platen is not yet positioned for the thick original.
3. Press and hold the Paper Forward key (arrow up) key to raise the pressure-platen until there is room to insert the thick original.
4. Insert the thick original evenly for a straight scan path.
5. Press and hold the Paper Reverse (arrow down) key to lower the pressure-platen until the pressure-platen stops on its own.
6. The Paper Ready indicator will stop blinking and remain yellow when the pressure-platen is positioned correctly and is ready for thick media scanning.

7. The scanner will automatically leave the ATAC mode, which means that the Paper Forward and Paper Reverse keys will return to their normal functionality for moving the original forwards and backwards.



## When Scanning in Thick Media Positions

### Introduction

The scanner employs an automatic self-adjustment procedure (light profile, stitching etc.) that can only activate itself when the scanner is in the Normal position.

With prolonged scanning in extended thickness settings, you should from time to time return the scanner to its Normal position to allow it to self-adjust.

This will ensure refreshed self-adjustment and optimal performance of your scanner.

Make a habit of always setting the scanner in the Normal position when shutting down, so it can auto-self-adjust the next time you turn it ON.

### Before you begin

Remember to return to the Normal position so the scanner can run Auto-Self-Adjustment

### Modifying Stitching Parameters

Thick stiff originals will rest on top of the scanner rollers and thus raise a small distance over the glass-plate. This can lead to irregularities in relation to “stitching” of the image at points between the cameras (overlapping pixels). In such cases, the stitching parameters will need to be modified. You can modify stitching parameters through your scanning application in the following way:

1. Insert your thick original in the scanner and scan the image using your scanning application.
2. Check the result in the viewer for overlapping or missing pixels in the camera transition areas.
3. Adjust the stitching values in the application’s scanner setup dialogs.
4. Repeat scanning and adjustment until the effect is minimized.



# **Chapter 8**

## **Maintenance**



## About scanner maintenance

### Introduction

Scanner maintenance will ensure optimal performance of your scanner. There are three basic maintenance tasks:

- **Cleaning**

Keep your scanner clean – the next section describes how to thoroughly clean the internal scan area. How often you need to clean the scanner will depend on how often and the types of media you scan. If your work primarily involves scanning newspapers and old blueprints you may need to clean more often than users who only scan brochures and new drawings. Be sure to clean the scanner when results are not optimal. Particles of dust in the scan area can often be the cause of streaks in the end result.

See *'Cleaning the Scan Area'* on page 65

- **Calibration and camera alignment**

Scanner Calibration is easy to perform and most of it is completely automatic. Scanner calibration includes camera alignment and calibration of B&W and color parameters. To run, you insert a Calibration Sheet, and start the Scanner Maintenance program. Be sure to calibrate if your output is not optimal. Make sure the scanner is clean before calibrating. See *'Camera Alignment and Calibration'* on page 69

- **Replacing worn parts**

This should be carried out when you get a warning on your screen or when a worn part affects your results.

Replaceable parts are:

a. the glass plate. See *'Replacing the glass-plate'* on page 73

b. the lamp. See *'Replacing the Scanner Lamp-Unit'* on page 81

c. the white background platen. See *'Replacing the White-background platen'* on page 77

d. the dust filters. See *'Replacing the Dust-Filters'* on page 84

Request replaceable parts at [mediaguide.oce.com](http://mediaguide.oce.com).



## Cleaning the Scan Area

### Introduction

You only need to open the lid to access the scan area when cleaning the scanner. Follow the instructions below.



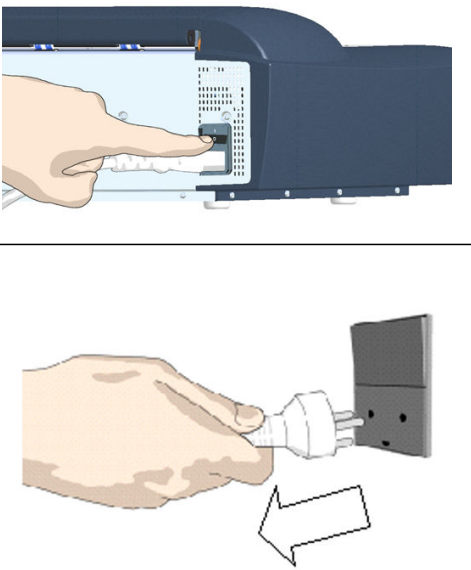
**Caution:**

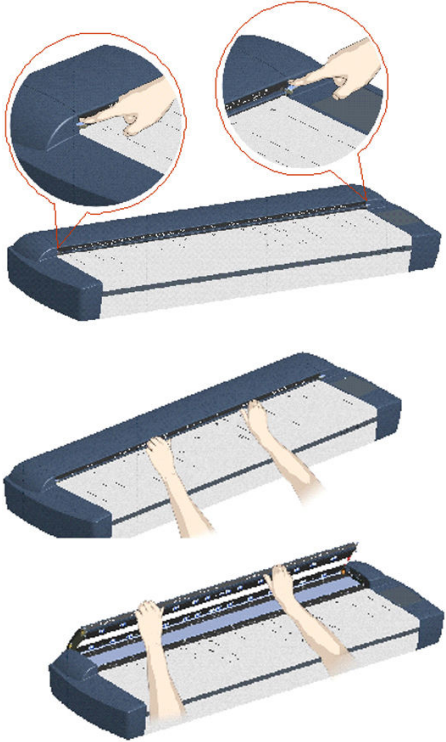
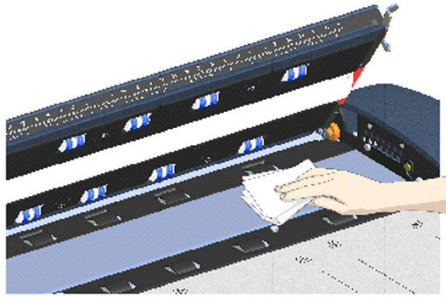
Do not spray liquids directly onto the scanner glass-plate.

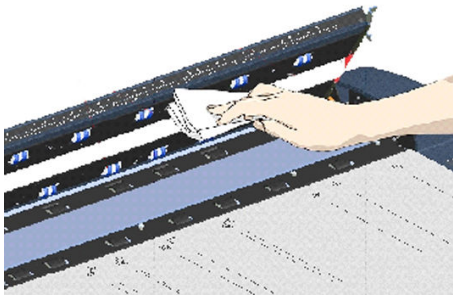
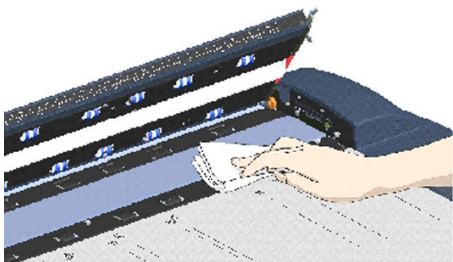


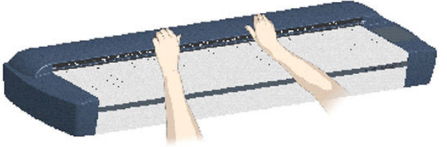
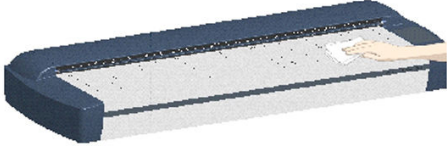
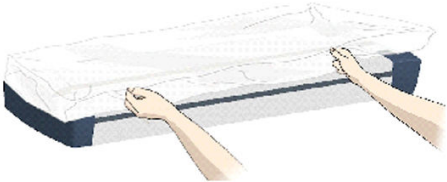
**Caution:**

Make sure the scanner power is OFF when using the dust cover.

	Action	Remarks
1	<p><b>Turn scanner power off</b> Press the main power switch (scanner back) to OFF and disconnect the power plug.</p>	

	Action	Remarks
2	<p><b>Open the scanner's lid</b></p> <ol style="list-style-type: none"> <li>1. Open the scan area lid - Push down on the two lock buttons found near the insertion slot on each side of the lid.</li> <li>2. The scanning area lid locking mechanism should now be disengaged.</li> <li>3. Place your thumbs in the insertion slot and flip the scanning area lid back to its open position.</li> </ol>	
3	<p><b>Clean the glass-plate</b></p> <p>The glass-plate is now exposed for cleaning.</p> <ol style="list-style-type: none"> <li>1. Clean the glass with a lint-free cloth and a mild, streak-free, glass cleaner. Apply the cleaner to cloth and wipe the glass-plate.</li> <li>2. Dry the glass completely using a separate clean, dry lint-free cloth like the one provided with the maintenance kit.</li> </ol> <p>Caution: Do not spray liquids directly onto the scanner glass-plate.</p>	

	Action	Remarks
4	<p><b>Clean the white-background platen and upper rollers</b></p> <p>The white-background-platen (white metal area) is fixed in the scanning area lid. The upper rollers are aligned in 2 rows on each side of the white-background-platen.</p> <ol style="list-style-type: none"> <li>1. Hold/support the lid in its open position for support as you clean.</li> <li>2. Use a lint-free cloth and a mild, streak-free, glass cleaner. Apply the cleaner to cloth and wipe the white-background-platen.</li> <li>3. After wiping clean the whole white background platen, wipe all the upper rollers in both rows.</li> <li>4. Dry the platen and rollers completely using separate clean, dry lint-free cloths.</li> </ol> <p>Caution: Do not spray liquids directly onto the scan area.</p>	
5	<p><b>Clean the lower rollers</b></p> <p>The lower rollers are the black rubber rollers aligned in 2 rows on each side of the glass-platen.</p> <ol style="list-style-type: none"> <li>1. Use a lint-free cloth and a mild, streak-free, glass cleaner. Apply the cleaner to cloth and wipe the lower rollers in both rows.</li> <li>2. Dry the lower rollers completely using a separate clean, dry lint-free cloth.</li> </ol> <p>Caution: Do not spray liquids directly onto the scan area.</p>	

	<b>Action</b>	<b>Remarks</b>
6	<b>Close the scanning area lid.</b> 1. Pull down and close the scanning area lid when finished. 2. Press gently down on the cover top to make sure the locks reengage (click).	 An illustration showing a pair of hands pulling down on the dark blue scanning area lid of a scanner. The lid is being pushed into a recessed position on the scanner's body.
7	<b>Clean the scanner feed area surface</b> Clean also the scanner surface so dirt and dust are not dragged into the scan area with the original.	 An illustration showing a hand using a white cloth to wipe the light-colored surface of the scanner's feed area. The scanner is shown from a side-on perspective.
8	<b>Cover when not in use</b> Cover the scanner with its plastic dust cover when not in use. Caution: Make sure the scanner power is OFF when using the dust cover.	 An illustration showing a pair of hands placing a white, textured plastic dust cover over the scanner. The cover is being pushed onto the scanner's body.

# Camera Alignment and Calibration

## Introduction

Scanner calibration is very easy to perform with the Scanner Maintenance program you installed with your drivers.

After manually cleaning the scan area, you just insert a calibration sheet, start the Scanner Maintenance program and let the wizard take over.




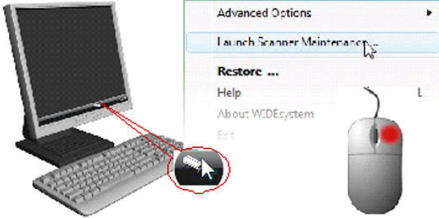
**Note:**

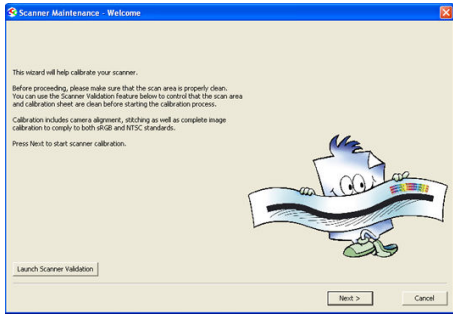
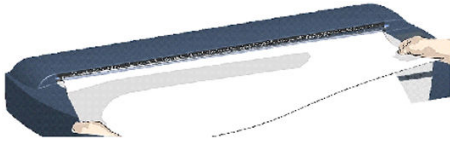
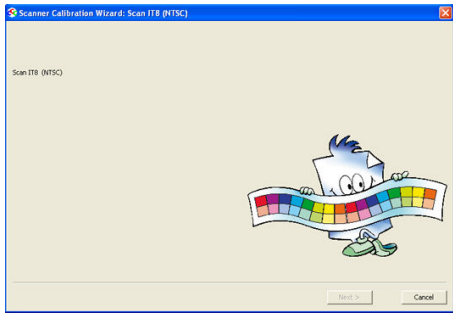
Cleaning and calibration are tied together. Cleaning the scanner creates the need for renewed calibration and correct calibration will always require a clean scan area.

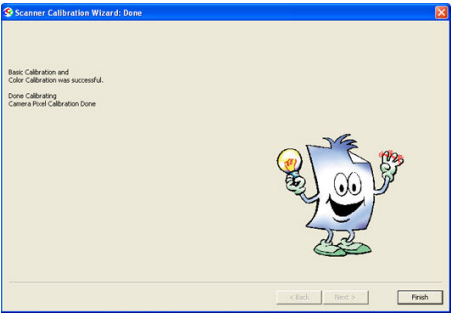


**Note:**

The best quality of a calibration is generated after 1 hour warming-up of the scanner lamp.

	Action	Remarks
1	<p><b>Turn the scanner power ON</b> Make sure that the scanner has been turned ON for at least 5 minutes prior to camera alignment and calibration. The short warm-up time will ensure that light conditions and camera heights have stabilized</p>	
2	<p><b>Launch the scanner maintenance program</b> 1. On your PC - Right click on the scanner icon 2. Select Launch Scanner Maintenance to open the program's welcome dialog.</p>	

	Action	Remarks
3	<p><b>Follow the steps described by the wizard</b></p> <p>The scanner maintenance wizard will guide you through the alignment and calibration steps. Click the Next button in the welcome dialog to proceed.</p>	
4	<p><b>Insert the calibration sheet</b></p> <p>During the process, the wizard will ask you to insert the Calibration Sheet that came with your scanner. The sheet's printed side must be inserted face down. Align the sheet's midpoint arrow with the scanner's midpoint arrow and feed the sheet into the scanner. Click the wizard's Next button to continue.</p>	
5	<p><b>The program aligns and calibrates the scanner</b></p> <p>The program works in steps to analyze and correct the alignment and stitching status of the cameras, calibrate black and white values and calibrate color. The calibration sheet will be rescanned a number of times as the program processes data. Let the program complete all alignment and calibration steps.</p>	

	Action	Remarks
6	<p><b>Finished</b></p> <p>The wizard will tell you when the process is finished.</p> <ol style="list-style-type: none"> <li>1. Remove the Scanner Calibration Sheet from the scanner.</li> <li>2. Return the Scanner Calibration Sheet to its protective cover and then place it in the storage folder. Store the folder in a dry place and out of direct light.</li> </ol>	

# Replacing Scanner Parts

## Replacing scanner parts

### Introduction

This section describes how to replace those scanner parts that are liable to wear down over long-term use. Changing parts will renew your scanner and reestablish optimal results. Océ Scanner Agent monitors scanner usage and will warn you when it is time for a replacement.



**Note:**

Regarding Océ Scanner Agent warning flag - glass plate and White background platen replacement: After receiving a warning by Océ Scanner Agent and replacing the part, be sure to reset the part replacement warning flag through the Océ Scanner Agent “Status” tab.



**Note:**

Regarding RECALIBRATION - glass plate, White background platen, lamp unit replacement: Replacing these parts will change conditions in the scan area. Therefore, it is recommended to recalibrate right after changing and cleaning these parts.




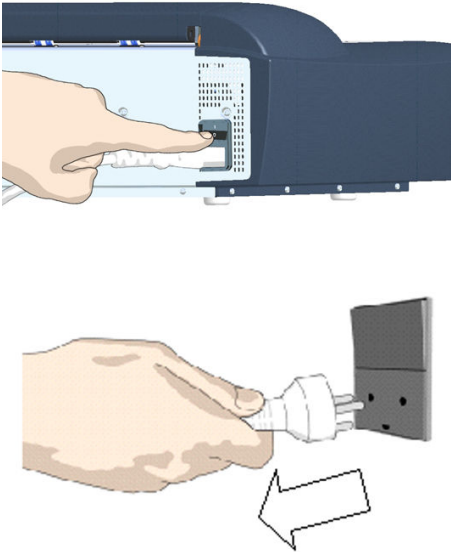
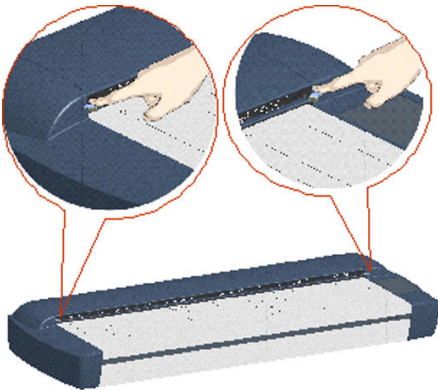
**Caution:**

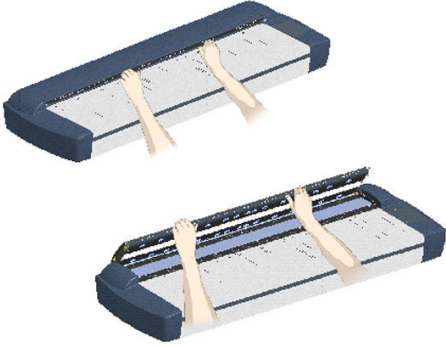

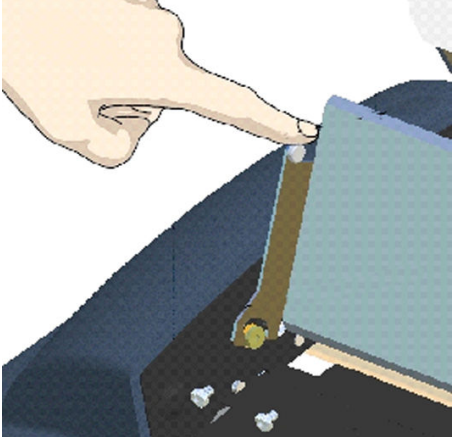
Instruction: Before replacing any parts, be sure to turn the scanner power off and disconnect the power plug.

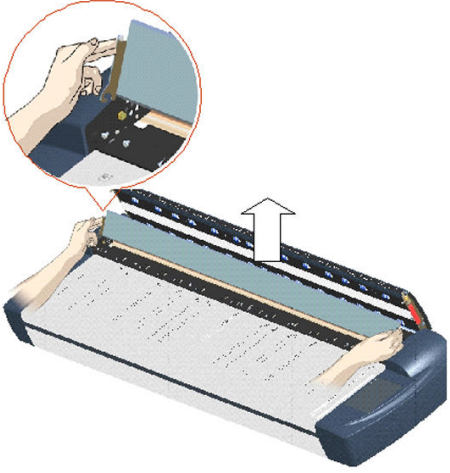
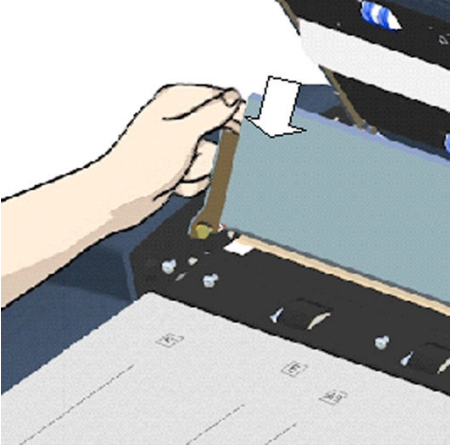
---





## Replacing the glass-plate

	Action	Remarks
1	<p> <b>Note:</b> Turn the scanner power off and disconnect the power plug.</p>	
2	<p>Open the scan area lid - Push down on the two lever buttons found near the insertion slot on each side of the lid.</p>	
3	<p>The scanning area lid locking mechanism should now be disengaged</p>	

	Action	Remarks
4	Place your thumbs in the insertion slot and flip the scanning area lid back to its open position	
5	The glass-plate will be exposed and accessible.	
6	On each side of the glass-plate there is a small lever with a round lever-handle on its end. Place a finger under both round lever handles on each side of the scanner.	
7	With both arms, pull simultaneously on the left and right levers to flip the glass-plate towards your body so it tilts upwards and is free from the scan area bed.	

	Action	Remarks
8	<p>Each lever is attached to the scanner chassis with a small hook that rests on a round pin. As you hold the glass-plate on both its edges, lift it upwards to detach both lever's hooks from the pins and thus free the glass-plate from the scanner.</p>	
9	<p>Reverse the above operations to reinsert a new glass-plate – Carefully set the new glass plate down into the scan area. Fit the new glassplate's lever hooks on to the round pins on each side of the scanner as shown.</p>	
10	<p>While supporting the glass-plate with fingers on the lever handles, carefully ease the glass-plate down backwards (away from your body) so it falls into place.</p>	

	Action	Remarks
11	<p data-bbox="270 202 517 232">Close the scan area lid.</p> <p data-bbox="279 278 606 475"> <b>Note:</b> It is recommended to clean the new glass-plate after inserting it in the scanner and before scanning.</p> <p data-bbox="279 538 602 669"> <b>Note:</b> It is recommended to calibrate after changing the glassplate.</p>	

# Replacing the White-background platen

## Introduction

Your white-background-platen can become worn and discolored after long periods of use and in such cases; replacement with a fresh whitebackground- platen is recommended. Océ Scanner Agent monitors the scanner usage and will warn you when it is time for a replacement.

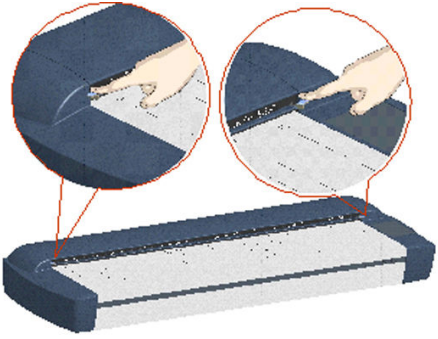
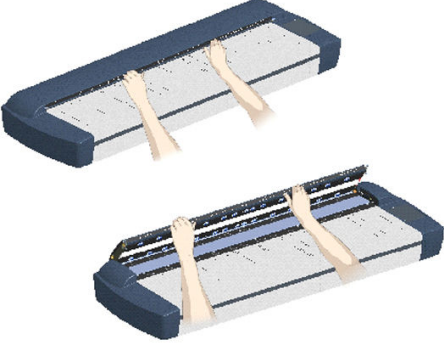


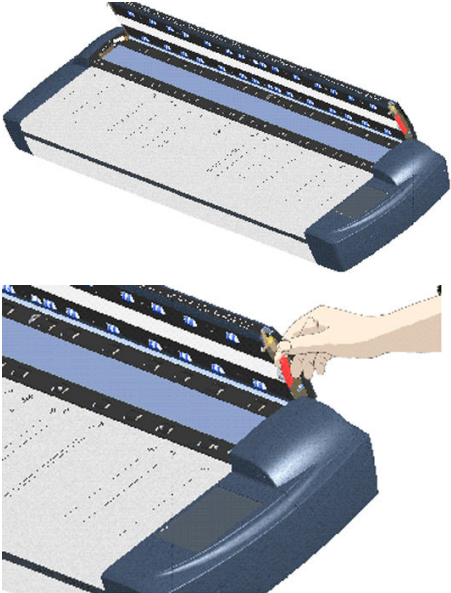

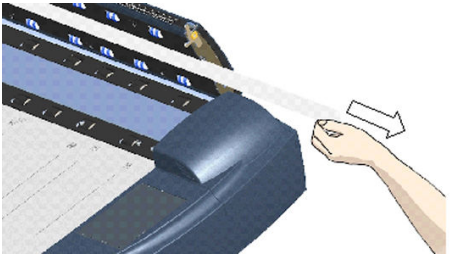
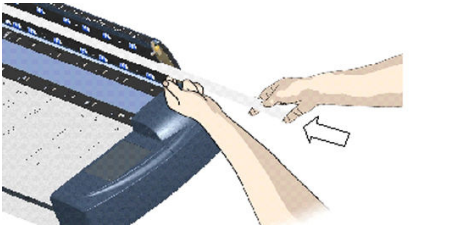
**Caution:**

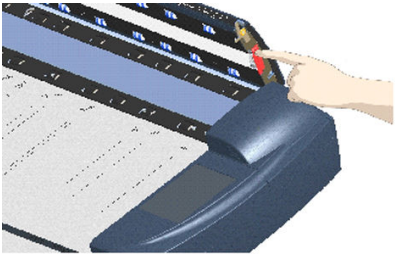
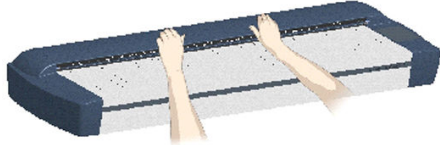
Turn the scanner power off and disconnect the power plug.

## Procedure

	Action	Remarks
1	Turn the scanner power off and disconnect the power plug.	

	Action	Remarks
2	Open the scan area lid. - Push down on the two lever buttons found near the insertion slot on each side of the lid.	 The diagram shows a top-down view of the scan area lid. Two circular callouts are positioned above the lid, each showing a close-up of a hand's index finger pressing down on a small, dark lever button. The buttons are located on either side of a central slot. The lid itself is dark blue with a light grey scanning surface.
3	The scanning area lid locking mechanism should now be disengaged.	
4	Place your thumbs in the insertion slot and flip the scanning area lid back to its open position.	 The diagram shows two views of the scan area lid. The top view shows two hands with thumbs inserted into the central slot, lifting the lid upwards. The bottom view shows the lid fully flipped open, with the hands' thumbs still in the slot. The lid is dark blue with a light grey scanning surface.

	Action	Remarks
5	<p>On the lid's left edge, you will find a red strip. This is the white platen cover.</p> <p>Grip the top (flexible) edge of the red strip with your fingers.</p>	
6	<p>Remove the red strip to expose the edge of the white-background-platen.</p>	
7	<p>Grip the edge of the white-background-platen with your fingers and pull to slide it out of the scanner.</p>	
8	<p>Reverse the steps to insert your new white-background-platen. Carefully slide in a new white-background-platen while taking care not to bend it.</p>	

	Action	Remarks
9	Re-attach the red strip.	
10	Close the scanning area lid so the locking mechanism reengages.  <i>i</i> <b>Note:</b> It is recommended to calibrate after changing the white background-platen.	



# Replacing the Scanner Lamp-Unit

## Introduction

The lamp's effectiveness can gradually weaken over time and this can effect the quality of your scans.

A new lamp-unit (lamp, reflector, power connectors) can be obtained through your dealer.

Océ Scanner Agent monitors lamp usage and will warn you when it is time for a replacement.

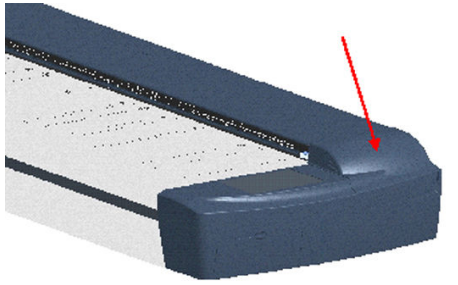
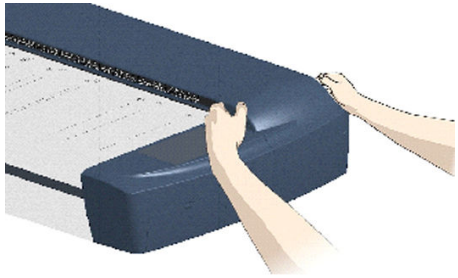
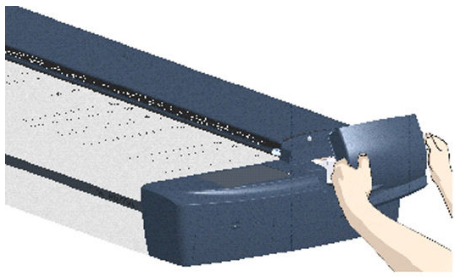
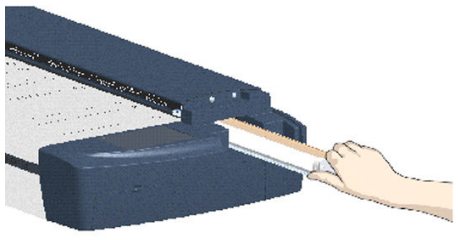


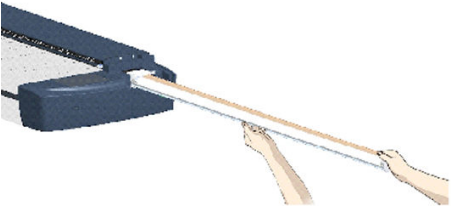
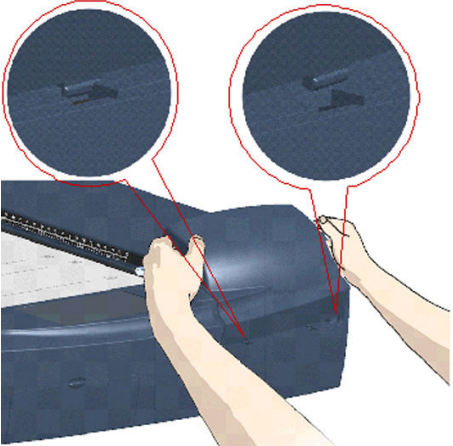
**Caution:**

Switch the scanner power off and disconnect the power plug.

## Procedure

	Action	Remarks
1	Switch the scanner power off and disconnect the power plug.	

	Action	Remarks
2	The lamp cover is on the top right side of the scanner.	
3	Grasp the cover on each side with both hands and pull back to detach.	
4	Lift the cover upwards to free it from the scanner.	
5	You must remove the whole lamp-unit. A lamp-unit consists of a lamp mounted in a reflector brace and fixed power connectors.	
6	Grasp the edge of the old lamp-unit and carefully pull it out of the scanner.	

	Action	Remarks
7	Reinsert the new lamp-unit. Rest the power-connector side on the slider and carefully push the lamp-unit into the scanner.	
8	Insert the lamp-unit all the way so the internal power connections engage with the connections on the lamp-unit.	
9	Replace the lamp cover on the scanner - fit the bottom notches in the holes and snap the cover shut. The cover must always be closed before turning scanner power ON.	
10	Test the replacement by turning power and scanner on to see if the lamp lights.	
11	Reset the part replacement warning flag through WIDEsystem's "Status" tab. Click on the lamp replacement message link to reset.  <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <i>i</i> <b>Note:</b>              It is recommended to recalibrate after changing the lamp.           </div>	

## Replacing the Dust-Filters

### Introduction

The dust filters protect your scanner's air-cooling vents. Fresh dust filters can reduce the amount of time spent on cleaning and calibration and help protect the scanner's glass plate. Océ Scanner Agent monitors usage and will warn you when it is time for a replacement.



**Note:**

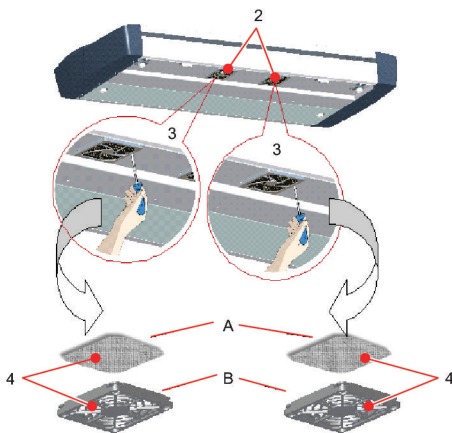
The dust filters are delivered with the scanner lamp-unit



**Caution:**

Turn the scanner power off and disconnect the power plug.

### Illustration



### Procedure

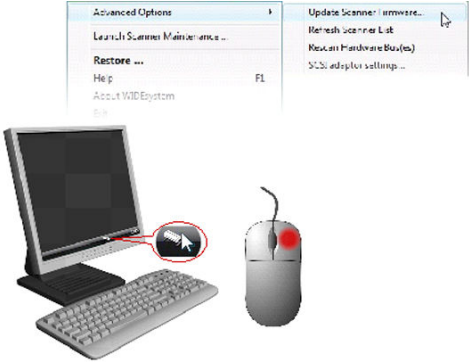
Step	Action
1	Turn the scanner power off and disconnect the power plug.
2	Locate the 2 square-shaped dust filter bins on the underside of the scanner.
3	Insert a screw-driver or other sharp tool under one of the bin's edges to snap it down and detach it from its frame.

Step	Action
4	The filter (A) (soft material) is inside the bin (B). Remove the old filter and place a fresh one in the bin.
5	Re-attach (click on) the bin to its frame on the underside of the scanner.
6	Repeat the process with the second filter.



**How to install new firmware?**

- 1. New firmware is installed by opening the firmware .exe file. The firmware .exe file must first reside on your machine. Select the Save target (or Save Link) option if downloading from the web.







# **Chapter 9**

## **Océ Scanner Agent**



## Introduction

### Introduction

Océ Scanner Agent is a program designed to integrate your wide format scanner with your overall system through the following two central functions:

- Océ Scanner Agent contains the drivers necessary to run your scanner.
- Océ Scanner Agent is an application designed to monitor and control the functionality of your wide format scanner.

Océ Scanner Agent is designed specifically for Océ wide format scanners running under Windows 2000 Windows server 2003, XP and Vista (32).

### Features

Océ Scanner Agent allows you to monitor and control certain functions on your wide format-scanning device from your Windows interface system tray, eliminating the need to start up a specific scanning application first.

Here are some of the main features available from this application:

- Gain visual indication that the scanner is connected to the PC.
- View the scanner's status, called the Scanner Mode, by moving the mouse over the scanner icon on the system tray. Status messages include remaining warm-up time, interface connection errors, and an indication that the scanner is ready for scanning.
- View useful Error messages related to the current Scanner Mode.
- View the load status of the original (media) to be scanned.
- Setup the scanner's timer to determine times for automatic power-up / power-down for each day of the week.
- View information on the scanner device in relation to firmware and hardware revisions. The information helps you keep track of your upgrades and is useful for support purposes.
- Monitor the use and plan the maintenance of the scanner.
- Initiate a scan of the USB interface bus.
- Quick launch of installed scanning applications.

---

# Installation of Océ Scanner Agent

## Introduction

The Océ Scanner Agent setup program includes the installation of the scanner drivers and of the scanner control utility, Océ Scanner Agent.

**Caution:**

It is essential that you install Océ Scanner Agent before you connect the scanner or install any other scanner applications. Indeed, all drivers are installed with Océ Scanner Agent and help you set up correctly your system.

---

## Install Océ Scanner Agent

1. Insert the CD-ROM in your CD driver. The setup program is launched automatically.
2. Follow the instructions of the setup wizard.
3. At the end of the installation, the wizard asks if you want to run Océ Scanner Agent at start-up. Click 'Yes' if you want the application to be started automatically each time you boot your PC. Note: This is recommended when you define times to power on and off the scanner automatically in the Timer settings (see ...).
4. Click 'Finish' to exit the setup program. The Océ Scanner Agent icon appears on the system tray:



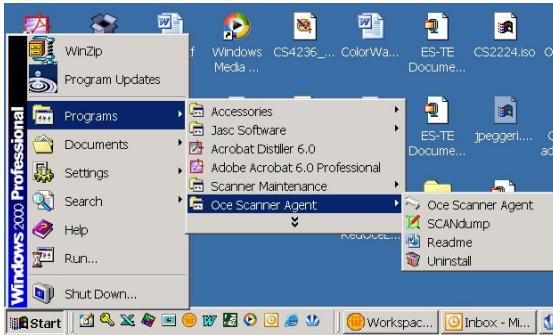
## Interface of Océ Scanner Agent

### Start of Océ Scanner Agent

There are two ways to start the program:

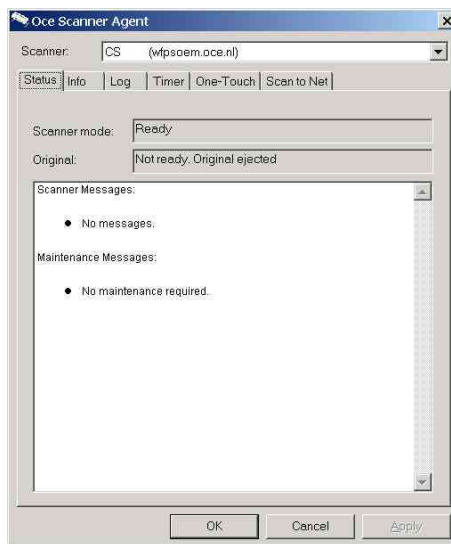
- From the Windows 'Start' menu, select 'Programs'/'Océ Scanner Agent'

- or double-click the Océ Scanner Agent icon on the system tray:



## Status

The Status tab displays useful messages about what the scanner is currently doing and displays error messages when relevant.



## Scanner mode

What the scanner is doing at any given moment. Here is a list of the different scanner modes:

Scanner mode	Description
"<N/A>"	Scanner not accessible. Océ Scanner Agent has not (yet) detected the scanner.
"Scanner is unsupported"	The connected scanner is not a model compatible with Océ Scanner Agent.
"Scanner is busy or turned off"	This message is displayed while downloading firmware to the scanner.
"Programming Mode. Firmware may be downloaded"	The scanner is in this mode when firmware is being downloaded with the firmware.exe program.
"Initializing"	The scanner is initializing its settings (start-up).
"Warming Up"	The scanner needs to warm up before it can function in optimal conditions. This takes a few minutes.
"Ready"	The scanner is ready for scanning.
"Not Ready. Error detected"	An error was detected. View the error message.
"Test Mode"	The scanner test mode is used during technical service.
"Continuous self-test mode"	The scanner is performing test operations to ensure optimal performance: light profile corrections, stitching, etc.
"Calibrating"	The scanner is performing calibration of the cameras.
"Adjusting"	The scanner is adjusting its cameras.
"Standby"	The scanner is in standby mode when the LED indicator is red. The Timer powers the scanner on and off from the standby mode.

## Error messages

This field relays errors returned from the scanner and related to the current Scanner mode. When there is no error detected in the Scanner mode field, <None> is displayed in the Error messages.

Error messages are useful for troubleshooting your scanner's function or connection. Here is a list of error messages:

Error Message	Description / Solution
"Invalid Smart Card for this scanner type"	Check your smart card in the smart card drawer. Make sure it is positioned/inserted correctly and then reboot.
"Correction of Camera X (A, B, C, or D..) failed"	The scanner is continuously monitoring your cameras. This problem often arises when the internal glass plate or white platen is dirty or smudged. Follow the cleaning instructions that came with your scanner maintenance kit and run through the full maintenance process (adjustment, stitching and calibration). Contact your Océ service technician if the problem persists.
"Stitching of Camera X/Y (A/B or B/C or C/D) failed"	The scanner is continuously monitoring the stitching status between the scanner cameras. This problem often arises when the internal glass plate or white platen is dirty or smudged. Follow the cleaning instructions that came with your scanner maintenance kit and run through the full maintenance process (adjustment, stitching and calibration). Contact your Océ service technician if the problem persists.

**Note:**

If you encounter another error message, try to shut down and reboot your system.

**Note:**

If the problem persists, contact your technical support. Make sure you have the Error message text and information from the Info tab on hand to relay to your Océ service technician.

## Original

This field informs you about the load status of the original in the scanner.

During scanning, the scanner moves the paper back and forth in the slot in order to position it correctly for the next task.

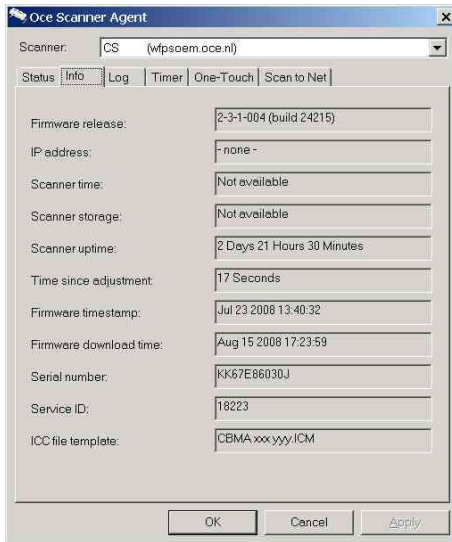
If the Océ Scanner Agent screen is opened during scanning, you are able to follow the operations performed on the original through the messages that appear in the 'Original' field.

The Original messages tell you if the original is present, 'Not ready', 'Busy' or 'Ready', and includes additional information on the original's position, insertion/ejection status and more.

## Info

### Info

When you click this tab, information about your scanner is displayed.



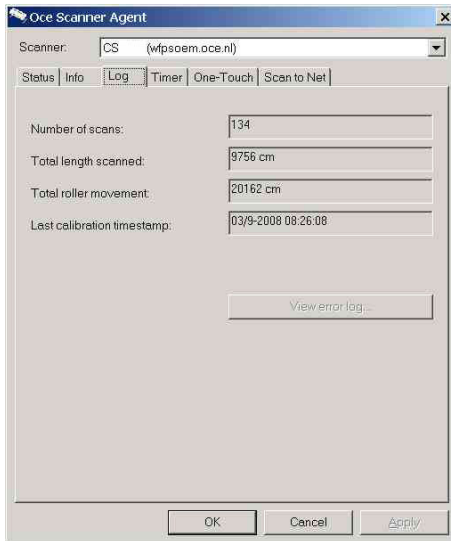
Info Tab Item	Description	Usage
Firmware release	Upgradeable firmware version. Version numbers are increased each time a new OFFICIAL firmware is released.	User
Firmware revision	Internal to manufacturer. Firmware build number.	Support
Scanner uptime	The amount of time your scanner has been turned on.	User
Time since adjustment	The time lapsed since the scanner last performed auto-adjustment.	User
Firmware timestamp	Internal to manufacturer. The date the firmware was compiled.	Support
Firmware download time	The date/time the current firmware was downloaded to the PC.	User/Support



Info Tab Item	Description	Usage
Serial number	The scanner's serial number.	User/Support
Service ID	ID number that relates to first-time operation.	Support

## Log

The Log tab displays summarized values related to your scanner's runtime.



Log Tab Item	Description
Number of scans Total length scanned Total roller movement	Used to monitor the use of your scanner.
Lamp light on Last calibration timestamp	Used to monitor and plan the scanner maintenance

Lamp light on It is advised to replace the lamp every 4000 hours of use.



### Note:

Make sure to use the timer settings to save the lamp usage when the scanner is idle (see ...).

Last calibration timestamp It is recommended that you clean, align and calibrate your scanner at least 7 days after the last date indicated in this field (see ...).

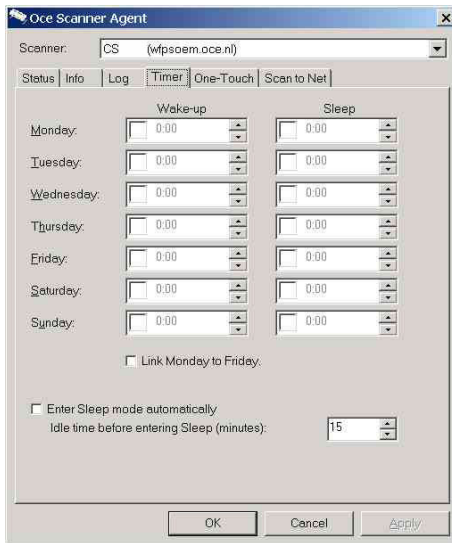


**Note:**

7 days is an average assessment for normal scanning. If you scan old originals that leave smudges on the glass plate or if you have high quality requirements for precise colour/graytones, you can calibrate more often.

## Timer



The Timer tab allows you to program the scanner's internal clock that controls your scanner's power-on and power-off schedule.



This feature allows you to start scanning without wasting time. Indeed, running with the correct internal temperature is essential when making high-quality scanning through sensitive CCD's. Your scanner needs to warm up before it can start scanning optimally. The Timer Settings tab lets you program the scanner to automatically power on and warm up times most convenient for you so it stands ready when you need it. You do not have to waste valuable time waiting for your system to reach optimal conditions.

Set your timer values

Step	Action
1	Boot your PC with the scanner previously powered on.
2	Double-click the Océ Scanner Agent icon on your system tray to display the interface.
3	Select the Timer Settings tab.

Step	Action
4	Click the checkmark fields for each day you want to set automatic power on and off.
5	For each day selected, in the ON column, choose the time (hour and minutes) you want the scanner to be powered on.
6	Repeat the same procedure in the OFF column to set the power off times.
7	<p>Click 'Apply' to download your settings.</p> <p> <b>Note:</b> The settings are recorded by the scanner even when you power Océ Scanner Agent off. They are retrieved next time you start the program.</p> <p> <b>Note:</b> When Océ Scanner Agent runs, it checks that the scanner's clock is within 2 minutes from the PC clock. If not, Océ Scanner Agent will synchronize the clocks. Normally this only happens when the scanner's central power switch has been turned OFF manually and its clock needs to be reset.</p>

## Quick Menu

The Océ Scanner Agent quick menu offers an easy way to initiate common scanning actions and a direct link to other Océ applications. To access the quick menu, right-click the Océ Scanner Agent icon on the system tray (see ...). The following menu is displayed:

### Advanced Options

This submenu contains options related to the scanner interface and to the firmware installation.

#### Update Scanner Firmware...

Use this option to browse to the latest executable install firmware file you obtained/downloaded and wish to update your scanner with.

#### Refresh Scanner List

Use this option to refresh the list of scanners attached to your USB interface after booting the PC. This option is relevant if you have more than one scanner connected. Océ

Scanner Agent will automatically detect a single scanner. On multiple attachment configurations, the first scanner will be detected automatically.

### **Rescan Hardware Bus(es)**

Use this option to redetect the scanner or detect a new scanner attached to your USB interface, after you boot your system.

### **Launch Scanner maintenance**

Use this option to start the Scanner maintenance wizard which will guide you through the camera alignment and calibration procedure.



### *Note:*

These two options above are available if the Océ Scan and Scanner maintenance have been previously installed on your computer.

### **Restore Océ Scanner Agent**

Use this option to display the Océ Scanner Agent main interface.

### **About Océ Scanner Agent**

This option displays information about the version of Océ Scanner Agent.

### **Exit**

Use this option to exit the Océ Scanner Agent application. The scanner icon is removed from your system tray.

# **Chapter 10**

## **Océ Scanner Maintenance**



## Installation of the software

### Introduction

The Océ Scanner Maintenance software enables to perform almost automatically the maintenance tasks on your wide format scanner:

- Camera alignment
- Basic calibration
- Colour calibration

It is essential that you install Océ Scanner Agent before you connect the scanner or install any other scanner applications (see ).

Indeed, all drivers are installed with Océ Scanner Agent and help you set up correctly your system.

### Install Océ Scanner Maintenance

1. Océ Scanner Maintenance is part of the installation wizard.

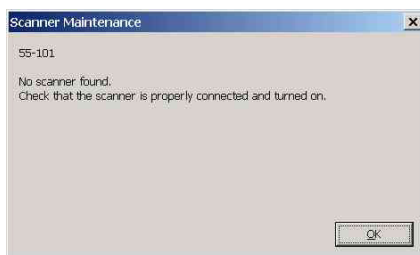
### Start Océ Scanner Maintenance

1. Power on the scanner.
2. From the Windows 'Start' menu, select 'Programs' and 'Scanner Maintenance'.
3. In the 'Scanner Maintenance' menu, select 'Scanner Maintenance'. The application detects the scanner and starts.



**Note:**

If the scanner is not connected, the program is not launched and an error dialog is displayed:



---

## Océ Scanner Maintenance program

### Why maintain the scanner

Regular Scanner Maintenance is a sure way to minimize costly downtime. The three routine maintenance procedures Cleaning, Camera alignment and Calibration will improve image quality and reduce service costs.

These three maintenance functions are closely entwined and they should all be performed in a single maintenance session, starting with cleaning the scan area and ending with calibration. The reason is that if you clean the glass or adjust the cameras then you will have changed conditions in the scanning area and will need to calibrate in order to readjust black and white. This works the other way as well - scanner calibration must always be preceded by cleaning and camera alignment, to get reliable calibration results.

### Use the software

The Océ Scanner Maintenance software is a wizard which guides you through the whole process of maintenance. All you have to do is follow the instructions on the screen. For more details about the procedure, please refer to the Scanner Maintenance leaflets provided with the software.

OcéScanner Maintenance is performed in three consecutive steps:

- Cleaning of the scan area
- Camera alignment
- Calibration (Basic calibration and Colour calibration)

#### Cleaning

To clean the scan area, use the special cleaning cloth provided with the SMK. When not in use, cover the scanner with the plastic dust cover.



#### *Note:*

Make sure the scanner is powered off before covering it with the plastic cover. Otherwise, the temperature of the scanner would be too high.

Camera alignment Camera alignment must be performed to get invisible transitions between camera range borderlines.

The procedure slightly differs according to your type of scanners:

- some models have a single fixed camera. Therefore, they do not require camera alignment. The maintenance wizard will automatically detect the scanner model and skip the camera alignment step.
- some models have two cameras, A, B starting from the right side of the scanner.

One is fixed and the other is adjustable.

### **Calibration**

After Camera alignment, the Scanner Maintenance program goes straight to Basic (black and white point) and Colour Calibration (colour scanners only) on its own. You don't have to insert extra sheets or find camera positions on the scanner. The Maintenance program detects the scanner model and makes all the necessary calculations.

Your scanner's Precision Colour system lets you calibrate on the field at any time ensuring stable and predictable colour output. The scanner will be calibrated to both sRGB and NTSC colour spaces using an ANSI IT8 calibration target.

### **IT8 Calibration target**

Mass production of IT8 Calibration sheets results in slight differences between production batches. This means that the Colour Patch Reference values in one batch of IT8 Calibration sheets do not necessarily match those in another production batch.

Colour matching and calibration are optimal when using your IT8 Calibration sheet with an IT8 calibration sheet reference data file corresponding to the sheet's production batch. The Scanner Maintenance CD comes with a number of these files that are installed with the maintenance program.

The IT8 sheet batch ID is contained in the bar-code on your maintenance sheet. Your Scanner Maintenance program detects the batch ID so that it selects automatically the right IT8 calibration sheet reference data file among the list of files installed on your system.

Normally, this process is automatic. But in some cases, the Scanner Maintenance program cannot find the matching IT8 calibration sheet reference file. For example, you may have obtained a calibration sheet to replace your original one that is newer than your Scanner Maintenance software version. In such cases, the matching reference file will not have been delivered and installed on your system.



The following dialog appears when the Océ Scanner Maintenance program cannot find the IT8 calibration sheet reference file that corresponds to the maintenance sheet being used:



### **OK**

Selecting this button activates a search on the internet and downloads the right IT8 calibration reference data file to your system. The action requires that you are connected to the internet.

### **Use Standard IT8 file**

The standard IT8 file 'IT8data.IT8' comes with the maintenance program and is installed on your system. The file can substitute for the right IT8 calibration sheet reference data file but is however far from optimal.

### **Browse**

This button lets you search for the corresponding IT8 calibration reference data file on your file system if it is included on a floppy disk for instance.



# **Chapter 11**

## **Trouble Shooting**



# Trouble Shooting General

## Introduction

This section describes trouble-shooting procedures for the most common issues that can arise with your scanner.

Please look for a problem description that matches your actual situation.

If found, perform the recommended trouble-shooting procedures before requesting a service call.

## How are errors reported on your system

The scanner panel's Error Indicator will blink when the scanner detects an error.

Océ Scanner Agent will report the nature of the error on your screen.

## Correcting common errors

1. The actual nature and cause of the error may be reported immediately through a message on your screen. If not, open Océ Scanner Agent (double-left-click the scanner icon on your system tray) and select the Status tab to view additional information about the error.
2. The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen.
3. Look for a description of the error and remedy in this users guide's trouble shooting section. Follow the instructions provided.

See

- *'Problems Related to Scanner Installation'* on page 109
- *'Problems Related to Operation of the scanner'* on page 112
- *'Problems Related to Scanning Results'* on page 117
- *'Problems Related to Océ Copy Easy'* on page 119

## Problems Related to Scanner Installation



### Introduction

Overview of the problems related to scanner installation.

### Problems Related to Scanner Installation

Problem	Possible cause and solution
<p>“Unknown device is found“ message.</p>	<ul style="list-style-type: none"> <li>■ Your interface is not enabled on the PC or set up correctly. Go through the installation steps for your interface board and its driver and control that the Windows device manager lists the interface option.</li> <li>■ Océ Scanner Agent was not installed before connecting the scanner. Shut down the scanner and PC, unplug the connections and restart the installation from step 1 as described above. If you continued installation before installing Océ Scanner Agent, see the troubleshooting instructions below.</li> <li>■ Loose interface connection – on both ends, unplug and then firmly plug-in the interface cable.</li> <li>■ Smart Card not inserted correctly. Control that the smart card contact side faces downwards and the card is inserted all the way in its slot.</li> <li>■ System needs rebooting - shut down the scanner and PC, unplug the connections. Then plug in the interface connections, turn on the PC and when Windows is loaded, turn on the scanner.</li> </ul>

Problem	Possible cause and solution
<p>Need to reinstall. I got the “Unknown device is found” message and continued installation of the scanner. Now the scanner appears as incorrectly installed on my system.</p>	<p>If you connected and tried to install the scanner before installing Océ Scanner Agent, the unknown device found message will appear.</p> <p>If you continued to step through the dialogs from there, the scanner will be entered on the system as a new device without functional drivers. If this is the case, the scanner will be displayed in the Windows Device Manager with a yellow error icon. The scanner entry must be removed from the Device manager before re-installing correctly.</p> <ol style="list-style-type: none"> <li>1. In the Device Manager - remove the scanner entry.</li> <li>2. Shut-down the PC, shut down and unplug the scanner, disconnect the scanner from the PC.</li> <li>3. Reboot the PC and install Océ Scanner Agent and Maintenance software</li> <li>4. Refer to the installation instructions for your interface type in this guide.</li> </ol>
<p>Océ Scanner Agent does not detect the scanner.</p>	<ul style="list-style-type: none"> <li>■ The Océ Scanner Agent version installed on your PC is older than your scanner model. Install the Océ Scanner Agent from the CD-ROM that came with your scanner. If not available, download the newest version from <a href="http://www.oce.com">www.oce.com</a>.</li> <li>■ Océ Scanner Agent was not installed before connecting the scanner. Shut down the scanner and PC, unplug the connections and restart the installation from step 1 as described above.</li> <li>■ Loose interface connection – on both end, unplug and then firmly plug-in the interface cable.</li> <li>■ System needs rebooting - shut down the scanner and PC, unplug the connections. Then plug in the interface connections, turn on the PC and when Windows is loaded, turn on the scanner.</li> </ul>

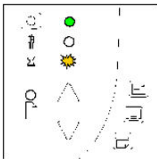
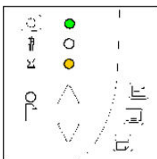
Problem	Possible cause and solution
<p>I purchased a smart card upgrade kit. How do I use it to upgrade the scanner?</p>	<p>You need to insert your new smart card into the scanner to upgrade its functionality.</p> <p>Access the smart card:</p> <ul style="list-style-type: none"> <li>■ Remove the scanner's right side cover.</li> <li>■ The Smart Card is placed in the card insertion slot above the scanner interface connectors.</li> <li>■ Insert your thumb in the slot at the top of the interface cover.</li> <li>■ Push down to snap the lid open.</li> <li>■ Remove the interface cover with both hands.</li> <li>■ Smart Card is inserted in its slot above the interface connections</li> </ul> <p> <b>Note:</b> The cover must always be closed before you turn the scanner ON.</p> <p> <b>Note:</b> Be sure that the scanner is turned off when removing and inserting a Smart Card or accessing the Smart Card area.</p>

## Problems Related to Operation of the scanner

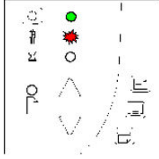
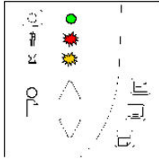
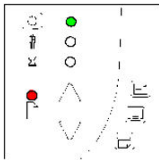
### Introduction

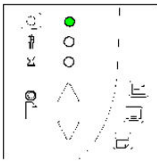
Overview of the problems related to the operation of the scanner.

### Problems Related to Operation of the Scanner

Problem	Possible cause and solution
<p>Wait light flashes, diagnostics light is off</p>	 <ul style="list-style-type: none"> <li>■ The scanner needs to run Self-Adjustment but cannot. Self-Adjustment cannot run with a raised pressure platen or with media in the scanner. Self-Adjustment is necessary for maintaining optimal and stable internal conditions. Remedy: Any original in the scanner should be removed, and the pressure-platen should be set to the Normal position (i.e., not a thick media setting).</li> <li>■ When Self-Adjustment becomes possible, the Wait LED stops flashing, but continues to be on until Self-Adjustment is completed.</li> <li>■ If the error doesn't disappear turn the scanner off and then on.</li> <li>■ If the error persists, you can reinitialize all settings by unplugging the scanner and waiting a few minutes before turning power on again.</li> </ul>
<p>Wait LED goes on during calibration</p>	 <p>This is NORMAL - The Wait LED goes on during Calibration to indicate that the original should not be removed or moved during the Calibration procedure. All panel input is prevented during basic calibration.</p>



Problem	Possible cause and solution
<p>Diagnostics LED flashes</p>	 <p>An Error was detected during the scanner's Self-Test. Open scanner icon on your system tray and select the Status tab to view additional information about the error.</p>
<p>Both wait and diagnostics LEDs flash</p>	 <ul style="list-style-type: none"> <li>■ The scanning area needs cleaning and the cameras need to be calibrated. Run through the scanner maintenance steps described in this guide.</li> <li>■ If the Diagnostic and the Wait LEDs continue to flash after scanner maintenance, then there may be camera position errors that require help for your technical service provider.</li> </ul>
<p>Paper Ready lights RED</p>	 <ul style="list-style-type: none"> <li>■ The pressure-platen is in a thick media setting (a raised pressure-platen) but the scanner does not detect the media. If you are scanning thick media, insert the thick media into the scanner.</li> <li>■ If the problem persists with thick media in the scanner, control that the pressure-platen level is correct. Repeat the steps for correct adjustment for thick media as described in this guide.</li> </ul>

Problem	Possible cause and solution
<p>Error message: Paper Jam</p>	 <p>You know a Paper jam error has occurred when the scanner stops scanning and the Paper-Ready key shuts OFF (from blinking) while the original is still engaged in the drive system. Your scanning application and Océ Scanner Agent Status tab will report the Paper Jam error.</p> <ol style="list-style-type: none"> <li>1. Remove the original from the scanner. Use the Paper-Back or Paper-Forward keys.</li> <li>2. If the original does not respond to the Paper Forward, Paper-Back keys perform the following action: Open the lid by pressing the lid lock buttons and take the original out of the scanning area. Close the lid.</li> <li>3. Feed the document again to scan.</li> </ol>
<p>Error message: Correction of Camera X (A, B, C, or D..) failed</p>	<ul style="list-style-type: none"> <li>■ Your scanner is continuously monitoring its cameras. This error message often appears when the internal glass plate or white background platen is dirty or smudged. Clean the scanning area, reboot the scanner and then complete the maintenance steps (alignment and calibration) as described in the section Maintenance in this guide.</li> <li>■ If the problem persists after cleaning the scanner area - The problem could be caused by a loose object in the optical path. Remove any torn pieces of paper or other loose objects from the scanning area. Even the smallest loose objects will disturb the scanner's adjustment function.</li> <li>■ Contact Océ if the problem persists.</li> </ul>

Problem	Possible cause and solution
<p>Error message: Stitching of Camera X/Y (A/B or B/C or C/D) failed</p>	<ul style="list-style-type: none"> <li>■ Your scanner is continuously monitoring its cameras. This error message often appears when the internal glass plate or white background platen is dirty or smudged. Clean the scanning area, reboot the scanner and then complete the maintenance steps (alignment and calibration) as described in the section Maintenance in this guide.</li> <li>■ If the problem persists after cleaning the scanner area - The problem could be caused by a loose object in the optical path. Remove any torn pieces of paper or other loose objects from the scanning area. Even the smallest loose objects will disturb the scanner's adjustment function.</li> <li>■ Contact Océ if the problem persists.</li> </ul>
<p>Error message: Invalid Smart Card for this scanner type. Error message: No Smart Card found.</p>	<ul style="list-style-type: none"> <li>■ Control that a Smart Card is in the Smart Card slot. See the section Smart Card in this guide for instructions on locating your scanner's Smart Card slot.</li> <li>■ Smart Card not inserted correctly. Control that the smart card contact side faces downwards and the card is inserted all the way in its slot. Shut down scanner power and restart to initialize with the smart card data.</li> </ul>
<p>Error message: Unable to Adjust Camera</p>	<ul style="list-style-type: none"> <li>■ Control that the scanner is set for Normal (lowest) media thickness. The scanner's pressure-platen must not be raised. Lower the original guide plate on both sides to let the scanner make its adjustments.</li> <li>■ If the thickness setting is/was Normal - there could be a loose object in the optical path. Remove any torn pieces of paper or other loose objects from the scanning area. Even the smallest loose objects will disturb the scanner's adjustment function.</li> <li>■ If the problem persists after controlling for loose objects in the optical path – the problem is often caused by an unclean or smudged internal glass plate or white background platen. Clean the scanning area, reboot the scanner and then complete the maintenance steps (alignment and calibration) as described in the section Maintenance in this guide.</li> <li>■ If the problem persists after cleaning the scanner area and all above possibilities have been attempted - Contact Océ if the problem persists.</li> </ul>

Problem	Possible cause and solution
Application control keys (one touch) do not work	<ul style="list-style-type: none"><li data-bbox="429 202 1093 329">■ Check the One Touch setup entries in Océ Scanner Agent. Click on the scanner icon to open Océ Scanner Agent and select the One Touch tab. View Océ Scanner Agent Help for instructions.</li><li data-bbox="429 338 1093 402">■ Check that the applications defined in the Océ Scanner Agent One Touch setup entries are installed on your PC</li><li data-bbox="429 411 1093 538">■ Make sure that the applications defined in the Océ Scanner Agent One Touch setup entries are actually designed to work with (compatible with) your scanner's application control keys. See the application's documentation or contact Océ.</li></ul>

## Problems Related to Scanning Results

### Introduction

Overview of the problems related to Scanning Results.

### Problems Related to Scanning Results

Problem	Possible cause and solution
Not whole image scanned	<ul style="list-style-type: none"> <li>■ Check in your scanning application that your size settings are either for Auto detection or correspond to the size of the whole original.</li> <li>■ Check in your scanning application that you are loading the original correctly. Be sure to align the center of the original with the scanner's center arrow marking.</li> </ul>
Stitching problems – Image sections misaligned (at points between the sensors -overlapping pixels)	<ul style="list-style-type: none"> <li>■ If scanning normal paper thin media               <ul style="list-style-type: none"> <li>– Remove the original from the scanner, turn power off and then on to reboot so the scanner runs its self-test procedure. The self-test includes camera-stitching correction.</li> </ul> </li> <li>■ If scanning normal paper thin media and above procedure does not correct the problem               <ul style="list-style-type: none"> <li>– Remove the original from the scanner and run full scanner maintenance.</li> </ul> </li> <li>■ If scanning thick media, thick stiff originals will rest on top of the scanner rollers and thus raise a small distance over the glass-plate. This can lead to stitching irregularities. In such cases, the stitching parameters will need to be modified. You can modify stitching parameters through your scanning application. See the section When Scanning in Thick Media Positions in this guide.</li> <li>■ Contact Océ if the problem persists.</li> </ul>
Edge distortion with thick originals	<ul style="list-style-type: none"> <li>■ Scanning thick stiff originals can give distortions when the front edge meets the exit rollers or the trailing edge leaves the entry rollers. To omit this, the leading and trailing edges are by default skipped when in one of the extended media thickness positions. Leading/trailing edge skipping can be turned off/on through the scanning application's setup dialogs. If you encounter edge distortion, control that the Leading/trailing edge skipping option is set in your application.</li> </ul>

Problem	Possible cause and solution
One or more thin vertical lines (in the direction of paper feeding) on the scan result, but not on the original drawing.	<ul style="list-style-type: none"><li>■ This is often caused by an unclean glass plate or unclean white background platen. Even a single spec of dirt in the wrong spot on the glass plate or background plate can apply a streak through your entire scan. To remedy, run a full scanner maintenance session – cleaning, alignment and calibration. The last two maintenance steps are also vital, as the scanner will have memorized dirt specs in previous calibrations and self-adjustments and you need to reset after dirt-removal.</li></ul>

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## Problems Related to Océ Copy Easy

### Introduction

Overview of the problems related to Océ Copy Easy.

### Problems Related to to Océ Copy Easy

The following steps are possible to troubleshoot Océ Copy Easy:

- Check the scanner indicator (coloured circle):
  - Green colour: The system is OK
  - Other colour: Move the cursor on the text of the scanner.Check the information. Examples: Not connected, Sleep mode, ...
- Check the colour of the copy button:
  - Green colour: The system is OK.
  - Other colour: Move the cursor over the copy button.Check the information. Examples: Media too small, ...
- The Quality still not OK
  - Step 1: Original type selection is not correct. Select a different original type. Example: Mixed Originals.
  - Step 2: Selected media not correct: Example: Photo on Draft paper is not correct. Select another media type.
  - Step 3: Original and Media is correct. Do a Calibration (Closed Loop Calibration):  
Select "Configuration" > "Calibration".  
Click on the "Print target" Button.  
Feed the Printed file in the middle of the scanner.  
Select "Scan Target".  
The Printed file is scanned by the scanner.  
The calibration is done

# Technical Assistance

## Introduction

Before you report the problem to Océ, make sure you have done the necessary troubleshooting steps, as indicated in the previous steps.

Check that you have the following information is available for the Océ Helpdesk:

- Serial number of the printer.
- Serial number of the scanner.
- Used driver or application.
- A good problem description.

## Technical assistance

Step	Action	Remarks
1	<ul style="list-style-type: none"> <li>■ the error can not be remedied through the action suggested on your PC screen.</li> <li>■ the error and its remedy is not described in this users guide.</li> <li>■ the system fails to report the error on your screen.</li> </ul>	
2	<p>Before calling technical assistance prepare the following:</p> <ol style="list-style-type: none"> <li>1. Write down your scanner model name and serial number. The serial number is the 5 character string printed on a label on the back of the scanner.</li> <li>2. Write down your Firmware version.</li> <li>3. See the section How to identify the firmware version running in the scanner?</li> <li>4. There are LEDs information on the display. Write down the lighting and color pattern of the LEDs.</li> </ol>	



# **Chapter 12**

## **Appendix A: Important safety Instructions**



## Important safety instructions

### Important safety instructions



*Note:*

Read all of these instructions and save them for later use. Follow all warnings and instructions marked on the scanner.

- A.** Do not place the scanner on an unstable surface, stand, cart or table. Serious damage can be caused if the unit falls.
- B.** When cleaning, do not spray/apply liquid cleaners directly onto the scanner parts. Apply liquids to your cloth and then use the dampened cloth to clean.
- C.** Before cleaning or replacing any user-replaceable parts, be sure to turn the scanner power off and disconnect the power plug.
- D.** The scanner should be operated from the power source type indicated on the marking label. If you are unsure of the type of power available, consult your dealer or local power company.
- E.** The scanner is equipped with a three-wire grounding type plug. This plug will fit only into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat or ignore the purpose of the grounding-type plug.
- F.** Do not allow anything to rest on the power cord. Do not locate the scanner where persons will walk on the cord.
- G.** If an extension cord is used with the scanner, make sure that the total ampere ratings of the products plugged into the extension cord does not exceed the extension cord ampere rating. Make sure that the total rating of \*+all products plugged into the wall outlet does not exceed 15 amperes.
- H.** Slots or openings in the cabinet at the back or bottom are provided for ventilation. This ensures reliable operation of the product and protects it from overheating. These openings must never be blocked or covered. The openings should never be blocked by placing the unit on a bed, sofa, rug, or other similar soft surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- I.** Never push objects of any kind into the scanner through cabinet slots since they may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Avoid any possibility of spilling liquid of any kind on the scanner.
- J.** Do not attempt to service the scanner yourself. Opening or removing those covers requiring tools may expose you to dangerous voltage points or other risks. Refer all servicing in those compartments to authorized service personnel.
- K.** Unplug the scanner from the wall outlet and refer servicing to authorized service personnel under the following conditions:

- When the power cord or plug is damaged or frayed.
- If liquid has been spilled into the scanner.
- If the scanner has been exposed to rain or water.
- If the scanner does not operate normally when operating instructions are followed then adjust only those controls covered by the instructions in this manual. Improper adjustment of controls other than those mentioned in this manual may result in permanent damage and will at best require extensive work by a qualified technician to restore this product to its normal operation.
- If the scanner has been dropped or the cabinet has been damaged.
- If the scanner exhibits a distinct change in performance, indicating a need for service.



# **Chapter 13**

## **Appendix B: Regulations**



# Regulations

## Introduction

### FCC Regulations

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**Caution:**

Persuant to Part 15.21 of the FCC rules, any changes or modifications not expressly approved by the manufacturer may cause harmful interference and void the use's authority to operate the equipment.

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**USA**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### CE Regulations

**EU**

Warning

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

### Toxic or Hazardous Substances or Elements

Part name	Toxic or hazardous Substances or Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr (VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PDBE)
Fluorescent Lamp	O	X	O	O	O	O

---

Part name	Toxic or hazardous Substances or Elements
<p>O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T 11363-2006.</p> <p>X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in SJ/T 11363-2006.</p> <p>(Enterprises may further provide in this box technical explanation for marking "X" based on their actual conditions.)</p>	





# **Chapter 14**

## **Appendix**



## Reader's comment sheet

### Questions

Have you found this manual to be accurate?

- Yes
- No

Were you able to operate the product, after reading this manual?

- Yes
- No

Does this manual provide sufficient background information?

- Yes
- No

Is the format of this manual convenient in size, readability and arrangement (page layout, chapter order, etc.)?

- Yes
- No

Could you find the information you were looking for?

- Always
- Most of the times
- Sometimes
- Not at all

What did you use to find the required information?

- Table of contents
- Index

Are you satisfied with this manual?

- Yes
- No

Thank you for evaluating this manual.

If you have other comments or concerns, please explain or suggest improvements overleaf or on a separate sheet.

### Comments:

-----  
-----  
-----  
-----

-----  
-----  
**Date:**

This reader's comment sheet is completed by:  
(If you prefer to remain unknown, please do fill in your occupation)

**Name:**

**Occupation:**

**Company:**

**Phone:**

**Address:**

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Please return this sheet to:

Océ-Technologies B.V.  
For the attention of ITC User Documentation.  
P.O. Box 101,  
5900 MA Venlo  
The Netherlands

Send your comments by E-mail to: [itc-userdoc@oce.com](mailto:itc-userdoc@oce.com)

For the addresses of local Océ organisations see: <http://www.oce.com>

## Addresses of local Océ organisations

<p>Océ-Australia Ltd. P.O. Box 363 Ferntree Gully MDC Vic 3165 <b>Australia</b> <a href="http://www.oce.com.au/">http://www.oce.com.au/</a></p>	<p>Océ-Österreich GmbH Postfach 95 1233 Vienna <b>Austria</b> <a href="http://www.oce.at/">http://www.oce.at/</a></p>
<p>Océ-Belgium N.V./S.A. J. Bordetlaan 32 1140 Brussel <b>Belgium</b> <a href="http://www.oce.be/">http://www.oce.be/</a></p>	<p>Océ-Brasil Comércio e Indústria Ltda. Av. das Nações Unidas, 11.857 Brooklin Novo São Paulo-SP 04578-000 <b>Brasil</b> <a href="http://www.oce-brasil.com.br/">http://www.oce-brasil.com.br/</a></p>
<p>Océ-Canada Inc. 4711 Yonge Street, Suite 1100 Toronto, Ontario M2N 6K8 <b>Canada</b> <a href="http://www.oce.ca/">http://www.oce.ca/</a></p>	<p>Océ Office Equipment (Beijing) Co., Ltd. Xu Mu Cheng Chaoyang District Beijing 100028 <b>China</b> <a href="http://www.oce.com.cn/">http://www.oce.com.cn/</a></p>
<p>Océ-Czech Republic ltd. Hanusova 18 140 21 Praha 4 <b>Czech Republic</b> <a href="http://www.oce.cz/">http://www.oce.cz/</a></p>	<p>Océ-Danmark a/s Vallensbækvej 45 2605 Brøndby <b>Denmark</b> <a href="http://www.oce.dk/">http://www.oce.dk/</a></p>
<p>Océ Finland OY Valkjärventie 7 D, PL 3 02130 Espoo <b>Finland</b> <a href="http://www.oce.fi/">http://www.oce.fi/</a></p>	<p>Océ-France S.A. 32, Avenue du Pavé Neuf 93161 Noisy-le-grand, Cedex <b>France</b> <a href="http://www.oce.fr/">http://www.oce.fr/</a></p>
<p>Océ-Deutschland GmbH Solinger Straße 5-7 45481 Mülheim/Ruhr <b>Germany</b> <a href="http://www.oce.de/">http://www.oce.de/</a></p>	<p>Océ-Hong Kong and China head office 12/F 1202 The Lee Gardens 33 Hysan Avenue Causeway Bay <b>Hong Kong</b> <a href="http://www.oce.com.hk/">http://www.oce.com.hk/</a></p>

<p>Océ-Hungaria Kft. 1241 Budapest Pf.: 237 <b>Hungary</b> <a href="http://www.oce.hu/">http://www.oce.hu/</a></p>	<p>Océ-Ireland Ltd. 3006 Lake Drive Citywest Business Campus Saggart Co. Dublin <b>Ireland</b> <a href="http://www.oce.ie/">http://www.oce.ie/</a></p>
<p>Océ-Italia S.p.A. Strada Padana Superiore 2/B 20063 Cernusco sul Naviglio (MI) <b>Italia</b> <a href="http://www.oce.it/">http://www.oce.it/</a></p>	<p>Océ Japan Corporation 3-25-1, Nishi Shinbashi Minato-Ku Tokyo 105-0003 <b>Japan</b> <a href="http://www.ocejapan.co.jp/">http://www.ocejapan.co.jp/</a></p>
<p>Océ-Belgium S.A. Rue Astrid 2/A 1143 <b>Luxembourg</b>-Belair <a href="http://www.oce.lu/">http://www.oce.lu/</a></p>	<p>Océ Malaysia Sdn. Bhd. #3.01, Level 3, Wisma Academy Lot 4A, Jalan 19/1 46300 Petalig Jaya Selangor Darul Ehsan <b>Malaysia</b> <a href="http://www.ocemal.com.my/">http://www.ocemal.com.my/</a></p>
<p>Océ-Mexico S.A. de C.V. Prolongación Reforma 1236, 4to Piso Col. Santa Fé, Del. Cuajimalpa C.P. 05348 México, D.F. <b>México</b> <a href="http://www.oceusa.com/">http://www.oceusa.com/</a></p>	<p>Océ-Norge A.S. Postboks 4434 Nydalen Gjerdrums vei 8 0403 Oslo <b>Norway</b> <a href="http://www.oce.no/">http://www.oce.no/</a></p>
<p>Océ-Poland Ltd. Sp.z o.o. ul. Bitwy Warszawskiej 1920 r. nr. 7 02-366 Warszawa <b>Poland</b> <a href="http://www.oce.com.pl/">http://www.oce.com.pl/</a></p>	<p>Océ-Lima Mayer, S.A. Av. José Gomes Ferreira, 11 Piso 2 - Mi- raflares 1497-139 Algés <b>Portugal</b> <a href="http://www.oce.pt/">http://www.oce.pt/</a></p>
<p>Océ Singapore Pte Ltd. 190 MacPherson Road #03-00 Wisma Gulab <b>Singapore</b> 348548</p>	<p>Océ Printing Systems (PTY) Ltd. P.O.Box 629 Rivonia 2128 <b>South Africa</b></p>

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Océ-Schweiz AG Sägereistrasse 10 CH8152 Glattbrugg <b>Schweiz</b> <a href="http://www.oce.ch/">http://www.oce.ch/</a>	Océ (Thailand) Ltd. B.B. Building 16/Floor 54 Asoke Road Sukhumvit 21 Bangkok 10110 <b>Thailand</b>
Océ-Nederland B.V. P.O.Box 800 5201 AV 's-Hertogenbosch <b>The Netherlands</b> <a href="http://www.oce.nl/">http://www.oce.nl/</a>	Océ (UK) Limited Océ House Chatham Way Brentwood, Essex CM14 4DZ <b>United Kingdom</b> <a href="http://www.oce.co.uk/">http://www.oce.co.uk/</a>
Océ North America Inc. 5450 North Cumberland Avenue Chicago, IL 60656 <b>USA</b> <a href="http://www.oceusa.com/">http://www.oceusa.com/</a>	



**Note:**

The web site <http://www.oce.com> gives the current addresses of the local Océ organisations and distributors.



**Note:**

The addresses of local Océ organisations for information about the Wide Format Printing Systems and the Production Printing Systems can be different from the addresses above. Refer to the web site <http://www.oce.com> for the addresses you need.

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