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Xerox[®] D35 Scanner

Scanner User Guide for Mac OS X[®].

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1. Safety

Safety Introduction

Notices and Safety

Please read the following instructions carefully before operating the machine and refer to them as needed to ensure the continued safe operation of your machine.

Your Xerox® Product and supplies have been designed and tested to meet strict safety requirements. These include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards.



The safety and environment testing and performance of this product have been verified using Xerox® Materials only. Unauthorized alterations, which may include the addition of new functions or connection of external devices, may impact the product certification. Please contact your Xerox representative for more information.

Operational Safety Information

Your Xerox® Equipment and supplies have been designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

To ensure the continued safe operation of your Xerox® Equipment, follow these safety guidelines at all times:

Do these:

- Always follow all warnings and instructions that are marked on or supplied with the equipment.
- Always use materials specifically designated for this product, the use of other materials may result in poor performance and create a hazardous situation. Do not use aerosol cleaners, they may be explosive and flammable under certain conditions.
- Always exercise care when moving or relocating equipment.
- Always locate the machine on a solid support surface that has adequate strength to support the weight of the machine.
- Always locate the machine in an area that has adequate ventilation and room for servicing.
- Always unplug this equipment from the electrical outlet before cleaning.

Note: Your Xerox® Machine is equipped with an energy saving device to conserve power when the machine is not in use. The machine may be left on continuously.

Do not do these:

- Never use a ground adapter plug to connect the equipment to a power outlet that lacks a ground connection terminal.

- Never attempt any maintenance function that is not specifically described in this documentation.
- Never remove covers or guards that are fastened with screws. There are no operator serviceable areas within these covers.
- Never locate the machine near a radiator or any other heat source.
- Never override or “cheat” any of the electrical or mechanical interlock devices.
- Never place this equipment where people might step on or trip on the power cord.



Caution: This device is not intended for use in the direct field of view at visual display workplaces.

To avoid incommoding reflections at visual display workplaces this device must not be placed in the direct field of view.

Electrical Information

WARNING - ELECTRICAL SAFETY INFORMATION

1. The power receptacle for the machine must meet the requirements stated on the data plate on the rear of the machine. If you are not sure that your electrical supply meets the requirements, please consult your local power company or an electrician for advice.
2. The socket outlet shall be installed near the equipment and shall be easily accessible.
3. Use the power cable that is supplied with your machine. Do not use an extension cord or remove or modify the power cord plug.
4. Plug the power cable directly into a correctly grounded electrical outlet. If you are not sure whether or not an outlet is correctly grounded, consult an electrician.
5. Do not use an adapter to connect any Xerox® Equipment to an electrical outlet that lacks a ground connection terminal.
6. Do not place this equipment where people might step or trip on the power cable.
7. Do not place objects on the power cable.
8. Do not override or disable electrical or mechanical interlock devices.
9. Do not push objects into slots or openings on the machine. Electrical shock or fire may result.

ELECTRICAL SUPPLY

- This product shall be operated from the type of electrical supply indicated on the product's data plate label. If you are not sure that your electrical supply meets the requirements, please consult your local power company for advice.



- Always connect equipment to a correctly grounded power outlet. If in doubt, have the outlet checked by a qualified electrician.



WARNING: This equipment must be connected to a protective earth circuit

This equipment is supplied with a plug that has a protective earth pin. This plug will only fit into an earthed electrical outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace the outlet.

DISCONNECT DEVICE

The power cable is the disconnect device for this equipment. It is attached to the side of the machine as a plug-in device. To remove all electrical power from the equipment, disconnect the power cable(s) from the electrical outlet.

Emergency Power Off

If any of the following conditions occur, turn off the machine immediately and disconnect the power cable(s) from the electrical outlet(s).

- The equipment emits unusual odors or makes unusual noises.
- The power cable is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device has been tripped.
- Liquid is spilled into the machine.
- The machine is exposed to water.
- Any part of the machine is damaged.

Maintenance Information

1. Any operator product maintenance procedures will be described in the user documentation supplied with the product.
2. Do not carry out any maintenance on this product which is not described in the customer documentation.
3. Do not use aerosol cleaners. The use of cleaners that are not approved may cause poor performance of the equipment, and could cause a dangerous condition.
4. Use supplies and cleaning materials only as directed in this manual.
5. Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.
6. Do not perform any maintenance procedures unless you have been trained to do them by an authorized local dealer or unless a procedure is specifically described in the user manuals.

Product Safety Certification

This product is certified by the following Agency using the Safety standards listed:

Standard
UL60950-1 (USA)
CSA 22.2 No. 60950-1 (Canada)
IEC 60950-1, IEC 62368-1

Environmental Health and Safety Contacts

Contact Information

For more information on Environment, Health, and Safety in relation to this Xerox® Product and supplies, please contact the following customer help lines:

North America & Europe (Phone): 1-800-ASK-XEROX
North America & Europe (Fax): 1-585-422-8217

2. Welcome

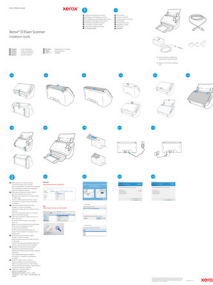
Your new Xerox® Scanner can quickly scan stacks of single-sided or double-sided pages and place their electronic images on your computer.

What's in the Box

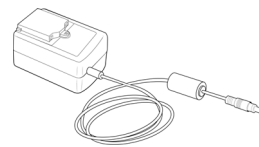
Before proceeding, check the contents of the box. If items are missing or damaged, contact the dealer where you purchased the scanner.



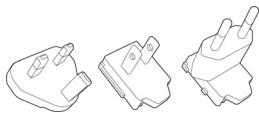
Xerox® D35 Scanner



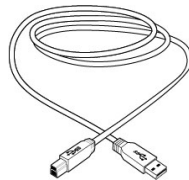
Installation Guide



Power Supply



Plug Adapter



USB Cable

- Technical Support and Warranty Information
- Register Your Scanner and Review Card

System Requirements

Requirements

- Intel i3 or equivalent CPU
- Internet access (for installation)
- An available Universal Serial Bus (USB) port
- Apple® Mac OS X® operating system (10.14 – 11.2)
- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- Minimum available hard disk space:
 - 350 MB for the scanner driver

- 1 to 3 GB for each additional application

A VGA OR SVGA MONITOR:

- The recommended settings for your monitor are:
 - Color quality of 16-bit or 32-bit
 - Resolution set to at least 800 x 600 pixels

Documentation

The following printed documentation is provided in the box:

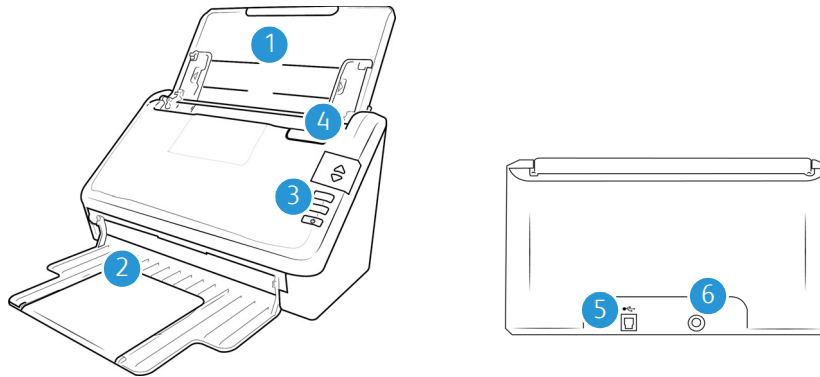
- **Installation guide**—abbreviated scanner setup and installation instructions.
- **Technical Support and Warranty Information**—contact information for technical support and customer service, and a brief overview of our standard product warranty.
- **Register Your Scanner and Review Card** — follow the instructions on the card to register your scanner. Please take a moment to write a short review of your experience with this scanner.

The following soft-copy documentation is available during installation or on www.xeroxscanners.com:

- **Scanner user guide**—instructions for scanner setup, installation, operation, maintenance, safety, and warranty. The instructions in this guide cover how to properly use the scanner and perform maintenance. Please refer to your scanning application's user guide or help file for instructions on how to access the scanner's interface, scan and save files.
- **TWAIN scanning guide**—instructions for scanning using the TWAIN interface. This guide describes the options available in the TWAIN interface. Please refer to your scanning application's user guide or help file for instructions on how to access the scanner's interface, scan and save files.
- **Patch code sheets**—use with an application that supports detection of patch code data when using the TWAIN interface. The patch code page layouts have been specifically designed for your scanner. The file contains Patch 1 layouts for A4 and U.S. Letter size pages.

Make sure you print the correct page size for the paper in your printer. Also, make sure the application you are using is not set to automatically scale the page to fit on the paper in your printer.

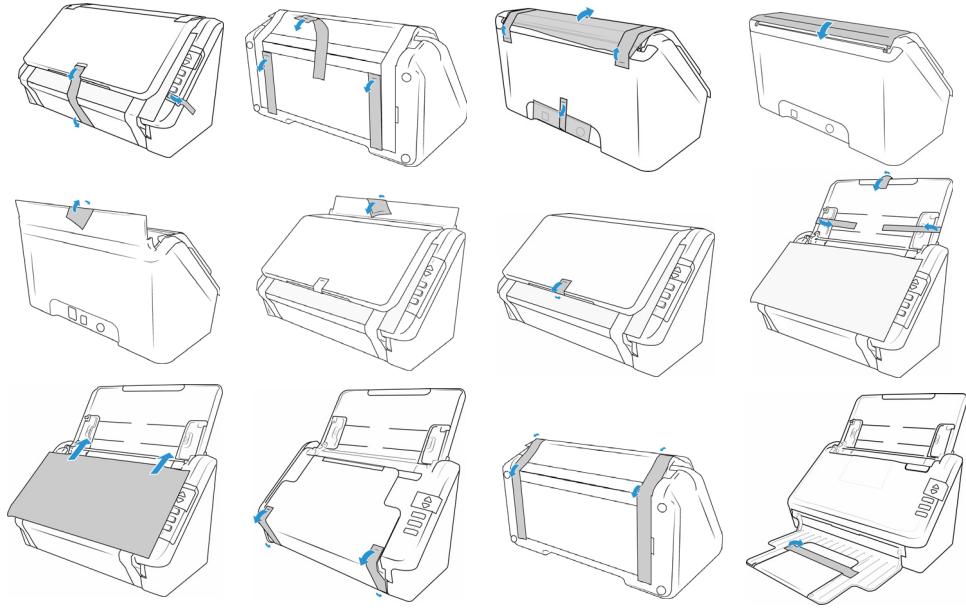
Xerox® D35 Scanner



1. **Input tray**—Holds the documents in the Automatic Document Feeder for scanning.
 - **Extension**—Pull out to support various document lengths.
 - **Paper Guides**—Slide to adjust to document width.
2. **Exit tray**—Where the documents are exited out of the scanner. Flip up an exit stopper to keep documents in the exit tray. Exit extension pulls out to support various document lengths.
3. **Status light/Power button**—Turns the scanner's power on/off and indicates the scanner's status.
4. **ADF cover release**—Pull to open the Automatic Document Feeder.
5. **Universal Serial Bus (USB) port**—Connects the scanner to the computer.
6. **Power jack**—Connects the power supply to the scanner.

3. Scanner Setup

1. Remove the scanner from the shipping box, verify all parts listed on page 2-1 are in the box.
We recommend that you keep the original packing materials in case you need them later.
2. Remove any shipping tape from the scanner as indicated in the following illustration(s).

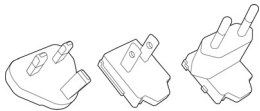


The illustrations are for example purposes only. Your scanner's packaging may vary slightly.

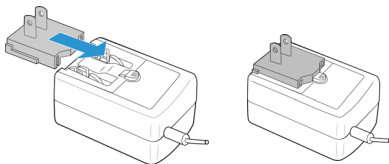
Connect the Scanner Power Supply

Note: Only use the power supply included with your scanner. Connecting any other type of power supply may damage your scanner, and will void its warranty.

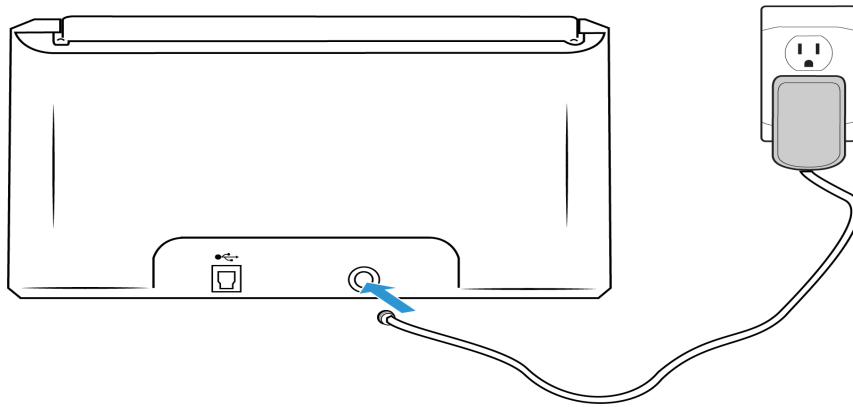
1. Select the appropriate plug adapter for your country.



2. Slide the appropriate plug adapter to the power supply.



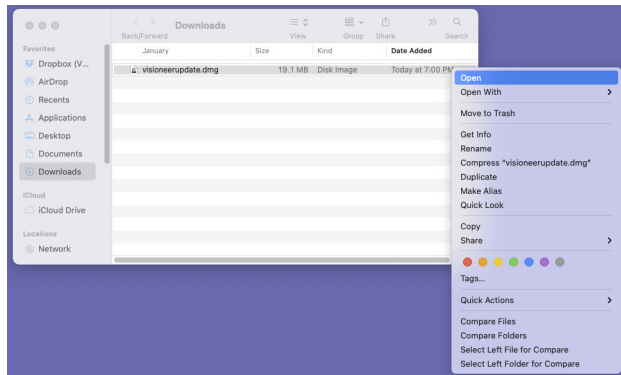
3. Plug the power supply into the power port on the scanner and into a wall outlet.



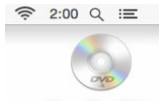
4. Installation

Install the Software and Connect the Scanner

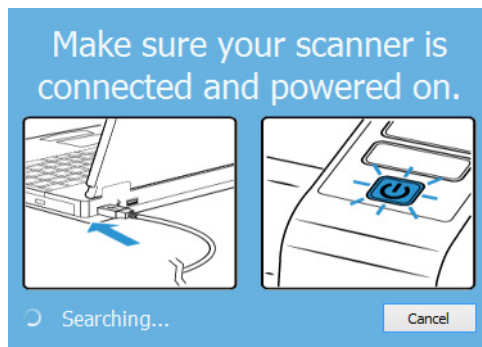
1. Go to www.visioneer.com/macinstall.
2. Launch the installer once the download is complete.



3. Double-click the disc icon that appears on the desktop.

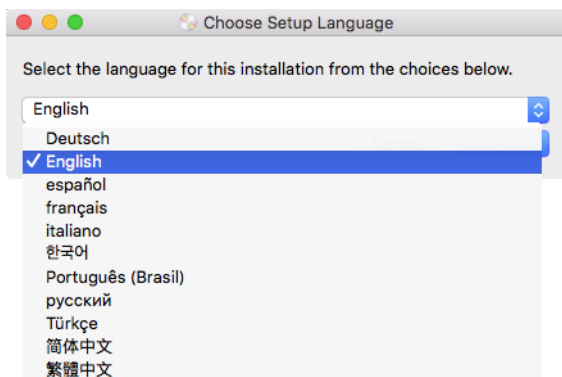


4. Double-click the **Setup** file to start the driver installer.
5. Plug the USB cable into the USB port on the scanner then into a USB port on the computer. Turn on the scanner power.

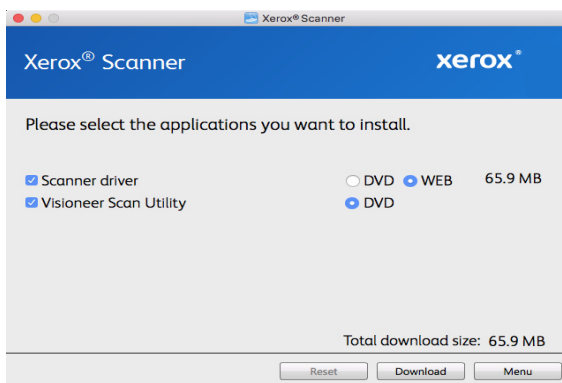


6. Click **OK**.
7. Select your scanner from the list.
8. Click **Proceed**.

- The Select Language window opens. Click the drop-down menu arrow and select the language to use. Click **OK**.



- Make sure the boxes for **Scanner Driver** and **Visioneer Scan Utility** are selected, as well as any other applications you want to install.



Note: The software provided with your scanner may differ slightly from the list shown in the window.

- If a version of the software is already installed on the system, the option will be greyed out. However, if there is a newer version available, it will be possible to download and install.
- The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.
- After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.

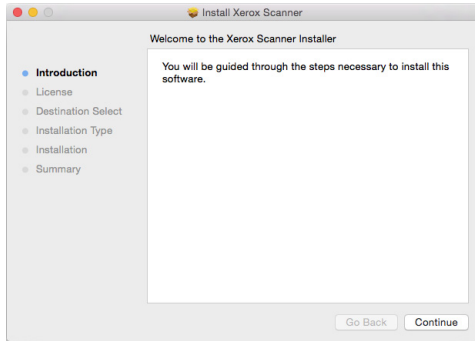
Note: Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed they will have to be downloaded again.

- Once all software has been downloaded, click **Install**.

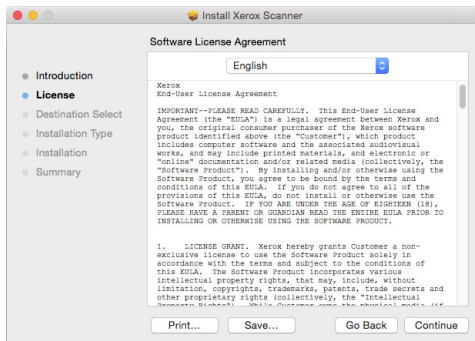
Installing the Scanner Driver

The scanner driver installation will start first.

1. Click **Continue**.

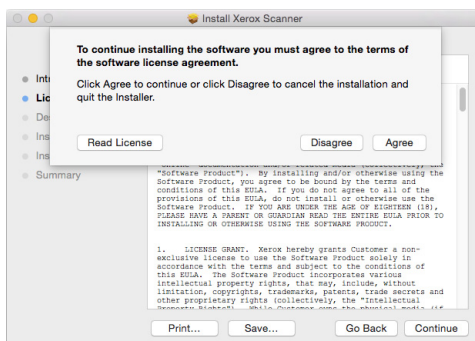


2. On the Xerox License Agreement window, read the license agreement. Click **Continue**.

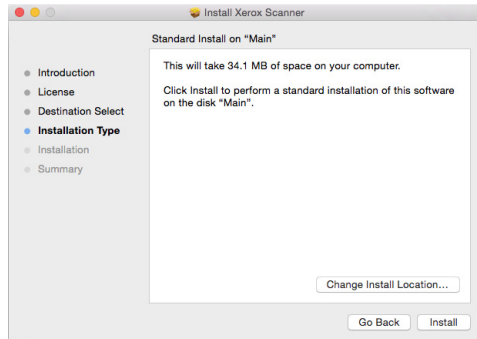


3. If you accept the terms, select **Agree** and continue with the installation.

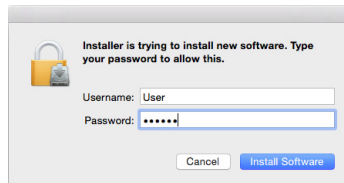
If you choose not to accept the license agreement, close the installation window. The scanner driver will not be installed.



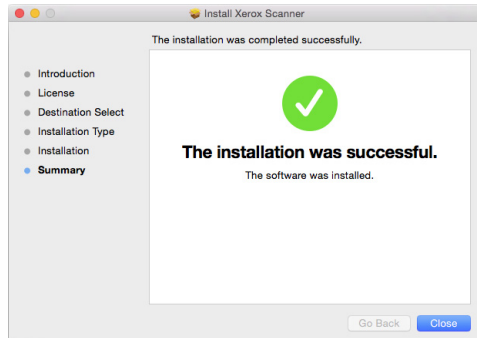
- Depending on your system configuration, you may be prompted to choose a location for the installation. We recommend that you select the main disc drive and click **Install**.



- If you are prompted for a password, input the name and password for a user that has permission to install software on your computer.



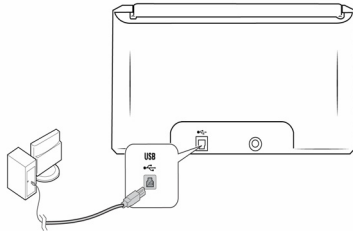
- Click **Close** on the installation complete window.
You can now connect the scanner to your computer.



CONNECT THE USB CABLE AND TURN ON THE POWER

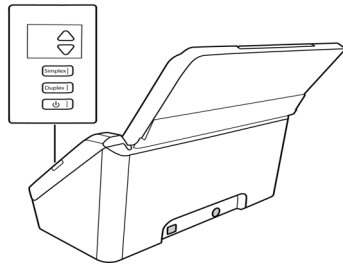
If you did not connect the scanner earlier, proceed with the instructions below.

1. Remove any tape from the USB cable.
2. Plug the USB cable into the USB port on the scanner then into a USB port on the computer. Check your computer’s manual for USB port locations.



If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into either connection.

3. Turn on the scanner power.



The status light comes on and flashes indicating that the scanner is receiving power.

Your computer recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software to run the scanner.

Install the Visioneer Scan Utility

The **Visioneer Scan Utility** software installation will start automatically after you click **Close** on the driver Installation Complete window. Follow the instructions on the screen to install the application.

Software	About the Software
Visioneer Scan Utility	This utility uses the scanner’s TWAIN interface for scanning. You can select a destination folder on your computer and save the image as any one of several popular image file formats (BMP, JPG, GIF, TIF, Multi-Page TIF, PDF, Multi-Page PDF).

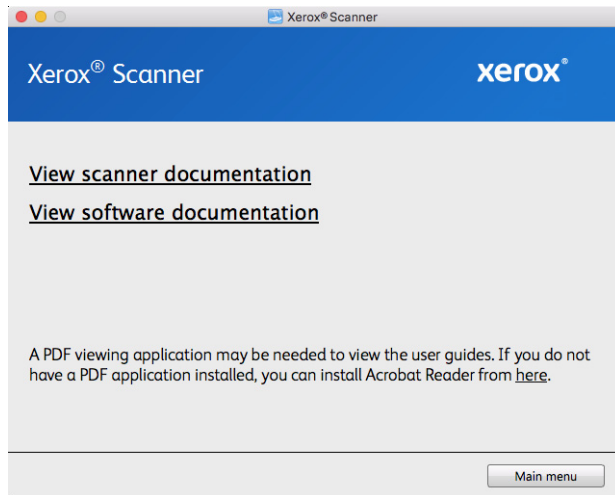
Installing Additional Applications

1. Return to the Main menu and click **Install software**.
2. If a version of the software is already installed on the system, the option will be greyed out. However, if there is a newer version available online, it will be possible to upgrade by selecting the appropriate button option.

3. If any of the Web buttons have been selected, the software will have to first be downloaded by clicking **Download Now**.
4. Once all software has been downloaded, click **Install now**.
5. Follow the instructions on the screen to install each of the additional applications.

View the User Guides

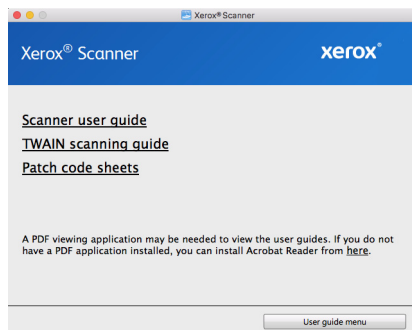
1. Return to the Main menu and click on **View user guides**.



2. Click on **View scanner documentation** to access the scanner user guide and scanning guides for TWAIN.
 - **Scanner user guide**—Instructions for scanner setup, installation, operation, maintenance, safety, and warranty
 - **TWAIN scanning guide**—Instructions for accessing and scanning using the TWAIN interface

Click on **View software documentation** to access the user guides for the software applications provided with the scanner.

From either of these user guide windows, click on the **User guide menu** button to return to the main user guide window, then select the other documentation section to view the user guides.



3. Click the links of the guides you want to view.
4. When you're finished, click **Main menu** to return to the Main menu window and click **Exit**.

Register Your Scanner

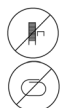
Registering your scanner is important as it provides you with access to our free telephone support service. Registration also gives you free access to software updates for your scanner.

You will need an active internet connection to register your scanner. If you do not have internet access you can contact our customer service department to register the scanner. Please refer to the Technical Support Card, that you received with the scanner, for our customer service contact information.

1. Open **Safari** or any other Internet browser you have installed on your computer.
2. In the web address field type www.xeroxscanners.com.
3. Press Enter on your computer's keyboard or click the option on screen to go to the web address.
4. When the Xerox® scanners web page loads click on **Register Your Product**.
5. Fill in the registration form, all required fields have an asterisk (*).
A valid email address is required for registration.
6. You will be asked to enter the serial number for the scanner, it is located on the back or underside of the scanner.
7. After filling in the form, click on **Submit Your Registration** to complete the registration.

5. Loading Documents to Scan

Always remove any staples or paper clips from documents before inserting them into the scanner. Staples and paper clips can jam the feed mechanism and scratch the internal components. Also remove any labels, stickers, or Post-It™ notes that may come off during the scanning process and get stuck in the scanner. Misuse as described here will void your scanner's warranty. Please go to www.xeroxscanners.com, select your product, and then click the "Warranty" link to view the warranty terms and conditions for your scanner.



Supported Document Types

You can scan the following types of documents with this scanner.

- Maximum amount of paper in the input tray
 - Approximately 50 pages of 20 lbs (80 g/m²) new printer paper
- Document size
 - Minimum size (width x length) – 2.9 x 2.0 inches (74 x 52 mm)
 - Maximum size (width x length) – 8.5 x 14.0 inches (216 x 356 mm)
 - Maximum length with long document enabled
 - at 300 dpi: 218.0 inches (5540 mm)
 - at 600 dpi: 59.0 inches (1499 mm)

We recommend scanning one page at a time when the documents you are scanning are longer than 14 inches (356 mm).

- Mixed document stacks
 - Scanner minimum to maximum without long document enabled

Arrange the documents so that all items are centered in the stack. The document sensor, paper separation, and feed rollers are located in the middle of the paper path. If smaller items are offset from the center they will not be detected. This will cause feeding issues and paper jams. The ratio between the smallest and largest page in the stack should be no more than 1.5.
- Page thickness
 - Minimum: 50 g/m² (13 lbs)
 - Maximum: 127 g/m² (110 lbs)
- Plastic Cards thickness
 - Maximum: 413 g/m² (110 lbs)
- Embossed Plastic Cards thickness
 - 1.25 mm

Documents to Avoid Scanning

The documents in this list can be scanned, but please note that scanning documents of this type will reduce the life of the scanner. Maintenance will be required more often and replaceable parts will wear faster. These types of documents will jam more frequently and damage to the original documents may occur. If you do choose to scan these document types, do not scan large batches. This type of use is not covered under the scanner warranty and alters replacement parts life expectancy.

We recommend you limit the amount or completely avoid scanning documents that are in this list.

- Curled, wrinkled or folded documents may cause paper jams or multiple pages being fed through the scanner at one time.
- Perforated or punched paper that could tear when the separation roller engages.
- Coated paper or photographs where the coating can flake off during scanning and leave residue in the scanner.
- Extremely smooth, shiny, or highly textured paper may cause the paper feed rollers to slip across the page and cause the scanner to report a paper jam.
- Carbonless copy paper may tear while being fed through the scanner and the pressure of the rollers may leave streaks on the page. The chemical coating on this paper will rub off on the rollers during the scan process, increasing the frequency of miss-feeds and paper jams.
- Partially transparent paper such as tracing paper as any images from the opposite side of the page or black background will appear in the scanned images.

Unsupported Document Types

Do not scan the following types of documents as they may cause damage to the scanner.

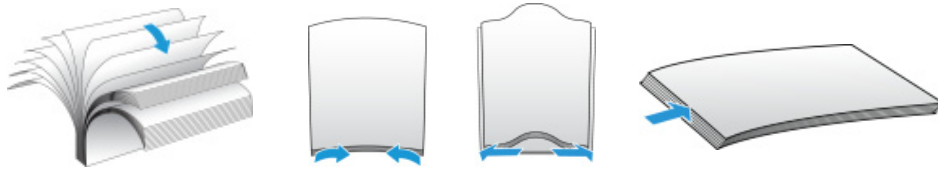
- Items outside of the specified supported sizes, thickness, and weight defined in this document.
- Non-rectangular or irregularly shaped paper will cause the scanner to detect and report document skew errors or paper jams.
- Carbon paper that will leave residue in the scanner and on the rollers that will transfer to the next set of documents scanned.
- Documents with hard items attached such as paper clips, binder clips, and staples.
- Documents with wet ink or white-out.
- Thermal or photosensitive paper.
- Overhead projector sheets, plastic film, camera film, and any other type of transparent or partially transparent plastic item.
- Documents that have been glued together.
- Cloth or metallic sheets.

Scanning from the Automatic Document Feeder (ADF)

PREPARING DOCUMENTS FOR SCANNING

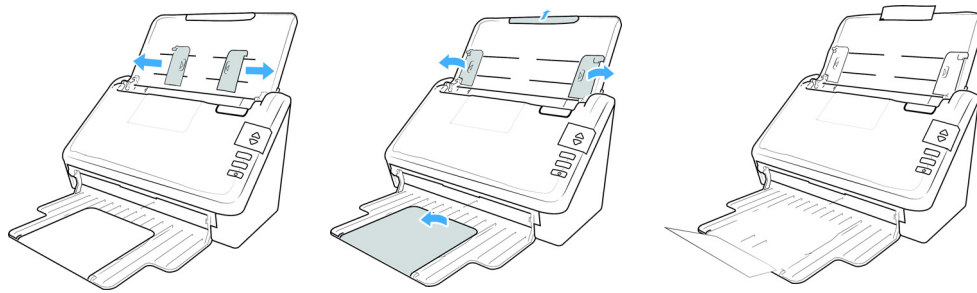
- Fan the documents to make sure all pages in the stack are separated.

- Bend and then flatten the document stack to make sure the horizontal edges are aligned to help prevent paper from skewing while being pulled through the scanner.
- Pinch the ends to align the leading edges slantwise to help prevent multiple pages from being fed through at a single time.



LOADING DOCUMENTS

1. Adjust the paper guides to the width of the document you want to scan. Extend the input tray and output tray to the length of the document.



2. Load the documents *face down* with their tops into the Automatic Document Feeder.

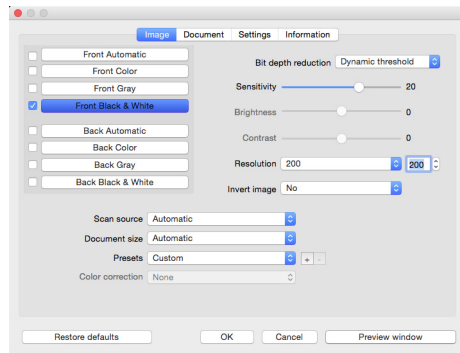


3. You can now scan the documents using the scanner button, OneTouch, or one of the other scanning interfaces.

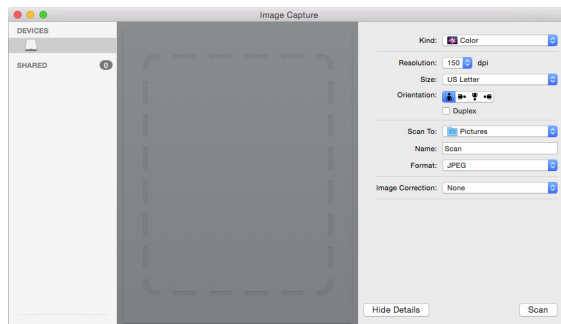
Scanning Interfaces

Every scanning application will access the scanner using a different method. Please refer to the application's user guide for instructions on using the application and accessing the scanner.

- **TWAIN Interface**—TWAIN is a widely recognized standard that computers use to receive images from scanners and digital cameras. The TWAIN scanning interface can be accessed from any TWAIN scanning application you have installed on the computer.



- **ICA Interface**—the ICA driver has been developed to enable image transfer from devices using standard Mac applications, such as Image Capture, without the need to install additional scanning software.



6. Scanner Options, Maintenance and Troubleshooting

This section contains information on hardware options available for your scanner, maintenance instructions, troubleshooting, uninstalling, scanner specifications, and spare parts.

Safety Precautions

When servicing the scanner you should take the following precautions to ensure your safety and prevent damage to the scanner.

Do These

- Wear protective gloves when cleaning the scanner with isopropyl rubbing alcohol. Rubbing alcohol may irritate sensitive skin.
- Only perform scanner maintenance as described in this chapter.
- Keep the scanner and cleaning supplies away from any open flame or heat source as any form of alcohol is flammable.
- Always read the instructions in each section carefully, the instructions are specific to the part you are installing or servicing.
- Move the scanner to an area that has adequate room for opening the scanner.
- If your scanner has a power supply, always turn off the scanner and unplug the power supply before performing maintenance, unless the maintenance instructions below specifically state to leave the scanner plugged in and powered on.
- Always unplug the USB cable from the scanner before performing maintenance, unless the maintenance instructions below specifically state to leave the scanner plugged in.
- Wear an anti-static strap to prevent electrostatic discharge when touching metal components.
- Keep all cleaning supplies, scanner parts and accessories out of the reach of children.

Do Not Do These

- Never attempt installation of any part not described in this manual.
- Never service the scanner near a radiator or any other heat source.
- Never use aerosol sprays or compressed air, or attempt to lubricate parts with an oil or silicon spray.
- Never service the scanner in an area where there are open liquid containers.
- Never pour or spill liquid on the scanner or any of its components.

Hardware Properties

You can use the scanner's properties page to keep track of scanner maintenance, change some of the hardware options, configure the scanner interface behavior, and adjust application options that may be available for your scanner.

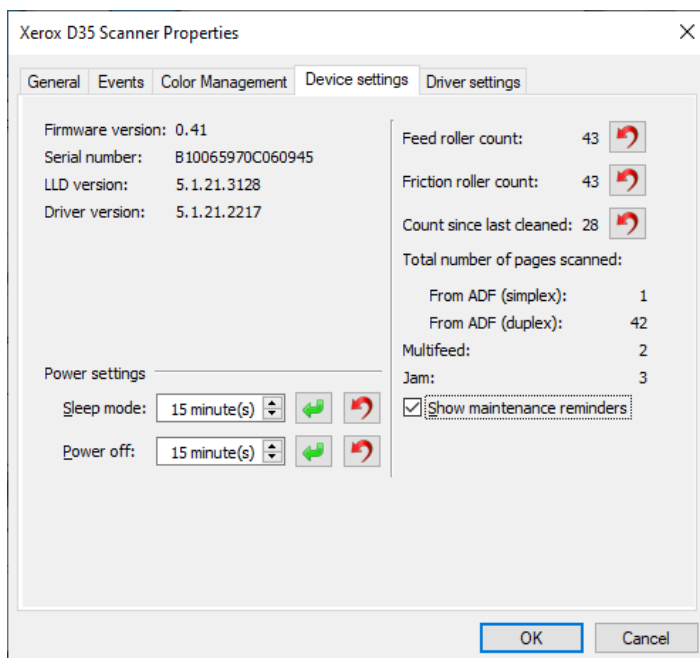
To open the scanner hardware properties page:

- **Windows 7** and later—from the Windows Control Panel, open **Hardware and Sound** and then **Devices and Printers**.

Right-click on the scanner and then select **Scan properties** from the list. Click **Yes** if you are prompted by the Windows User Account Control to confirm that you want make changes to the system settings.

DEVICE SETTINGS

The Device Settings tab shows the hardware information for your scanner. The options on the Device Settings tab will be available based on whether or not the scanner hardware supports the feature. Some features described herein may not be available for the current scanner. Please disregard any information about features that you do not see in the interface for your scanner.



Scanner Details

- **Firmware version**—this is the scanner’s hardware processor version number.
- **Serial number**—the scanner’s unique identification number.
- **LLD version**—the scanner’s base driver version. This is not the OneTouch software revision, TWAIN or WIA driver versions.
- **Driver version**—this is the version of the scanner’s TWAIN driver.

Power Settings

Some features described herein may not be available for the current scanner.

- **Sleep mode**—sleep mode is the low-power state when the scanner is not in use. You can adjust the amount of time you want the scanner to wait before it goes into low power.

Click the green enter button to save any changes in the Sleep mode field.

Click the red reset button to reset to the default timeout value.

- **Power off**—input the number of minutes you want the scanner to wait before it turns itself off.

Click the green enter button to save any changes in the power off field.

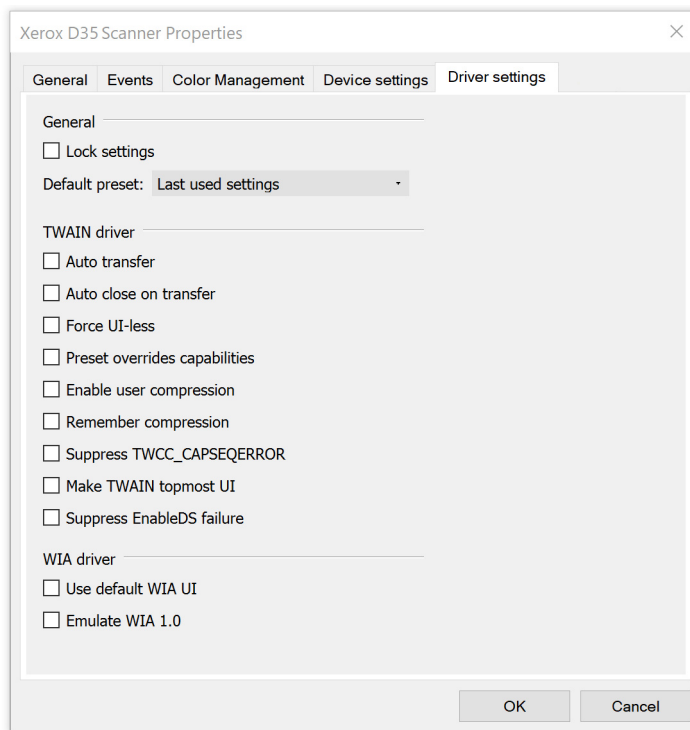
Click the red reset button to reset to the default timeout value.

Scanner maintenance:

- **Counters**—click the reset button next to the counter you want to set back to 0.
- **Show maintenance reminders**—select this option be notified when it is time to clean or replace the rollers. After cleaning or replacing the rollers, click the reset button next to the roller counters in this screen.

DRIVER SETTINGS

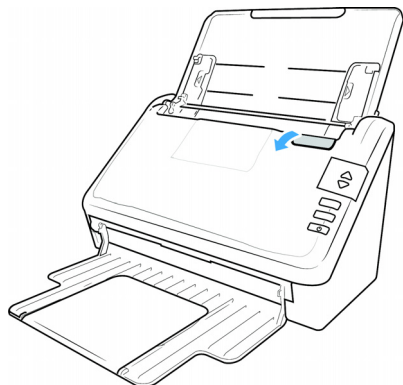
The options in this panel are for configuring how the TWAIN interface will behave in some scenarios. Please see the TWAIN scanning guide for instructions.



Clearing Paper Jams

If your scanner stops scanning due to a paper jam in the Automatic Document Feeder, use the following procedure to remove the paper from the scanner.

1. Pull on the scanner cover release and lift the lid to open the scanner.
Do not attempt to remove a jammed page with the ADF door closed.



2. Remove the jammed page from the scanner.
3. Close the ADF door and continue scanning.

To reduce the number of paper jams, smooth and straighten the paper before scanning and adjust the paper guides to the paper size.

Cleaning the Scanner

Regular maintenance of your scanner can help to ensure continual optimal performance.

Using a soft, lint-free cloth, wipe down all plastic surfaces on the scanner.

CLEANING THE OUTSIDE OF THE SCANNER

Excessive dust accumulation around and on the scanner will pull into the scanner during the scanning process and clog the ventilation openings. You should clean the outside of the scanner at least once a month to help limit the amount of dust build up in the scanner.

1. Turn off the scanner power.
2. Using a soft dusting cloth, wipe down the body of the scanner, input tray and exit area. Make sure that the input and exit slots in the scanner are also clean.
3. When you're finished, press the power button to turn the scanner back on.

CLEANING THE INSIDE OF THE SCANNER

Cleaning the inside of the scanner helps to keep your scanner operating at optimum performance. You should clean the inside of the scanner at least once a week or after 20,000 pages have been scanned. If you are getting frequent paper jams, multiple pages feeding at the same time, or you're seeing lines in the scanned image, it is time to clean the scanner.

Note: When cleaning the rollers, do not rub the roller cleaning paper vigorously back and forth across the roller, this will shred the roller cleaning paper and leave debris in the scanner.

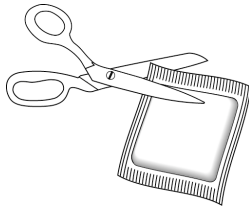
Safety Precautions

- Keep the roller cleaning paper away from fire, heaters or any open flame or heat source as any form of alcohol is flammable.

- Wear protective gloves as the roller cleaning paper may irritate sensitive skin.
- Only clean the rollers and scanning areas, as described in this section, with the roller cleaning paper.
- Do not leave the roller cleaning paper or any of the cleaning supplies where children can access them.
- Always turn off the scanner and unplug the scanner's power and USB cable prior to using the roller cleaning paper.

Preparation

- Roller cleaning papers can be purchased from our website at www.xeroxscanners.com in the Supplies & Accessories page for your scanner.
- When cleaning the inside of the scanner, you should clean all of the rollers, scanner glass and background plates at the same time.
- Use scissors to open the roller cleaning paper bag, cutting across the dotted line.

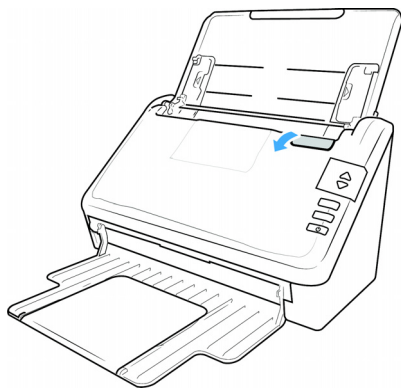


! **Caution: The roller cleaning paper is moistened with isopropyl rubbing alcohol. Please read and follow these precautions to ensure your safety.**

CLEANING THE ADF ROLLERS

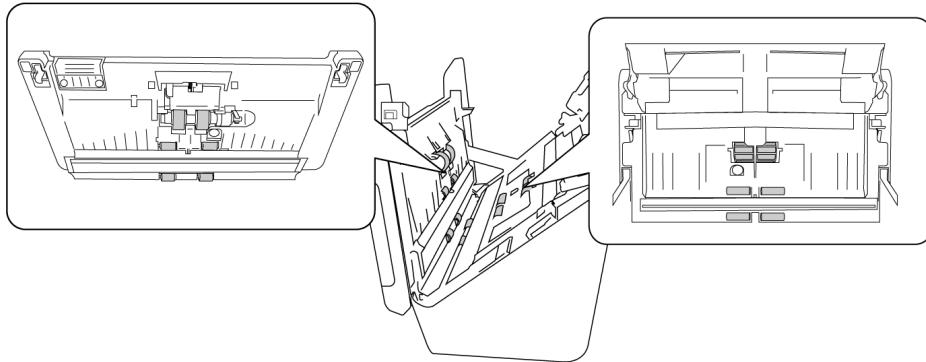
When you perform cleaning for the feeding rollers in the lower part of the scanner, the rollers need to be rotated with a light force.

1. Pull on the scanner cover release and lift the lid to open the scanner.



2. The following illustration shows where the rollers are located in the scanner.

Use a roller cleaning paper, or the wet soft cloth with isopropyl rubbing alcohol (70%), to clean all of the rollers indicated in the illustration.

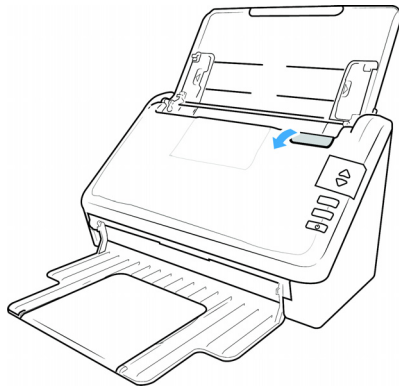


Note: Be careful when cleaning the rollers. All of the rollers, except the free rollers, are designed to rotate in one direction only. Do NOT force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and cause the scanner to feed pages incorrectly.

CLEANING THE SCANNER GLASS AND BACKGROUND PLATES

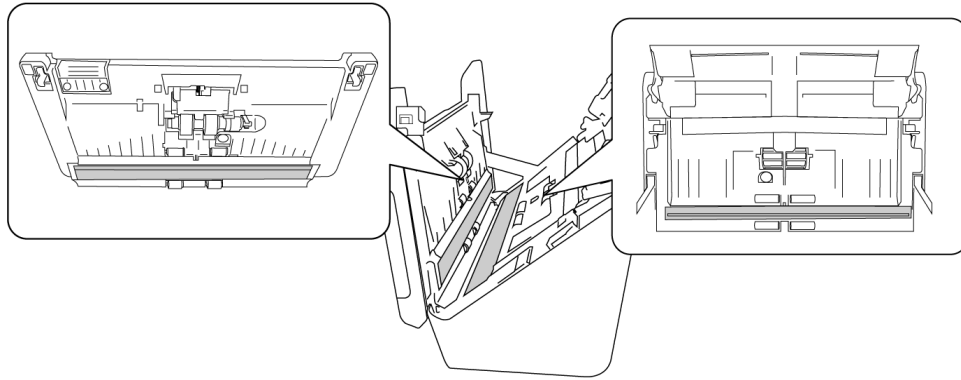
The background plates are located underneath the scanner glass in both the top and bottom of the scanner. If you see a warning message that one of the background plates is dirty, simply clean the scanner glass as described here.

1. Pull on the scanner cover release and lift the lid to open the scanner.



2. The following illustration shows the location of the glass in the scanner.

Use a soft cloth to wipe clean the glass. You can use a roller cleaning paper to clean the glass plates if there is any sticky residue on the surface.



CLEANING THE PAPER SENSORS

The scanner has several sensors to detect the status of the paper when it is in the scanner. You should clean these sensors as part of your standard weekly maintenance of the scanner.

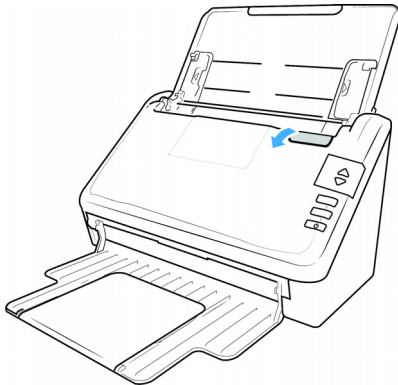
Note: Do not clean the sensors with the roller cleaning paper.

Preparation

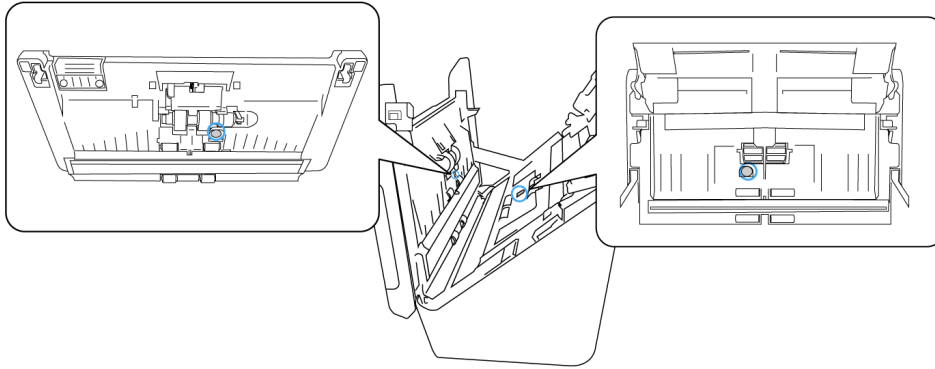
- Turn off the scanner prior to cleaning the sensors.

CLEANING THE ADF SENSORS

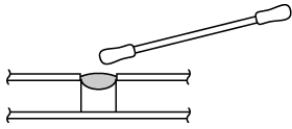
1. Pull on the scanner cover release and lift the lid to open the scanner.



2. The following illustration shows the location of the sensors in the scanner.



3. Using a clean, dry cotton swab, brush away any dust on the double feed detection sensors.

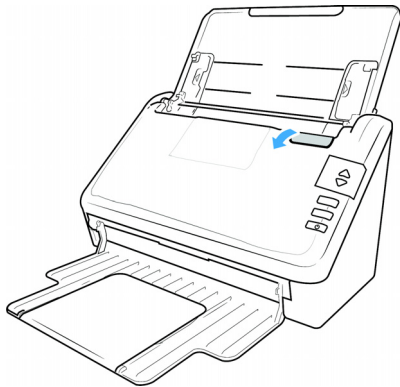


Replacing the Rollers

When replacing the rollers described in this section, you should replace all of the rollers at the same time. Do not replace just one roller and not the other. When you are finished replacing the roller, reset the roller count as described in the page 6-2.

⚠ WARNING: Keep all replaceable parts out of the reach of children. These parts are small and pose a choking hazard.

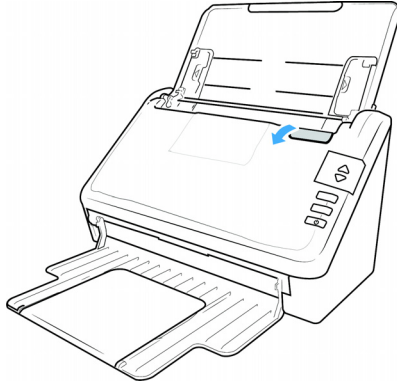
Turn off the scanner power then unplug the power supply from the scanner. Pull the cover release handle and open the scanner.



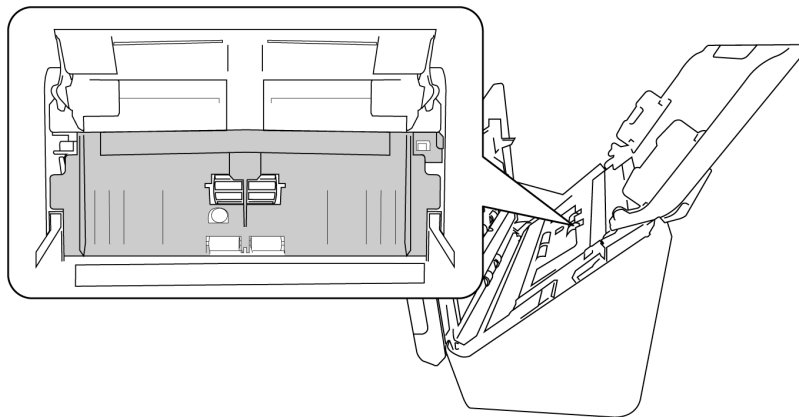
When you are done replacing the rollers, close the scanner carefully pressing down on both sides of the cover until it locks in place. Do not slam down the cover.

REPLACING THE FEED ROLLER

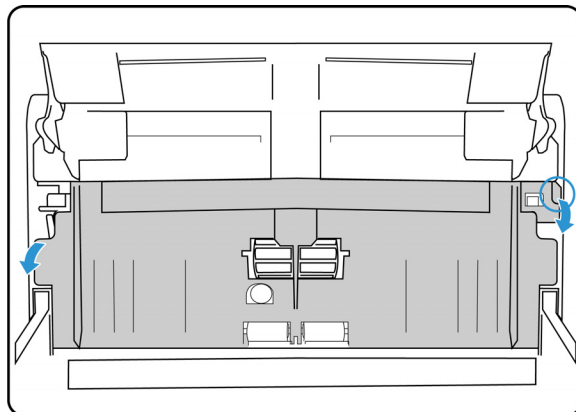
1. Pull on the scanner cover release and lift the lid to open the scanner.



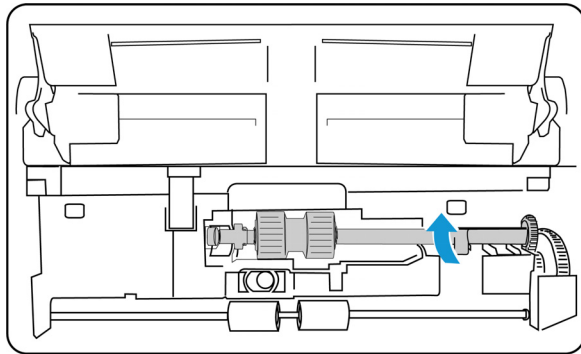
2. Locate the roller cover in the body of the scanner.



3. Pull down the paper feed roller cover, using the tab indicated in the illustration below, and gently pull it towards you holding both sides of the cover door, to access the roller.



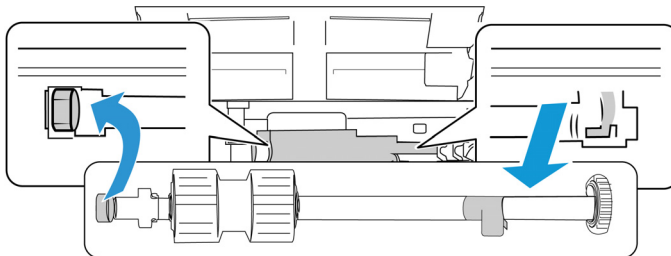
4. Pull up on the plastic arm holding the roller in place.



5. Detach the right end of the paper feed roller from the scanner and remove the feed roller.
6. Discard the roller, it cannot be repaired or reused.
7. Take the new roller out of its packaging.



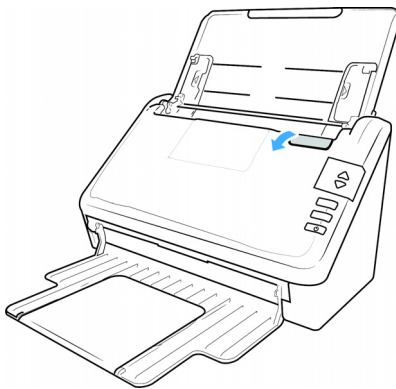
8. Align the end of the bar with the hole at the left. Push the plastic arm down to hold the roller in place.



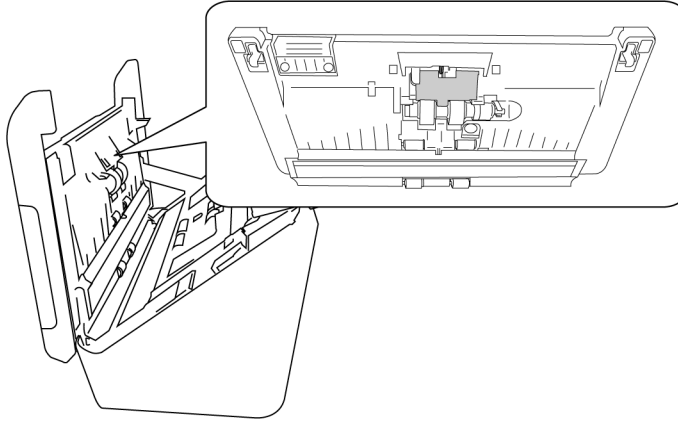
9. Lift the roller cover up and carefully push it closed to lock it in place. Make sure everything is aligned properly and the cover is fully closed. If the cover is not fully closed it will break during scanning and damage the scanner

REPLACING THE FRICTION ROLLER

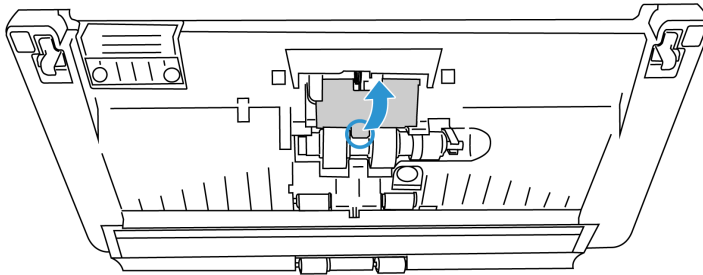
1. Pull on the scanner cover release and lift the lid to open the scanner.



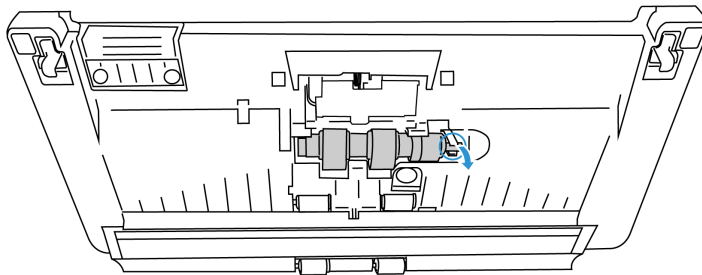
2. Locate the friction roller cover in the body of the scanner.



3. Use the little tab to flip open the friction roller cover.

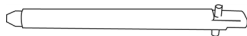


4. Pull out the friction roller gently from the right side.

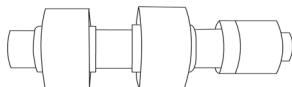


5. Discard the roller, it cannot be repaired or reused.

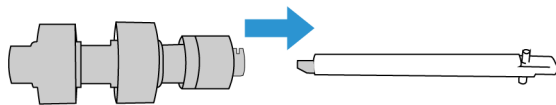
Note: Do **not** discard the bar.



6. Take the new roller out of its packaging.



- Slide the friction roller on the bar. Insert the friction roller left side first until it's properly inserted in the slot. Make sure the left side of the bar is facing up.



- Push the left side, then the right side of the roller into place.
- Close the friction roller cover when you are finished.

ERROR LIGHT TROUBLESHOOTING CODES

Normal Operation

- Steady blue: indicates the scanner is ready to scan.
- Slow flashing blue: indicates the scanner is in low power mode.
- Rapid flashing blue: indicates the scanner is waking up from low power mode.
- Steady red: the scanner is busy.
- Flashing red: the scanner is reporting an error.

Error Codes

The status light indicates the current state of the scanner. If your scanner experiences hardware problems, the status light turns red and will flash a specific number of times, pause, and then repeat the same number of flashes. The number of flashes between pauses indicates the hardware error code. The LED display will also flash an "E" then the error code number that matches the status light's blinking pattern.

Descriptions of the most common patterns are listed below. In all cases, you should turn off the scanner and check the scanner setup. Make sure the USB cable is plugged into the scanner and computer. Make sure the power cord is plugged into the scanner and into a wall outlet. Contact Xerox Technical Support if you experience a different blinking pattern.

Error Code	Problem Description	Solution
0	Scanner is not connected to the computer (The LED does not flash "E" and the status light remains blue.)	A cable may be loose. Check that the scanner's cables are correctly attached to the computer. If the scanner still does not connect, reboot the computer.
3	The scanner was locked when you tried to scan.	Turn off the scanner, slide the locking tab to the unlocked position, then turn the scanner back on. If the problem persists, reboot your computer.
4	Paper jam	Open the ADF cover and remove the jammed page. See Clearing Paper Jams on page 6-3.

Error Code	Problem Description	Solution
6	The scanner's cover is open	The ADF door is not closed all the way. Open the scanner then close it again. Push down on the lid until it locks into place.
1,2,7 or 8	The lamp in the scanner body or lid has malfunctioned	This usually occurs if the power was disconnected during a scan. Turn the scanner off, then back on again. If the problem persists, turn off the scanner, re-start the computer, then turn the scanner on. If the problem continues, and your scanner's power is plugged into a surge protector or UPS battery backup, try plugging the scanner power directly into a wall outlet.
All Other Codes	An internal part in the scanner may have malfunctioned	Turn off the power to your scanner, then turn it back on. If the problem persists, re-boot your computer. If the problem still persists, contact Xerox Technical Support.

Troubleshooting

Problem: The scanner won't scan. What's wrong?

Check for one of these possible causes:

- **Are the cables loose or not plugged in securely?** Inspect the cable connections. Make sure the cables are plugged in securely.
- **Is the scanner's status light on?** Turn on the scanner's power. If the status light doesn't come on, plug the power supply into another electrical outlet. If you are using a UPS battery back-up or power strip, try plugging the scanner directly to a wall outlet.
- **Did you restart the computer and scanner?** If the scanner gets a paper jam, or loses connection because of an error, try restarting your computer and power cycling the scanner.
- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner try plugging the scanner's USB cable directly to the back of the computer. It is not recommended that you use the scanner with a USB hub, if you are using a hub, the hub must have its own power supply.
- **Is the USB cable 6' or less?** If you are using a USB cable that is longer than 6' you may lose connection to the scanner. The recommended USB cable length is 6' or less, the USB cable provided with your scanner is within this range.
- **Did you select another image source in the scanning software?** If you use multiple imaging devices with your computer, such as a camera, all-in-one printer, or another scanner, you may have selected another source for images. Make sure Xerox® D35 is selected as the scanner.

Problem: The scanned images are of poor quality. What do I do?

There are various reasons why the scanned image is of poor quality. The original document may not be of good quality or the scanner glass may be dirty.

- Try cleaning the scanner. The scanner glass is where the image is captured as the page is pulled through the scanner. Lift up on the exit release, under the input tray, to open the scanner. There is glass in the body of the scanner and underneath the lid. Take a soft cloth and wipe across both pieces of glass. The section [Cleaning the Scanner Glass and Background Plates](#) contains thorough instructions for cleaning this part of the scanner.

Problem: My computer keeps giving me out of hard drive space error messages.

The minimum requirement of free hard drive space is for the installation of the scanner driver and basic, low resolution, scanning. High resolution scans result in files that can be over 1 gigabyte in size. Free up some space on your hard drive for the software to be able to save the scanned images.

Problem: The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See [Cleaning the Inside of the Scanner](#) for cleaning instructions.

Problem: The ADF won't feed pages properly.

A dirty or worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. First, try cleaning the rollers as described in [Cleaning the Inside of the Scanner](#). If the problem persists, the separation and/or feed rollers may need to be replaced. Please see [Replacing the Rollers](#).

Problem: If the USB cable is disconnected during a scan, the scanner does not reconnect when the USB cable is plugged back in.

Unplug the power supply from the scanner, and then plug it back in.

If the scanner does not reconnect:

1. Unplug the power supply from the scanner.
2. Restart your computer.
3. After the restart is complete, plug the power supply back in.

Problem: The scanner reports a Double Feed error when there is only one page in the scanner.

Try cleaning the double feed detection sensor. Dust on the sensor may prevent the sensor from working properly.

Uninstalling Your Scanner

Use the options in the Windows Control Panel to remove the scanner driver and modules, and any other software provided with the scanner.

Please leave the scanner's USB cable plugged into the computer while uninstalling the scanner driver. Unplug the USB cable when directed to do so in the instructions below.

Open the list of installed programs in the Windows Control panel.

- Windows 7 and later: Open Programs and Features

Uninstalling the scanner driver:

1. In the list of installed programs click Xerox® D35 driver.
2. Click the **Change** or **Uninstall** button.
3. Click **Yes** when asked to confirm that you want to remove the driver.

When the driver uninstallation is complete the progress window will automatically close.

4. Turn off the scanner and unplug the USB cable.
5. Reboot the computer if you are prompted to do so.

Follow these instructions to remove any of the other software you installed with your scanner. Depending on the software provided with your scanner, and which applications you installed during the scanner setup, the application list may include:

- OneTouch
- OneTouch OCR module
- Visioneer Organizer AI
- Visioneer Capture SE

Uninstalling Visioneer Acuity™:

Visioneer Acuity is automatically installed when you install the scanner driver. You can also download the Visioneer Acuity module from the support pages for your scanner at www.xeroxscanners.com. Visioneer Acuity is a utility with advanced image processing options to instantly improve the visual clarity of anything you scan.

1. In the list of installed programs select **Visioneer Acuity Assets**.
2. Click **Yes** when asked to confirm you want to remove the software.

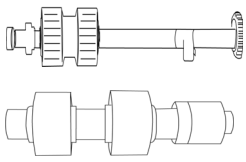

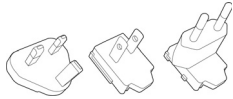

Depending on the method of installation, and your scanner model, there may be multiple entries for Visioneer Acuity in the installed programs list. The additional entries in this list are the image processing libraries needed to support various scanner models. These additional items will be called "Visioneer Acuity Assets" followed by a version number. In the scenario described here, when you want to uninstall Visioneer Acuity make sure you select and uninstall Visioneer Acuity. If you uninstall one of the entries labeled as an "asset" you will still need to uninstall the main Visioneer Acuity utility.

Xerox® D35 Scanner Specifications

Scanner Specifications	
Document Requirements	
Minimum Item Size	2.9 x 2.0 inches (74 x 52 mm)
Maximum Item Size	8.5 x 14.0 inches (216 x 356 mm)
Capacity	50 pages of 20lb printer paper (80 g/m ²)
Paper Thickness	50 ~413 g/m ² (12 ~ 110 lbs)
Maximum Embossed Card Thickness	1.25 mm
General Specifications	
Scanning Speeds	45 pages per minute / 90 images per minute @ 200 dpi
Optical Resolution	600 dpi
Supported Resolutions	100, 150, 200, 300, 400, 500, 600 dpi
Interpolated Resolutions	75 and 1200 dpi
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex Automatic Document Feeder (ADF)
Image Sensor	CIS (Contact Image Sensor)
Light Source	RGB LED
Interface	USB 2.0 Port (USB 1.1 compatible)
Certifications	ENERGY STAR 3, USB 3.1 Gen 1, RoHS, CE, CB, WEEE, UL, C-UL, EPEAT (Gold), FCC Class B, UKCA
Operating Temperature	41° to 95° F (5° C ~ 35° C)
Relative Humidity	15% ~ 85% RPH
Scanner Dimensions	
Width	11.2 inches (285 mm)
Depth	18.5 inches (470 mm)
Height	12.8 inches (325 mm)
Weight	5.1 lbs (2.3 kg)
Power Information	
Power Supply	100~240Vac
Power consumption	≤ 20 Watts (during operation) ≤ 8.6 Watts (ready) ≤ 1.8 Watts (sleep mode after 15 minutes without scanning) ≤ 0.28 Watt (power off)
Cable Information	
Plug	US— 2P,90°, APD-US, APD, FOR WA-36A24R0,0~40°C, RoHS EUR(CEE)— 2P, 90°, APD-EU, APD, FOR WA-36A24R0, 0~40°C, RoHS UK(BS/PSB)— 3P, 90°, APD-GB, APD, FOR WA-36A24R0, 0~40°C, RoHS
USB Cable	2.0 USB, 1850 mm, 28AWG, RoHS Compliant

Scanner Specifications	
Software Information	
Supported Operating Systems	Apple® Mac OS X® 10.14 – 11.2
Scanner Drivers	TWAIN, ICA
Bundled Software	Visioneer® Scan Utility

Xerox® D35 Scanner Parts List

Part Name	Part Number	
Cleaning and Maintenance Kit <ul style="list-style-type: none"> • Feed (ADF) Roller • Friction Roller 	96-X333-000	
	65-3212-000	
	65-3213-000	
USB Cable	35-0118-000	
Plug	(US) 35-0266-000 (EUR) 35-0267-000 (UK) 35-0268-000	
Power Supply	37-0105-000	

7. Appendix A: Regulatory Information

Basic Regulations

UNITED STATES (FCC REGULATIONS)



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes and modifications to this equipment not specifically approved by Xerox® may void the user's authority to operate this equipment.

Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

GREAT BRITAIN

The UKCA mark applied to this product, symbolizes our declaration of conformity with the following applicable Great Britain Regulations, as of the dates indicated:



8th December 2016:	Electrical Equipment (Safety) Regulations 2016
8th December 2016:	Electromagnetic Compatibility Regulations 2016

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Xerox Limited representative or by contacting:

Environment, Health and Safety
Xerox (UK)
Sanderson Road
Uxbridge UB8 1DH

EUROPEAN UNION

The CE mark applied to this product, symbolizes our declaration of conformity with the following applicable European Union Directives, as of the dates indicated:



September 8, 2017:	Council Directive 2014/35/EU as amended. Approximation of the laws of the member states related to low voltage equipment.
August 12, 2016:	Council Directive 2014/30/EU as amended. Approximation of the laws of the member states related to electromagnetic compatibility.

This machine is certified as Class 1 LED product. This means that this machine does not produce hazardous laser radiation.

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Xerox Limited representative or by contacting:

Environment, Health and Safety
 Xerox Corporation
 Oxford Road
 Uxbridge
 UBS 1HE
 Telephone 1-800-ASK-XEROX

TURKEY (ROHS REGULATION)

In compliance with Article 7 (d) We hereby certify “It is in compliance with the EEE Regulation”.

(“EEE yönetmeliğine uygundur“)

Copy Regulations**UNITED STATES**

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

1. Obligations or Securities of the United States Government, such as:

Certificates of Indebtedness	National Bank Currency	Coupons from Bonds
Federal Reserve Bank Notes	Silver Certificates	Gold Certificates
United States Bonds	Treasury Notes	Federal Reserve Notes
Fractional Notes	Certificates of Deposit	Paper Money

Bonds and Obligations of certain agencies of the government, such as FHA, etc.

Bonds. (U.S. Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.)

Internal Revenue Stamps. (If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.)

Postage Stamps, canceled or uncanceled. (For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75% or more than 150% of the linear dimensions of the original.)

Postal Money Orders.

Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.

Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.

2. Adjusted Compensation Certificates for Veterans of the World Wars.
3. Obligations or Securities of any Foreign Government, Bank, or Corporation.
4. Copyrighted material, unless permission of the copyright owner has been obtained or the reproduction falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
5. Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)
6. Passports. (Foreign Passports may be photographed.)
7. Immigration Papers.
8. Draft Registration Cards.
9. Selective Service Induction Papers that bear any of the following Registrant's information:

Earnings or Income	Dependency Status	Court Record
Previous military service	Physical or mental condition	

Exception: U. S. Army and Navy discharge certificates may be photographed.

10. Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (unless photograph is ordered by the head of such department or bureau.)
11. Reproducing the following is also prohibited in certain states: Automobile Licenses — Drivers' Licenses — Automobile Certificates of Title.

The above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

CANADA

Parliament, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fines or imprisonment may be imposed on those guilty of making such copies.

1. Current bank notes or current paper money.
2. Obligations or securities of a government or bank.
3. Exchequer bill paper or revenue paper.
4. The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law.
5. Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen's Printer for Canada, or the equivalent printer for a province).
6. Marks, brands, seals, wrappers or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission or agency established by the Government of Canada or of a province or of a government of a state other than Canada.
7. Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada.
8. Documents, registers or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the reproduction falsely purports to be a certified copy thereof.
9. Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.

The above list is provided for your convenience and assistance, but it is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

OTHER COUNTRIES

Copying certain documents may be illegal in your country. Penalties of fine or imprisonment may be imposed on those found guilty of making such reproductions.

- Currency notes
- Bank notes and cheques
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

Note: this list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

8. Appendix B: Compliance Information

Product Recycling & Disposal

USA & CANADA

If you are managing the disposal of your Xerox® product, please note that the product may contain lead, mercury, Perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site: <http://www.eiae.org>.

Perchlorate Material - This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see: <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/>.

EUROPEAN UNION

RoHS and WEEE Compliance

This product is compliant with RoHS Regulations of the European Parliament and Council Directive on the Restrictions of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (2011/65/EU), and with the Waste Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU).

Some equipment may be used in both a domestic/household and a professional/business application.

Professional/Business Environment

Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures. In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.



ENERGY STAR for the USA

Energy Program Compliance

The Xerox® D35 Scanner is ENERGY STAR qualified under the ENERGY STAR Program Requirements for Imaging Equipment.



The ENERGY STAR and ENERGY STAR MARK are registered United States trademarks. The ENERGY STAR Imaging Equipment Program is a team effort between U.S., European Union and Japanese governments and the office equipment industry to promote energy-efficient copiers, printers, fax, multifunction machine, personal computers, and monitors. Reducing product energy consumption helps combat smog, acid rain and long-term changes to the climate by decreasing the emissions that result from generating electricity.

Xerox® equipment is preset at the factory. Your machine will be delivered with the timer for switching to Power Save Mode from the last scan set at 15 minutes.