# Xerox®
# DocuMate® 4799
# Scanner

Scanner User Guide for Microsoft® Windows.

**xerox**™

by this product may be protected by governmental laws and other regulations, such as copyright laws. The customer is solely responsible for complying with all such laws and regulations.

# Table of Contents

# 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.

## ⚠ WARNING:

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 indicted 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 |

# 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® DocuMate 4799
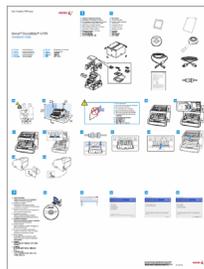


Quick Install Guide



Technical Support Card



Installation Disc



USB Cable
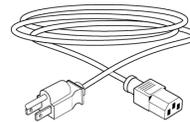


Power Cord



Shading paper



Blower Brush



Roller Cleaning Paper
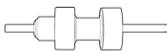


Separation Roller

## System Requirements

- Pentium 4 PC or AMD equivalent
- A DVD-ROM drive
- An available Universal Serial Bus (USB) port

- Microsoft® Windows® operating system:
  – 32-bit or 64-bit Windows 7 (Service Pack 1)
  – 32-bit or 64-bit Windows 8 / 8.1
  – 32-bit or 64-bit Windows 10
- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- Minimum available hard disk space:
  – 350 MB for the scanner driver
  – 1.1 GB for Visioneer OneTouch
  – 1 to 2 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

Refer to your Windows documentation for instructions on setting the color quality and resolution for the monitor.

## Documentation

**The following printed documentation is provided in the box:**
- **Installation guide**—abbreviated scanner setup and installation instructions.
- **Technical support card**—contact information for technical support and customer service, and a brief overview of our standard product warranty.

**The following soft-copy documentation is available on the installation disc:**
- **Scanner user guide**—instructions for scanner setup, installation, operation, maintenance, safety, and warranty
- **OneTouch scanning guide**—instructions for configuring and scanning using OneTouch
- **TWAIN scanning guide**—instructions for accessing and scanning using the TWAIN interface
- **Control sheets**—automatically adjust the scan settings when scanning using the TWAIN interface.  The file contains layouts for various ISO and U.S. paper sizes.  The TWAIN scanning guide contains instructions on using these sheets while scanning.

  Make sure you print the page size that matches the size of the pages in your document stack.  Also, make sure the application you are using is not set to automatically scale the page to fit on the paper in your printer.
- **File separation sheets**—automatically separate a stack of paper into two or more separate files, when scanning using the TWAIN interface.
- **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 2, 3 and T layouts for A4 and U.S. Letter size pages.

- **Kofax Virtual ReScan (VRS™) user's guide**—contains detailed feature and configuration instructions for the software, including using the advanced image enhancement options to improve the clarity of scanned images created from imperfect originals.

## Xerox® DocuMate® 4799 Scanner
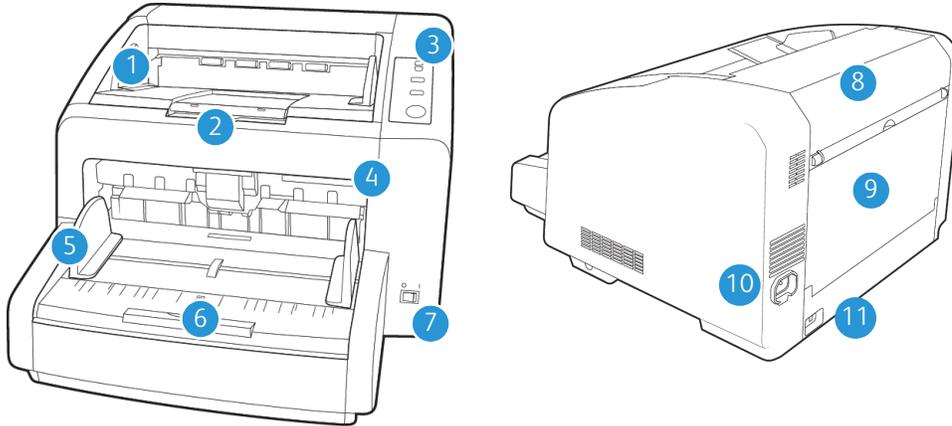
1. **Exit tray**—Where the documents are exited out of the scanner. Flip up an exit stopper to keep documents in the exit tray. Exit extension pulls out to support various document lengths.

2. **Pre-Imprinter door**—Lift the output tray to access the pre-imprinter compartment.

3. **Control panel**—Scanner hardware controls.

    - **Hopper**—Press the up or down arrow to manually adjust the height of the input tray level to match the height of the document stack.

    - **ADF**—Changes the scanner between automatic document feeding and manual document feeding.

    - **Thickness**—Press to change the roller position to match the paper thickness of the documents being scanned.

    - **Start/Stop**—Press to start scanning. Pressing the button while scanning is in progress stops the scan.

4. **ADF cover release**—Pull to open the Automatic Document Feeder.

5. **Paper guides**—Guides adjust to support various document widths.

6. **Hopper input tray**—Holds the documents in the Automatic Document Feeder for scanning.

7. **Power switch**—Turns the scanner's power on or off.

8. **Post-Imprinter door**—Open to access the post-imprinter compartment.

9. **Straight path door**—Lower this door to feed very thick pages straight through the scanner.

10. **Power jack**—Connects the power cord to the scanner.

11. **Universal Serial Bus (USB) port**—Connects the scanner to the computer.

# 3.   Scanner Setup

## Unpack the Scanner

Use care when unpacking, moving and assembling the scanner. Follow these instructions to prevent injury and damage to the scanner.

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.
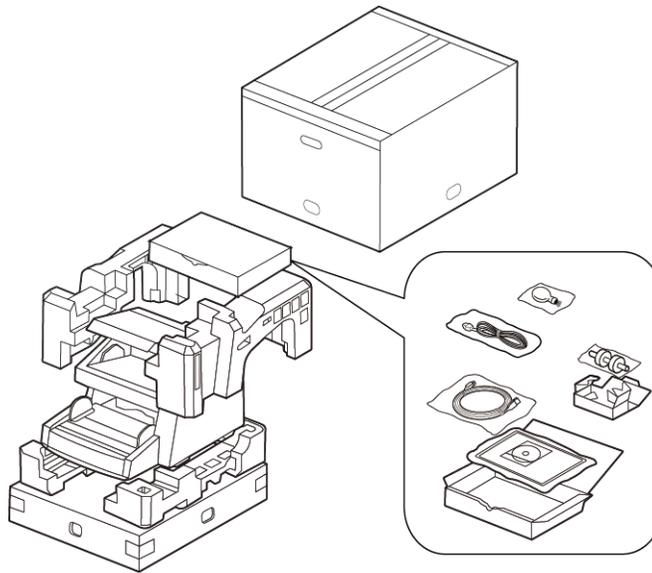


2.   Always have at least two people carry the scanner, lifting the scanner up from underneath.
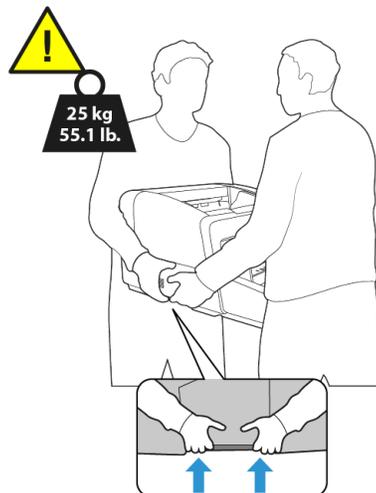


3.   Use a desk or table that can support the weight of the scanner, do not place the scanner on a cloth covered surface.

4.   Place the scanner on a level surface near the computer.

     Keep at least 15 inches of space on every side of the scanner for the input and exit tray
     extensions, performing maintenance, and to have sufficient air flow for ventilation.
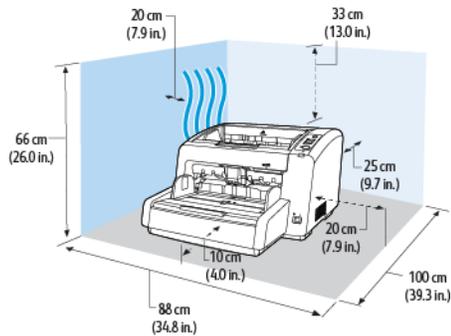


5.   Remove all shipping tape from the top and side of the scanner.

## Install the Separation Roller

1.   Open the Pre-Imprinter door.



2.   Release the retaining screw and then close the Pre-Imprinter door.
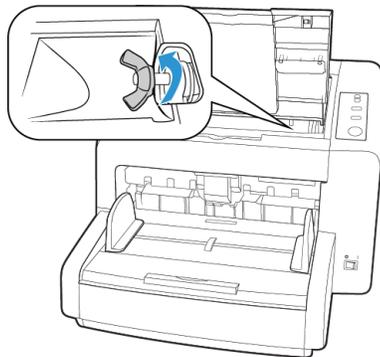
3. Pull on the scanner cover release and lift the lid to open the scanner.

4. Flip open the double feed prevention roller cover.
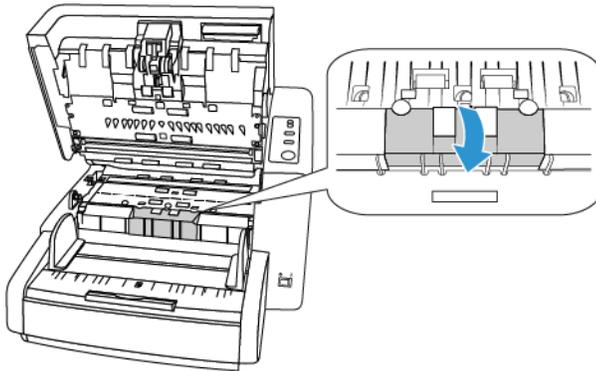
5. Align the roller bar with the brackets in the roller compartment. Make sure the groove on the right side of the roller bar is aligned so that it slides in place into the U shape of the bracket.

   The roller is properly in place when you cannot rotate the metal bar of the roller.
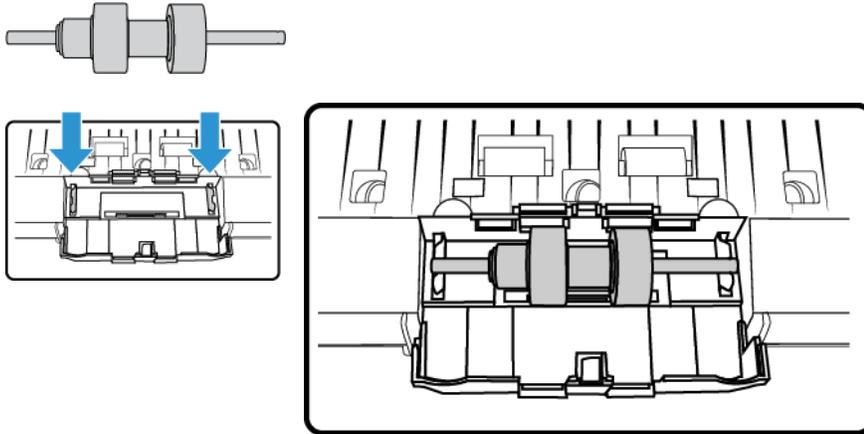
6. Close the double feed prevention roller cover when you are finished.
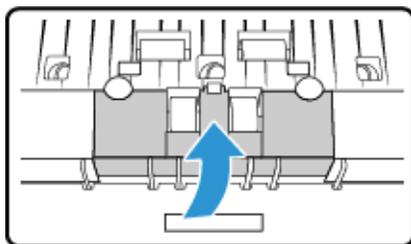
7. Close the scanner when you are finished.



## Connect the Scanner Power Cord

1. Select the appropriate power cord for your country.

2. Plug the power cord into the scanner and into a wall outlet.
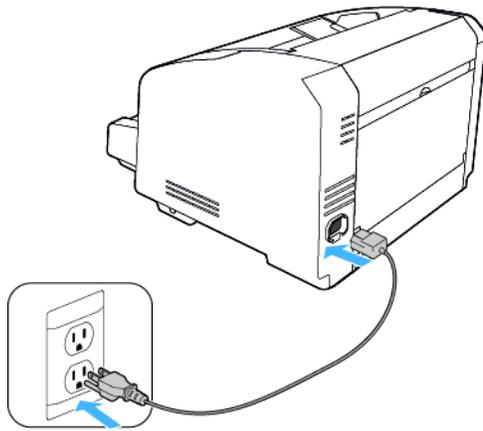


**Note:** Do not turn on the scanner until after you install the software.

# 4. Installation

**Please make sure of the following before you begin installation:**

- If you are prompted to reboot during installation, please select "No". Finish installing the rest of the software, then close all open windows and reboot your computer.

- The information in this guide may cover software not provided with the scanner you purchased. Please disregard any information about the software not applicable to your scanner.

- If your computer has AntiVirus or AntiSpyware software running, you may encounter alerts or messages during installation asking you to allow the installation to proceed. Although the messages will differ based on the software your computer is running, in each case you should allow the installation to proceed if that option is available. Alternatively, you can turn off the AntiVirus or AntiSpyware software before installing your scanner, but if you do, make sure to turn it back on again when installation is finished.

- If your computer is running Windows 7 or later, you may see the Windows User Account Control screen asking you to confirm system changes. Click the Yes button to allow the installation to proceed.
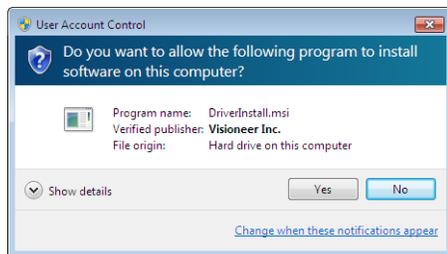


- The Windows User Account Control (UAC) must be turned off prior to installing the Kofax VRS or Kofax Scan Demo software. The Kofax VRS installer will display a message stating "User Account Control is enabled on this machine. The VRS installer will not install correctly with this setting enabled. Please disable this setting from the User Accounts dialog in the Control Panel." The Kofax Scan Demo installer will display a message stating "Cannot find IC runtime. Install IC." Turn off the Windows UAC to complete the installation of these two software applications. You can turn UAC back on after the installation has completed.

## Install the Software and Connect the Scanner

1. Start Microsoft Windows and make sure that no other applications are running.

2.    Insert the installation disc into your computer's DVD-ROM drive.
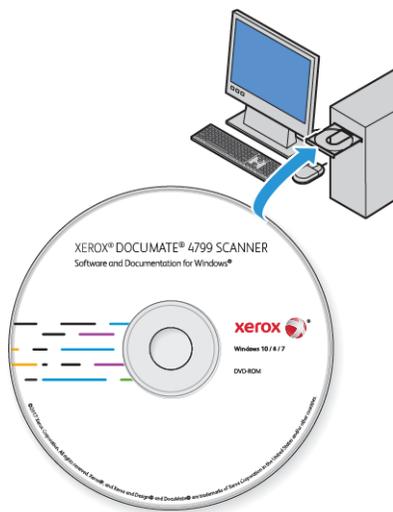


The disc automatically starts.

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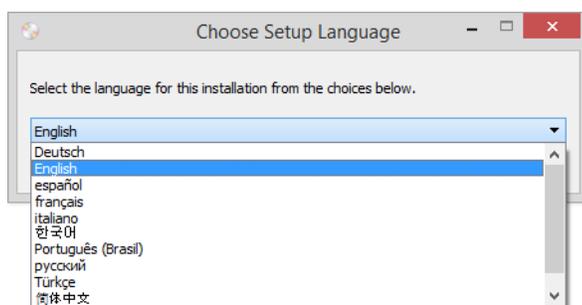


The disc's Main menu window opens.

**Note:** If the disc does not start, check the following:

–    Make sure the disc drive's door is completely shut.

–    Make sure the disc was inserted in the drive in the proper direction (label side up).

To launch the disc manually:

–    Open the Windows options for your computer's disc drives.

–    Double-click the icon for your DVD-ROM drive.

–    The Installation menu for the disc should now open.

     If the menu does not open:

       –    From the list of files on the disc, double-click the file named setup.exe.

4.  A prompt will be shown to allow the installer to search online for software updates. Select **No** to install the software on the disc only.
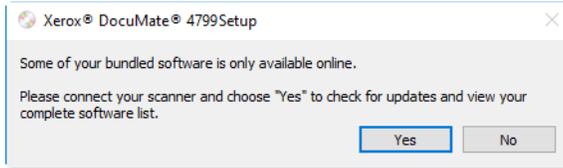


5.  If online updates are approved, it will first check to see if there are newer versions of the installer.

6.  Plug the USB cable into the USB port on the scanner then into a USB port on the computer. Turn on the scanner power.
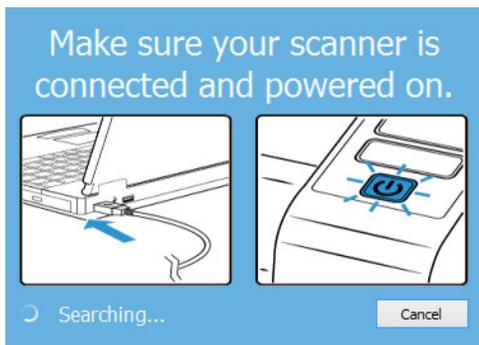


**Note:** Select **Cancel** to install the software on the disc only.

7.  When this is complete, the Main Menu will be shown.

8.  On the Main menu, select **Install software**.

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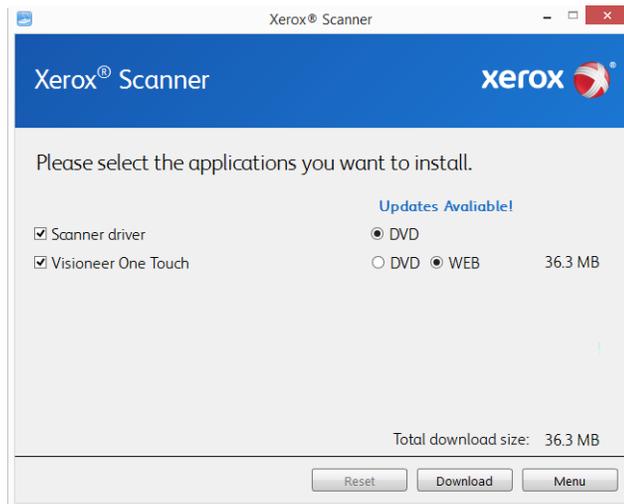


**Note:** The software provided with your scanner may differ slightly from the list shown in the window.

10. 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 on the disc or online, it will be possible to upgrade by selecting the appropriate button option.

11. If the software on the disc is up to date then the software will be installed from the DVD. However, if there are newer versions of the software available online, the **Web** button will be shown and selected by default.

    Select which option to install the software from.

12. If any of the Web buttons have been selected, the software will have to first be downloaded by clicking **Download Now**. The total size of the download is shown at the bottom.

13. 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.
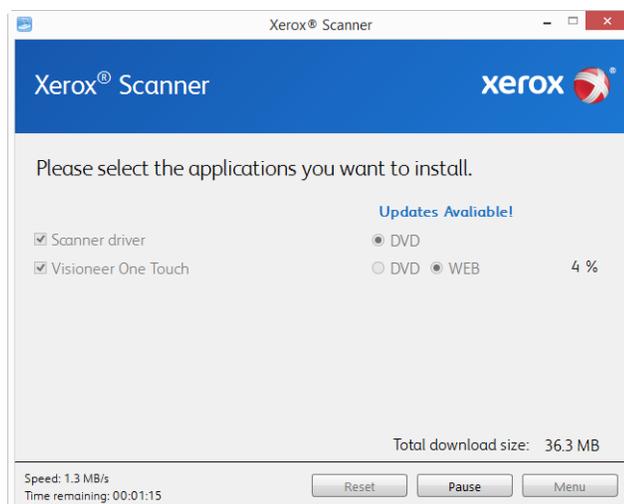
**Note:** Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed they will either have to be downloaded again or installed from the DVD.

14. Once all software has been downloaded, click **Install now**.

### INSTALLING THE SCANNER DRIVER

The scanner driver installation will start first.

1. The Welcome screen for the scanner driver Setup Wizard opens. Click **Next**.



2. On the Xerox License Agreement window, read the license agreement. If you accept the terms, select **I Agree** then click **Next**.

   If you choose not to accept the license agreement, click **Cancel**. Click **Close** on the Installation Interrupted window.

3. The software will now be installed.

4. **Stop** when you see the "Complete the installation by connecting your hardware" window. Do not click **OK** yet. Leave the window open and proceed to the next section.
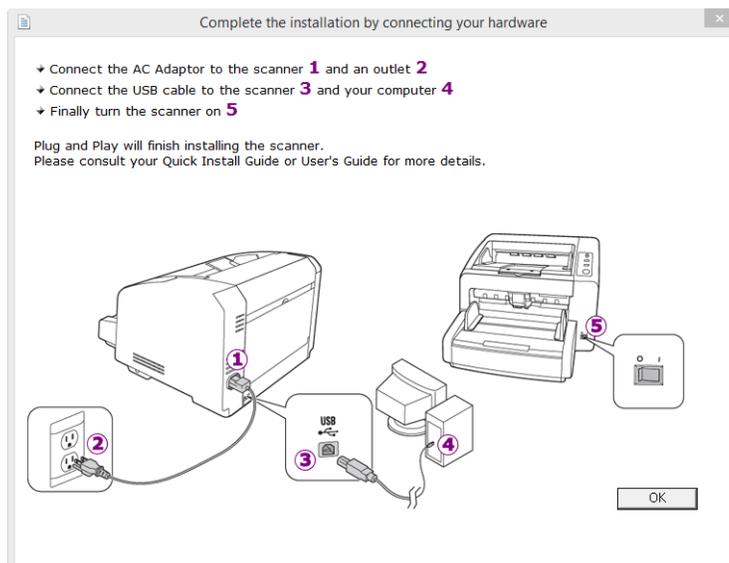


**Note:** If you do not see this on-screen diagram for connecting the scanner, stop and follow the instructions below.

### CONNECT THE USB CABLE AND TURN ON THE POWER

If you did not connect the scanner earlier, proceed with the instructions below. It is recommended that the cable provided with the scanner is the one used.

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.
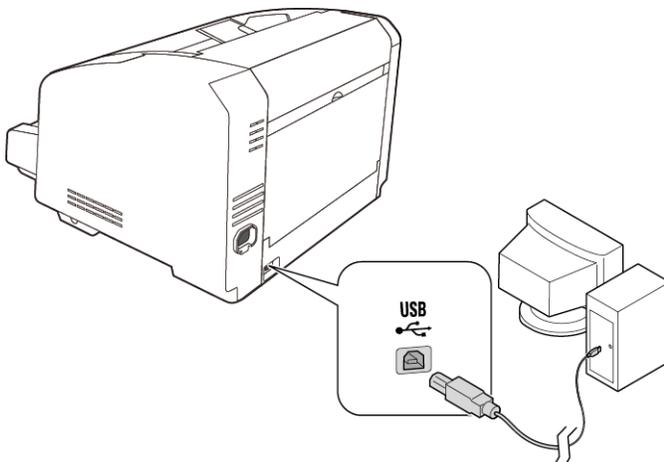


If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into either connection.

3.    Turn on the scanner power.
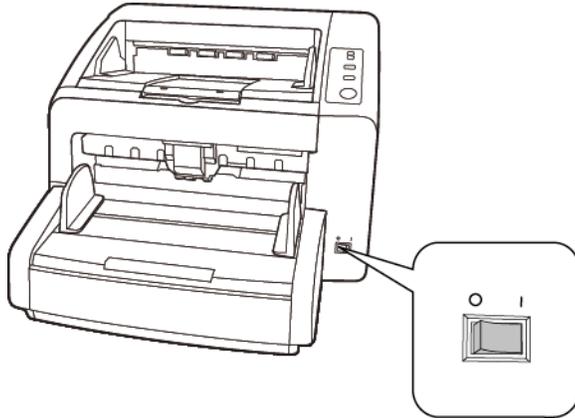


The status light comes on and flashes indicating that the scanner is receiving power.

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

4.    When you're certain that the software has completely loaded, return to the "Complete the installation by connecting your hardware" window.
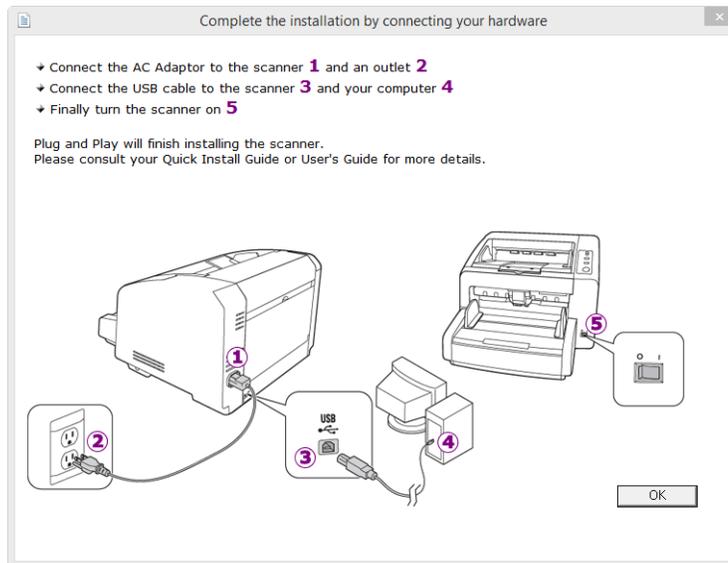


5.    Click **OK** to complete the installation process.

6.  Click **Close** on the Installation Complete window to close and exit the driver installer.



### INSTALLING THE USER UTILITY

The User Utility is a software diagnostic and maintenance software that you can use for monitoring your scanner hardware.

1.  On the Xerox User Utility License Agreement window, read the license agreement. If you accept the terms, select **Yes** to accept the agreement and continue with the installation.

    If you choose not to accept the license agreement, the installation will terminate and the User Utility will not be installed.

2.  The next screen lets you choose where the installation files are going to be on your computer. Click on **Browse...** to change the location where the files are installed.

    We recommend that you keep the default options on this window and just click on **Next** to proceed with the installation.

3.  The next screen lets you change the Program Files folder name and where the program appears in your Windows Start Programs list.

    The default options on this window will put the shortcut icon in your Windows All Programs list in the Xerox folder. We recommend that you keep the default options on this window and just click on **Next** to proceed with the installation.

4.  Click on **Finish** on the Installation Complete window to close the installation window.

5.  A shortcut icon for the User Utility will be on your Windows desktop and in the Windows Start All Programs menu.



### ISIS DRIVER INSTALLATION.

1.  You will first be prompted to select a language for the ISIS driver.

2.  Click on Next in the ISIS Installation Welcome window.

3.  Click on Install to begin the ISIS driver installation.

4.   Click on Finish to close the ISIS installation complete window.

**INSTALLING VISIONEER ONETOUCH**

The Visioneer OneTouch software installation will start automatically after you click **Close** on the driver Installation Complete window.

1.   Click **Next** on the Welcome to the OneTouch Setup Wizard.
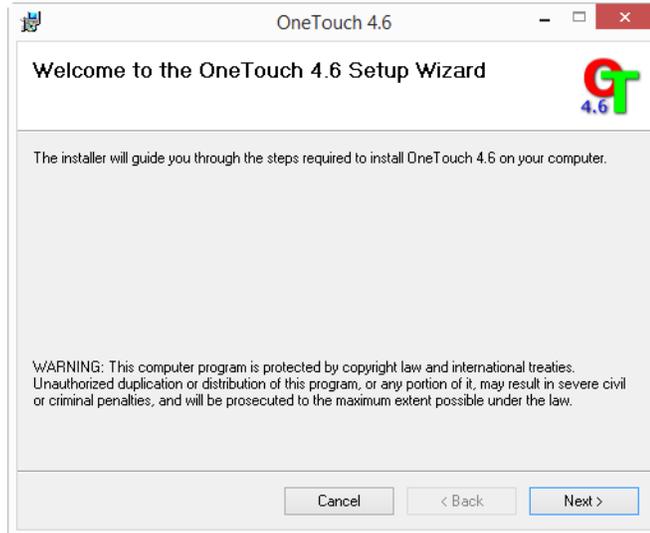


2.   On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree** then click **Next**.

     If you choose not to accept the license agreement, the installation will terminate and OneTouch will not be installed.

3.   Click **Close** on the Installation Complete window to close and exit the software installer.

4.   After OneTouch is installed, a splash screen will be displayed while it initializes and searches for installed scanners. Please wait for this screen to disappear before attempting to use OneTouch.



**Note:** If you selected other software to install from the DVD the installation for that software will automatically start after you click **Close** on the Installation Complete window. Follow the instructions on-screen to install each application you selected.

## Installing Additional Applications

1. Return to the disc's 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 on the disc or online, it will be possible to upgrade by selecting the appropriate button option.

3. If the software on the disc is up to date then the software will be installed from the DVD. However, if there are newer versions of the software available online, the **Web** button will be shown and selected by default.

   Ensure the checkbox for the application is selected and choose which location to install the software from.

4. If any of the Web buttons have been selected, the software will have to first be downloaded by clicking **Download Now**.

5. Once all software has been downloaded, click **Install now**.

6. Follow the instructions on the screen to install each of the additional applications.

## View the User Guides

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



2. Click on **View scanner documentation** to access the scanner user guide and scanning guides for OneTouch and TWAIN.

   – **Scanner user guide**—Instructions for scanner setup, installation, operation, maintenance, safety, and warranty

   – **OneTouch scanning guide**—Instructions for configuring and scanning using OneTouch

–   **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.
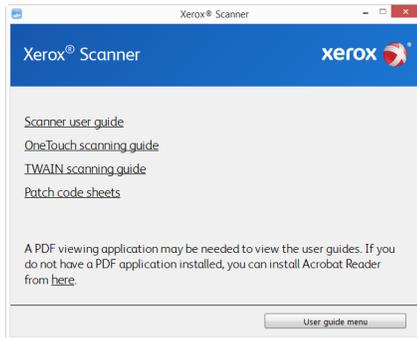

Scanner documentation window

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**.

5.   Remove the installation disc and store it in a safe place.

## 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 network connection to register your scanner. If you do not have network 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 an Internet Explorer window, 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 Program" 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 350 pages of 20 lb (75–80 g/m$^2$) new printer paper

- Document size

    - Minimum size (width x length) – 1.9 x 2.8 inches (48 x 71 mm)

    - Maximum size (width x length) – 11.89 x 17 inches (302 x 432 mm)

    - Maximum length with long document enabled – 100 inches (2540 mm)

        We recommend scanning one page at a time when the documents you are scanning are longer than 17 inches (432 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.

- Paper thickness

    - Auto mode: 5 to 42 lbs (20 ~ 157 g/m$^2$)

    - Thick mode: 42 to 56 lbs (157 ~ 209 g/m$^2$)

    - Straight path: 0.2 to 0.6mm (7.9 ~ 23.6 mils)

## 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.

## Select the Paper Feeding Options

There are paper feed options that you can adjust using the scanner control panel. Adjust these options based on the type of documents you are scanning.
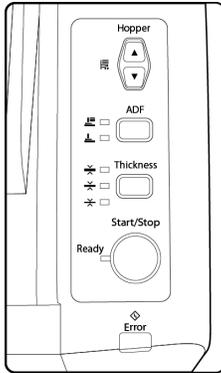
**Hopper**—the up and down arrows adjust the height of the input tray based on the amount of paper in the input tray. The scanner will automatically raise the tray during scanning, but if you regularly scan small batches of paper, you may want to keep the input tray higher to save time adjusting the height automatically while scanning.

**ADF**—this button changes the scanner from automatic feeding (first option) to manual feeding (second option). When automatic feeding is selected, the scanner automatically raises the input tray during scanning. When manual feeding is selected, the input tray is raised to the top for feeding one page, or stacks of very few pages, at a time. When you are using a scanning interface with a manual feed mode option, switch the scanner to manual feed mode as well.

**Thickness**—this option adjusts how close the rollers are to each other. Tap this button to cycle through the options and select the option that matches the thickness of the paper you are scanning.

| Paper thickness | LED indicator | Type of paper |
|---|---|---|
| Thin<br>19–50 g/m$^2$<br>(5 ~ 13 lbs.) | | When you are scanning thin paper or paper with a textured surface. |
| Normal<br>50–157 g/m$^2$<br>(13 ~ 42 lbs.) | | When you are scanning normal printer/copier paper. |
| Thick<br>157–209 g/m$^2$<br>(42 ~ 56 lbs.) | | When you are scanning thick paper or paper with a smooth surface, such as card stock. |
| Auto<br>19–157 g/m$^2$<br>(5 ~ 42 lbs.) | | When scanning a stack of documents of mixed paper thickness. When this option is selected the scanning speed may be reduced as the scanner auto-adjusts to the document type detected. |

## Select the Paper Path

Scanned documents can be exited to the output tray in the front of the scanner or to the straight path tray in the back of the scanner. The paper path is automatically switched when the straight path is opened or closed.
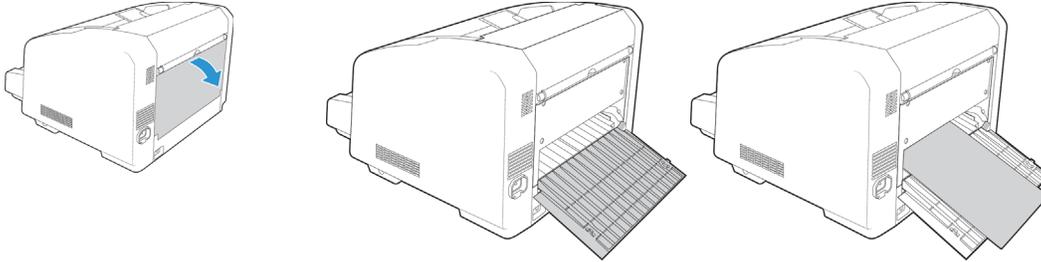
**Note:** follow these guidelines when using the straight path tray.

- Use the straight path tray when you have set the paper thickness level to thick and documents being scanned are from 0.2 to 0.6 mm (7.9–23.6 mils).

- Make sure there is enough space in the back of the scanner for the paper to exit.

## 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.
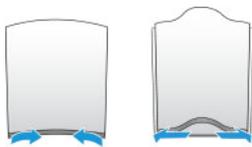
- Pinch the ends to align the leading edges slantwise to help prevent multiple pages from being fed through at a single time.

**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 doucment.

    Flip up the paper stop to make sure the paper stays in the output area as they are exited from the scanner.
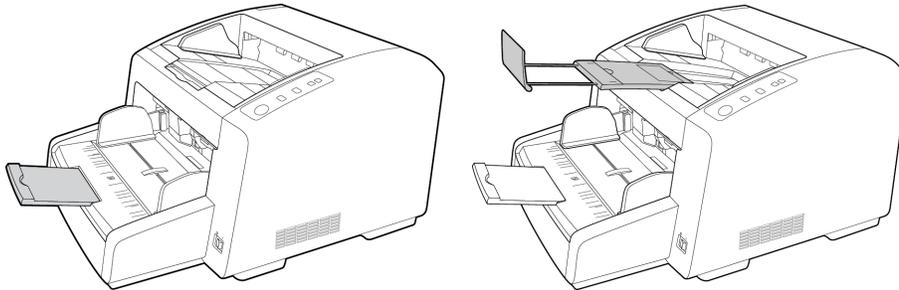


2.  Load the documents *face up* with their tops into the Automatic Document Feeder.

    The stack of pages should not exceed the maximum height indicated on the input tray.
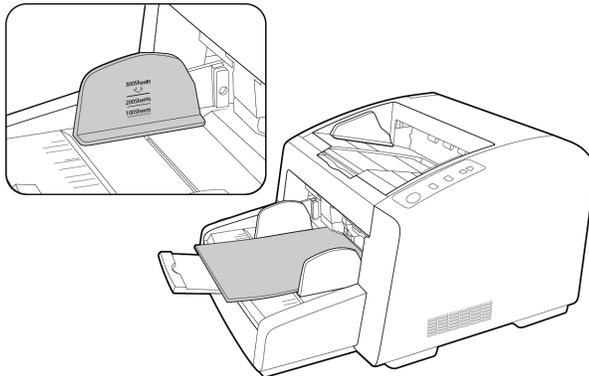


3.  You can now scan the documents using the scanner button, OneTouch, or one of the other scanning interfaces.

## Scanning Interfaces

*   **OneTouch Control Panel**—When you press the Start/Stop button on the scanner, the documents are scanned using the scans settings for the first OneTouch scan function. The scanned image is then sent to a destination on your computer or network drive.

- **OneTouch Button Panel**—Scanning from the on-screen OneTouch Button Panel is the same as pressing the Start/Stop button on the scanner, except you click an icon that represents the function. There are eight additional OneTouch buttons in the OneTouch Button Panel.
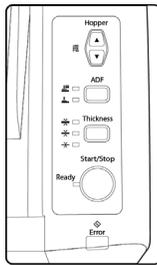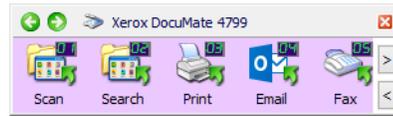


Scanner Control            OneTouch Button Panel
Panel

Please see the OneTouch Scanning Guide on the installation disc for instructions.  You can also click the **Help** button in the OneTouch Properties window to open the instructions in an Internet browser.

- **TWAIN and WIA Interface**—This option uses your scanner's TWAIN interface to scan. Select scanning options before scanning, put the document in the scanner, then click the **Scan** button in the TWAIN interface window.
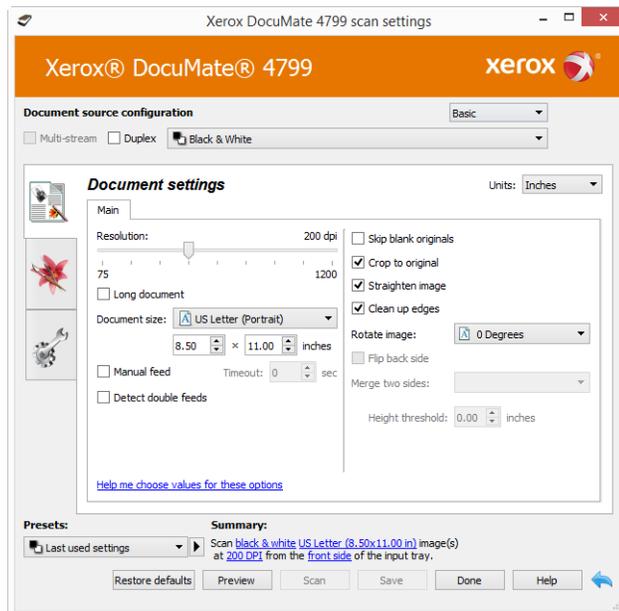


Please see the TWAIN Scanning Guide on the installation disc for instructions.  You can also click the **Help** button in the TWAIN interface to open the instructions in an Internet browser.

- **ISIS Interface**—This option uses the ISIS interface for scanning. Please refer the user manual for your ISIS scanning application for instructions on scanning with the ISIS interface.

# 6. Scanner Options, Maintenance and Troubleshooting

This section contains information on hardware options available for your scanner, the scanner User Utility, 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 cord and/or power switch, always turn off the scanner and unplug the power cord 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.
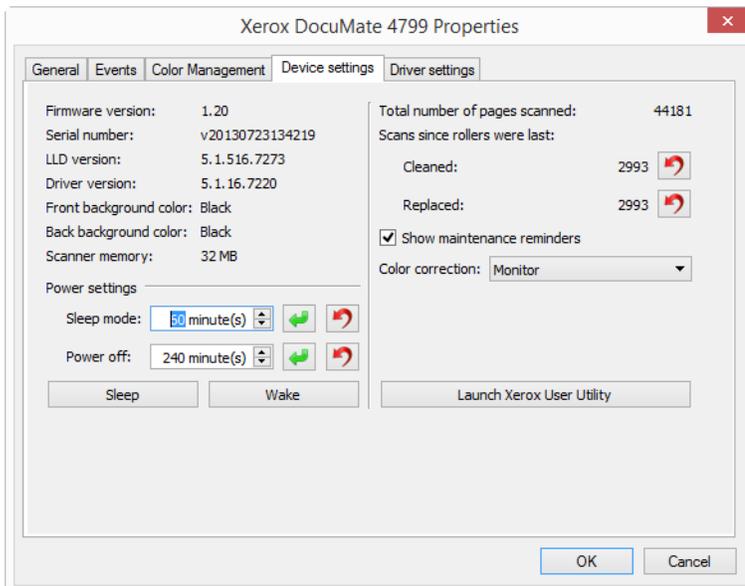


**Scanner Details**

- **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.

  Click the **Sleep** button to immediately put the scanner into low power mode. Click the **Wake** button to bring the scanner out of low power mode.

- **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.  The amount of time between cleaning and replacing the rollers can be adjusted in the Xerox User Utility.

- **Launch Xerox User Utility**—the Xerox User Utility helps you monitor the scanner status and maintenance information.  This button will be disabled if the Xerox User Utility is not installed. You can install the User Utility from the installation disc or download it from the support page for your scanner at www.xeroxscanners.com.

**Color correction**—set the optimization style for color correction in the TWAIN interface. This option is not available for all scanners.

- "**Printer**" will optimize the image for duplicating on a printer.

- "**Monitor**" will optimize the image for displaying on a monitor.

  Images optimized for a monitor, when printed, will not match the original scanned item.

### 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 on the installation disc for instructions.
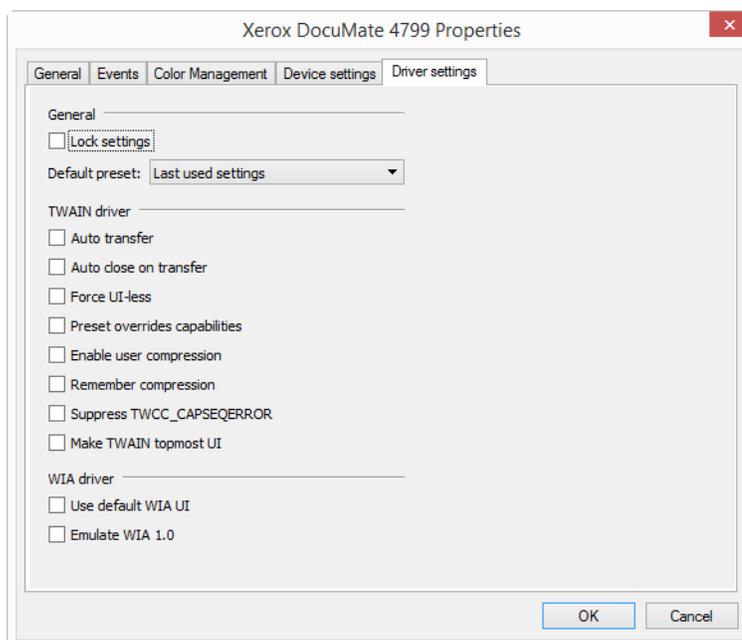
## Clearing Paper Jams

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.

2. Do not attempt to remove a jammed page with the ADF door closed.
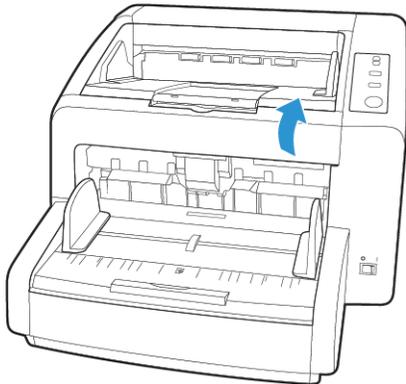


3. Remove the jammed page from the scanner.

4. 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.

## Changing the Background Color

You can change the scanner's background plate color between black and white. The background color is important as it may affect the cropping quality of the scanned document. Each scanning application is different so you should choose the color (black or white) based on the best results you see in the final scanned document file. The default background plate is black.

Your scanner has two scanning lamps, which allows for duplex (two-sided) scanning. You must change the background plate for both lamps at the same time.

1. Turn off the scanner power.

2. Open the scanner. Make sure there is at least 18 inches of room above the scanner to safely open the scanner completely.

3.  Locate the background plates in the top and bottom of the scanner.
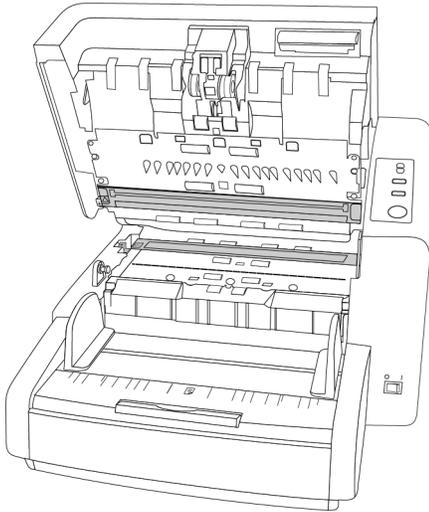
4.  There is a green lever attached to each background plate. The sticker on each lever indicates which way to push the lever to change between the black and white background.
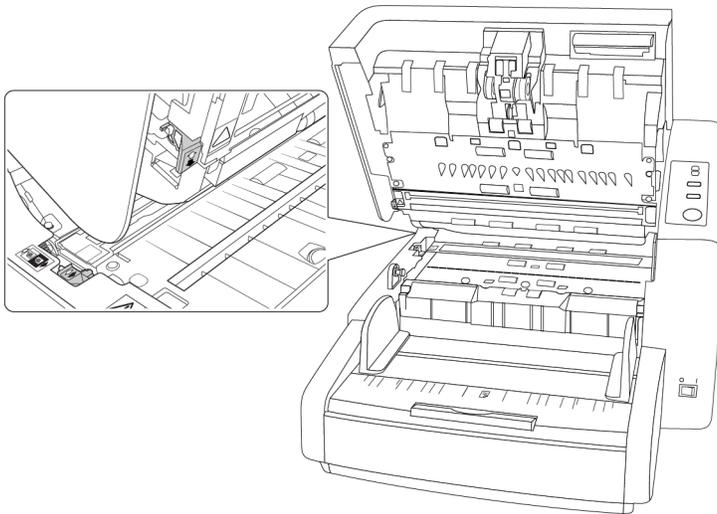
5.  Carefully close the scanner when you are finished.

## 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.

**Note:** You will need the blower brush provided with your scanner and a soft dusting cloth to clean the scanner.

1.  Turn off the scanner power.

2.  Using the blower brush, brush away any dust build up around the ventilation openings.



3.  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.

4.  If there is any accumulation of dust in the indentations around the buttons, use the blower brush to gently brush away the dust.

5.  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 bag where children can access it.

*   Always turn off the scanner and unplug the scanner's power and USB cable prior to using the roller cleaning paper.

**Preparation**
*   You will need one of the roller cleaning papers provided with your scanner. Each roller cleaning paper should only be used once. Additional roller cleaning papers can be purchased from our website at www.xeroxscanners.com in the Parts & 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.
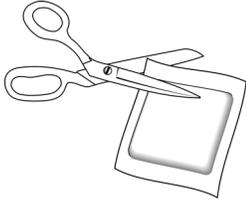


⊘  **Caution: The roller cleaning paper is moistened with Isopropyl rubbing alcohol. Please read and follow these precautions to ensure your safety.**

### CLEANING THE ADF ROLLERS

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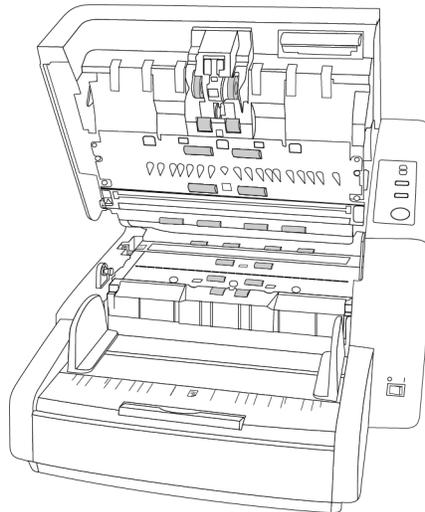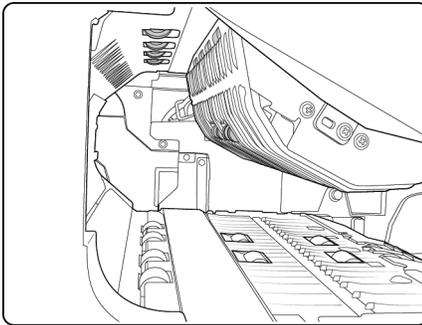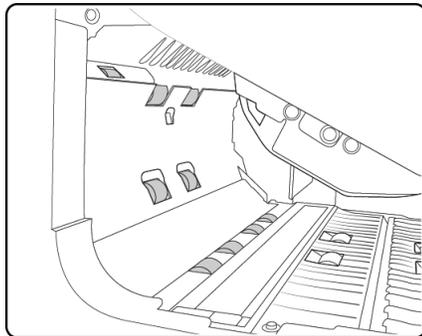
**Note:** Be careful when cleaning the rollers. All of the rollers, except the free rollers, are designed to rotate in one direction only. Do NOT force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and cause the scanner to feed pages incorrectly.

**RESET THE ROLLER COUNT IN THE USER UTILITY**

After cleaning the scanner you need to reset the roller count in the User Utility.

1.  Open the User Utility application.

2.  From the main screen click on **Clear Counter** next to the field After Clean Roller.
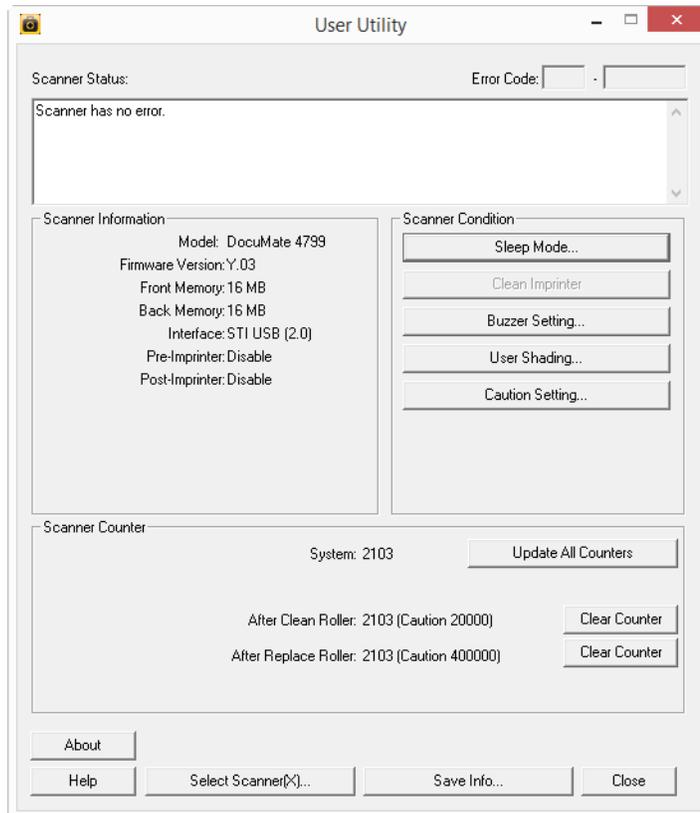


3.  The clean roller count will now be reset to 0.

4.  Close the User Utility.

**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.
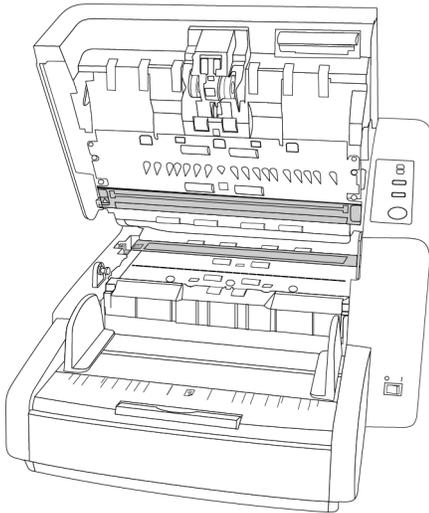


**CLEANING THE PAPER SENSORS**

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.

*   Locate the Blower Brush accessory that was provided with your scanner, this is what you will use to clean the sensors.

- Remove the brush tip from the Blower Brush and set it aside, you will be using only the blower to clean the sensors.
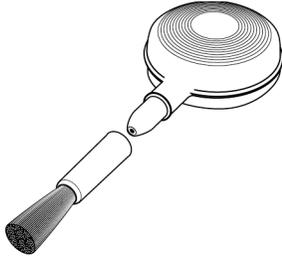


### CLEANING THE ADF SENSORS

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.
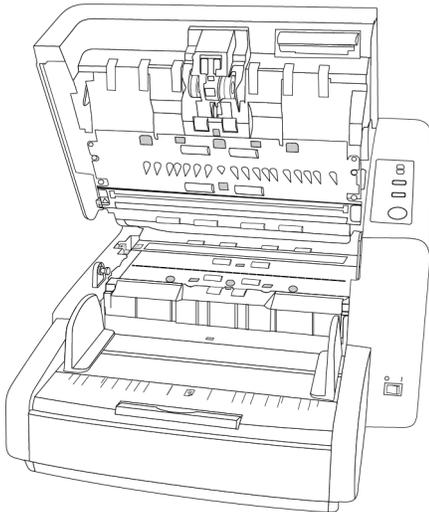
3.  Point the tip of the blower at the sensor and squeeze the blower to direct a puff of air at the sensor head to remove dust.

    Do this for each sensor in the scanner.
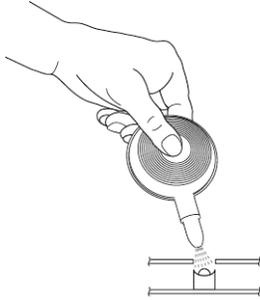


## Replacing the Rollers

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 in the user utility as described on page 6-20.

⚠ **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 cord 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 PAPER FEED ROLLERS**
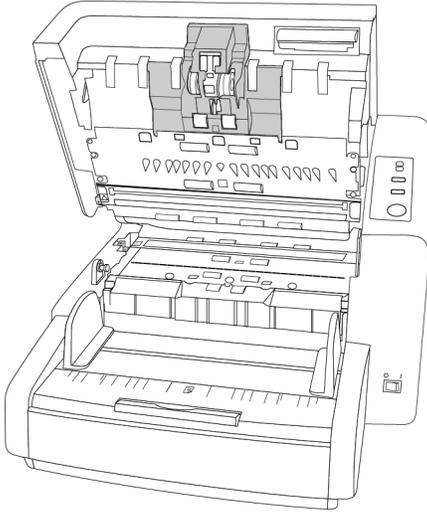


1. Pinch the sides of the paper feed roller cover and pull it towards you to access the rollers.
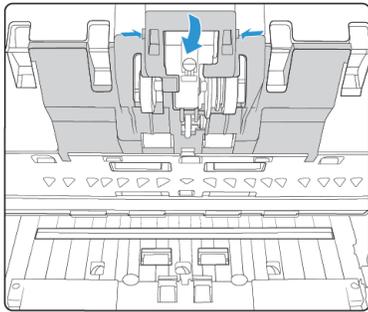


2. Rotate each roller towards you until you see the plastic arm holding it in place.
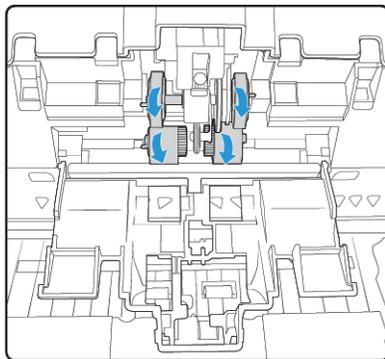
3.  Pinch the plastic tab that locks the roller to the metal bar and pull the roller away from the bar. Do this for each of the rollers.
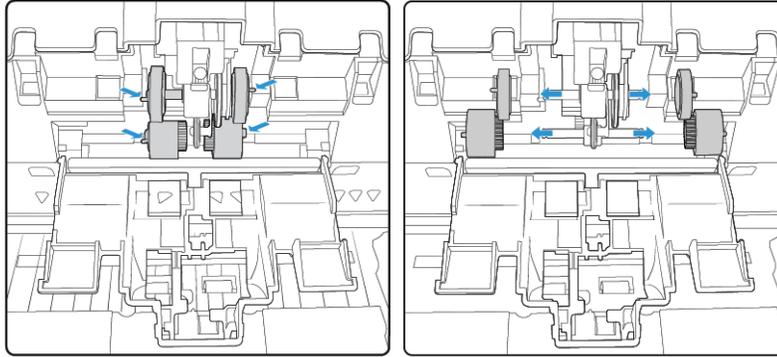


4.  Discard the rollers, they cannot be repaired or reused.

5.  Take the new rollers out of their packaging.
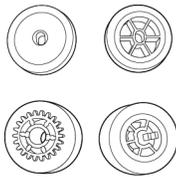


6.  Align the end of the bar with the hole in the rollers and slide the rollers onto the bar. The rollers will click when they are locked in place.
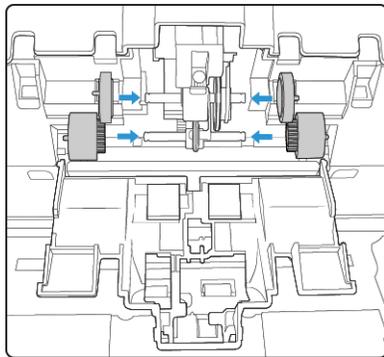


7.  Lift the roller cover up and carefully push it closed to lock it in place. Make sure everything is aligned properly and the cover is fully closed. If the cover is not fully closed it will break during scanning and damage the scanner.
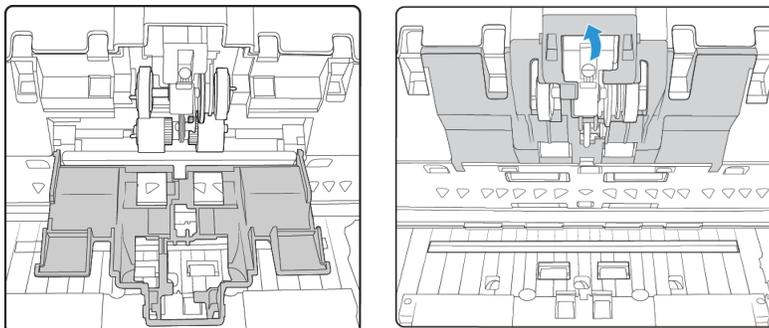
**REPLACING THE SEPARATION ROLLER**
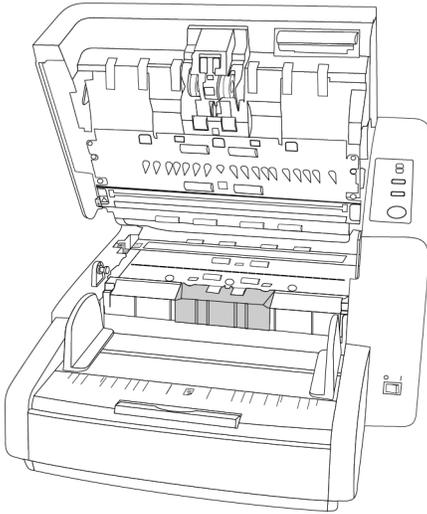


1. Flip open the double feed prevention roller cover.
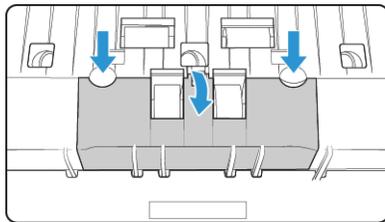


2. Lift the roller up and out of the scanner.
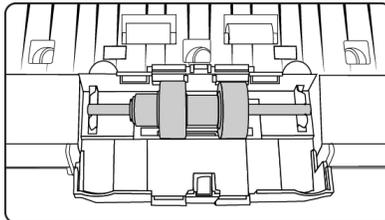


3. Discard the roller, it cannot be repaired or reused.

4. Take the new roller out of its packaging.
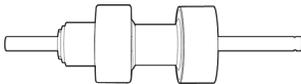
5. Align the roller bar with the brackets in the roller compartment. Make sure the groove on the right side of the roller bar is aligned so that it slides in place into the U shape of the bracket.
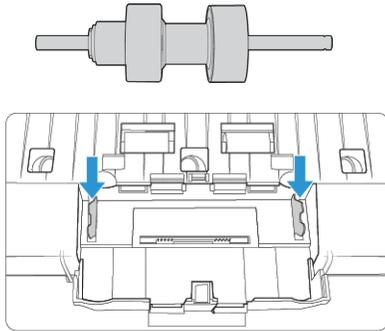


6. The roller is properly in place when you cannot rotate the metal bar of the roller.

7. Close the double feed prevention roller cover when you are finished.
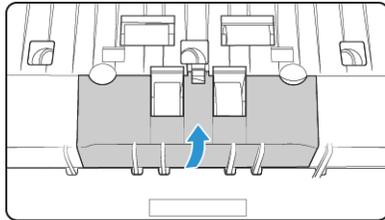


## Installing an Imprinter

An imprinter unit will print text, such as a date and time stamp, on the pages as they are scanned. If you have a pre-imprinter unit installed, the text is printed on the face-up side of the page before the image is captured, and the printed text is then reflected in the scanned image. If you have a post-imprinter installed, the text is printed on the back side of the page, after the page has been scanned, so that the text is not in the final image.

The imprinter unit is an optional accessory that you can purchase at www.xeroxscanners.com in the Parts and Accessories page for your scanner.

### INSTALLING A PRE-IMPRINTER

1. Turn off the scanner.

2. Open the pre-imprinter door.
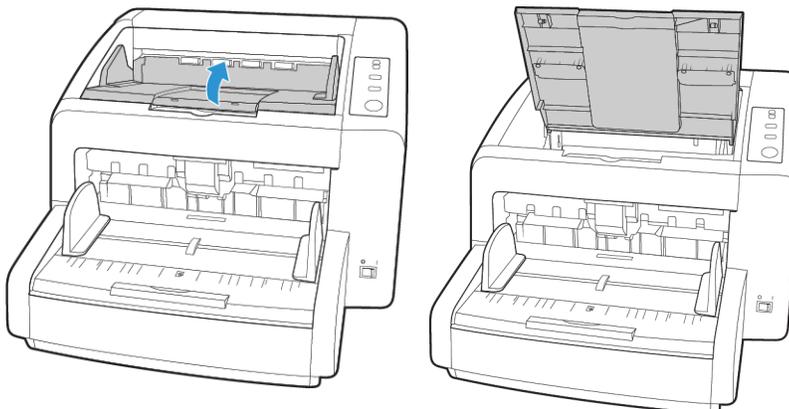
3.  Insert the pins on the right side of the imprinter unit into the holes on the scanner. Angle the imprinter down into the scanner until the pins on the left side line up with the slots in the scanner. Gently press down on the imprinter unit until it clicks in place.
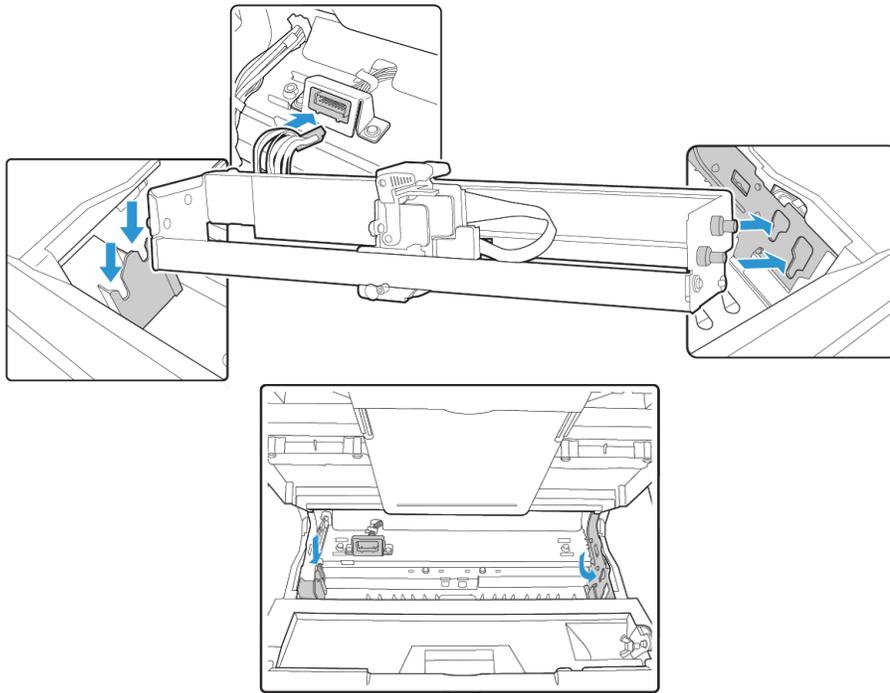


4.  Connect the cable to the connection port in the scanner.

5.  Close the pre-imprinter door when you are finished.

**INSTALLING A POST-IMPRINTER**

1.  Turn off the scanner.

2.  Open the post-imprinter door.
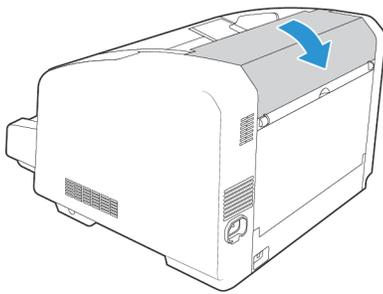


3.  Connect the cable to the port in the scanner.

4.  Be sure to properly align the rib on the connector with the slot in the connection port.

5. While keeping the imprinter in the direction shown in the diagram below, insert the pins on both sides of the imprinter, into the slots in the scanner. Slide the imprinter unit down until it locks in place.
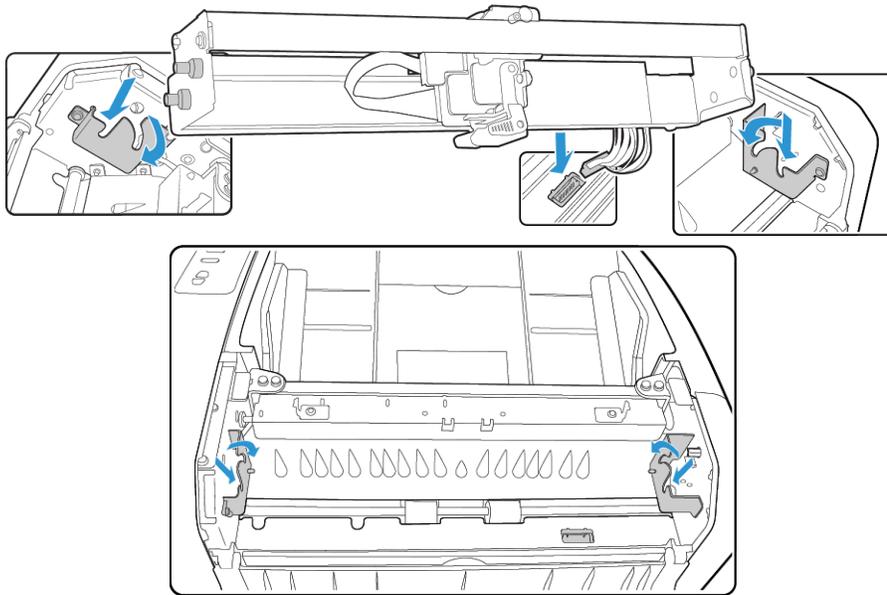


6. Close the post-imprinter door when you are finished.

## Installing an Ink Cartridge

1. Turn off the scanner.

2. Open the imprinter door.

3. Remove the protective tape from the ink cartridge.

4. Move the ink cartridge carriage to the ink cartridge exchange position on the imprinter unit.
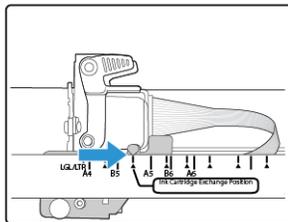


5. Insert the ink cartridge into the carriage as shown in the diagram.
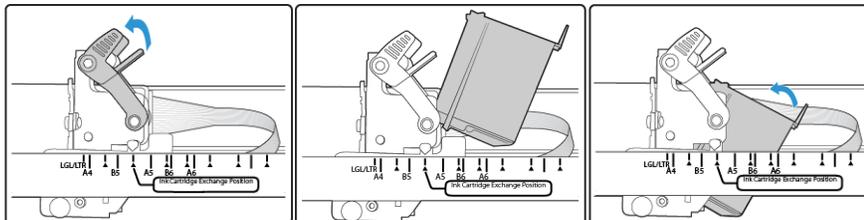
6. Lower the arms on the carriage to lock the ink cartridge in place.
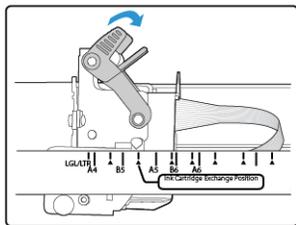


7. Reverse this procedure to remove the ink cartridge when it is time to be replaced.

## Adjusting the Printing Position

You set the horizontal start position by moving the ink carriage in the imprinter unit itself. Move the ink carriage left or right and align the arrow tab to the appropriate paper width indicated on the imprinter unit. The vertical start position is set in the scanning interface you are using.
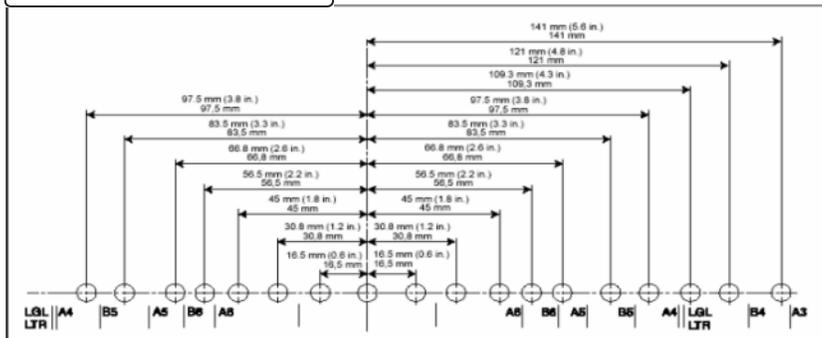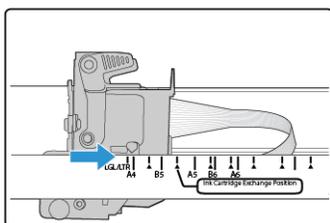


## User Utility

The User Utility is a software program designed to help maintain and troubleshoot your Xerox scanner.

On installation you were prompted to place an icon on your Windows desktop. If you selected yes, simply double-click on the user utility icon to open the software.



If you do not have the User Utility icon on your desktop, follow these instructions for opening the utility from the Windows programs list:

1. Click on the start button on the Windows taskbar.

2. Click on **All Programs.**

3.　Click on **Xerox** from the programs list.

4.　Select **User Utility** to open the software.

　　If you are prompted to select a scanner, make sure your scanner is selected then click on **OK**.

**MAIN SCREEN OPTIONS**

This section briefly describes the options on the main interface of the User Utility. The following sections contain detailed instructions on using some of the options in this utility.
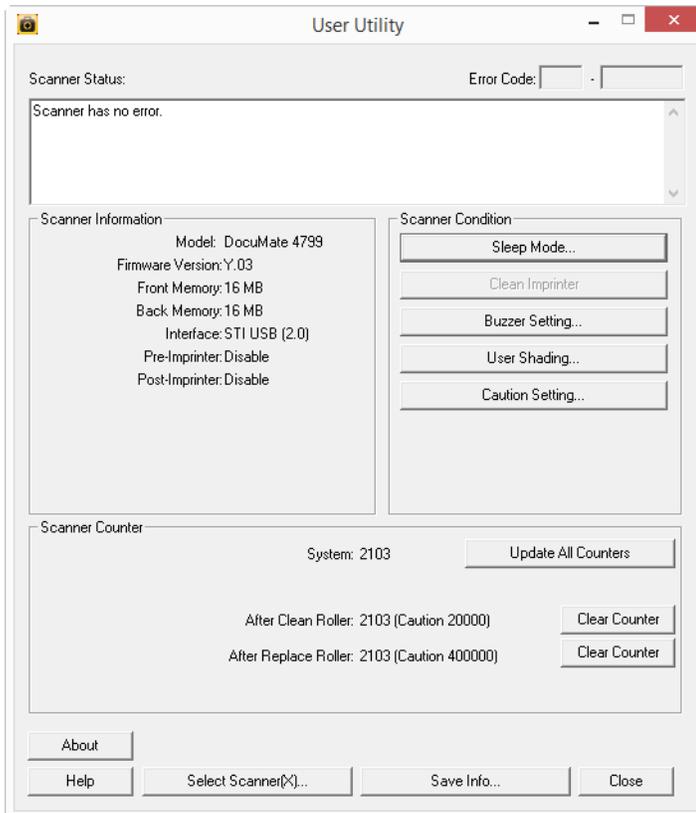


**Scanner Status**—this area displays the status of the scanner connected as well as error code details.

**Error Code**—this field displays an error code number to help you diagnosis and resolve hardware errors. Please see Scanner Status Message Table on page 6-21 for the full list of error codes and steps to resolve the issue.

**Scanner Information**—this area displays the current hardware specifications of the scanner.

- **Model**: the scanner hardware model.

- **Firmware Version**: the scanner's current firmware version.

- **Memory**: the amount of memory currently installed on the scanner.

- **Interface**: the connection interface to the computer.

- **Imprinter**: indicates if an imprinter is installed in the scanner, with a status of either Enable or Disable, and the type of imprinter installed. The imprinter is an optional accessory that you can purchase for the scanner. Please refer to our website www.xeroxscanners.com for spare part options available for your scanner.

**Scanner Condition**—the options in this section relate to software settings and maintenance for the scanner.

- **Sleep Mode**: clicking on this button opens a window for you to set the time frame for your scanner to go into power saving mode. Please see "Setting Sleep Mode" on page 6-22 for instructions.

- **Clean Imprinter**: clicking on this button initiates an automatic cleaning of the print head on the ink cartridge installed in the imprinter. When the imprinter is not installed this button is disabled.

- **Paper Mode** / **Buzzer Setting**: clicking on this button opens a window for you to turn on or off the scanner beep sounds and to set your default page size.

- **Buzzer Setting**: clicking this button opens a window for you to turn on or off the scanner beep sounds.

- **User Shading**: clicking on this button initiates the shading adjustment utility. The shading adjustment helps to improve image quality of scanned documents. Please see "Shading Adjustment" on page 6-23 for instructions.

- **Caution Setting**: clicking this button opens a window for you to set when to receive a notice that it is time to clean the rollers.

**Scanner Counter**—this section shows the number of pages scanned. Use the options in this window to keep track of maintenance performed on the scanner.

- **System**: displays the number of pages scanned through the ADF after the last counter update.

- **After Clean Roller**: displays the number of pages scanned after the last time the rollers were cleaned and the counter reset. Please see "Cleaning the Inside of the Scanner" on page 6-6 for instructions on monitoring and changing this setting.

- **After Replace Roller**: displays the number of pages scanned after the rollers have been replaced and the counter reset. Please refer to our website www.xeroxscanners.com for spare parts options and instructions available for your scanner.

- **Update All Counters**: clicking this button updates the current count display next to the 3 fields described directly above. The counters do not update automatically during document scanning, you must click on this button to display the current count information.

- **Clear Counter**: clicking either of these buttons clears the counters back to 0 for the appropriate section.

**About**—click on the About button to see more information about the application.

**Select Scanner**—clicking on this button opens a window for you to select a different scanner if you have multiple scanners installed.

**Save Info**—clicking on this button opens a Windows Save As dialogue for you to save the current scanner and computer information into a .log file.

**Close**—clicking this button closes the User Utility.

<span style="color:#0077c0">**SCANNER STATUS MESSAGE TABLE**</span>

The User Utility displays an error code and message in the Scanner Status field. The following table lists the codes, messages, possible causes and common resolutions.

If you are unable to resolve the issue using the troubleshooting steps in this table, please refer to the section "Troubleshooting" on page 6-26.

| Error Code | Message | Cause | Resolution |
| --- | --- | --- | --- |
| Fxx | System error occurred. | An unknown system error has occurred. | Reset the scanner and computer:<br>• Turn off the scanner power.<br>• Unplug the USB cable and power from the scanner.<br>• Reboot (restart) the computer.<br>• Plug the USB cable and power cable back into the scanner.<br>• Turn the scanner back on.<br>If you are still unable to scan, contact Xerox Technical Support. Please refer to the Technical Support Card you received with the scanner for contact information. |
| — | **Warning**<br>The rollers need to be cleaned. | The number next to After Clean Roller:, in the User Utility main screen, has exceeded the maximum number between cleaning. | The rollers should be cleaned every 20,000 scans, or as needed if your scanner is experiencing frequent paper feed issues. After cleaning the rollers click on **Clear Counter** to reset the cleaning roller count back to 0. Please refer to "Cleaning the Inside of the Scanner" on page 6-6. |
| — | **Warning**<br>The rollers need to be replaced. | The number next to After Replace Roller:, in the User Utility main screen, has exceeded the maximum number between replacement. | The rollers should be replaced every 400,000 scans, or as needed if cleaning the rollers does not improve paper feeding issues. After replacing the rollers click on **Clear Counter** to reset the roller replacement count back to 0. |
| — | **Warning**<br>Insufficient front light error occurred.<br>Insufficient back light error occurred. | Either the lamp is not bright enough or the scanning sensor is not registering the light strength. | Contact Xerox Technical Support or your authorized service technician. Please refer to the Technical Support Card you received with the scanner for Xerox contact information. |
| — | **Warning**<br>The front reference plate is dirty.<br>The back reference plate is dirty. | The front or back scanning background plate is dirty. | Clean the background reference plates as described in the section "Cleaning the Inside of the Scanner" on page 6-6. |

| Error Code | Message | Cause | Resolution |
|---|---|---|---|
| — | **Warning** The scanner's image sensor cover is dirty and requires routine cleaning. | The image sensor cover in the scanner is dirty. | Clean the image sensor as described in the section "Cleaning the Inside of the Scanner" on page 6-6. |
| — | **Warning** Scanner is not connected. | The power is off, the power cord or USB cable is unplugged. | Verify cables are securely plugged into the scanner, computer and wall. If needed, reboot the computer. |

## SETTING SLEEP MODE

Your scanner has a built-in power saving feature that sets the scanner into low power when the scanner has been sitting idle for 15 minutes. This default setting conserves power and complies with the ENERGY STAR requirements. Power saving extends the life of the lamps by turning them off when not in use. Depending on your scanner model, there may also be an option to set an automatic power off waiting time.

1. Open the scanner **User Utility** application.

2. On the main window click on the **Sleep Mode** button.

3. When the **Sleep Mode** window opens, select the options you want.
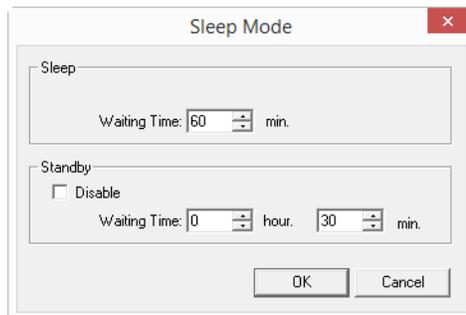


- – **Waiting Time**—set the waiting time before sleep mode or power off activates when the scanner is idle. This time can be set from 1 to 60 minutes or from 15 to 60 minutes. The range of this setting differs depending on the scanner model.

  - – If the wait time for Power Off is shorter than the wait time for Sleep Mode, the scanner will not enter Sleep Mode.

- – **(Power Off) Disable**—select this option to disable the automatic power off feature. This option may not be available for the current scanner.

4. Click **OK** to save the changes and close the Sleep Mode window.

## BUZZER SETTING

1. Open the scanner **User Utility** application.

2. On the main window click on the **Buzzer Setting...** button.

3.  When the **Buzzer Setting** window opens, select the option you want.
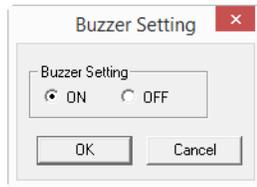


**Buzzer Setting**—click on either On or Off to set the scanner alert sounds. Scanner alert sounds include double-page-feed detection, paper jam error, lamp errors, etc...

4.  Click on **OK** to save the changes and close the window.

**SHADING ADJUSTMENT**

The shading adjustment is used to improve the image quality of the scanned documents. If your final scanned files are of poor quality, such as perpendicular lines or the image clarity is uneven across the page, you may need to perform a shading adjustment on the scanner.

**To prepare for shading adjustment:**

*   Clean the scanner rollers, image sensors, glass and reference plates, as described in the section "Cleaning the Inside of the Scanner" on page 6-6.

*   After cleaning the scanner, do a test scan and view the final image file. Do not perform a shading adjustment until after you clean the scanner and test scan. A shading adjustment performed before cleaning the scanner may result in degraded image quality.

*   Have the Shading Paper, provided with your scanner, ready as the software will tell you when to insert it into the scanner.

*   Make sure the Shading Paper is in-like new condition.

    The Shading Paper should be kept in the plastic bag between the stiff cardboard when not in use.

    If the Shading Paper is creased, torn, soiled, crumpled or dirty, the image quality will degrade instead of improve after performing the Shading Adjustment.

    If your Shading Paper is not in like-new condition, please order a replacement at www.xeroxscanners.com in the Parts & Accessories page for your scanner.

*   Change the front and back background reference plates to white. Please refer to the instructions in section "Changing the Background Color" on page 6-4. During the shading adjustment you will need to change the background color to white then to black. After the shading adjustment is complete, choose the color you want the background to be.

**To complete a shading adjustment:**

1.  Open the scanner **User Utility** application.

2.  On the main window click on the **User Shading...** button.

3.  Click on **Start Shading** to begin the shading adjustment. The shading adjustment utility will guide you through the rest of the steps.
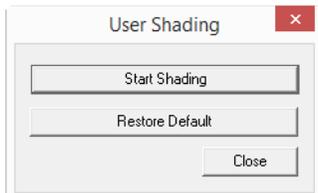
4.  When prompted to clean the scanner click on **OK** to proceed only if you have already cleaned the scanner during preparation. Otherwise, follow the instructions on screen and clean the scanner.
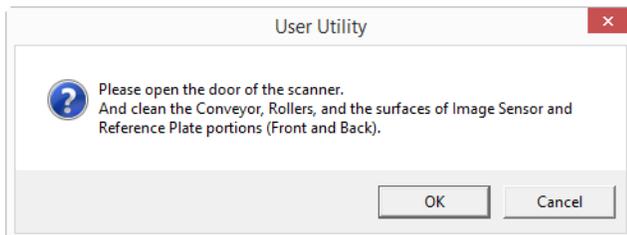
5.  Change the background plates to white then click on **OK** to proceed.

    Close the scanner before continuing with the shading adjustment.
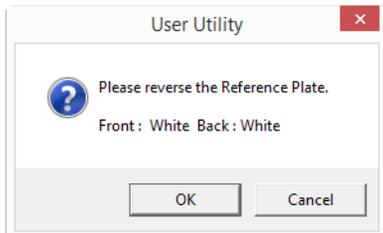
    If you have already changed the plates to white you will not see the above message. Proceed to the next step.

6.  Place the Shading Paper in the scanner's input tray in the Landscape position then click on **OK**.
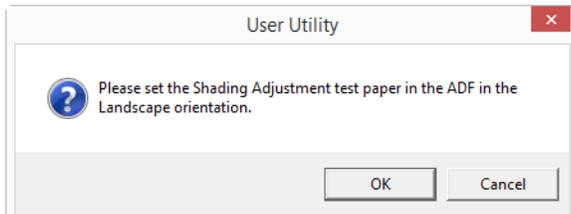
7.  The scanner will pull the Shading Paper through as it sets the adjustment for the white background plate. The **Now Adjusting** message box will close automatically when the white background Shading Adjustment is complete.
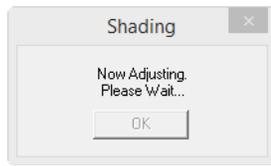
**Note:** Do not stop the shading adjustment after it has started. When the scanner pulls the shading paper in it will pause several times. This is the expected behavior. The shading adjustment with the shading paper will take about 5 minutes to complete.

8.  After the white background shading adjustment is complete, you will be prompted to change the background plate to black to continue with the black background shading adjustment.

    Change both the front and back scanning background reference plates to black then click on **OK**.
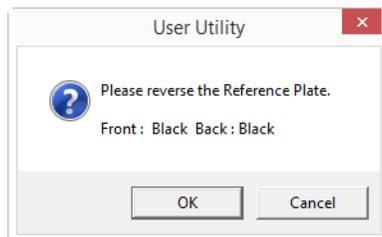
**Note:** Do not place the Shading Paper in the scanner. The Shading Paper is not used for the black background shading adjustment.

9.  The **Now Adjusting** message box will close automatically when the black background Shading Adjustment is complete.

10. Click on **OK** to complete the shading adjustment.
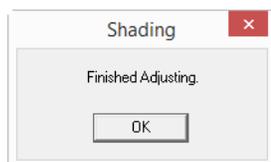
**Restoring the Default Shading Adjustment**

You can reset the shading adjustment to the factory default setting if completing a shading adjustment does not improve the image quality.

1.  Open the scanner **User Utility** application.

2.  On the main window click on the **User Shading...** button.

3.　Click on the **Restore Default** button.
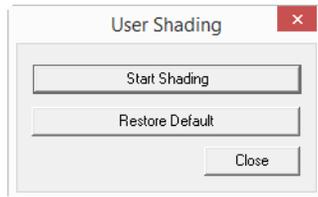


4.　Click on **OK** to restore the factory default adjustment.

5.　When the adjustment has been restored, click on **OK** to close the User Utility shading restore window.

## 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 looses 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® DocuMate® 4799 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, the scanner glass may be dirty, or a shading adjustment may be needed.

- If the original is crinkled, torn, dirty or smudge, try scanning from the Kofax Virtual ReScan (VRS™) software. VRS is a powerful image enhancement application that you can use to filter this type of noise from the document during image processing. The resulting image is of a quality equal or greater to the original.

- 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" on page 6-8 contains thorough instructions for cleaning this part of the scanner.

- If cleaning the glass does not improve the image quality, try performing a shading adjustment. The shading adjustment recalibrates the scanner. Please see the section "Shading Adjustment" on page 6-23 for instructions.

**Problem:** I got an "SVS001" error when installing Kofax VRS. What do I do?

The message "SVS001: The VRS installation does not install an ISIS driver for the scanner you selected. Please install the ISIS driver packaged with your scanner." is not an error message. Please click on OK to finish the installation.

This is a message informing you that the software does not install an ISIS driver. This is the correct behavior of the Kofax VRS software, the ISIS driver for your scanner was installed when you chose an ISIS installation option when installing the scanner driver.

**Problem**: Why does my scanner not function after performing a system restore on Windows?

The system restore process may have corrupted some of the driver components. It is recommended that you reinstall your scanner driver. Please refer to "Uninstalling Your Scanner" on page 6-29 for installation instructions.

**Problem**: Why won't my scanner buttons work after scanning with Windows Image Acquisition (WIA)?

After performing a scan using the WIA interface you must close the application you were using before scanning with the buttons on the scanner. This does not occur when scanning using the TWAIN or ISIS interface.

**Problem**: Why won't my scanner work after the computer has been sitting idle for several hours?

To resolve the problem, simply turn off the scanner power then turn it back on again.

This may occur after Windows goes into power saving mode to "hibernate" the computer into a low power state. When you move your mouse or type on the keyboard it "wakes" the computer back up and restores full power to the system. This power fluctuation during the computer's hibernating period may sometimes cause the scanner to lose communication to the computer.

**Problem**: The installation will not complete successfully. If installation finishes, the scanner's OneTouch options do not seem to work properly.

A likely cause is that some driver programs are already installed on your computer for another scanner. They may be interfering with the installation and OneTouch options, and you need to remove those other drivers and re-install your Xerox® scanner. You can remove these programs from the Windows Control Panel. Please refer to the user manual provided with your other scanner hardware for instructions about removing the driver and software for that unit.

**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" on page 6-6 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" on page 6-6. If the problem persists, the separation and/or feed rollers may need to be replaced. Please see "Replacing the Rollers" on page 6-11 and "Replacing the Rollers" on page 6-11.

**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 cable from the scanner, and then plug it back in.

If the scanner does not reconnect:

1.   Unplug the power cable from the scanner.

2.   Restart your computer.

3.   After the restart is complete, plug the power cable 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.
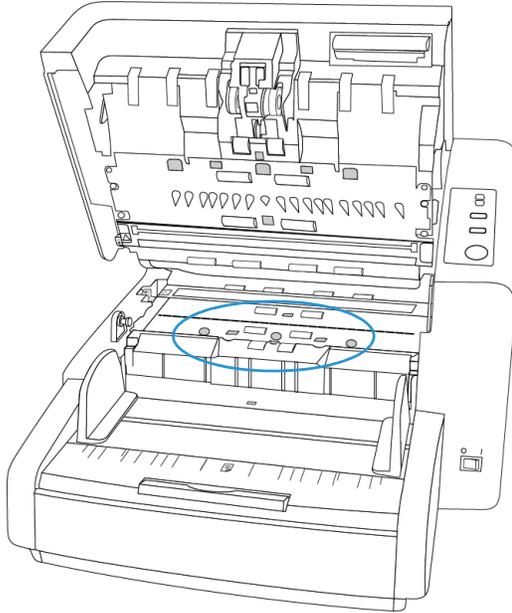


## Uninstalling Your Scanner

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 on Xerox® DocuMate® 4799 driver.

2. Click the **Change/Remove** 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

- Kofax Virtual ReScan

**Uninstalling Visioneer Acuity™:**

Visioneer Acuity is automatically installed when you install the scanner driver using the installation disc. 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® DocuMate® 4799 Specifications

| Scanner Specifications | |
|---|---|
| **Document Requirements** | |
| Minimum Item Size | 1.9 x 2.8 inches (48 x 71 mm) |
| Maximum Item Size | 11.89 x 100 inches (302 x 2540 mm) |
| Capacity | 350 pages of 20lb printer paper (80 g/m²) |
| Paper Thickness | Auto mode: 5 to 42 lbs (19 ~ 157 g/m²) |
| | Thick mode: 42 to 56 lbs (157 ~ 209 g/m²) |
| | Straight path: 0.2 to 0.6mm (7.9 ~ 23.6 mils) |
| **General Specifications** | |
| Scanning Speeds | Landscape (A4) |
| | • 112 pages per minute / 224 images per minute @ 200 and 300 dpi |
| Optical Resolution | 600 dpi |
| Interpolated Resolutions (Firmware/Hardware) | 100, 150, 200, 300, 400, 500 dpi |
| Interpolated Resolutions (Visioneer Acuity) | 75 and 1200 dpi |
| | (these resolutions are available when Visioneer Acuity is installed) |
| 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 | LED |
| Interface | Hi-Speed USB 2.0, compatible with USB 1.1 |
| Certifications | UL, C-UL, FCC Class A, CE, CB, RoHS, ENERGY STAR, USB-IF, TUV/GS, RCM, EAC |
| Operating Temperature | 59˚ ~ 86˚ F (15˚ ~ 30˚ C without condensation) |

| Scanner Specifications | |
|---|---|
| Relative Humidity | 30％ ~ 80％ (@30˚ C without condensation) |
| **Scanner Dimensions** | |
| Width | 18.6 inches (470 mm) |
| Depth | 23 inches (580 mm) |
| Height | 13 inches (330 mm) |
| Weight | 55 pounds (25 kg) |
| **Power Information** | |
| Power Supply | 100~240Vac |
| Power consumption | ≤ 150 Watts (during operation)<br>≤ 70 Watts (ready)<br>≤ 5.3 Watts (power save after 15 minutes without scanning, can be adjusted by software)<br>≤ 0 Watt (power off) |
| **Cable Information** | |
| AC Power Cord | US—2P+G, 10A/125V, L=2000mm, 3X18AWG, BLACK, RoHS<br><br>EUR(CEE)—2P+G, 10A/250V, 3*1.00mm2, L=2000mm, BLACK, RoHS<br><br>UK(BS/PSB)—2P, 10A/250V, 3*1.00mm2, L=2000mm, BLACK, RoHS |
| USB cable | 2400 mm, 28AWG, with core, RoHS compliant |
| **Software Information** | |
| Supported Operating Systems | Microsoft Windows<br>–32-bit or 64-bit 7 (Service Pack 1)<br>– 32-bit or 64-bit 8 / 8.1<br>– 32-bit or 64-bit 10 |
| Scanner Drivers | TWAIN, WIA, ISIS |
| Bundled Software | Visioneer OneTouch®<br>Visioneer Acuity Module<br>Kofax Virtual ReScan |

## Xerox® DocuMate® 4799 Parts List

| Part Name | Part Number | |
|---|---|---|
| Roller Excahnge Kit<br>• Separation Roller<br>• Feed Roller | 70-0566-000 |  |
| Blower Brush | 57-0122-000 |  |

| Part Name | Part Number | |
|---|---|---|
| Roller Cleaning Paper | 05-0722-000 | |
| Shading Paper | 005-0724-000 or 5-0724-002 | |
| Imprinter Kit | 70-0537-100 | |
| USB Cable | 35-0113-000 | |
| AC Power Cord | 35-0233-000 or 35-0233-001(US)<br>35-0235-000 or 35-0235-001 (EUR)<br>35-0236-000 or 35-0236-001 (UK) | |
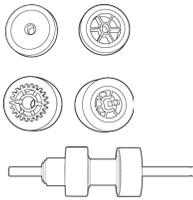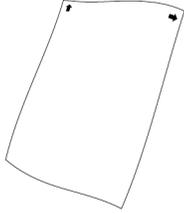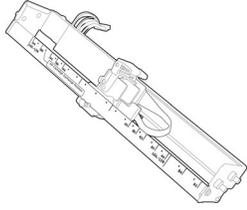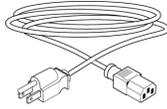
# 7. Appendix A: Regulatory Information

## Basic Regulations

### UNITED STATES (FCC REGULATIONS)

This equipment has been tested and found to comply with the limits for a Class 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.

⚠ **WARNING:**

In order to allow this equipment to operate in close proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.

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.

### 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:

CE

| 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:

 Xerox(NL)
Sint Jansweg 15
NL-5928 RC
VENLO
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

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 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).

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

## ENERGY STAR for the USA

**Energy Program Compliance**

The Xerox® DocuMate® 4799 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.