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# TWAIN driver

## *User's Guide*

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## About This Product

This TWAIN driver is a software program that enables you to use an MFP (multifunction printer) connected to a LAN as a scanner.

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### Dialog Boxes

The dialog boxes shown in this manual are those that appear in Windows 7.



#### Detail

*The dialog boxes that appear in this document may differ from those that appear on your PC, depending on the installed devices and specified settings.*

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# 1 Introduction

## 1.1 What Is a TWAIN Driver?

You can operate an image processing application from an MFP (multifunction printer) connected to a LAN and scan and edit images.

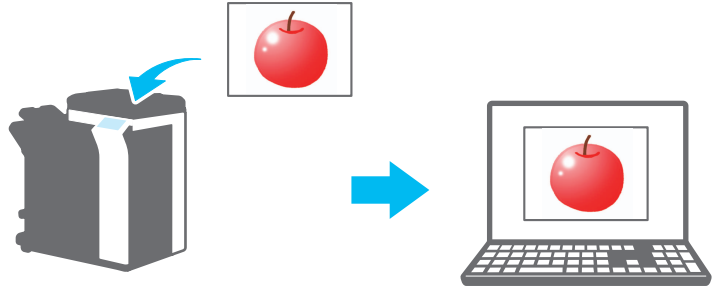




# 1.2 How You Can Use a TWAIN Driver

You can use a TWAIN driver to do the following.

**Scan the document and edit the scanned image in the image processing application.**



**Adjust and save the document in a familiar environment.**



## 1.3 Operating Environment

### 1.3.1 Software

To use this software, you must install the following software on your PC beforehand.

- TWAIN compatible image processing application

### 1.3.2 System Requirements

Operating system	Windows XP Home Edition (SP3 or later) Windows XP Professional (SP3 or later) Windows XP Professional x64 Edition (SP2 or later) Windows Vista Home Basic (SP2 or later)* Windows Vista Home Premium (SP2 or later)* Windows Vista Business (SP2 or later)* Windows Vista Enterprise (SP2 or later)* Windows Vista Ultimate (SP2 or later)* Windows 7 Home Basic (SP1 or later)* Windows 7 Home Premium (SP1 or later)* Windows 7 Professional (SP1 or later) Windows 7 Enterprise (SP1 or later) Windows 7 Ultimate (SP1 or later)* *Compatible with 32-bit (x86) and 64-bit (x64) environments
PC	Depends on the specifications of the OS
Memory	Depends on the specifications of the OS
Network	A PC whose TCP/IP protocol settings have been configured correctly
Hard disk	20 MB or more of free disk space is necessary

Refer to the Readme file for the latest information about service packs and so on.

## 2 Installing the TWAIN Driver

This chapter explains how to install and uninstall the TWAIN driver.

The examples in this section will use Windows 7 as the OS.

### 2.1 Installation

To install the TWAIN driver, follow the procedure below.

Procedure

- 1** Insert the User Software CD-ROM into your PC's CD-ROM drive.  
The CD's menu will appear.
- 2** Under "Install Scanner", select "TWAIN driver".  
The "User Account Control" dialog box will appear.
- 3** Click [Yes].
- 4** Afterward, follow the directions that appear on the screen.  
The installation will start, and the necessary files will be copied.  
After all the files have been copied, a message appears indicating that installation has been completed.
- 5** Click [Finish].  
The TWAIN driver installation window will close.



**Note**

*To use the TWAIN driver with the 32-bit version of Photoshop CS5, you need to download the TWAIN plugin from the Adobe website and install it.*

*The TWAIN driver is not compatible with the 64-bit version of Photoshop CS5.*

**Detail**

*Separate MSI-based installers have been prepared for this software.*

*When an MSI-based installer is used, the software can be automatically distributed, and can be installed automatically in the Active Directory environment.*

*For details, contact your service representative.*

## 2.2 Uninstallation

You can use one of the following two methods to uninstall the TWAIN driver.

### 2.2.1 Uninstalling the Driver from the Control Panel

Follow the procedure below to uninstall the TWAIN driver from the control panel.

Procedure

- 1** On the taskbar, click Start, "Control Panel", "Programs", and then "Programs and Features".
  - In Windows XP, click "Control Panel" and then "Add or Remove Programs".
- 2** Select the application that you want to uninstall from the list, and then click [Uninstall].
  - In Windows XP, select the application that you want to uninstall from the list, and then click [Change/Remove].

A confirmation message appears.
- 3** Click [Yes].
- 4** Afterward, follow the directions that appear on the screen.
  - In the "Program Maintenance" window, click [Remove].

The uninstallation of the TWAIN driver will start. When the uninstallation is finished, the InstallShield Wizard Completed window will appear.
- 5** Click [Finish].

The TWAIN driver uninstallation window will close.

### 2.2.2 Uninstalling the Driver Using the CD-ROM

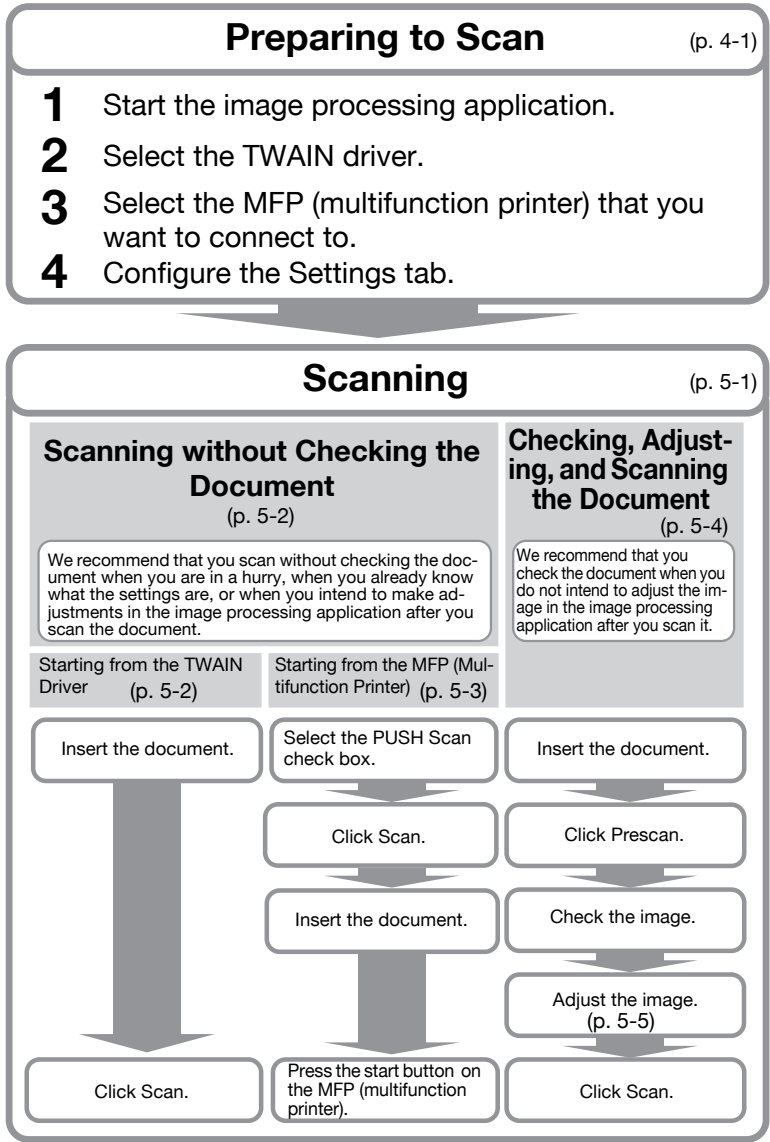
Follow the procedure below to uninstall the TWAIN driver from the CD-ROM.

#### Procedure

- 1** Insert the User Software CD-ROM into your PC's CD-ROM drive.  
The CD's menu will appear.
- 2** Under "Install Scanner", select "TWAIN driver".  
The "User Account Control" dialog box will appear.
- 3** Click [Yes].
- 4** Afterward, follow the directions that appear on the screen.
  - In the "Program Maintenance" window, click [Remove].The uninstallation of the TWAIN driver will start. When the uninstallation is finished, the InstallShield Wizard Completed window will appear.
- 5** Click [Finish].  
The TWAIN driver uninstallation window will close.

### 3 Workflow

The following flowchart illustrates the operations that you can perform. After you have prepared for scanning, select the scanning method.



## 4 Preparing to Scan

This chapter explains how to prepare to scan an original document.

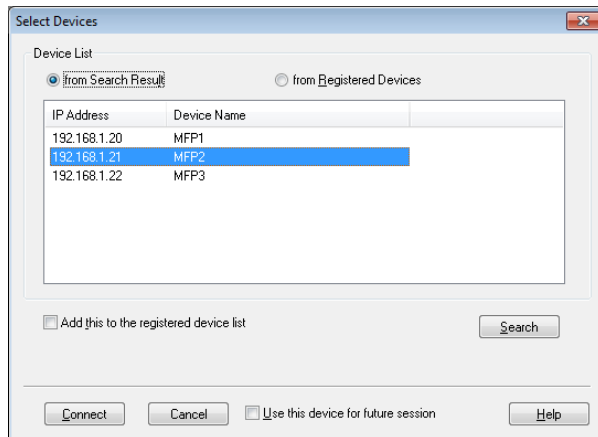


### Note

*When scanner transmission is disabled on the MFP (multifunction printer) side, you cannot use the TWAIN driver to scan an image.*

### Procedure

- 1 Start the image processing application.
- 2 In the image processing application, select the TWAIN driver.
  - Some applications will display a "Select Devices" command. If this is the case, before you scan an image, use "Select Devices" to select the TWAIN driver that you want to use.The "Select Devices" dialog box opens.
- 3 Select the device you want to connect to, and then click [Connect].



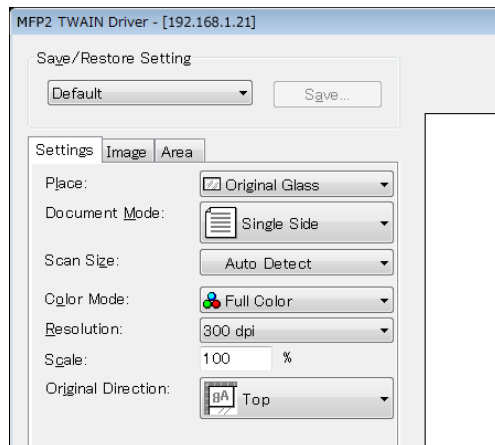
- You can also select the device that you want to connect to from the list of registered devices. For details, see "Selecting from the List of Registered Devices" on page 7-3.
- For details about the "Select Devices" dialog box, see "Selecting the Device to Scan With" on page 7-1.



- When user authentication and account track authentication are configured on the MFP (multifunction printer) side, various authentication dialog boxes appear. For details, see "Loading with a Device Whose Authentication Settings Have Been Configured" on page 8-1.
- When the MFP (multifunction printer) is configured to disable scanner transmissions from the logged in user, the user will be unable to scan images.
- If you select the [Use this device for future session] check box, the "Select Devices" dialog box will not open the next time you select the TWAIN driver, and the main window will open instead.

The main window opens.

#### 4 Configure the settings on the [Settings] tab.



- Place: Select where the original document will be set.
- Document Mode: Select how many sides of the original document to scan.
- Scan Size: Select the size of the original document you are scanning.

**Auto Detect:** The scan size is determined automatically.

**Full Image Area:** The maximum scannable size is used.

**SEF, LEF:** "SEF" is horizontal. "LEF" is vertical.

**Custom Size:** You can set the scan size freely. You can register the sizes that you set to a list and use them later.

- Color Mode: Select the color mode. You can select Black, Gray Scale, or Full Color. If the MFP (multifunction printer) is configured to disable the transmission of color documents for the currently logged in user or department, the "Full Color" option does not appear.

- Resolution: Select the scan resolution. You can select 100, 200, 300, 400, or 600 dpi. Only when you specify 100 dpi from the TWAIN driver is the resolution on the control panel or job list of the MFP (multifunction printer) displayed as 200 dpi.
- Scale: Expands or reduces the scan of the original document. You can set a value in the range of 25% to 400%. If the scan size is larger than B4 or the resolution is 600 dpi, set the value in the range of 25% to 100%.
- Original Direction: Select the direction of the original document.
- For details about other items in the main window see, "Changing the Settings" on page 6-1.
- Depending on the settings of image processing applications, the main window may not be displayed. For details, see "Scanning Using the Image Processing Application" on page 5-6.


## 5 Start scanning.

Select the scanning method.

- "Scanning without Checking the Document" on page 5-2
- "Checking, Adjusting, and Scanning the Document" on page 5-4

# 5 Scanning

This chapter explains how to scan an original document. You can use one of the following two methods to scan an original document.

Scan without checking the document	We recommend that you use this option when you are in a hurry, when you already know what the settings are, or when you intend to make adjustments in the image processing application after you scan the document.	p. 5-2
Check, adjust, and scan the document	We recommend that you use this option when you do not intend to adjust the image in the image processing application after you scan it.  ... <b>Note</b> <i>You cannot use this option with an ADF.</i>	p. 5-4

 ...

**Note**  
*Before you perform this procedure, make preparations for scanning. For details, see "Preparing to Scan" on page 4-1.*

 ...

**Note**  
*When the file size for the original that you're scanning exceeds 200 MB, a confirmation message appears.  
When this happens, follow the instructions in the message, and adjust the resolution, scan area, or scan type to reduce the file size.  
If you scan the document without changing the settings, it is possible that the document will not be scanned correctly or that it will take a long time for the document to finish scanning.*

## 5.1 Scanning without Checking the Document

This section explains how to scan without checking the document.

We recommend that you scan without checking the document when you are in a hurry, when you already know what the settings are, or when you intend to make adjustments in the image processing application after you scan the document.

You can start scanning from the TWAIN driver or the MFP (multifunction printer).



### Note

*You can adjust the document without checking it. For details, see "Changing the Settings" on page 6-1.*

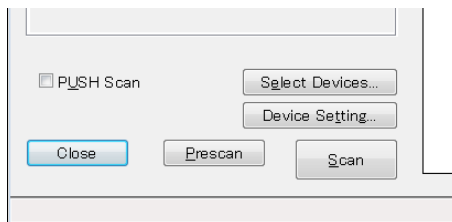
### 5.1.1 Starting from the TWAIN Driver

In the TWAIN driver window, click [Scan] to start scanning.

Procedure

- 1 Put the original document in the ADF or on the original glass.
- 2 Click [Scan].

The original document will be scanned, and an image of it will appear in the image processing application.

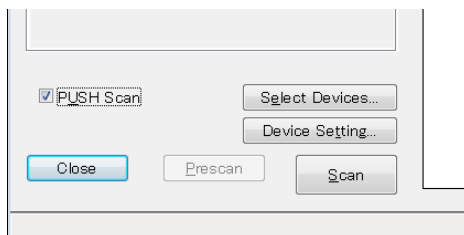


### 5.1.2 Starting from the MFP (Multifunction Printer)

Click [Start] on the MFP (multifunction printer) control panel to start scanning.

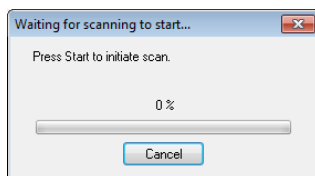
Procedure

- 1 Select the [PUSH Scan] check box.



- 2 Click [Scan].

When the MFP is ready to scan, a message will appear asking you to insert the original document.



- 3 Put the original document in the ADF or on the original glass.
- 4 On the MFP (multifunction printer) control panel, press [Start].
  - If user authentication or some other authentication has been configured, you will need to enter your user name and password on the MFP's (multifunction printer's) control panel before you press [Start].

The original document will be scanned, and an image of it will appear in the image processing application.

## 5.2 Checking, Adjusting, and Scanning the Document

This section explains how to display a preview of the original document before you scan it, check the document, adjust the image quality, and then scan the document.

We recommend that you use this option when you do not intend to adjust the image in the image processing application after you scan it.



### Note

*You cannot use this option with an ADF.*

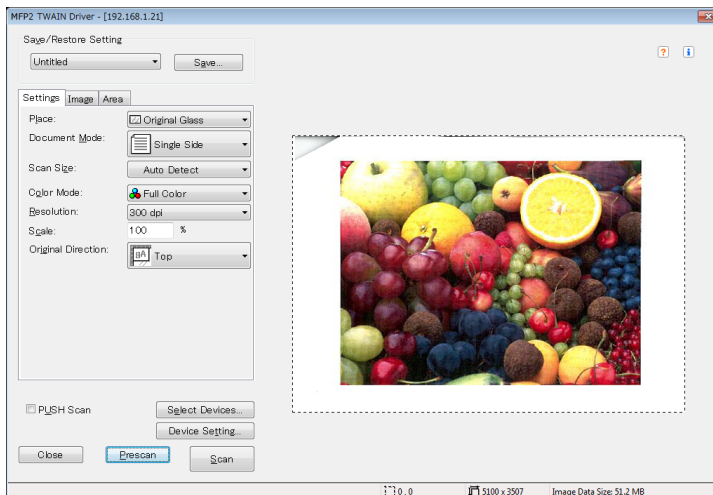
### Procedure

- 1 Put the original document on the original glass.
- 2 Click [Prescan].

The original document will be scanned at a low resolution and displayed in the preview area.



### 3 Check the image.



### 4 Adjust the image quality.

- For details on adjusting the image quality, see "Changing the Settings" on page 6-1.

### 5 Click [Scan].

The original document will be scanned, and an image of it will appear in the image processing application.

### 5.3 Scanning Using the Image Processing Application

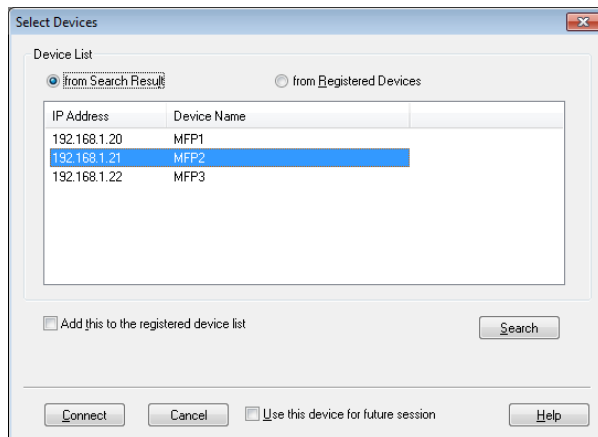
Depending on the settings of image processing applications, the main window will not appear.

After putting the original document in the ADF or on the original glass, follow the instructions in the image processing application's user's manual.

In the example procedure below, Adobe Acrobat 9 is used.

Procedure

- 1 Put the original document in the ADF or on the original glass.
- 2 Start the image processing application.
- 3 Select an option from the image processing application's scan menu (example: "Black & White Document", "Grayscale Document", "Color Document", or "Color Image").  
The "Select Devices" dialog box opens.
- 4 Select the device you want to connect to, and then click [Connect].



- You can also select the device that you want to connect to from the list of registered devices. For details, see "Selecting from the List of Registered Devices" on page 7-3.
- For details about the "Select Devices" dialog box, see "Selecting the Device to Scan With" on page 7-1.
- When user authentication and account track authentication are configured on the MFP (multifunction printer) side, various authentication dialog boxes appear. For details, see "Loading with a Device Whose Authentication Settings Have Been Configured" on page 8-1.



- When the MFP (multifunction printer) is configured to disable scanner transmissions from the logged in user, the user will be unable to scan images.
- If you select the [Use this device for future session] check box, the "Select Devices" dialog box will not open the next time you select the TWAIN driver.

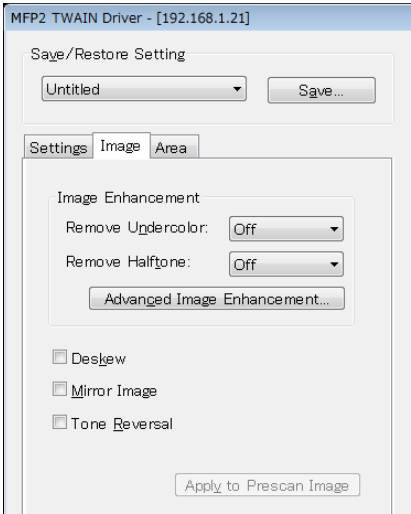
The original document will be scanned, and an image of it will appear in the image processing application.

# 6 Changing the Settings


## 6.1 Adjusting the Image Quality

This section will explain how to adjust the image quality of the scanned document.

In the main window, click the [Image] tab to display the image quality settings.



Item	Description
Remove Undercolor	Removes unnecessary undercolors, such as the color of discolored paper. You can select Off, Low, Standard, or High. This item is valid when the color mode is Full Color.
Remove Halftone	Prevents moiré patterns from forming in scans of original documents that were printed using dots. You can select Off, Low, Standard, or High. This item is valid when the color mode is Full Color or Grayscale.
Advanced Image Enhancement	Click this button to display the "Advanced Image Enhancement" dialog box. You can make more detailed adjustments to the image quality. For details, see "Making Detailed Adjustments to the Image Quality" on page 6-3.

Item	Description
Deskew	Automatically corrects the scan of a skewed original document.  ... <b>Note</b> <i>This feature may not work properly with small image sizes.</i>
Mirror Image	Horizontally inverts the scan of the original document.
Tone Reversal	Inverts the color tones, as in a film negative.
Apply to Prescan Image	Applies adjustments to the document loaded in the preview area.

## 6.2 Making Detailed Adjustments to the Image Quality

This section will explain how to make detailed adjustments to the image quality of the scanned document.

In the main window, in the [Image] tab, click [Advanced Image Enhancement].

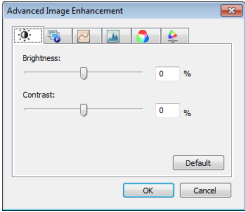
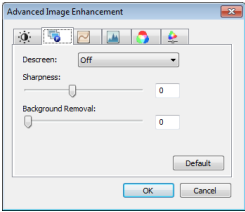
The advanced image enhancement window has six tabs.

In any of the tabs, you can click [Default] to return to the default settings.

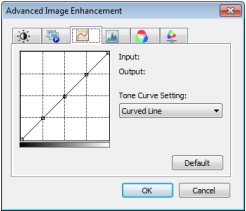


**Note**

*Some items cannot be adjusted when the color mode is Grayscale or Black.*

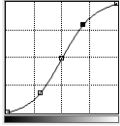
<p>Brightness and Contrast</p> 	<p>You can adjust the brightness and contrast.</p> <ul style="list-style-type: none"><li>• <b>Brightness:</b> Use this setting to adjust the brightness.</li><li>• <b>Contrast:</b> Use this setting to adjust the contrast.</li></ul>
<p>Sharpness</p> 	<p>You can adjust the moiré pattern mitigation, sharpness, and background removal.</p> <ul style="list-style-type: none"><li>• <b>Descreen:</b> Select [On] to reduce the formation of moiré patterns (striped patterns that appear on scanned printed materials).</li><li>• <b>Sharpness:</b> Enhances image outlines. Adjust this setting when images appear fuzzy.</li><li>• <b>Background Removal:</b> When there are characters and figures in the background, you can use this setting to remove them without affecting the characters and figures in the foreground.</li></ul>

Tone Curve

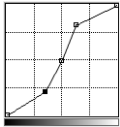


You can correct the brightness of the image by adjusting a line that represents the pre-correction and post-correction results.

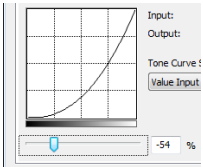
- Curved Line:



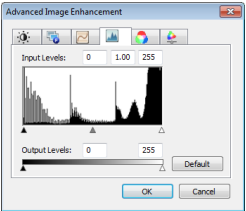
- Folded Line:



- Value Input:



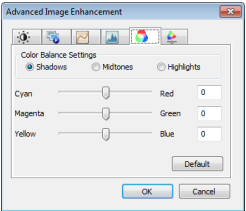
Level



You can view and adjust the image level distribution on a histogram.

Use this feature when you are adjusting the scan of a picture.

Color Balance

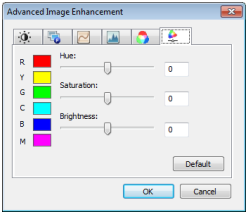


You can make adjustments to colors that are divided into reds, greens, and yellows. You can use this feature to correct color cast.

Drag a color's slider to the left to make the color lighter, and drag the slider to the right to make the color darker.

- Shadows:  
Use this setting to adjust darker colors.
- Midtones:  
Use this setting to adjust midtones.
- Highlights:  
Use this setting to adjust brighter colors.

Hue, Saturation, and Brightness

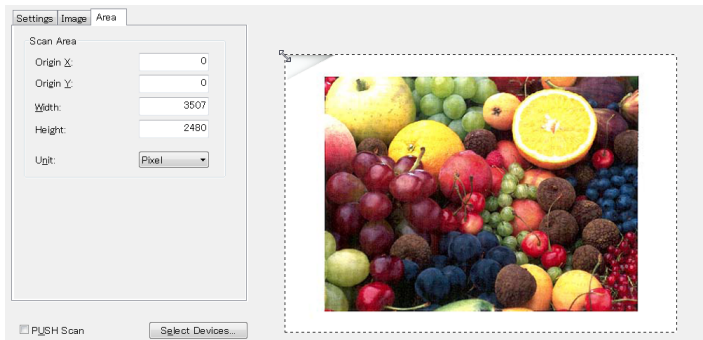


You can adjust the hue, saturation, and brightness.

- Hue:  
Adjusts the hue.
- Saturation:  
Adjusts the saturation.
- Brightness:  
Adjusts the brightness.

### 6.3 Changing the Area to Scan

This section explains how to change the area to scan. You can adjust the area to scan by dragging the cursor in the preview area. You can also adjust the area by entering values in the [Area] tab.



#### 6.3.1 Making Changes in the Preview Area

To change the scan area, drag the cursor in the preview area.

Changing the size of the area	Drag the corner of the area. 
Changing the width or height of the area	Drag one of the sides of the area. 
Moving the area	Drag the middle of the area. 

### 6.3.2 Making Changes by Entering Numbers

To change the scan area, enter numbers in the [Area] tab.

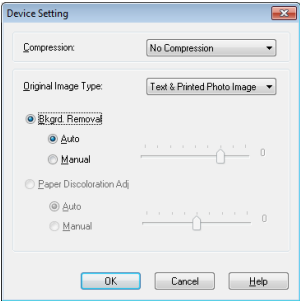
The screenshot shows a software window with three tabs: 'Settings', 'Image', and 'Area'. The 'Area' tab is active. Inside, there is a 'Scan Area' section with four input fields: 'Origin X' with the value 0, 'Origin Y' with the value 0, 'Width' with the value 3507, and 'Height' with the value 2480. Below these fields is a 'Unit' dropdown menu currently set to 'Pixel'.

Item	Description
Origin X and Origin Y	Enter the position of the upper left corner of the area. Enter Origin X to set the horizontal position and Origin Y to set the vertical position.
Width	Enter the width of the area.
Height	Enter the height of the area.
Unit	You can change the unit of the numbers.



### 6.4 Changing Device Settings

This section explains how to change device-side settings, such as the image quality and the method for compressing the image of the original document.



Item	Description
Compression	<p>Select the method for compressing the scanned data. If you select [JPEG], the image quality will not be as good, but the scan speed will be faster.</p> <p>... <b>Note</b> <i>Depending on the MFP (multifunction printer), you may not be able to select this setting. For details, see the user's guide for your MFP (multifunction printer).</i></p>
Original Image Type	<p>From the list below, you can select an image quality, such as Text or Photo, that matches the original document.</p> <ul style="list-style-type: none"><li>• Text</li><li>• Printed Photo Image</li><li>• Text &amp; Printed Photo Image</li><li>• Photo Paper</li><li>• Text &amp; Photo Paper</li><li>• Low Contrast Original</li><li>• Map</li><li>• Copied Paper</li></ul>
Bkgrd. Removal	<p>You can use this feature to adjust the darkness of the background when scanning paper with a lightly colored background. You can select Auto or Manual. You cannot use this feature when [Paper Discoloration Adj] is selected.</p>
Paper Discoloration Adj	<p>You can use this feature to reduce the discoloration of the original document due to aging or exposure to sunlight and make the background white. You can select Auto or Manual. You cannot use this feature when [Bkgrd. Removal] is selected.</p>

**Note**

*Depending on the device, there may be additional settings that you can change.*

## 6.5 Saving and Restoring Settings

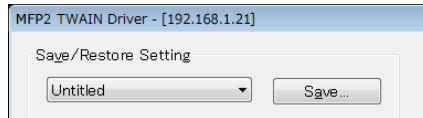
You can save and restore the changes that you make to the settings.

### 6.5.1 Saving Settings

This section explains how to save the changes that you make to the settings.

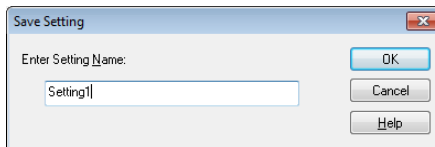
Procedure

- 1 After you change the settings, click [Save].



The message, "Enter Setting Name:" appears.

- 2 Enter a name in the text box, and click [OK].



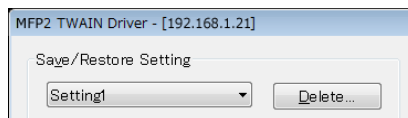
The settings are saved.

### 6.5.2 Restoring Settings

This section explains how to restore the settings that you have changed.

Procedure

- ➔ Select the settings that you want to load from the list.
  - You can select [Default] to return to the default settings.

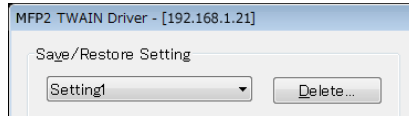


### 6.5.3 Deleting Settings

This section explains how to delete the currently loaded settings.

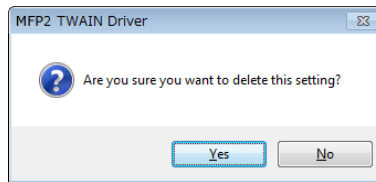
Procedure

- 1 Click [Delete].



The message "Are you sure you want to delete this setting?" appears.

- 2 Click [Yes].



The settings are deleted.

## 7 Selecting the Device to Scan With

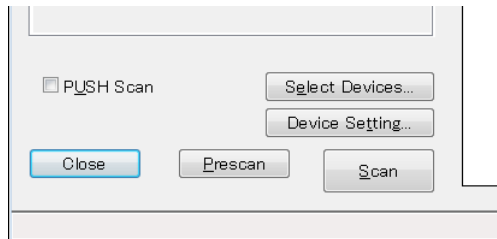
Select a device on the network that can scan. Select the device in the [Select Devices] dialog box that appears when you first open the TWAIN driver and when you click "Select Devices" in the main window.

### 7.1 Selecting a Network Device

Select one of the devices that have been automatically detected on the network.

Procedure

- 1 Open the TWAIN driver, or in the main window, click [Select Devices].

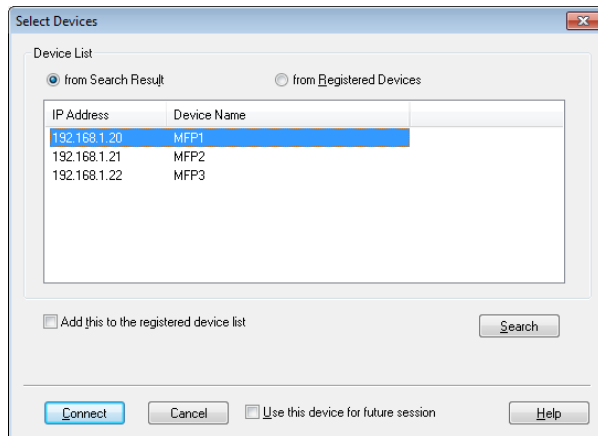


The Select Devices dialog box opens.

A list appears that shows the devices that have been automatically detected on the network.

- If you want to search for devices again, click [from Search Result].

- 2 Select the device you want to connect to, and then click [Connect].
- To add a device to the list of registered devices when you connect to it, select the [Add this to the registered device list] check box. For more information about the list of registered devices, see "Editing the List of Registered Devices" on page 7-5.
  - If you're scanning using a device whose authentication settings have been configured, enter the necessary information in the various dialog boxes that appear. For details, see "Loading with a Device Whose Authentication Settings Have Been Configured" on page 8-1.
  - If you select the [Use this device for future session] check box, the "Select Devices" dialog box will not appear the next time you select the TWAIN driver, and the main window will be displayed instead.



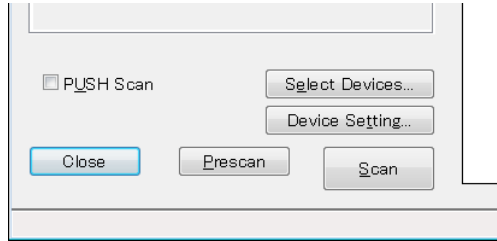
The main window opens.

## 7.2 Selecting from the List of Registered Devices

This section explains how to select a device from the list of registered devices.

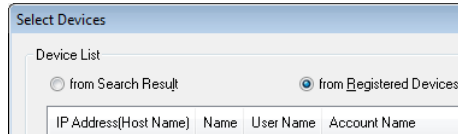
### Procedure

- 1 Open the TWAIN driver, or in the main window, click [Select Devices].

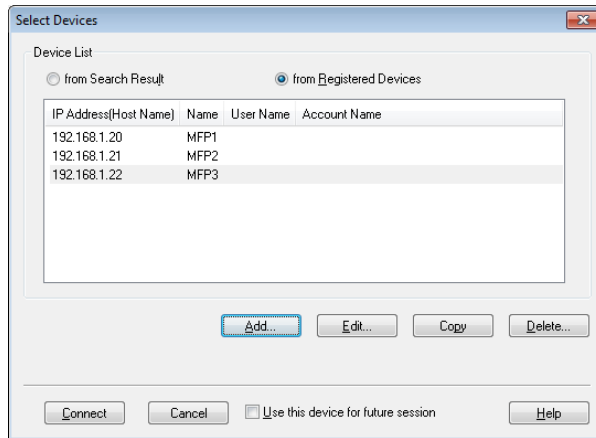


The Select Devices dialog box opens.

- 2 Click [from Registered Devices].



- 3 Select the device you want to connect to, and then click [Connect].
- If you're scanning using a device whose authentication settings have been configured, enter the necessary information in the various dialog boxes that appear. For details, see "Loading with a Device Whose Authentication Settings Have Been Configured" on page 8-1.
  - For information about how to add, edit, copy, and delete the devices in the list of registered devices see "Editing the List of Registered Devices" on page 7-5.
  - If you select the [Use this device for future session] check box, the "Select Devices" dialog box will not appear the next time you select the TWAIN driver, and the main window will be displayed instead.



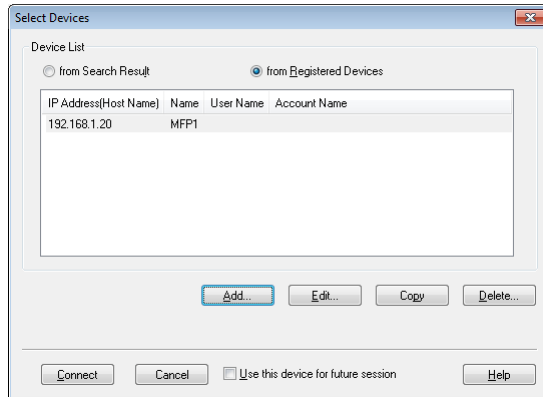
The main window opens.



## 7.3 Editing the List of Registered Devices

This section explains how to add, edit, copy, and delete the devices in the list of registered devices.

The list of registered devices appears in the "Select Devices" dialog box when you click [from Registered Devices].

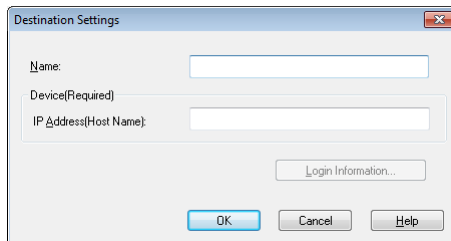


### 7.3.1 Adding a Device

This section explains how to add a device to the list of registered devices.

#### Procedure

- 1 Click [Add].  
The "Destination Settings" dialog box appears.
- 2 Enter the device information, and then click [OK].
  - "Name": Enter the device's name.
  - "IP Address(Host Name)": Enter the device's IP address or host name.

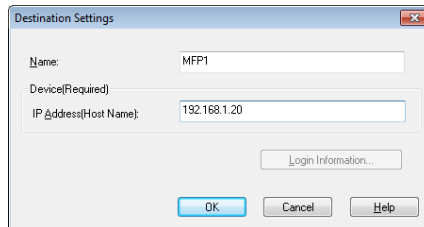


### 7.3.2 Changing the Device Information

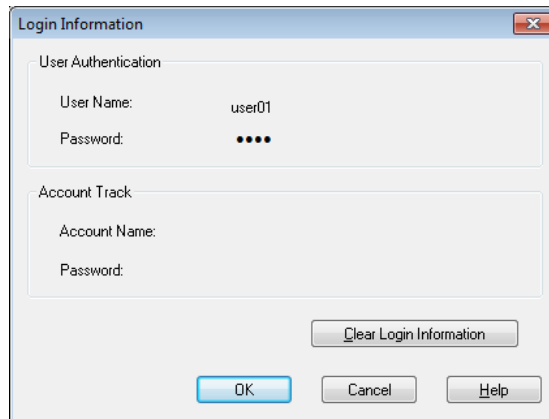
This section explains how to change the information about a device that is registered in the list of registered devices.

#### Procedure

- 1 From the list, select the item that you want to change, and click [Edit].  
The "Destination Settings" dialog box appears.
- 2 Enter the device information.



- Name: Enter the device's name.
- IP Address(Host Name): Enter the device's IP address or host name.
- Login Information: This button is available when authentication information was saved the last time the device was connected to. Click this button to display authentication information. To clear the login information, click [Clear Login Information]. Click [OK] to display the "Destination Settings" window.



### 7.3.3 Copying the Device Information

This section explains how to copy the information about a device that is registered in the list of registered devices.

Procedure

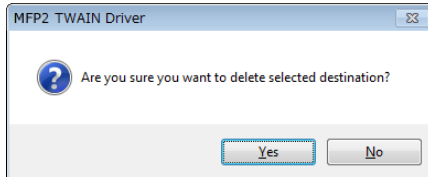
- 1 In the list of registered devices, select the information of the device you want to copy, and click [Copy].
- 2 The device's information is copied to the list of registered devices.

### 7.3.4 Deleting the Device Information

This section explains how to delete the information about a device that is registered in the list of registered devices.

Procedure

- 1 In the list of registered devices, select the information of the device you want to delete, and click [Delete].  
A confirmation message appears.
- 2 Click [Yes].



The information about the device that you selected is deleted.

## 8 Loading with a Device Whose Authentication Settings Have Been Configured

### 8.1 Devices with User Authentication

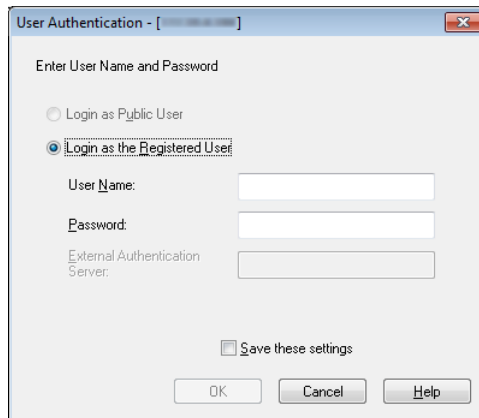
When you connect to a device with user authentication, the "User Authentication" dialog box appears before the main window.

Enter the predetermined user name and password.

For details, consult your system administrator.

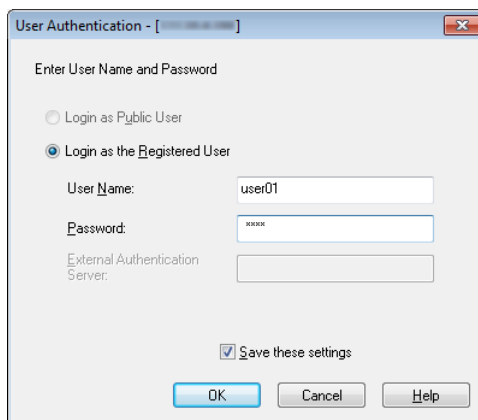
Procedure

- 1 Click [Login as Public User] or [Login as the Registered User].
  - If the device's user authentication settings have been configured to allow public users, click [Login as Public User]. Otherwise, click [Login as the Registered User].



## 2 Enter the user name and password, and then click [OK].

- If you click [Login as Public User], you do not need to enter a user name or password.
- If you select the [Save these settings] check box, the user name and password will already be entered the next time you select the same device.
- If external server authentication has been selected in the MFP's (multifunction printer's) user authentication settings and multiple domains have been registered, after the user name, enter "@" followed by the domain name. For example, if the user name is "user@1" and the domain name is "domain" enter "user@1@domain".



The image shows a Windows-style dialog box titled "User Authentication - [Device Name]". The main heading inside is "Enter User Name and Password". There are two radio buttons: "Login as Public User" (unselected) and "Login as the Registered User" (selected). Below the radio buttons are three text input fields: "User Name:" containing "user01", "Password:" containing "xxxx", and "External Authentication Server:" which is empty. At the bottom, there is a checked checkbox labeled "Save these settings". Three buttons are at the bottom right: "OK", "Cancel", and "Help".

## 8.2 Devices with Account Track Authentication

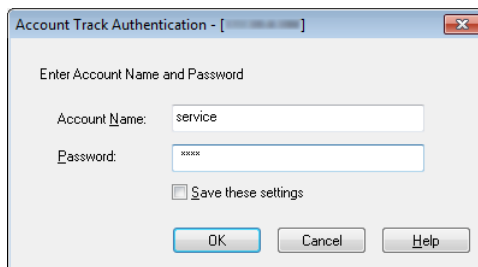
When you connect to a device with account track authentication, the "Account Track Authentication" dialog box appears before the main window.

Enter the predetermined account name and password.

For details, consult your system administrator.

Procedure

- Enter the account name and password, and then click [OK].
  - If you select the [Save these settings] check box, the account name and password will already be entered the next time you select the same device.

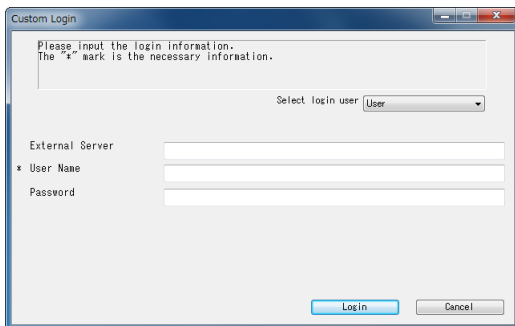


### 8.3 Devices That Use a Middle Authentication Server

When you connect to a device that uses a middle authentication server, the "Custom Login" dialog box appears before the main window.

Enter the predetermined user name and password.

For details, consult your system administrator.



- The dialog box shown is an example. The actual dialog box for middle authentication may vary depending on the authentication application.

## 9 Troubleshooting

This section explains the error messages, their causes, and how to respond to them.

Error Message	Cause	Corrective Action
Can not connect to server (IP address).	The specified IP address is wrong.	Check the IP address of the device that you're trying to connect to.
Destination device is not supported.	The device at the IP address that you specified does not support this TWAIN driver.	Specify a destination device that is compatible with this TWAIN driver.
User Authentication failed. Make sure your USER NAME is correct, then enter your password again.	The user name or password is incorrect.	Make sure that the user name and password are correct.
Your Authentication Account is not accessible. Try again in a few minutes, or check with your Administrator.	Your authentication account is locked.	Try again in a few minutes, or check with your administrator.
Login is failed because of external authentication server error.	The external authentication server cannot be connected to.	Check to make sure that the external authentication server is operating normally.
The server could not accept an authentication request. Please wait a moment, and then login again.	The authentication device could not be connected to.	Please wait a moment, and then try connecting again.
Account Track Authentication failed. Make sure your Account Name is correct, then enter your password again (if required).	Account track authentication failed.	Make sure that the account name and password are correct.
Login failed because number of logged-in users has reached the maximum allowed.	The number of logins to the device has reached the maximum value.	Wait awhile, and then try connecting again.
No response from scanner device.	The PC was unable to communicate with the device.	Check the network and device conditions.
Device Memory Error occurred.	An error occurred in the device's memory.	Check with the administrator of the device.
Paper Size not detected. Reset paper and press OK.	There is no document in the ADF or on the surface of the glass.	Put the original document in the ADF or on the surface of the original glass.
Can not begin scanning because access to the device is denied.	You do not have permission to connect to the device.	Check with the administrator of the device.



Error Message	Cause	Corrective Action
Can not scan due to device error that has occurred.	A device error has occurred.	Check the device conditions.
Can not start scanning because you have reached the maximum number of registered jobs.	The number of registered jobs has reached the maximum value.	Wait awhile, and then try connecting again.
Device busy. Can not begin scan.	The device is currently being used or is in a state in which it cannot be used.	Wait awhile, and then try connecting again. If the same message still appears after you wait awhile, check with the administrator of the device.
Unable to start scanning because Power save mode is set to the device. Cancel Power save mode using the method below and click OK to restart scanning. <ul style="list-style-type: none"> <li>Turn the sub power switch ON when it is OFF.</li> <li>Press Power Save Key when the sub power switch is ON.</li> </ul>	The device cannot start scanning because it is in low-power mode.	Use one of the following methods to disable low power mode, and then click OK. Start scanning again. <ul style="list-style-type: none"> <li>If the secondary power is off, turn it on.</li> <li>If the secondary power is on, press the power save key.</li> </ul>
Failed to start scanning again because Power save mode is set to the device.	The device cannot start scanning because it is in low-power mode.	Use one of the following methods to disable low power mode, and then scan again. <ul style="list-style-type: none"> <li>If the secondary power is off, turn it on.</li> <li>If the secondary power is on, press the power save key.</li> </ul>
Scanning has been cancelled.	The scan has been canceled by the device.	Check the device conditions.
Scan Error Occurred.	A scanning error has occurred.	Check the device conditions.
Error occurred while communication with the device.	An error occurred during communication with the device.	Check the network and device conditions.
Can not scan because scanning is restricted.	Scanner transmission has been forbidden in the user privileges.	Check with the administrator of the device.

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