Troubleshooting Tips

## For USB (Universal Serial Bus) interface scanners

Q1: My scanner doesn't work.

A1: Follow the steps below:

1. Check to make sure that your computer's USB is enabled.

   a) For Windows 98/2000/Me or Windows XP's Classic view: Click **Start**, **Setting**, and select **Control Panel**.

      For Windows XP: Click **Start** and select **Control Panel**, and make sure you choose the "Switch to Classic View" option on the left side of the window.
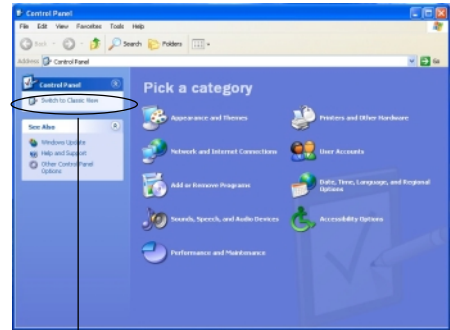
Click here to switch to Classic View

   b) For Windows 98/Me: Double-click the **System** icon, then select **Device Manager**.
      For Windows 2000/XP: Double-click the **System** icon, then select **Hardware**, then **Device Manager**.

   c) Click the plus (+) icon before the **Universal Serial Bus Controller** item.

      You should be able to see the drivers below the "Universal Serial Bus Controller" and there should be no red or yellow mark next to either options.
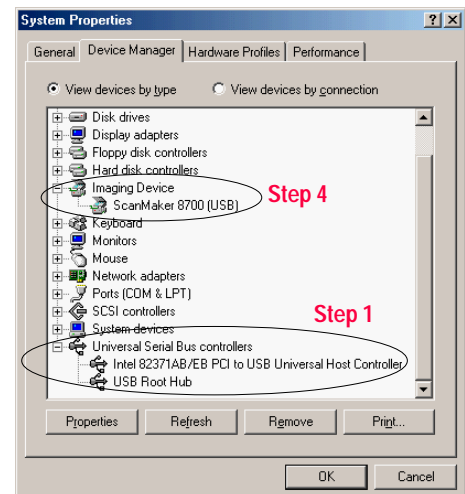
      If the "Universal Serial Bus Controller" option does not appear, this indicates that your computer's USB interface is disabled. To resolve this problem, see the related documentation that came with your computer to set the correct BIOS setting to enable your computer's USB.

Windows 2000
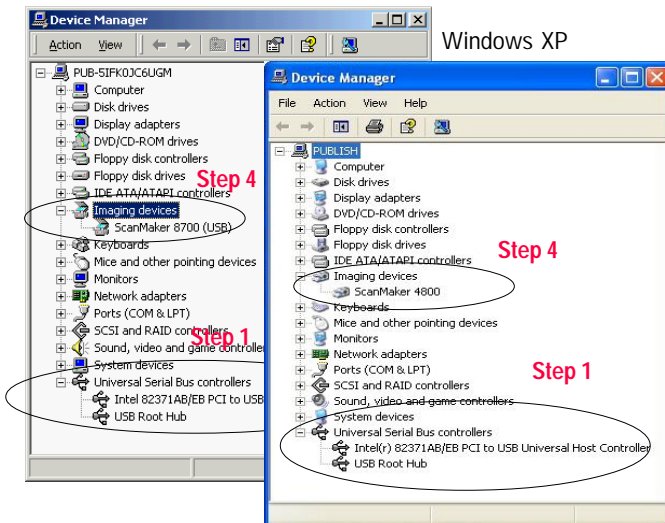
Windows XP

Windows 98/Me

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2. Check to make sure that the scanner driver (e.g., ScanWizard 5, ScanWizard Pro, or ScanWizard Pro TX, etc.) has been installed in your computer. If the scanner driver has not been installed, install your scanner driver first. (Make sure no cable is connected to your scanner before installing the driver.)

3. Check to make sure that your scanner is correctly installed.

   a) Make sure that only one USB cable is connected to your scanner. (You can only use one interface at a time.)

   b) Make sure that you properly connect the scanner's USB cable to your computer.

   c) Make sure your scanner is on and is in the ready state.

4. Verify whether your scanner has been detected by your system.

   a) For Windows 98/2000/Me or Windows XP's Classic view: Click **Start**, **Setting**, and select **Control Panel**.

   For Windows XP: Click **Start** and select **Control Panel**, and make sure you choose the "Switch to Classic View" option on the left side of the window.

   b) For Windows 98/Me: Double-click the **System** icon, then select **Device Manager**.
   For Windows 2000/XP: Double-click the **System** icon, then select **Hardware**, then **Device Manager**.

   c) The Imaging Device with the found scanner appears on the Device Manager list, indicating the scanner is detected.

   Note: A "found" USB scanner message should display on the screen the first time you start Windows.

Q2: My scanner still doesn't work even though I have enabled USB.

A2: This problem happens when you successfully install the scanner and then later reconnect the USB cable to another USB port. In this case, reinstall your scanner driver and the USB scanner.

Q3: No scanner found when I launch scanning software.

A3: Follow the steps below:

1. Unplug the USB cable from your scanner, then uninstall and reinstall the scanner driver.

2. Restart Windows.

3. Reconnect the USB cable to you scanner.

4. Turn off the scanner and turn it back on.

5. The Imaging Device with the "found" scanner appears on the Device Manager list, indicating that the scanner has been detected and is ready to scan.

   Note: A "found" USB scanner message should display on the screen the first time you start Windows.

Troubleshooting Tips
For USB (Universal Serial Bus) interface scanners

Q1: My scanner doesn't work.

A1: Follow the steps below:

1. Check to make sure that the scanner driver (e.g., ScanWizard 5, ScanWizard Pro, ScanWizard Pro TX, etc.) has been installed on your computer. If the scanner driver has not been installed, install the scanner driver first. (Make sure that no cable is connected to your scanner before installing.)

2. Check to see that you are using Mac OS 8.6 or later.

   For Macs with a built-in USB port:

   If your Mac OS is not 8.6 or later, update your Mac OS to 8.6 or later, or visit http://www.apple.com to get a workable USB driver for your currently installed Mac OS.

   For Macs without a built-in USB port, but have an installed USB card:

   a) Make sure you have the correct driver in your system for your installed USB card.

   b) Check to see if your Mac OS is 8.6 or later. If not, update your Mac OS to 8.6 or later, or visit http://www.apple.com to get the correct USB driver for your currently installed Mac OS.

3. Check to make sure that your scanner is correctly installed.

   a) Make sure that only one USB cable is connected to your scanner. (You should use only one interface at a time.)

   b) Make sure you properly connect the scanner's USB cable to your computer.

   c) Make sure your scanner is on and is in the ready state.

4. Check to verify whether your scanner has been detected by your Mac OS and try using Apple System Profiler 2.0 (or later) to see if the scanner is detected on the USB port.

   If your Mac OS cannot find your scanner, please visit http://www.apple.com for more information about USB support for your Macintosh.

Q2: Keyboard inactive or mouse hang-up when scanner was found by system

A2: Reconnect the USB cable, then restart your scanner and computer. If the keyboard or mouse still cannot function, turn off your Macintosh and scanner, and connect the USB cable to another available USB port of your Macintosh.