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Xerox® D35wn Scanner

Scanner User Guide for Mac OS X®

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1. Safety

Safety Introduction

Notices and Safety

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

Your Xerox® D35wn Scanner 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® D35wn Scanner 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® D35wn Scanner, 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® D35wn Scanner 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® D35wn Scanner to an electrical outlet that lacks a ground connection terminal.
6. Do not place this equipment where people might step or trip on the power cable.
7. Do not place objects on the power cable.
8. Do not override or disable electrical or mechanical interlock devices.
9. Do not push objects into slots or openings on the machine. Electrical shock or fire may result.

ELECTRICAL SUPPLY

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



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

! **WARNING! This equipment must be connected to a protective earth circuit. This equipment is supplied with a plug that has a protective earth pin. This plug will only fit into**

an earthed electrical outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace the outlet.

DISCONNECT DEVICE

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

Emergency Power Off

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

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

Maintenance Information

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

Product Safety Certification

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

Standard
UL62368-1 (USA)
CSA 22.2 No. 62368-1 (Canada)
IEC 62368-1, IEC 62368-1

Environmental Health and Safety Contacts

Contact Information

For more information on Environment, Health, and Safety in relation to this Xerox® D35wn Scanner 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® D35wn Scanner can be quickly configured to scan stacks of single-sided or double-sided pages as electronic images on your computer. These images can be scanned using either the Visioneer Scan Utility (See *TWAIN Scanning Guide*, under "Documentation") or Apple's Image Capture Application (ICA).

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.



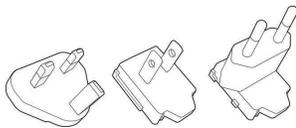
Xerox® D35wn Scanner



Installation Guide



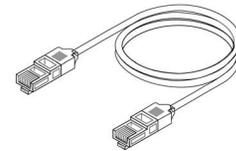
Power Supply



Plug Adapter



USB Cable



Ethernet Cable

- Technical Support and Warranty Information
- Register Your Scanner Card

System Requirements

- Intel i3 or equivalent CPU
- Internet access (for installation)
- An available Universal Serial Bus (USB) port
- Apple® macOS® operating system (11, 12, 13, 14)
- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- Minimum available hard disk space:
 - 350 MB for the scanner driver

- 1 to 3 GB for each additional application
- The recommended settings for your monitor are:
 - Color quality of 16-bit or 32-bit
 - Resolution set to at least 800 x 600 pixels

Documentation

The following printed documentation is provided in the box:

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

For additional support files and electronic documentation, please refer to the support page for your scanner model that is located at: www.xeroxscanners.com. In particular:

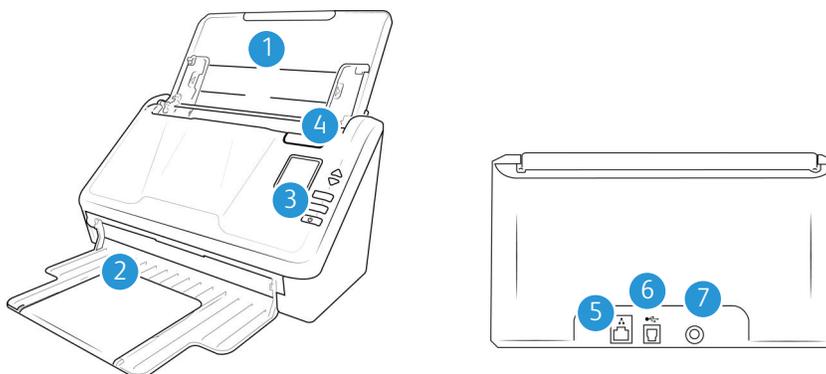
- **Scanner User Guide**—these are the specific instructions for your scanner, including installation, configuration, operation, maintenance, safety, and warranty information.

Most importantly, these instructions describe how to use the scanner and perform maintenance.

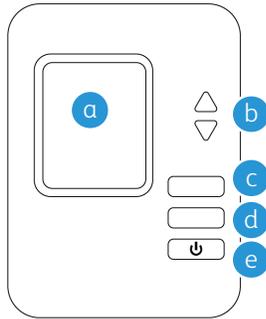
- **TWAIN Scanning Guide**—these are the detailed instructions for obtaining the highest quality and productivity from your scanner using the Visioneer Scan Utility, which provides significant feature enhancements over that of the default Image Capture Utility (ICU) provided by Apple.
- **Patch code sheets**—for advanced users, these are used with an application that supports detection of patch code data when using the TWAIN interface. The patch code page layouts have been specifically designed for your scanner. The file contains Patch 1 layouts for A4 and U.S. Letter size pages.

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

Xerox® D35wn Scanner



1. **Input tray**—Holds the documents in the Automatic Document Feeder for scanning.
 - **Extension**—Pull out to support various document lengths.
 - **Paper Guides**—Slide to adjust to document width.
2. **Exit tray**—Where the documents are exited out of the scanner. Flip up an exit stopper to keep documents in the exit tray. Exit extension pulls out to support various document lengths.
3. **Control panel**—Scanner hardware controls
 - a. **LCD Screen**—Shows the current scan settings or state of the scanner.
 - b. **Function arrows**—Selects the scan setting for the OneTouch buttons. Press the up or down arrow to cycle through the settings. Navigates the LCD menu.
 - c. **Simplex button**—Press to scan single-sided documents.
 - d. **Duplex button**—Press to scan double-sided documents.
 - e. **Status light/Power button**—Turns the scanner's power on/off and indicates the scanner's status.

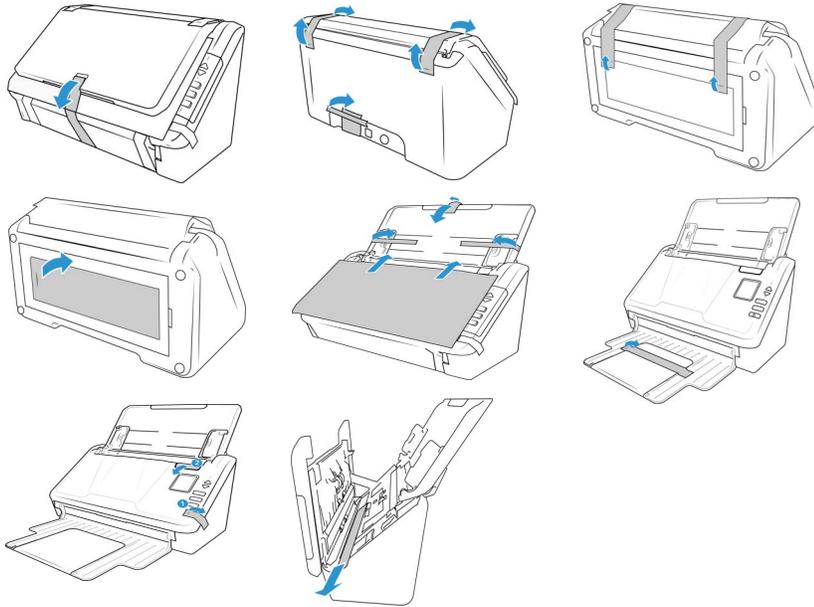


Note: Hold the Simplex and Duplex buttons for more than two seconds to access the scanner's LCD menu. The Duplex button confirms your selection whereas the Simplex button can be used as a Back button. For additional details, see "[The Scanner's LCD](#)".

4. **ADF cover release**—Pull to open the Automatic Document Feeder.
5. **Ethernet Port**—Connect the scanner to network using an ethernet cable.
6. **Universal Serial Bus (USB) port**—Connects the scanner to the computer.
7. **Power jack**—Connects the power supply to the scanner.

3. Scanner Setup

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

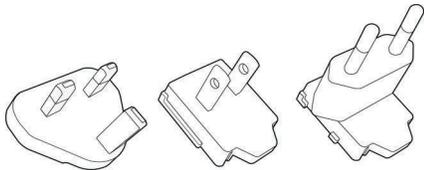


The illustrations are for example purposes only. Your scanner's packaging may vary slightly.

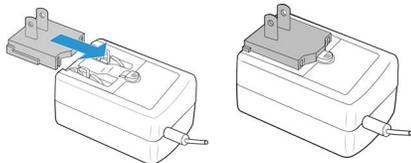
Connect the Scanner Power Supply

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

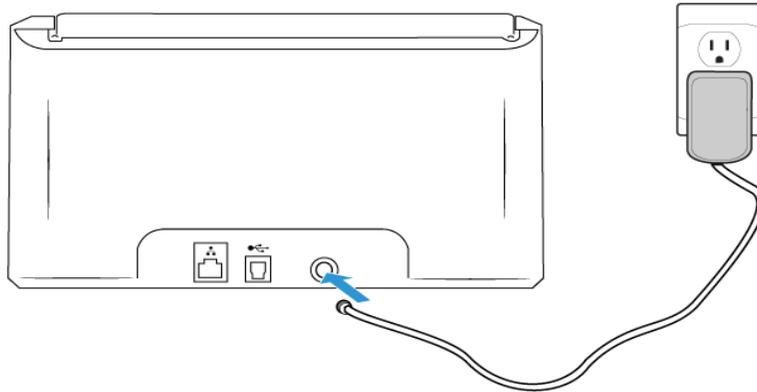
1. Select the appropriate plug adapter for your country.



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



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

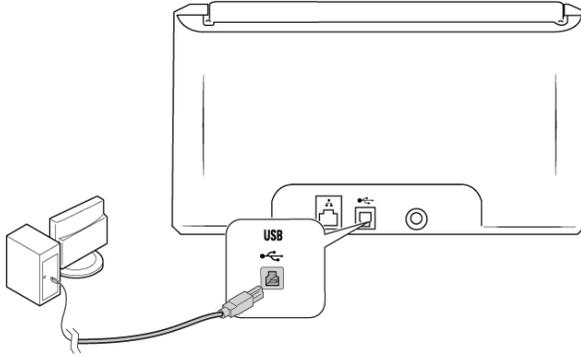


4. Wired and Wireless Network Connection

If the scanner is connected to the network, then it can be available to use wirelessly with your mobile apps, or with any Visioneer VAST Network[®] compliant application.

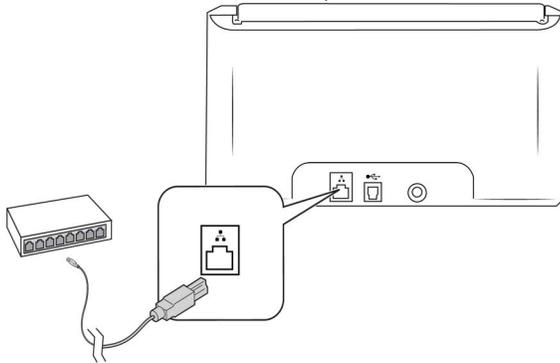
Connect with USB Cable

1. Connect one end of the USB cable to an available port on your computer.
2. Connect the other end to the port marked on the back of the device.



Connecting to the Network using an Ethernet LAN Cable (Wired)

1. Connect one end of an ethernet LAN cable to an available port of your ethernet hub.
2. Connect the other end to the port marked at the back of the product.

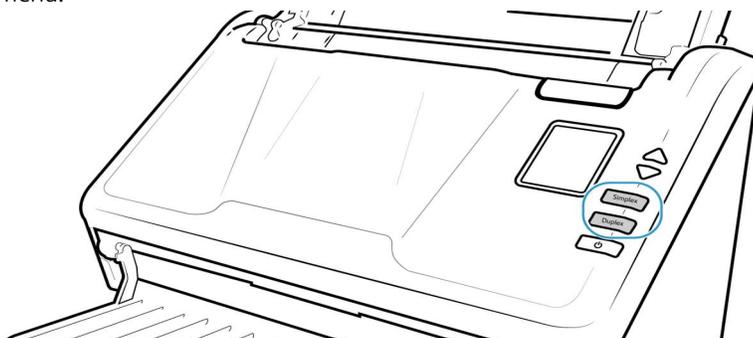


Note: For advanced settings, see "[Network](#)".

Connecting to the Scanner by using its Wi-Fi Hotspot

Quickly connect Wi-Fi enabled devices directly to your scanner by using the Wi-Fi Hotspot.

1. Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.



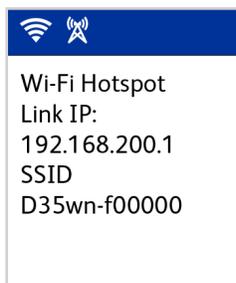
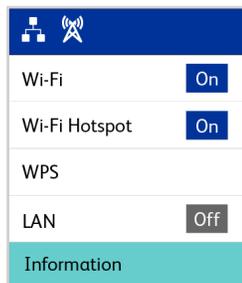
2. Use the up and down arrows to navigate to the **Wi-Fi Hotspot** option.



3. Press the **Duplex** button to turn on the Wi-Fi Hotspot (if you press the Duplex button again, it will turn off the Wi-Fi Hotspot).



4. Navigate to **Information** and select it, then select **Wi-Fi**, then press down button to view the Hotspot IP and SSID.



- Using any Wi-Fi enabled device, find the scanner's Hotspot SSID in the list of networks, select it to connect. You may have to enter password when prompted.



- The scanner is now available for use with the device you have just connected.

WARNING! The connected device will be disconnected from your wireless network (if applicable) while you are connected to the scanner's Wi-Fi Hotspot.

Note: For advanced settings, see "Hotspot Tab"

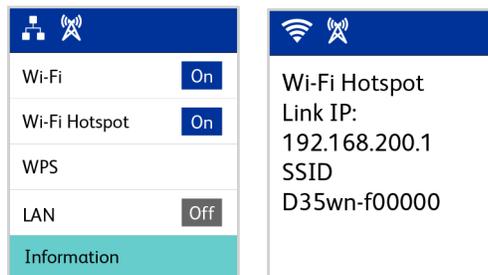
Connecting the Scanner to the Wireless Network

In wireless mode, your mobile devices and scanner are connected wirelessly through a network. When connecting the scanner to a wireless network, you may need information such as an SSID (network name) and a security key (password). For details, contact your Network Administrator.

Note: The scanner must be connected via LAN or Wi-Fi Hotspot to set up the connection to your Wi-Fi network.

CONNECTING THE SCANNER TO YOUR WIRELESS NETWORK FROM THE SCANNER'S WEB INTERFACE

- Find the IP address of the scanner while it is connected to the network by ethernet cable.
 - Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.
 - Navigate to **Information** and select it, then select **Wi-Fi**, then press down button to view the Hotspot IP and SSID.



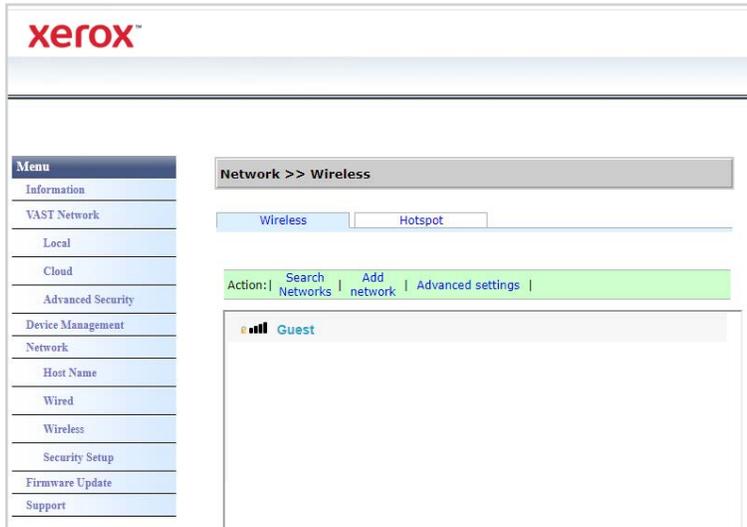
- Type the IP address in the URL field of your internet browser. Then, press enter to access the scanner's web manager.

- To access complete information of the web interface, click on the **Login** button and enter the default:

Login Name: admin

Password: admin.

- From the scanner's web manager menu, select **Network**, then select **Wireless**.



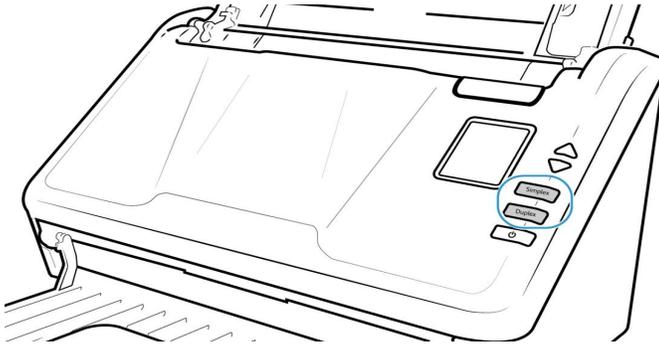
- Select a wireless network. Enter the network password, if requested.

Note: Once you are connected to the wireless network, the wired connection will be automatically disabled, and therefore the current page on the browser will cease to function.

CONNECTING TO THE WIRELESS NETWORK USING WPS

Alternatively, you can use your router's WPS (Wi-Fi Protected Setup). See your router's user manual for detailed instructions on how to do so. You will need to enable WPS on your scanner.

- Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.



- Use the up and down arrows to navigate to the **WPS** option.



- Press the **Duplex** button to activate WPS. (Pressing again will toggle off.)

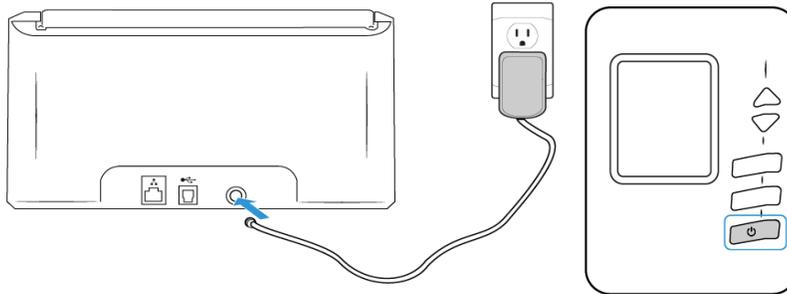


At this point, you have completed your task, and can press **Simplex** to navigate up the menu.

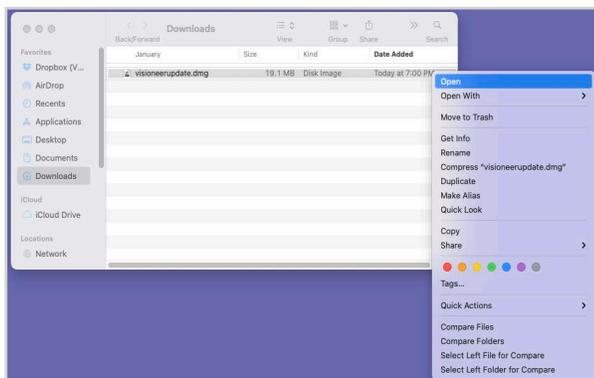
5. Installation

Software Installation and Scanner Connection

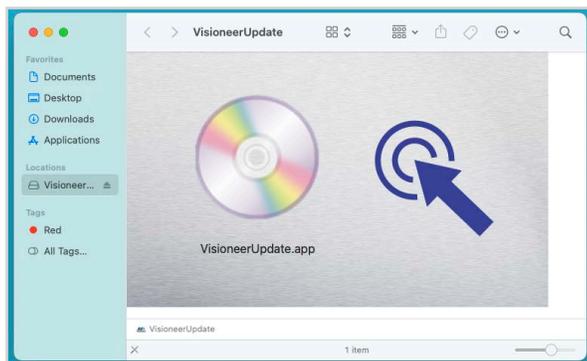
1. Start your computer and make sure that no other applications are running.
2. Turn on the scanner power.



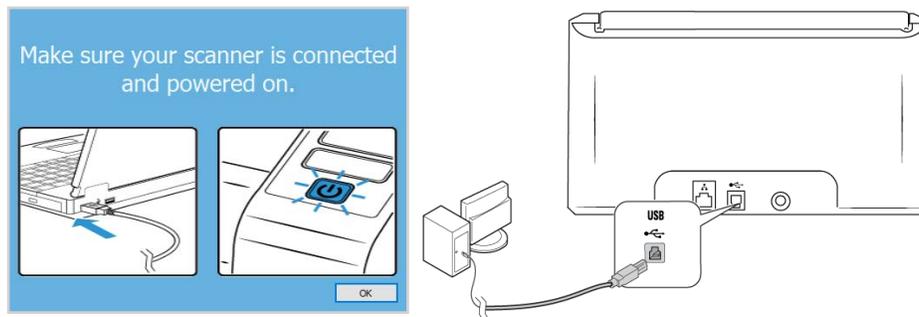
3. Go to www.visioneer.com/macinstall
4. Launch the installer once the download is complete.



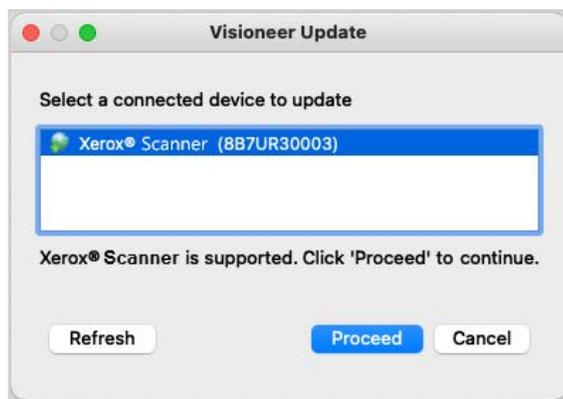
5. Double-click the VisioneerUpdate disc icon.



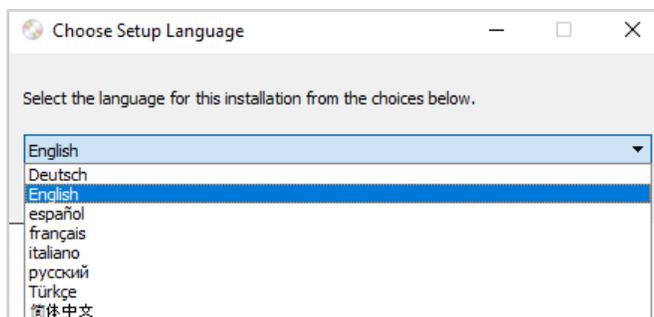
- Plug the USB cable into the USB port on the scanner then into a USB port on the computer.



- Click **OK**.
- Select your scanner from the list.

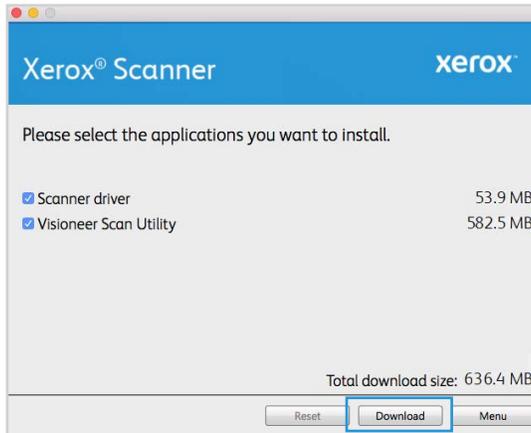


- Click **Proceed**.
- The **Select Language** window opens. Click the drop-down menu arrow and select the language to use. Click **OK**.



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

Note: If a version of the software is already installed on the system, the option will be grayed out. However, if there is a newer version available online, it will be possible to download and install.



The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

- After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.

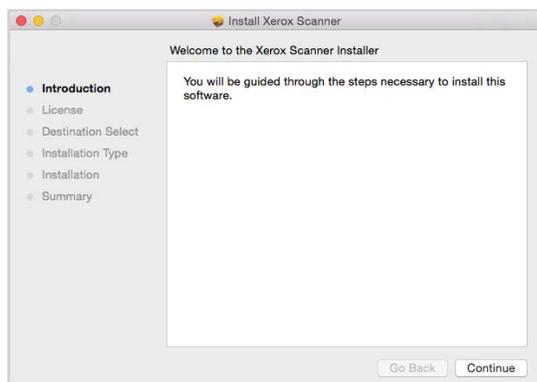
Note: Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed they will have to be downloaded again.

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

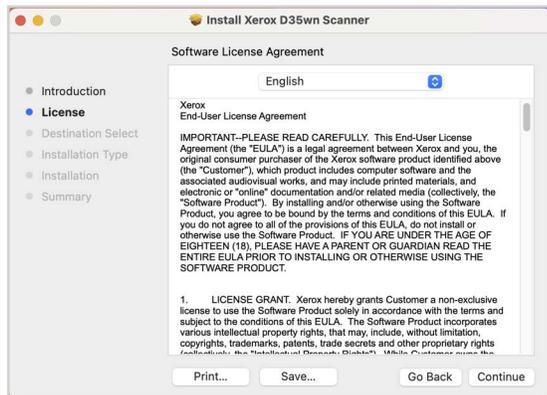
Installing the Scanner Driver

The scanner driver installation will start first.

- Click **Continue**.

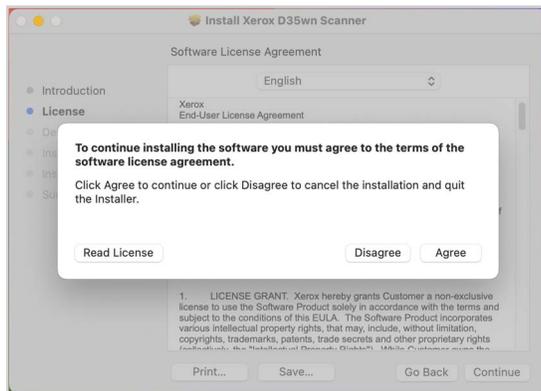


2. On the Xerox License Agreement window, read the license agreement. Click **Continue**.

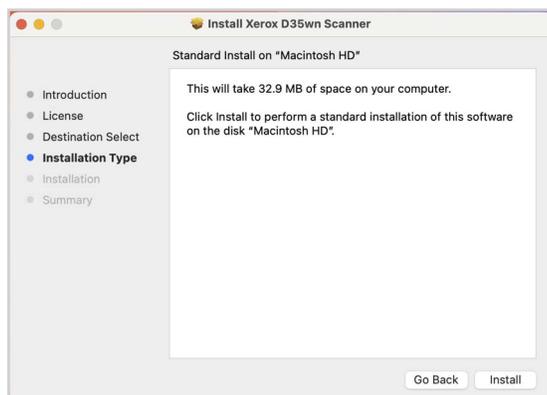


3. If you accept the terms, select **Agree** and continue with the installation.

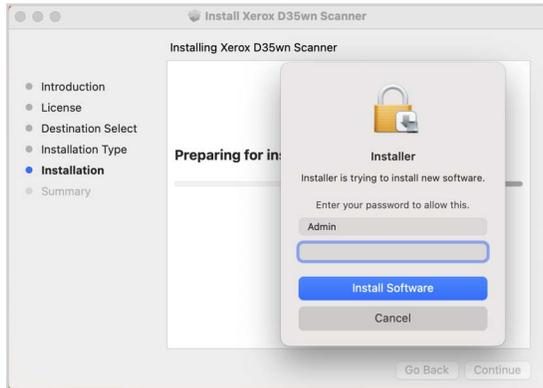
If you choose not to accept the license agreement, close the installation window. The scanner driver will not be installed.



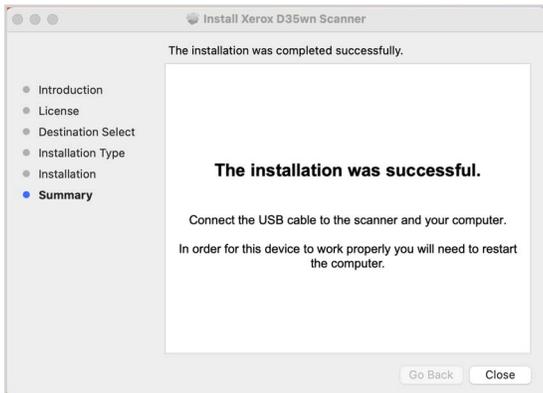
4. Depending on your system configuration, you may be prompted to choose a location for the installation. We recommend that you select the main disc drive and click **Install**.



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



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



Install the Visioneer Scan Utility

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

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

Installing Additional Applications

1. Return to the Main menu and click **Install software**.
2. If a version of the software is already installed on the system, the option will be grayed out. However, if there is a newer version available online, it will be possible to upgrade by selecting the appropriate button option.
3. If any of the Web buttons have been selected, the software will have to first be downloaded by clicking **Download Now**.

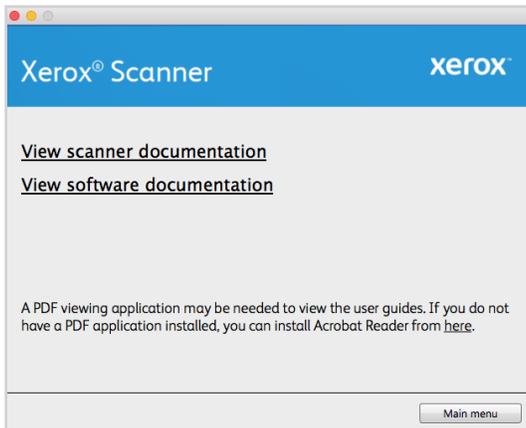
4. Once all software has been downloaded, click **Install now**.
5. Follow the instructions on the screen to install each of the additional applications.

View the User Guides

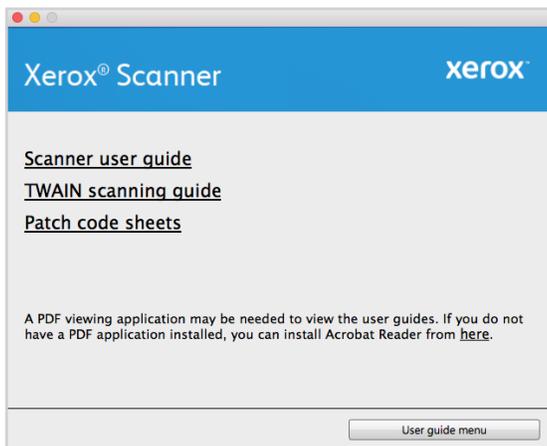
1. From the **Main** menu and click on **View user guides**.



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



3. Click the links of the guides you want to view.



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 user guide**—Instructions for scanner setup, installation, operation, maintenance, safety, and warranty
 - **TWAIN scanning guide**—Instructions for accessing and scanning using the TWAIN interface
 - **Patch code sheets**—for advanced users, these are used with an application that supports detection of patch code data when using the TWAIN interface.
4. When you're finished, click **Main menu** to return to the Main menu window and click **Exit**.

Register Your Scanner

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

You will need an active 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® D35wn Scanner 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.

6. Mobile Device Installation

Download the iOS or Android mobile scanning app to use a mobile device with this scanner to scan and share documents.

1. Per your device, go to Google Play Store, or Apple App Store.
2. Search for “Visioneer Mobile Capture”
3. Install the application.

Accessing the mobile scanning apps using your mobile device

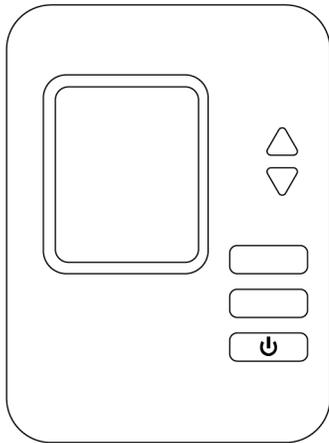
Quickly download the mobile scanning app for Android or Apple.

1. Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.
2. Use the up and down arrows to select the **Information** option.
3. Press the **Duplex** button to confirm your selection.
4. Use the up and down arrows to select the **Support** option.
5. Press the **Duplex** button to confirm your selection.
6. Use your mobile device’s camera to scan the QR code on the scanner’s LCD screen.
7. Support site will open.
8. Proceed with the app installation accordingly.

7. The Scanner's LCD

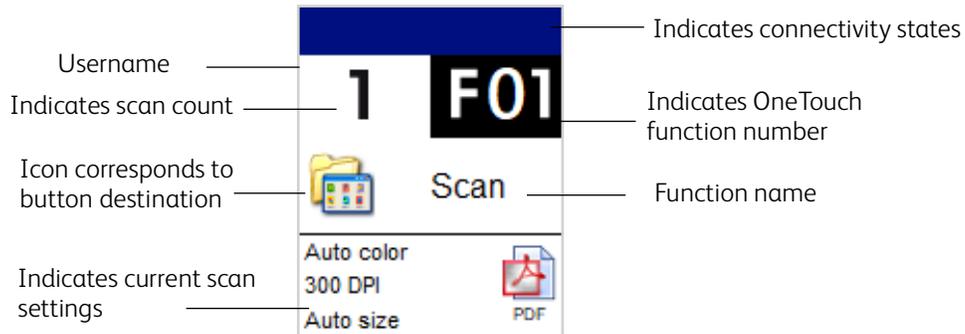
The scanner's LCD displays scanning information. It also allows you to access a menu to enable LAN, view scanner information, put the scanner in "clean mode" and quickly download the Visioneer Mobile Capture mobile app (iOS and Android) and quickly register your scanner for use with Visioneer VAST Network® Cloud Server.

THE SCANNER LCD AND BUTTON PANEL



The Scanner LCD's Main Screen

This screen will appear once driver installation is complete. The LCD can be slightly different. The example below appears once OneTouch is installed.



NETWORK STATUS ON THE LCD

You can observe network connectivity quickly from the scanner's LCD.



If you see this symbol, the scanner is connected via USB cable.



If you see this symbol, the scanner is connected to a Wi-Fi network.



If you see this symbol, the scanner is connected to the network using an ethernet cable (LAN)



If you see this symbol, Wi-Fi Hotspot is enabled on the scanner. Wireless-enabled devices can connect to the scanner.

For more information on network connectivity, see ["Wired and Wireless Network Connection"](#).

ACCESSING THE SCANNER LCD MENU

1. Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.
2. Use the up and down arrows to navigate through the menu.
3. Press the **Duplex** button to confirm your selection.
4. Press the **Simplex** button to go **Back** in the menu.

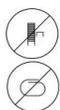
Scanner LCD Menu Options	
Wi-Fi	
On	If enabled, the scanner is available to connect to a Wi-Fi network. If the scanner is connected to the network, it is available to use wirelessly with your mobile apps, on a shared network with Visioneer Network Driver or with any Visioneer VAST Network [®] Cloud Server. compliant application. See "Connecting to the Scanner by using its Wi-Fi Hotspot" for more information.
Off	If disabled, the scanner cannot be used on network-connected device. It is still available for use via USB cable (if applicable).
Wi-Fi Hotspot	
On	If enabled, the scanner is available for use on any wireless enabled device. If the scanner is connected to the network, it is available to use wirelessly with your mobile apps, on a shared network with Visioneer Network Driver or with any Visioneer VAST Network [®] Cloud Server. compliant application. See "Connecting to the Scanner by using its Wi-Fi Hotspot" for more information.
Off	If disabled, the scanner will not appear as an available network on wireless enabled devices.
WPS	
On	If enabled, the wireless symbol will appear. This signifies that your scanner is ready to be connected using your router's WPS (Wi-Fi Protected Setup). See your router's user manual for detailed instructions on how to do so.
Off	WPS is in an Off state when the wireless symbol is not present.
LAN/Ethernet Connection	
On	If enabled, with an Ethernet cable connect to the scanner on one end and to the modem on the other, the Ethernet symbol will appear. This signifies that your scanner is ready to use with the network.
Off	If disabled, scanning cannot be completed using this network connection.

Scanner LCD Menu Options	
Information	
Scanner	<p>Displays the following:</p> <ul style="list-style-type: none"> • Model Name: This is the current scanner model. • FW Version: This is the version of the currently installed firmware on the scanner. • S/N (Serial Number): This is the scanner's serial number. This is unique to every scanner <p>SW (Software) Versions</p> <p>Note: These may not be present if the scanner is being used with the mobile apps only.</p> <ul style="list-style-type: none"> • Driver: This is the version of the currently installed driver. • Acuity: This is currently installed Acuity version. • OT4 (OneTouch): This is the version of the currently installed OneTouch. <p>This information can be helpful when calling for Technical Support.</p>
Wi-Fi	
Wi-Fi IP	<ul style="list-style-type: none"> • Wi-Fi IP: If connected to a wireless network, the IP address will be displayed here. • SSID: If connected to a wireless network, the SSID will be displayed here. • MAC Address: If connected to a wireless network, the MAC address will be displayed here. <p>For more information, see "The Scanner's Web Interface" > "Wireless".</p>
Wi-Fi Hotspot	<ul style="list-style-type: none"> • Link IP: This is the IP address of the scanner. This can also be used to access "The Scanner's Web Interface". • SSID: This is the name that will be displayed as an available wireless network, when your scanner has Wi-Fi Direct enabled. <p>For more information, see "Connecting to the Scanner by using its Wi-Fi Hotspot".</p>
LAN	
IP Address	If connected to a wired network (LAN), the IP address will be displayed here. For advanced settings see "The Scanner's Web Interface" > "Wired" .
MAC Address	The MAC address is displayed here. For advanced settings see "The Scanner's Web Interface" > "Wired" .
DHCP	Displays if DHCP is enabled or disabled. For advanced settings see "The Scanner's Web Interface" > "Wired" .
Counters	
Total	Displays the total amount of scans the scanner has performed.
ADF Roller	Displays the total number of times the roller has been used. This roller must eventually be replaced, see "Replacing the Rollers" .
Friction Roller	Displays the total number of times the roller has been used. This roller must eventually be replaced, see "Replacing the Rollers" .
Cleaned	Displays the number of scans since rollers were last cleaned.

Scanner LCD Menu Options	
Clean Mode	Used to rotate the rollers during cleaning. See "Cleaning the ADF Rollers" .
Factory Default	 WARNING! Pressing the Duplex button on this option will reset all scanner settings to factory default, including those set on "The Scanner's Web Interface".
Register on Cloud	Used to register the scanner for use with Visioneer VAST Network [®] . For more information see "Registering a new scanner to the Visioneer VAST Network[®]" .

8. Loading Documents to Scan

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



Supported Document Types

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

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

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

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

Arrange the documents so that all items are centered in the stack. The document sensor, paper separation, and feed rollers are located in the middle of the paper path. If smaller items are offset from the center they will not be detected. This will cause feeding issues and paper jams. The ratio between the smallest and largest page in the stack should be no more than 1.5.
- Paper thickness – 50 -127 g/m² (13 -34 lbs)
- Plastic Cards thickness – Maximum: 413 g/m² (110 lbs)
- Embossed Plastic Cards thickness – 1.25 mm

Documents to Avoid Scanning

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

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

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

Unsupported Document Types

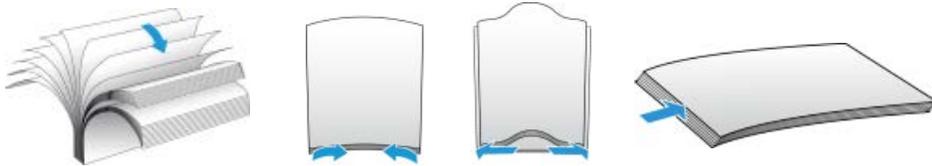
Do not scan the following types of documents as they may cause damage to the scanner.

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

Scanning from the Automatic Document Feeder (ADF)

PREPARING DOCUMENTS FOR SCANNING

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

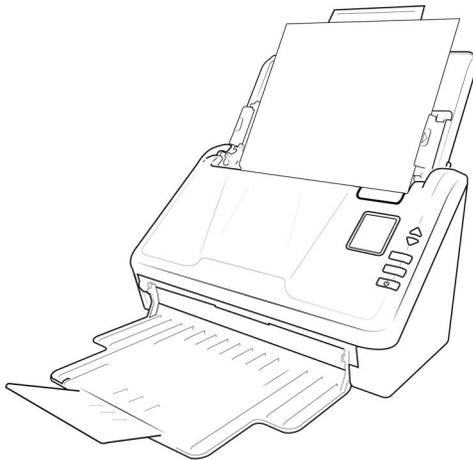


LOADING DOCUMENTS

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



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

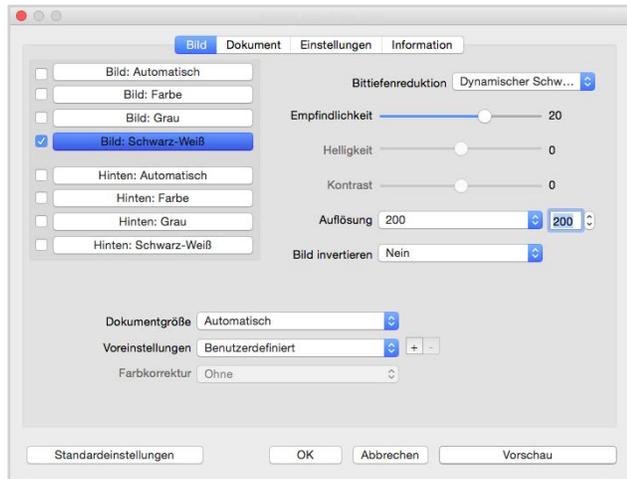


3. In the Visioneer Scan Utility, click the **Scan** button.

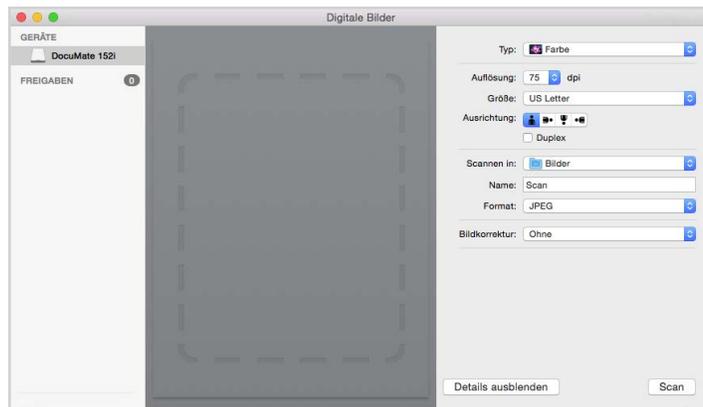
Scanning Interfaces

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

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



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



9. The Scanner's Web Interface

Accessing the Scanner's Web Interface

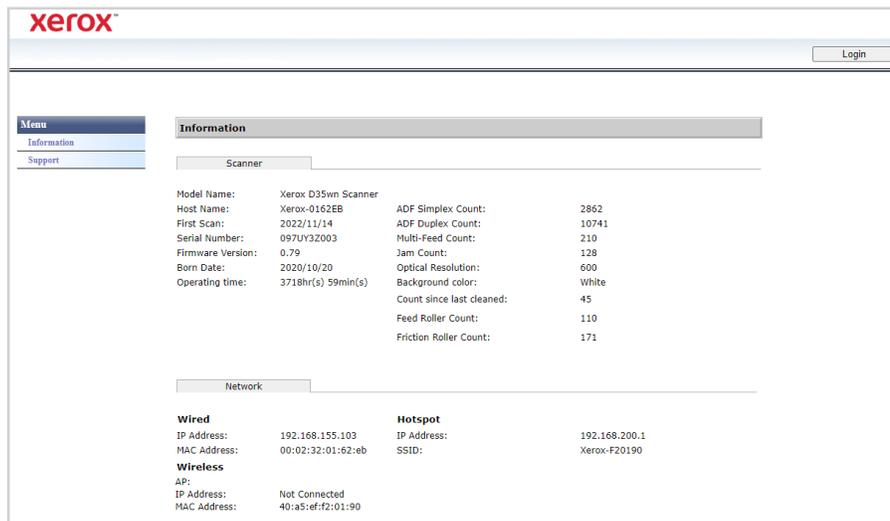
To access the scanner's web interface, you will first need to locate the scanner's IP address.

Finding the Scanner's IP Address

1. Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.
2. Using the up and down arrows, highlight **Information**.
3. Press **Duplex** to confirm your selection.
4. Select either the **Wi-Fi** or **LAN** option, per your network setup.
5. Press **Duplex** to choose your selection. (Press **Duplex** to navigate back.)

The **IP information** is the scanner's IP address.

6. Open your browser.
7. In the browser address bar (i.e., location bar, or URL bar), type the scanner's IP address.
8. Press **[Enter]**, and the scanner's web manager is displayed.



The screenshot displays the Xerox scanner's web interface. At the top left is the Xerox logo, and at the top right is a "Login" button. A navigation menu on the left includes "Menu", "Information", and "Support". The main content area is titled "Information" and contains a "Scanner" section with the following details:

Model Name:	Xerox D35wn Scanner	ADF Simplex Count:	2862
Host Name:	Xerox-0162EB	ADF Duplex Count:	10741
First Scan:	2022/11/14	Multi-Feed Count:	210
Serial Number:	097U932003	Jam Count:	128
Firmware Version:	0.79	Optical Resolution:	600
Born Date:	2020/10/20	Background color:	White
Operating time:	3718hr(s) 59min(s)	Count since last cleaned:	45
		Feed Roller Count:	110
		Friction Roller Count:	171

Below the scanner information is a "Network" section with the following details:

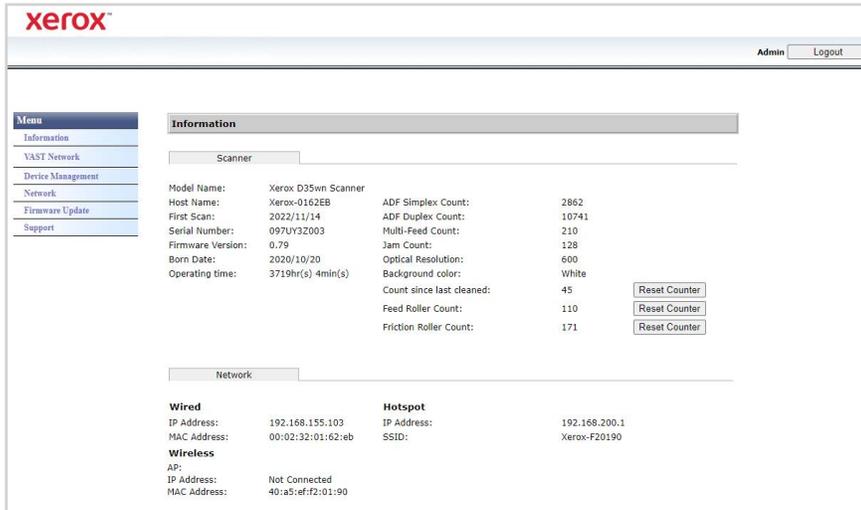
Wired	Hotspot
IP Address: 192.168.155.103	IP Address: 192.168.200.1
MAC Address: 00:02:32:01:62:eb	SSTD: Xerox-F20190
Wireless	
AP:	
IP Address: Not Connected	
MAC Address: 40:a5:ef:f2:01:90	

9. To access complete information of the web interface, click on the **Login** button and enter the default:

- **Login Name:** admin
- **Password:** admin

See ["Changing Your Login Credentials"](#)

Information



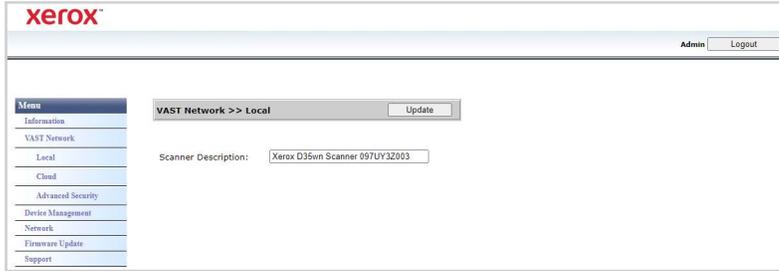
Item	Description
Scanner	
Model Name	Displays the scanner model name.
Host Name	Displays the scanner's host name.
Serial Number	Displays the scanner's serial number.
Firmware Version	Displays the currently installed firmware version.
Born Date	Displays the scanner's original manufacturing date.
Scan Count	Displays the scan count for the Reverse Roller, Pick-up and Separation Roller, ADF Simplex Count, ADF Duplex Count, Multi-Feed, Clean Count, and Paper Jams count. Reset Counter: Click this button to reset roller count after roller has been replaced.
Optical Resolution	Displays the optical resolution set for this scanner.
Background	Describes the background color of the scanner.
Network	
Wired	Shows the scanner's IP and MAC address in a wired network environment.
Hotspot	Shows the scanner's Hotspot IP address and SSID pair. Using a wireless device you can connect to the scanner directly and access its web interface using the scanner's IP address and SSID pair. SSID is the name that will appear in the device's list of available networks.
Wireless	Shows the scanner's IP and MAC address in a wireless network environment.

Visioneer VAST Network[®]

This section is specific to Visioneer VAST Network[®].

LOCAL

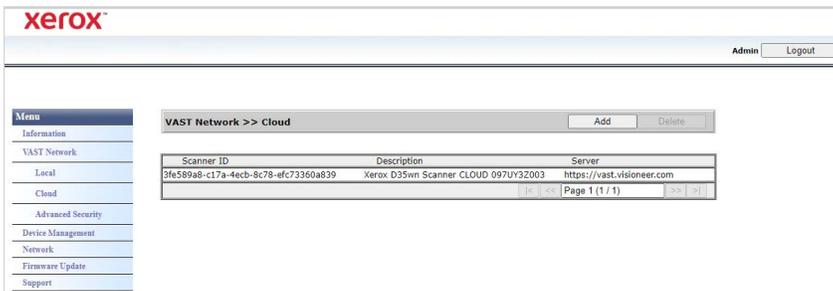
This is the scanner's name displayed on the Visioneer VAST Network® application.



Changing the scanner's display name:

1. From the menu go to the **Visioneer VAST Network®** tab.
2. Then from its sub menu, go to the **Local** tab.
3. In the **Scanner Description** field. enter the desired scanner display name.
4. Click **Update**.
5. A prompt message will appear confirming that the request was successfully processed.
6. Click **OK**.

CLOUD

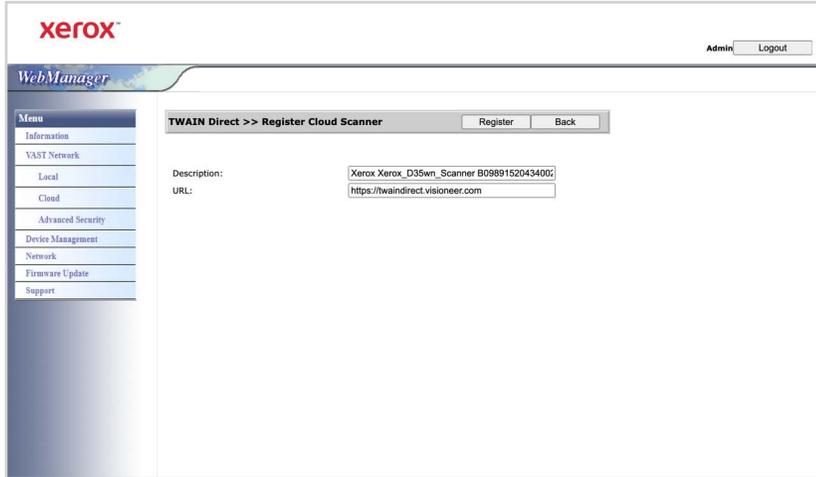


Scanner ID	This is a unique identification number associated with your scanner. This cannot be changed. This is used for Visioneer VAST Network® to recognize and differentiate your scanner.
Description	This is the scanner's name and serial number. This matches the scanner description set in "Local".
Server	This is the URL of the Visioneer VAST Network®.

Registering a new scanner to the Visioneer VAST Network®

1. From the menu go to the **Visioneer VAST Network®** tab.
2. Then from its sub menu, go to the **Cloud** tab.

3. Click **Add**.



4. Enter the scanner description as indicated in "Local".
5. Enter the Visioneer VAST Network® URL: <https://vast.visioneer.com/> or any other cloud service link you wish to connect to.
6. Click **Register**.
7. To confirm the registration, you must login to the cloud service. Click **Login**.
8. A new tab will open in your browser and you will be redirected to the cloud service.
9. Login to complete registration.

ADVANCED SECURITY

Digital Signatures



Default	Check the box to make the Digital Signature default.
Name	This is the Digital Signature's name as set.

Adding a new digital signature

1. From the menu go to the **Visioneer VAST Network®** tab.
2. Then from its sub menu, go to the **Advanced Security** tab.
3. Go to the **Digital Signatures** tab.
4. Click **New**.

5. Enter a signature name, this is how it will be displayed in the **Digital Signature** window.

The screenshot shows the Xerox web interface. At the top left is the Xerox logo. At the top right are 'Admin' and 'Logout' links. On the left is a 'Menu' with options: Information, VAST Network, Local, Cloud, Advanced Security, Device Management, Network, Host Name, Wired, Wireless, Security Setup, Firmware Update, and Support. The main content area is titled 'VAST Network >> Digital Signature' and contains three input fields: 'Name:' with an empty text box, 'Signature (PKS #12) File:' with a 'Choose File' button and the text 'No file chosen', and 'Password:' with an empty text box. There are 'Upload' and 'Back' buttons at the top right of the main content area.

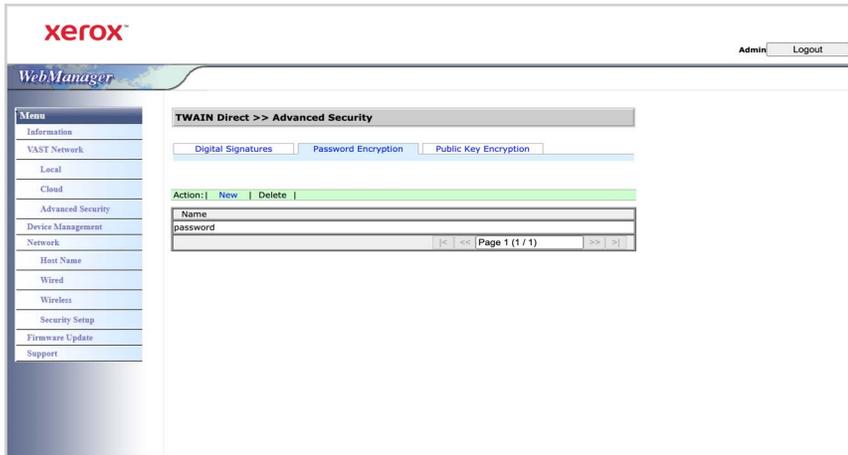
6. Select a PKS #12 file from your PC.
7. Enter the password that was used in packaging the digital signature into PKCS12 file.
8. Click **Upload**. If successful, your new digital signature will be displayed in the **Digital Signatures** window.

Deleting a digital signature

1. From the menu go to the **Visioneer VAST Network** tab.
2. Then from its sub menu, go to the **Advanced Security** tab.
3. Go to the **Digital Signatures** tab.
4. Click on the digital signature you wish to remove. It will be highlighted.
5. Click **Delete**.

Note: This cannot be undone.

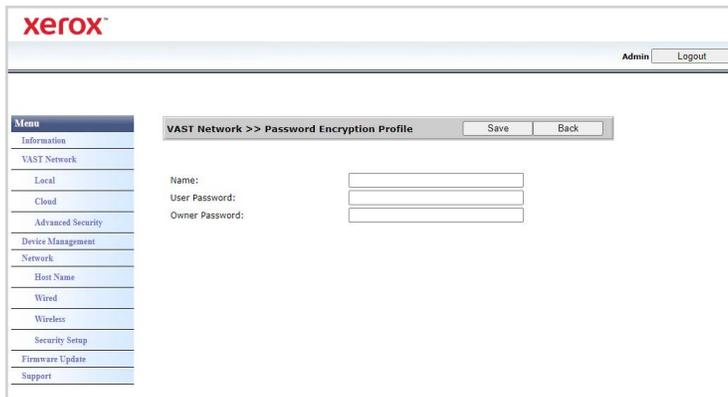
Password Encryption



Name	This is the password encryption's name as set. This is used to protect a file. When someone receives the file sent from Visioneer VAST Network [®] , they will need the User Password to view this file or the Owner Password to edit this file.
-------------	---

Adding a new password encryption

1. From the menu go to the tab.
2. Then from its sub menu, go to the **Advanced Security** tab.
3. Go to the **Password Encryption** tab.
4. Click **New**.



5. Enter a name for the password encryption, this is how it will be displayed in the **Password Encryption** window.
6. Enter a **User Password**. This will be the password required to view the scanned files.
7. Enter an **Owner Password**. This will be the password required to edit the scanned files.
8. Click **Save**. If successful, your new password encryption name will be displayed in the **Password Encryption** window.

Deleting a password encryption

Note: This cannot be undone.

1. From the menu go to the **Visioneer VAST Network[®]** tab.

2. Then from its sub menu, go to the **Advanced Security** tab.
3. Go to the **Password Encryption** tab.
4. Click on the password encryption you wish to remove. It will be highlighted.
5. Click **Delete**.

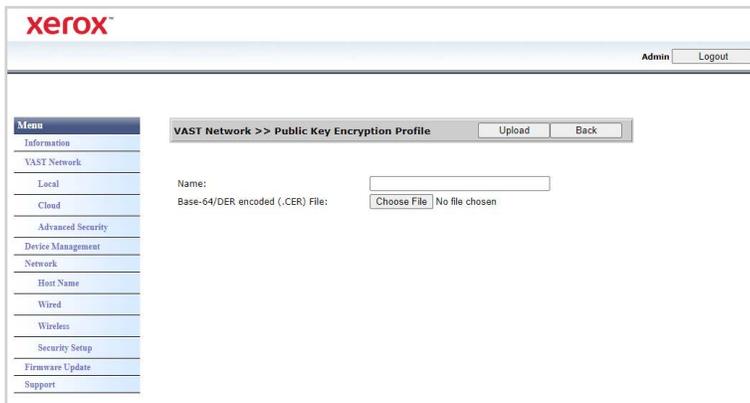
Public Key Encryption



Name	This is the Public Key profile name as set. This is used to protect the file. To decode the file, the user needs the corresponding paired key.
-------------	--

Adding a public key encryption profile

1. From the menu go to the **Visioneer VAST Network®** tab.
2. Then from its sub menu, go to the **Advanced Security** tab.
3. Go to the **Public Key Encryption** tab.
4. Click **New**.



5. Enter a name, this is how it will be displayed in the **Public Key Encryption** window.
6. Select a CER file from your PC.
7. Click **Upload**.
8. If successful, the new public key encryption profile will appear in the **Public Key Encryption** window.

Deleting a public key encryption profile

Note: This cannot be undone.

1. From the menu go to the **Visioneer VAST Network®** tab.
2. Then from its sub menu, go to the **Advanced Security** tab.
3. Go to the **Public Key Encryption** tab.
4. Click on the public key encryption profile you wish to remove. It will be highlighted.
5. Click **Delete**.

Device Management

This page provides access to your login credentials.

Network

HOST NAME

Displays the scanner's host name. You can customize this name.

Changing the host name

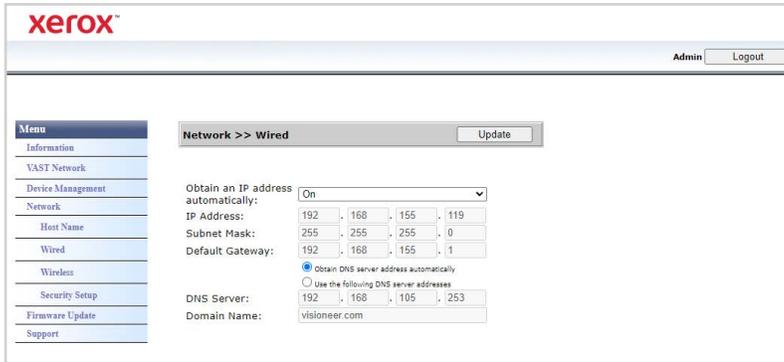
1. From the menu go to the **Network** tab.
2. Then from its sub menu, go to the **Host Name** tab.
3. In the **Host Name** field, enter the desired display name.
4. Click **Update**.
5. A prompt message will appear confirming that the request was successfully processed.
6. Click **OK**.

WIRED

Overview of the scanner's current wired network (LAN) settings.

By default, **Obtain an IP address automatically** is set to **On**. To customize these settings (advanced), select **Off** from the drop-down menu. All disabled fields will be enabled.

If the scanner is connected to the network, it is available to use wirelessly with your mobile apps, on a shared network with Visioneer Network Driver or with any **Visioneer VAST Network**® compliant application.



NETWORK SECURITY SETUP

Web Server Settings

Allows an authorized Administrator to enable or disable HTTPS access to Web Interface.

1. After changing the Web Server Settings and pressing **Update**, refresh your browser by entering the correct web address prefix in the address bar.
2. The Scanner Certificate needs to be installed on client machine by the Administrator in order to avoid security messages from the browsers.



MAC & IP Filtering

The devices contain a static host-based firewall that prevents unauthorized network access based on IP address Mac address. Filtering rules can be set by the Administrator using the Web Interface. An authorized Administrator can create rules to (filter / allow) for ALL or a range of IP addresses. In addition, an authorized Administrator can specify Mac addresses to filter/allow.

The screenshot shows the Xerox web interface for the Security Setup page. The page is titled "Network >> Security Setup" and includes an "Update" button. The "Mac & IP Filter" tab is selected. The "Security Configuration" section has a "Filter" dropdown set to "Disable" and a "Filter Mode" dropdown also set to "Disable". Below this is the "IP Address Filter Configuration" table with 4 rows, each with "Name", "Start IP Address", and "End IP Address" columns. All "Start IP Address" and "End IP Address" fields are currently set to "0.0.0.0". Below that is the "Mac Address Filter Configuration" table with 10 rows, each with "Name" and "Mac Address" columns. All "Mac Address" fields are currently set to "000000000000".

Name	Start IP Address	End IP Address
Filter Address 1	0.0.0.0	0.0.0.0
Filter Address 2	0.0.0.0	0.0.0.0
Filter Address 3	0.0.0.0	0.0.0.0
Filter Address 4	0.0.0.0	0.0.0.0

Name	Mac Address
Filter Address 1	000000000000
Filter Address 2	000000000000
Filter Address 3	000000000000
Filter Address 4	000000000000
Filter Address 5	000000000000
Filter Address 6	000000000000
Filter Address 7	000000000000
Filter Address 8	000000000000
Filter Address 9	000000000000
Filter Address 10	000000000000

1. To Enable/Disable Filtering, use **Filter** control.
2. To change which address to be allowed or filtered use **Filter Mode** control. When it is set to **Disable** all the addresses or range of addresses will be filtered. When it is set to **Enable**, only the addresses or range of addresses specified will be allowed. All others will be filtered.
3. To filter a single IP address, enter it in both **Start IP Address** and **End IP Address** controls.
4. To filter a range of IP addresses, specify start and end address.
Maximum of 5 IP address ranges can be specified
5. To filter a MAC address enter it in one of the 10 rows of the MAC Address table.
6. Press the **Update** button to save your settings.

WIRELESS

Wireless Tab

Displays currently available wireless networks.

Note: When the device is in sleep mode, its Wi-Fi is likewise in sleep mode, and the **Wireless** tab will be unavailable.



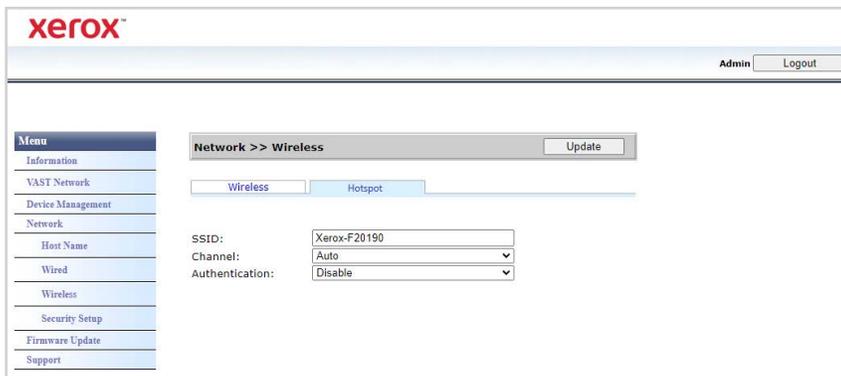
Select a wireless network. Enter the network password, if requested. A prompt will appear to confirm your connection to the network.

If the scanner is connected to the network, it is available to use wirelessly with your mobile apps, on a shared network with Visioneer Network Driver, or with the **Visioneer VAST Network®** application.

Hotspot Tab

Displays the scanner's Hotspot information. You can connect Wi-Fi enabled devices directly to the scanner using this information.

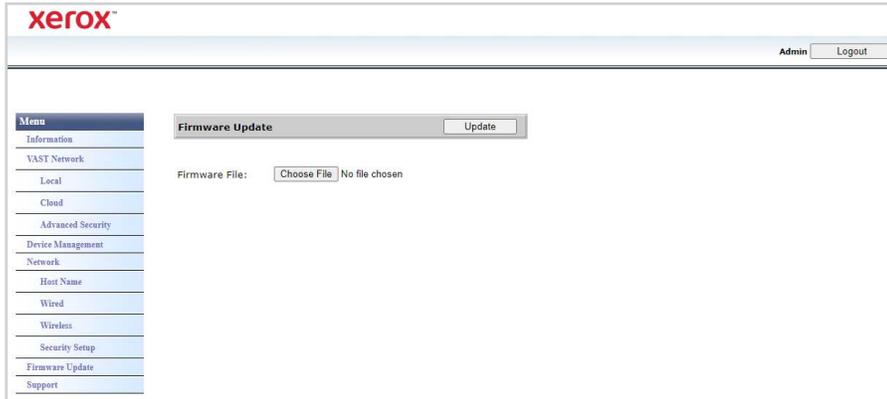
When your Wi-Fi enabled device is connected to the scanner directly, the scanner is available to use wirelessly with mobile apps, on a shared network with **Visioneer VAST Network®**.



Supported Authentication Types

Security mode	Encryption Type	Key Index
WPA-PSK	TKIP, AES, TKIPAES	X
WPA2-PSK	TKIP, AES, TKIPAES	X

Firmware Update

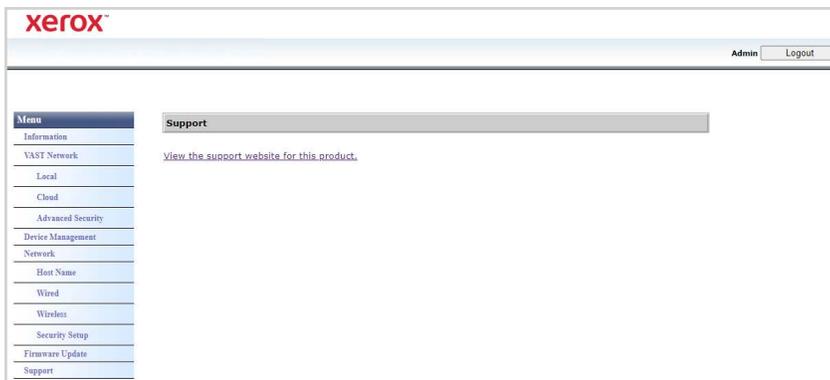


To update the product's firmware:

1. Click **Browse** to find the firmware file on your computer.
2. Click **Update** to begin the updating process for your product.

Support

Links to scanner's support page. Download scanner drivers for use on your PC. You can also access scanner and software manuals.



Changing Your Login Credentials

Your login credentials permit full access the scanner's web manager.

To personalize these credentials do the following:

1. Login to the scanner's web interface with the default credentials:
 - **Login Name** = admin

- **Password** = admin
- 2. Go to the **Device Management** tab.
- 3. In the **Admin Profile** section, use the **Login Name** and **Password** text boxes to enter your new credentials.

10. Scanner Options, Maintenance and Troubleshooting

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

Safety Precautions

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

Do These

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

Do Not Do These

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

Hardware Properties

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

THE VISIONEER SCAN UTILITY

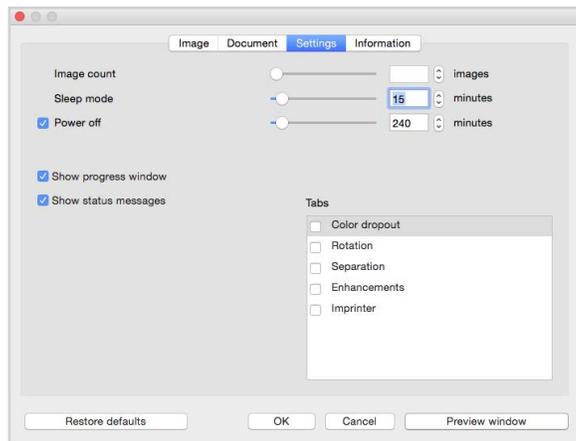
In addition to the scanner's interface, you can customize the scanner settings using the **Visioneer Scan Utility**, explained in the *TWAIN Scanning Guide*.

Note: On our website, please refer to the *TWAIN Scanning Guide* provided for your device:
www.xeroxscanners.com

For example, the **Information** panel shows hardware information for your scanner, including controls for resetting the **Roller Count**. (Resetting the roller count is typically done after cleaning.)



And the **Settings** panel provides sleep and power off configuration settings.



- **Image count** — set the number of images to scan before ending the scan job. When it is set to Infinite it will scan all the pages in the input tray. It can be adjusted using the slider or by entering a value in the text box.
- **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 using the slider or by entering a value in the text box.
- **Power off** — input the number of minutes you want the scanner to wait before it turns itself off. It can be adjusted using the slider or by entering a value in the text box.

- **Show progress window** — select this option to display the progress window of the document(s) during scanning.
- **Show status messages** — select this option to show warning messages on-screen when the scanner rollers or pads have reached the end of their lifespan.

Clearing Paper Jams

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

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

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



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

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

Cleaning the Scanner

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

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

CLEANING THE OUTSIDE OF THE SCANNER

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

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

CLEANING THE INSIDE OF THE SCANNER

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

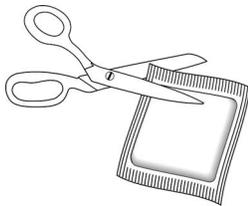
Note: When cleaning the rollers, do not rub the roller cleaning paper vigorously back and forth across the roller, this will shred the roller cleaning paper and leave debris in the scanner.

Safety Precautions

- Keep the roller cleaning paper away from fire, heaters or any open flame or heat source as any form of alcohol is flammable.
- Wear protective gloves as the roller cleaning paper may irritate sensitive skin.
- Only clean the rollers and scanning areas, as described in this section, with the roller cleaning paper.
- Do not leave the roller cleaning paper or any of the cleaning supplies where children can access them.
- Always turn off the scanner and unplug the scanner's power and USB cable prior to using the roller cleaning paper.

Preparation

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



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

CLEANING THE ADF ROLLERS

When you perform cleaning for the feeding rollers in the lower part of the scanner, the rollers need to be rotated with a light force. Using the Clean Mode, the rollers can be automatically rotated to help cleaning easier and effective.

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

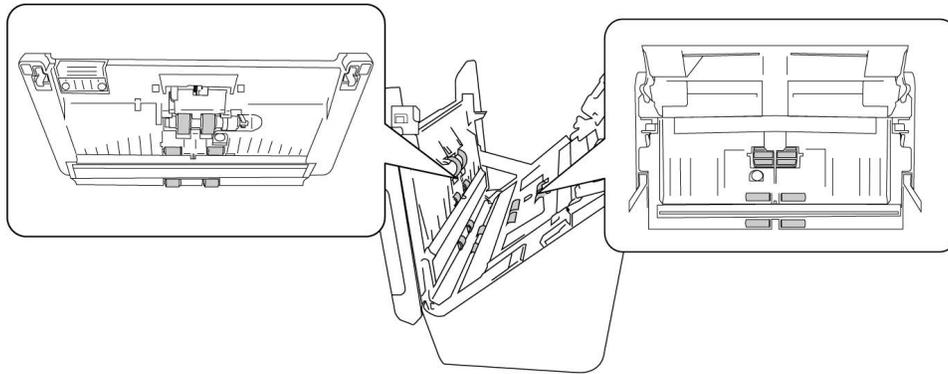


2. Hold the **Simplex** and **Duplex** buttons for more than two seconds to access the LCD scanner menu.
3. Use the up and down arrows to select **Clean mode**.
4. Press the **Duplex** button to initiate roller rotation.

Each time you press on the **Duplex** button for about a second, the rollers will rotate slightly, allowing you to clean the rollers efficiently.

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

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



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

CLEANING THE SCANNER GLASS AND BACKGROUND PLATES

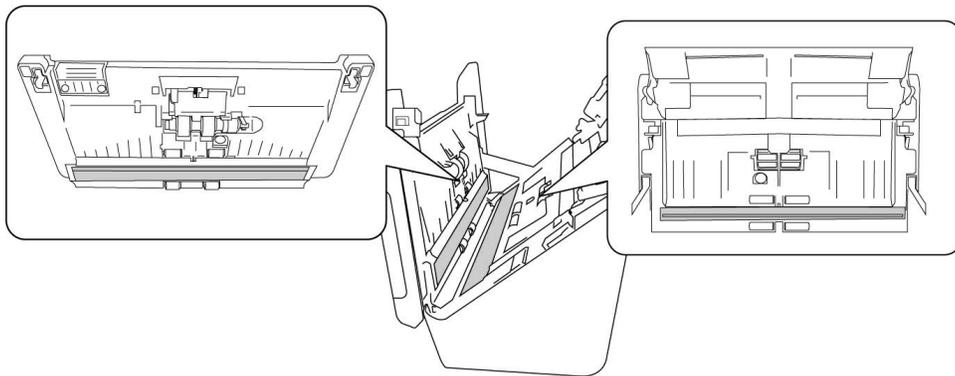
The background plates are located underneath the scanner glass in both the top and bottom of the scanner. If you see a warning message that one of the background plates is dirty, simply clean the scanner glass as described here.

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



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

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



CLEANING THE PAPER SENSORS

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

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

Preparation

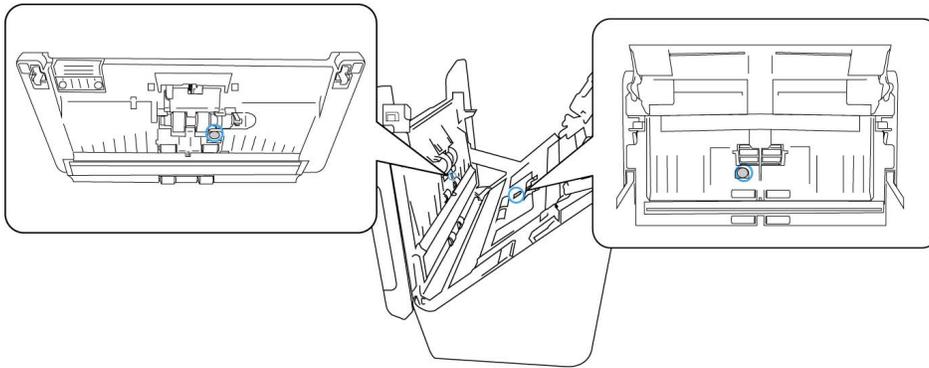
- Turn off the scanner prior to cleaning the sensors.

CLEANING THE ADF SENSORS

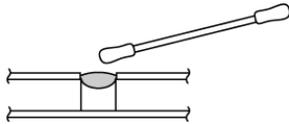
1. Pull on the scanner cover release and lift the lid to open the scanner.



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



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



Replacing the Rollers

When replacing the rollers described in this section, you should replace all of the rollers at the same time. Do not replace just one roller and not the other. When you are finished replacing the roller, reset the roller count as described in "[The Visioneer Scan Utility](#)".

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

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



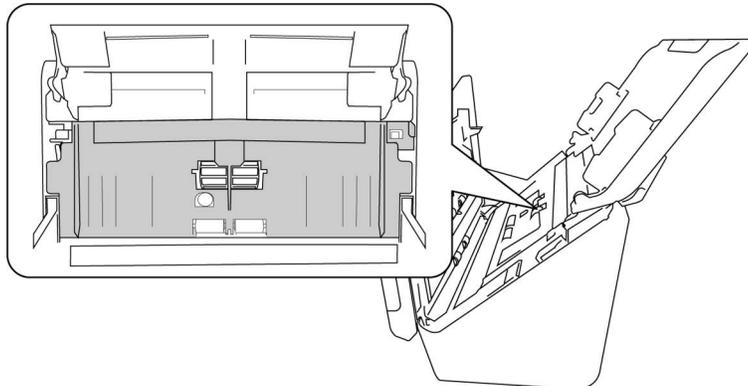
When you are done replacing the rollers, close the scanner carefully pressing down on both sides of the cover until it locks in place. Do not slam down the cover.

REPLACING THE FEED ROLLER

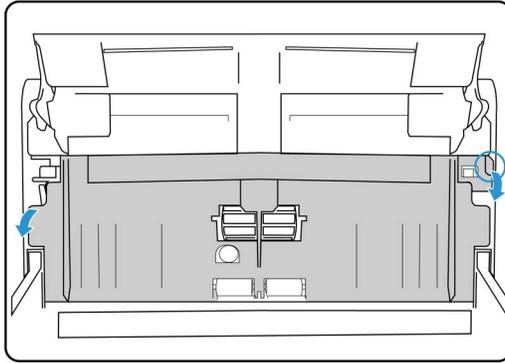
1. Pull on the scanner cover release and lift the lid to open the scanner.



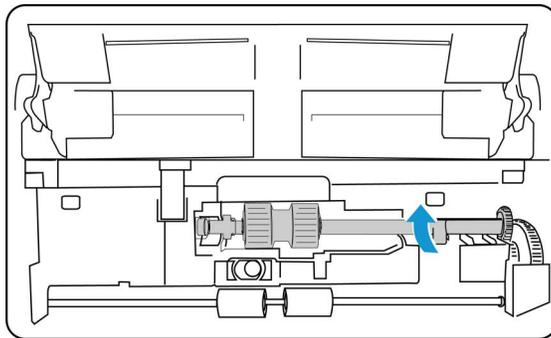
2. Locate the roller cover in the body of the scanner.



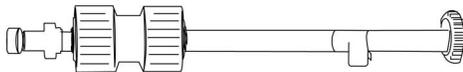
3. Pull down the paper feed roller cover, using the tab indicated in the illustration below, and gently pull it towards you holding both sides of the cover door, to access the roller.



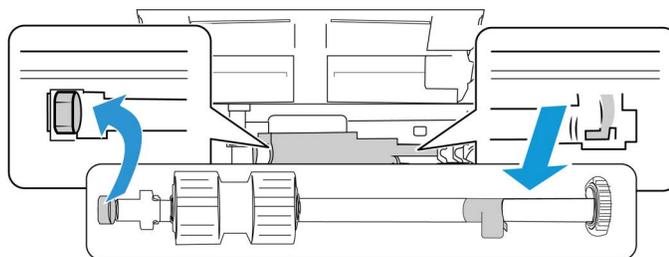
4. Pull up on the plastic arm holding the roller in place.



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



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



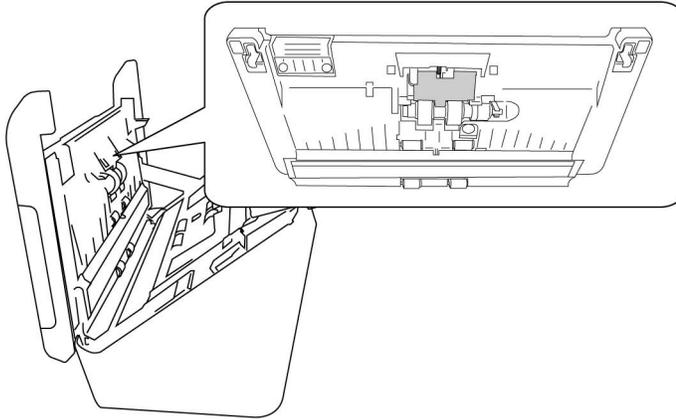
9. Lift the roller cover up and carefully push it closed to lock it in place. Make sure everything is aligned properly and the cover is fully closed. If the cover is not fully closed it will break during scanning and damage the scanner

REPLACING THE FRICTION ROLLER

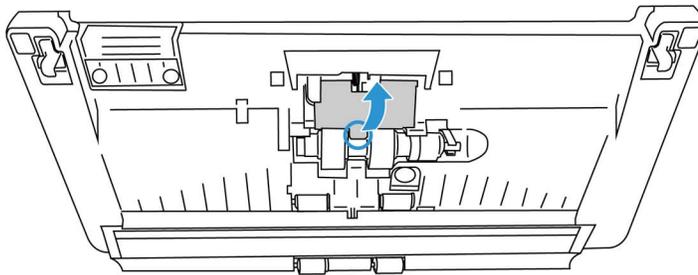
1. Pull on the scanner cover release and lift the lid to open the scanner.



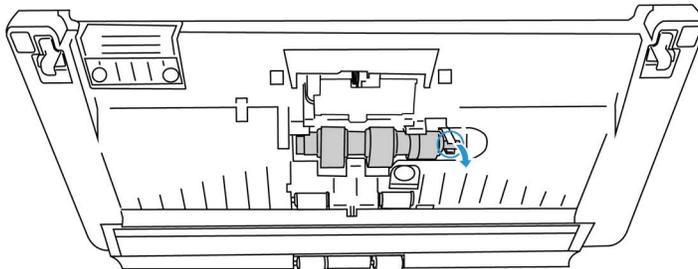
2. Locate the friction roller cover in the body of the scanner.



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

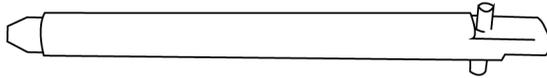


4. Pull out the friction roller gently from the right side.

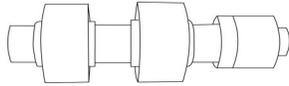


5. Discard the roller, it cannot be repaired or reused.

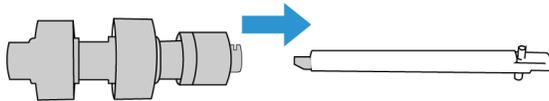
Note: Do **not** discard the bar.



6. Take the new roller out of its packaging.



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



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

RESETTING THE SCANNER TO FACTORY DEFAULT

Quickly reset your scanner to its factory default settings. This also resets all settings in "[The Scanner's Web Interface](#)".



WARNING! This cannot be undone.

1. Hold the **Simplex** and **Duplex** buttons for two seconds to access the LCD scanner menu.
2. Use the up and down arrows to navigate to the **Factory Default** option.
3. Press the **Duplex** button to confirm the reset to factory default.

NETWORK STATUS ON THE LCD

You can observe network connectivity quickly from the scanner's LCD.

		If you see this symbol, the scanner is connected via USB cable.
		If you see this symbol, the scanner is connected to a Wi-Fi network.
		If you see this symbol, the scanner is connected to the network using an ethernet cable (LAN)
		If you see this symbol, Wi-Fi Hotspot is enabled on the scanner.

For more information on network connectivity, see "[Wired and Wireless Network Connection](#)".

SCANNER STATUS MESSAGE TABLE

The LCD displays an error image or code. The following table lists the images, 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](#)".

Error Image	Cause	Resolution
	<p>ADF Paper Jam 1</p> <p>Paper has jammed while being fed through the scanner.</p> <p>Document sensors are dirty.</p>	<p>Open the scanner, remove the pages, then close the scanner. Please see "Clearing Paper Jams" for complete instructions.</p> <p>If problem persists, clean the rollers and paper sensors as described in the section "Cleaning the Inside of the Scanner".</p>
	<p>Multi-feed</p> <p>More than one page have fed through the scanner at the same time.</p>	<p>When more than one page have fed through the scanner and the scanner is set to detect it, the error will be identified. Three options will then appear on the scanner LCD: Ignore (continue scanning), Retry (re-stack the pages and continue scanning) or Cancel scan. Use the arrow buttons to select an option and the Duplex button to confirm your selection.</p> <p>If you choose to retry the scan, reinsert the remaining pages first, making sure there are no pages stuck together, then select Retry on the LCD menu.</p> <p>If problem persists, clean the rollers and paper sensors as described in the section "Cleaning the Inside of the Scanner".</p>
	<p>ADF Cover Open</p> <p>A scanner access cover is open.</p>	<p>Verify all covers on the scanner are fully closed before scanning.</p>
	<p>Download Firmware Error</p> <p>The firmware download has failed.</p>	<p>Download the firmware and try again.</p>

Error Image	Cause	Resolution
	<p>Misfeed</p> <p>Failed to pick paper.</p>	<p>Remove the paper from input tray. Fan the documents.</p> <p>Load the document with its edges slightly touching the paper guides.</p> <p>Rescan.</p>
 <p>Connect to the scanner</p>	<p>There are no connected users to the scanner and no USB connection.</p>	<p>Connect a user to the scanner or verify that the USB cable is securely plugged into the scanner and computer.</p>
	<p>ADF AFE R/W Test Error</p> <p>Firmware checks whether the hardware AFE is reading and writing normally when booting.</p> <p>If it is running abnormally, the scanner cannot scan.</p>	<p>Turn off the scanner. Contact Technical Support and send the scanner for repair.</p>
	<p>System Input Buffer Over Run</p> <p>This error happens when the ASIC receives too many images at once.</p>	<p>Turn off the scanner. Contact Technical Support and send the scanner for repair.</p>

Error Image	Cause	Resolution
	<p>ADF Lamp Error</p> <p>The ADF lamp has stopped working.</p>	<p>Turn off the scanner. Contact Technical Support and send the scanner for repair.</p>

Troubleshooting

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

Check for one of these possible causes:

- **Are the cables loose or not plugged in securely?** Inspect the cable connections. Make sure the cables are plugged in securely.
- **Is the scanner's status light on?** Turn on the scanner's power. If the status light doesn't come on, plug the power supply into another electrical outlet. If you are using a UPS battery back-up or power strip, try plugging the scanner directly to a wall outlet.
- **Did you restart the computer and scanner?** If the scanner gets a paper jam, or loses connection because of an error, try restarting your computer and power cycling the scanner.
- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner try plugging the scanner's USB cable directly to the back of the computer. It is not recommended that you use the scanner with a USB hub, if you are using a hub, the hub must have its own power supply.
- **Is the USB cable 6' or less?** If you are using a USB cable that is longer than 6' you may lose connection to the scanner. The recommended USB cable length is 6' or less, the USB cable provided with your scanner is within this range.
- **Did you select another image source in the scanning software?** If you use multiple imaging devices with your computer, such as a camera, all-in-one printer, or another scanner, you may have selected another source for images. Make sure Xerox® D35wn Scanner is selected as the scanner.

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

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

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

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

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](#)" 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 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. You need to remove those other drivers and re-install your Xerox® D35wn 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](#)" for cleaning instructions.

Problem: The ADF won't feed pages properly.

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

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

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

If the scanner does not reconnect:

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

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

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

Uninstalling Your Scanner

The TWAIN driver is stored in the **TWAIN Data Sources** folder, and *DS* is its file extension.

1. Disconnect the USB cable of your device.
2. In the **Finder**, browse to **Macintosh HD > Library > Image Capture > TWAIN Data Sources**
3. Delete the DS file for your device.

The Visioneer Scan Utility is in the macOS **Applications** folder.

1. In the **Finder**, browse to **Macintosh HD > Applications**
2. Delete the **Visioneer Scan Utility**.

The Image Capture Application (ICA) from Apple is used to transfer images from your scanner, and it is also in the macOS **Applications** folder. If no longer needed, then you can optionally delete it.

After deleting your files, empty the **Trash** contents, and restart your system.

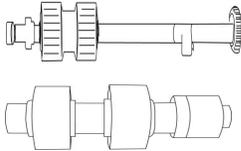
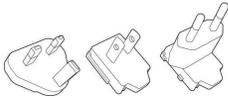
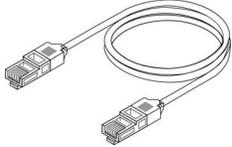
Xerox® D35wn Scanner Specifications

Scanner Specifications	
Document Requirements	
Minimum Item Size	2.9 x 2.0 inches (74 x 52 mm)
Maximum Item Size	8.5 x 14.0 inches (216 x 356 mm)
Capacity	50 pages of 20lb printer paper (80 g/m ²)
Paper Thickness	50 -127 g/m ² (13 -34 lbs)
Maximum Card Thickness	413 g/m ² (110 lbs)
Maximum Embossed Card Thickness	1.25 mm

Scanner Specifications	
General Specifications	
Optical Resolution	600 dpi
Supported Resolutions	100, 150, 200, 300, 400, 500, 600 dpi
Interpolated Resolutions	75 and 1200 dpi
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex Automatic Document Feeder (ADF)
Image Sensor	CIS (Contact Image Sensor)
Light Source	RGB LED
Interface	USB 3.1 Gen1 Port (USB 1.1 compatible)
Certifications	ENERGY STAR 3, USB 3.1 Gen 1, RoHS, CE, CB, WEEE, UL, C-UL, EPEAT (Silver), FCC Class A, FCC Class B
Operating Temperature	41° to 95° F (5° C ~ 35° C)
Relative Humidity	15% ~ 85% RPH
Scanner Dimensions	
Width	11.1 inches (282 mm)
Depth	18.0 inches (457 mm)
Height	13.15 inches (334 mm)
Weight	5.3 lbs (2.4 kg)
Power Information	
Power Supply	100 - 240Vac
Power consumption	<ul style="list-style-type: none"> ≤ 18 Watts (during operation) ≤ 6 Watts (ready) ≤ 3 Watts (sleep mode with all interfaces on) ≤ 2 Watts (sleep mode with USB interface off) ≤ 0.3 Watt (power off)
Cable Information	
Plug	US— 2P,90°, APD-US, APD, FOR WA-36A24R0,0~40°C, RoHS EUR(CEE)— 2P, 90°, APD-EU, APD, FOR WA-36A24R0, 0~40°C, RoHS UK(BS/PSB)— 3P, 90°, APD-GB, APD, FOR WA-36A24R0, 0~40°C, RoHS
USB Cable	USB 3.1 Gen1, 1850 mm, 28AWG, RoHS Compliant
Ethernet Cable	1800 mm, RoHS Compliant
Wireless Network Specification	
Standard	IEEE 802.11 b/g/n Standards Compliant
Wireless LAN	1T1R Mode
Frequency Range	2.412 - 2.484GHz (subject to local regulations)
Modulation Type	CCK, OFDM, QPSK, BPSK, 16QAM, 64QAM
Modulation Technology	DSSS, OFDM
Transfer Rate	802.11b: up to 11Mbps 802.11g: up to 54Mbps 802.11n: up to 150Mbps

Scanner Specifications	
Output Power	802.11b: 18dBm (max) 802.11g: 15dBm (max) 802.11n: 14dBm (max)
Antenna	PCB antenna
Security	WEP, WPA/WPA2, WPA-PSK/WPA2-PSK
Cable Network Specification	
Communication Protocol	TCP/IP, DHCP, DNS, HTTP
Configuration Requirement	<ul style="list-style-type: none"> • IP address • Subnet mask • Gateway
Connectivity	RJ-45 Ethernet 10/100/1000 Mb
Software Information	
Supported Operating Systems	Apple® Mac OS X® (11, 12, 13, 14)
Scanner Drivers	TWAIN, ICA
Bundled Software	Visioneer® Scan Utility

Xerox® D35wn Scanner Parts List

Part Name	Part Number	
Cleaning and Maintenance Kit <ul style="list-style-type: none"> • Feed (ADF) Roller • Friction Roller 	96-X333-000 65-3212-000 65-3213-000	
USB Cable	35-0253-000	
Plug	(US) 35-0266-000 (EUR) 35-0267-000 (UK) 35-0268-000	
Power Supply	37-0105-000	
Ethernet Cable	35-0265-000	

11. Appendix A: Regulatory Information

Basic Regulations

UNITED STATES (FCC REGULATIONS)



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

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.

GREAT BRITAIN



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

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

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

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

EUROPEAN UNION



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

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

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

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

Environment, Health and Safety
 Xerox (NL)
 Sint Jansweg 15
 NL-5928 RC
 VENLO
 Téléphone 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.

12. Appendix B: Compliance Information

Product Recycling & Disposal

USA & CANADA

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

Perchlorate Material - This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply. The disposal of perchlorate may be subject to special regulations: <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/>

EUROPEAN UNION

RoHS and WEEE Compliance

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

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

Professional/Business Environment

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



ENERGY STAR for the USA

The Xerox® D35wn Scanner is ENERGY STAR qualified under the ENERGY STAR Program Requirements for Imaging Equipment.



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

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