

Color Image Scanner

*ScanSnap*

***fi-5110EOXM for Macintosh***

***Getting Started***



Please read this guide before connecting the scanner to your PC.

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# Introduction

Thank you for purchasing the ScanSnap fi-5110EOXM Color Image Scanner product.

ScanSnap fi-5110EOXM is a color image scanner and office applications. It is a complete Office Solution designed to improve your productivity and to solve scanning problems in your office. ScanSnap product has the following features.

- **Just pressing the Scanner button allows you to turn images on paper into PDFs!**

You can turn the documents that clutter up your desktop into PDFs, and manage and archive them on your computer. You can use the Adobe® Acrobat® software packaged with this scanner to display and edit these PDF documents, which are convenience for printing and attaching the e-mail.

ScanSnap product can also automatically recognize the type of document, color or black & white, so scanned image files can be made smaller when scanning documents containing a mixture of color and black & white pages. You can also have the scanner automatically remove blank pages in documents in order to reduce the size of files even more.

- **Effortless scanning!**

Double-sided color documents A4 or letter in size can be scanned at a speed of about 15 sheets/minute (when used with a computer with a PowerPC® G5 processor of 1.6GHz or higher running Mac OS X v10.2 or later and with Scan mode Normal, Color mode Auto, and Compression rate 3).

- **Small desktop footprint!**

Smaller than a sheet of A4 or letter paper in size, ScanSnap scanner can be left on your desk all the time.

(\*ScanSnap fi-5110EOXM Scanner does NOT comply with TWAIN or ISIS standards.)

## Manufacturer

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Other product names are the trademarks or registered trademarks of the respective companies.

## How Trademarks Are Indicated In This Manual

References to operating systems (OS) are indicated as follows:

Mac OS X v10.1:	Macintosh operating system Version 10.1
Mac OS X v10.2:	Macintosh operating system Version 10.2
Mac OS X v10.3:	Macintosh operating system Version 10.3
Mac OS X v10.4:	Macintosh operating system Version 10.4

Where there is no distinction between the different versions of the above operating system, the general term "Mac OS X" is used.

Adobe Acrobat 7.0: Adobe® Acrobat® 7.0 Standard

## ■ ScanSnap and the Manuals

ScanSnap fi-5110EOXM consists of:

- 1) fi-5110EOXM: Color image scanner
- 2) ScanSnap Manager: Image capturing software to scan and convert paper documents into PDF-format files
- 3) Adobe® Acrobat®: De facto standard software for generating and manipulating PDF format electronic document.

Following manuals are prepared for you:

### ScanSnap fi-5110EOXM Getting Started

(This manual):

provides basic information to install and use ScanSnap solution.

### ScanSnap fi-5110EOXM Operator's Guide

(PDF manual included in ScanSnap Setup CD-ROM):

provides detailed information about the installation of the ScanSnap software and hardware, operation of the scanner hardware and ScanSnap Manager.

For information on how to use Adobe Acrobat, please refer to "Adobe Acrobat Help".

## ■ Regulatory Information

### FCC declaration

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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



Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



The use of a USB interface cable and AC cable supplied with this product is required to comply with the Class B limits of Part 15 of FCC rules.

### Canadian DOC Regulations

This digital apparatus does not exceed the Class B limit for radio noise emissions from digital apparatus set out in the Radio interference Regulations of the Canadian Department of Communications.

This Class B digital apparatus complies with Canadian ICES-003.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique dicté par le ministère des Communications du Canada.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### Bescheinigung des Herstellers / Importeurs

Für den fi-5110EOX2 wird folgendes bescheinigt:

- In Übereinstimmung mit den Bestimmungen der EN45014(CE) funkenstört
- Maschinenlärminformationsverordnung 3. GPSGV, 06.01.2004: Der höchste Schalldruckpegel beträgt 70 dB (A) oder weniger, gemäß EN ISO 7779.

### International ENERGY STAR® Program

As an ENERGY STAR® Partner, PFU LIMITED has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.



The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the penetration of energy efficient computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment such as computers, monitors, printers, facsimiles, copiers, scanners, and multifunction devices. Their standards and logos (ENERGY STAR) are uniform among participating nations.

### Use in High-safety Applications

This product has been designed and manufactured on the assumption that it will be used in office, personal, domestic, regular industrial, and general-purpose applications. It has not been designed and manufactured for use in applications (simply called "high-safety applications" from here on) that directly involve danger to life and health when a high degree of safety is required, for example, in the control of nuclear reactions at nuclear power facilities, automatic flight control of aircraft, air traffic control, operation control in mass-transport systems, medical equipment for sustaining life, and missile firing control in weapons systems, and when provisionally the safety in question is not ensured. The user should use this product with adopting measures for ensuring safety in such high-safety applications. PFU LIMITED assumes no liability whatsoever for damages arising from use of this product by the user in high-safety applications, and for any claims or compensation for damages by the user or a third party.

## About the use of mercury



Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state, or federal laws.

The scanner lamp contains mercury.

To avoid unexpected injury, read the following carefully.

Doing the following actions may result in serious personal injuries:

- Do not put the substance in the lamp in your mouth as it contains mercury.
- Do not incinerate, crush, or shred the scanner.
- Do not breathe the chemical liquid contained in the scanner parts.

## ■ Conventions

### Warning Indications Used In This Manual



This indication alerts operators to an operation that, if not strictly observed, may result in severe injury or death.



This indication alerts operators to an operation that, if not strictly observed, may result in safety hazards to personnel or damage to equipment.

### Symbols Used In This Manual

This manual uses the following symbols in explanations in addition to warning indications



This symbol alerts operators to particularly important information. Be sure to read this information.



This symbol alerts operators to helpful advice regarding operation.



A TRIANGLE symbol indicates that special care and attention is required.

The drawing inside the triangle shows the specific caution.



A CIRCLE with a diagonal line inside shows action which users may not perform.

The drawing inside or under the circle shows the specific action that is not allowed.



Outline characters on a colored background show instructions users should follow.

It may also include the drawing that shows the specific instruction.

## About the Warning Label

**This product carries the following label warning.**



The surrounding area where this warning label is affixed can become very hot. Please take serious caution as the heat can cause burns.



Do NOT remove from the scanner, stain or scratch the warning labels.

## Screen Examples In This Manual

The screen examples in this manual are subject to change without notice in the interest of product improvement.

If the actual displayed screen differs from the screen examples in this manual, operate by following the actual displayed screen while referring to the User's Manual of the scanner application you are using.

Furthermore, the screenshots in this manual are for the ScanSnap Manager and Adobe Acrobat.

## About Service and Maintenance














The user must not perform repairs on this scanner. Contact the store where you purchased the scanner or an authorized FUJITSU Image Scanner service provider to make repairs to this product.

Periodic Cleaning is discussed in the Operators Guide

## ■ Safety Precautions














FOLLOW THESE INSTRUCTIONS AND BE SURE TO HEED ALL WARNINGS AND CAUTIONS DESCRIBED BELOW.

### ⚠ WARNING

	Do not touch the power plug with wet hands. Doing so might cause electric shock.
	
	A damaged AC cable may cause fire or electric shock. Do not place heavy objects on AC cables, or pull, bend, twist, heat, damage or modify AC cables. Also, do not use damaged AC cables or power plugs, and AC cables or power plugs when the wall socket is loose.
	Do not use cables other than the ones supplied with this product. Use only specified AC cables and connector cables. Failure to use the correct cables might cause electric shock and equipment failure.
	Use this scanner only at the indicated power voltage and current. Improper power voltage and current might cause fire or electric shock. Also, do not connect to multiple-power strips.
	Wipe off any dust from metal parts on the power plug or metal fittings with a soft, dry cloth. Accumulated dust might cause fire or electric shock.
	Do not install the scanner in locations subject to oil smoke, steam, humidity, and dust. Doing so might cause a fire or electric shock.
	If you detect heat coming from the device or detect other problems such as smoke, strange smells or noises, immediately turn off the scanner and then disconnect its power plug. Make sure that the smoking has stopped, and then contact the store where you bought the scanner or an authorized FUJITSU scanner service provider.
	If the scanner is damaged for any reason, turn off the scanner and unplug the power cable before contacting the store where you purchased the scanner.
	Do not insert or drop metal objects into the scanner. Do not scan wet documents or documents with paper clips or staples. Do not splash or allow the scanner to get wet.
	If foreign objects (water, small metal objects, liquids, etc.) get inside the scanner, immediately turn off the scanner and disconnect the power plug from the power outlet, then contact the store where you bought the scanner or the Maintenance Service Center. Pay particular attention to this warning in households where there are small children.
	
	Do not take apart or modify the scanner. The inside of the scanner contains high-voltage components. Touching these components might cause fire or electric shock.

### ⚠ CAUTION

The following describes important cautions.

	Install the scanner on a desk so that none of its parts protrude outside of the desktop. Also, make sure that the scanner is installed on a flat, level surface
	Do not install the scanner on unstable surfaces. Install the scanner on a level surface that is free of vibration to prevent it from falling. Install the scanner on a strong surface that will support the weight of the scanner and other devices.
	Firmly insert the power plug into the power outlet as far it can go.
	Install the scanner away from strong magnetic fields and other sources of electronic noise. Also, protect the scanner from static electricity as this might cause the scanner to malfunction.
	Do not use aerosol sprays to clean the scanner. Aerosol sprays cause dirt and dust to enter the scanner, resulting in scanner failure and malfunction.
	When the scanner is not used for a long period, be sure to disconnect the power plug from the power outlet for safety.
	Do not install the scanner in the direct sunlight or near heating apparatus. Doing so might cause excessive heat to build up inside the scanner, causing fire or scanner trouble. Install the scanner in a well-ventilated location.
	Do not block the ventilation ports. Blocking the ventilation ports generates heat inside of scanner, which may result in fire or scanner failure.
	Do not place heavy objects on the scanner or use the scanner's top surface for performing other work. Improper installation might cause injuries.
	Do not move the scanner with the power and interface cables connected as this might damage the cables, causing fire, electric shock or injuries. Before moving the scanner, be sure to disconnect the power plug from the power outlet, and disconnect data cables. Also, make sure that the floor is free of obstructions.
	Avoid touching any scanner mechanism when scanning as this may cause injuries.
	Do not use the device immediately after moving it from a cold place to a warm room. This may cause condensation, which might lead to scanning errors. Let the device dry about one or two hours before you use it.
	When you perform cleaning, make sure that the inside of the scanner is free of any foreign object, and be careful not to get your hand or the cloth caught on the pick spring (metal part) as a deformed pick spring (metal part) may cause injury.

# 1. Preparation

This chapter describes necessary preparations before using ScanSnap.



Do not connect the scanner to your PC before installing "ScanSnap Manager". If the scanner is connected before installing ScanSnap Manager, it will not operate correctly. Refer to Chapter 2 for the installation of ScanSnap Manager.

## 1.1. Checking the Contents of the Package

When you unpack the scanner package, make sure that all parts are included.

Refer to the package contents list included the scanner package box.

## 1.2. Names and Functions of Parts

This section describes the names and functions of parts.

### ■ Front Side

#### Paper chute cover

Open this cover when using the scanner.

→ Opening the cover turns ON the scanner.

#### ADF cover

(ADF: Automatic Document Feeder)

#### Stacker

Place the scanner aligning the two front projection to the hollows on the bottom of the scanner.

#### Cover open lever

Pull this lever to open the ADF COVER.

#### Paper chute cover

Open this cover and load the documents onto this part when scanning documents.

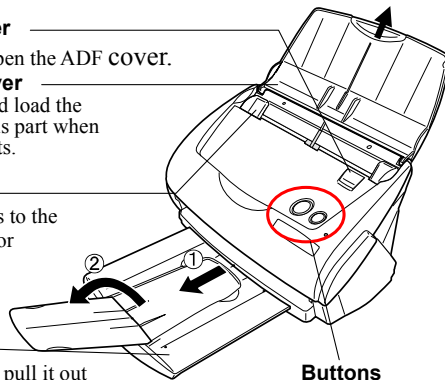
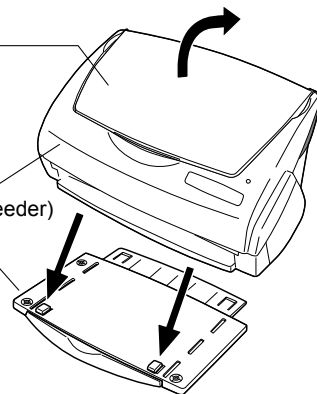
#### Side guide

Adjust these guides to the documents width for preventing skewed images.

#### Stacker

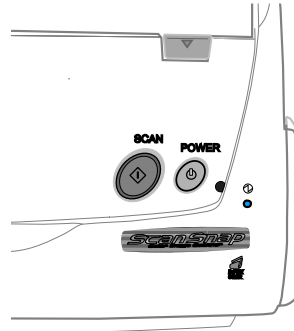
For using this part, pull it out as shown in the figure.

→ Documents are ejected from the ADF onto this tray.



\* You can also use the scanner without the Stacker.

### ■ Buttons



#### [SCAN] button

Starts scanning.

#### [POWER] button

Turns on/off the power supply.

#### Power lamp

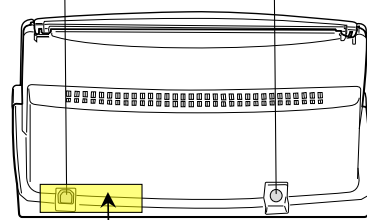
Indicates the scanner status.

Blue : Ready  
Blue (Blinking) : Scanning  
Yellow : Error  
Light off : Power off

### ■ Back Side

USB connector

AC adapter connector



**Seal:** After installing ScanSnap Manager onto your computer, remove this seal to connect the scanner to the PC.



For the Document Specification, refer to the "ScanSnap fi-5110EOXM Operator's Guide" stored in ScanSnap Setup CD-ROM.



The scanner turns on/off automatically, when you open/close the Paper chute cover. To turn off the scanner when the cover is open, press the [POWER] button.

## 2. Connecting ScanSnap

This chapter describes how to connect ScanSnap to your computer.

### 2.1. Installing the Supplied Software

Before connecting the scanner to your computer, please install the following software on your computer.

- ① Adobe Acrobat 7.0 (Application)
- ② ScanSnap Manager (Driver)

The below given table shows the required Operating System(s) for each software.

	Mac OS X v10.1	Mac OS X v10.2	Mac OS X v10.3	Mac OS X v10.4
①	X	✓*	✓	X
②	X	✓	✓	✓

\* For Mac OS X v10.2.8



- When using Mac OS X, log on as a user with administrator privileges.
- ScanSnap fi-5110EOXM is required as follows:  
**CPU:** Power PC® G4 Processor 800MHz or higher (recommended: Power PC® G5 Processor 1.6GHz or higher)\*  
**Memory:** 128MB or more (recommended: 512MB or more)\*  
 \* If the CPU and the memory do not meet the recommended requirements or USB version 1.1 is used, the scanning speed will slow down.



#### 2.1.1. Installing Adobe Acrobat 7.0

Please prepare the Adobe Acrobat 7.0 CD-ROM.

1. Insert the “Adobe Acrobat 7.0 CD-ROM” into the CD-ROM drive.

⇒ The “Adobe Acrobat 7.0 Standard” window appears.

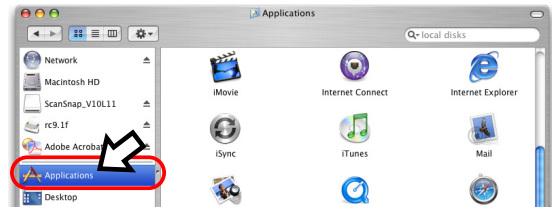


- To open the CD Tray or to eject a CD, press the  button on the keyboard. If the keyboard does not have the  button, press instead [F12] and hold it.
- In case the “Acrobat 7.0 Standard” window is not displayed automatically, copy the [Adobe Acrobat 7.0 Standard] folder in the [Applications] folder at Finder.

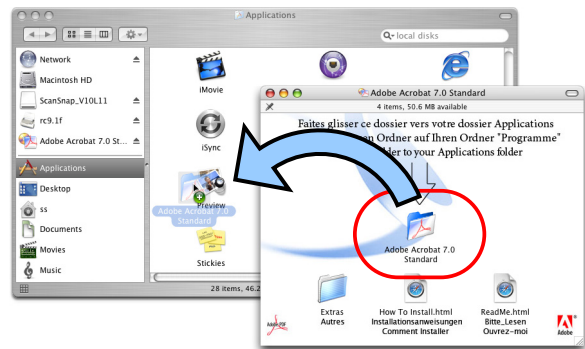
2. Click the Finder icon in the Dock menu



3. Select the [Applications] folder at Finder.



4. Select the icon pointed by the arrow and drag the [Adobe Acrobat 7.0 Standard] folder to the [Applications] folder in which the software is installed.



5. After finishing copying, eject CD-ROM, open [Adobe Acrobat 7.0 Standard] folder in the [Applications] folder, double-click Acrobat Standard icon and follow the indicated instructions.



Click the [How to install] button on the “Adobe Acrobat 7.0 Standard” window learn more about the Adobe Acrobat 7.0 installation. Refer to “**Adobe Acrobat Help**” about how to use Adobe Acrobat 7.0.



#### 2.1.2. Installing ScanSnap Manager

Please prepare the ScanSnap Setup CD-ROM.

1. Insert the “ScanSnap Setup CD-ROM” into the CD-ROM drive.

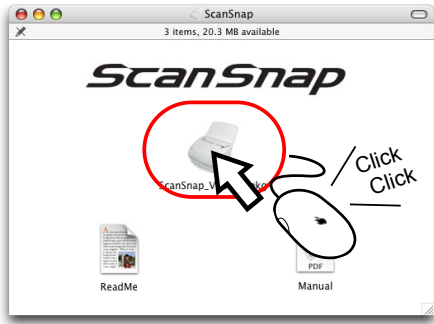
⇒ The “ScanSnap” window appears.



To open the CD Tray or to eject a CD, press the  button on the keyboard. If the keyboard does not have the  button, press instead [F12] and hold it.



2. Double-click the ScanSnap icon.



⇒ The installation of ScanSnap Manager starts up, and the “Welcome to the ScanSnap Manager Installer” window appears.

3. Follow the instructions to install the software.
4. After the installation is completed, restart your computer. Then eject the CD-ROM from the CD-ROM drive.



Refer to the “**ScanSnap Operator’s Guide**” (Manual.pdf) in **ScanSnap Setup CD-ROM** to learn more about ScanSnap Manager.

## 2.2. Connecting the Scanner

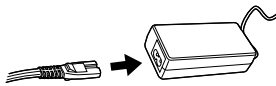
After the computer has restarted, please connect the scanner.

### 2.2.1. Connecting the AC cable

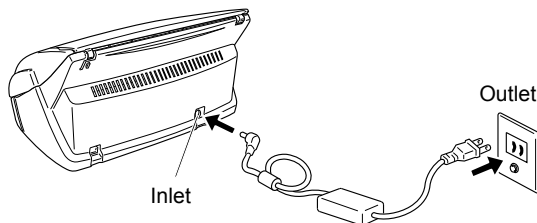


Do not use cables other than the ones supplied with this product. Use only the specified AC cables and AC adapter.

1. Connect the AC cable to the AC adapter.



2. Insert the connectors of the AC adapter to the scanner inlet and a power outlet.



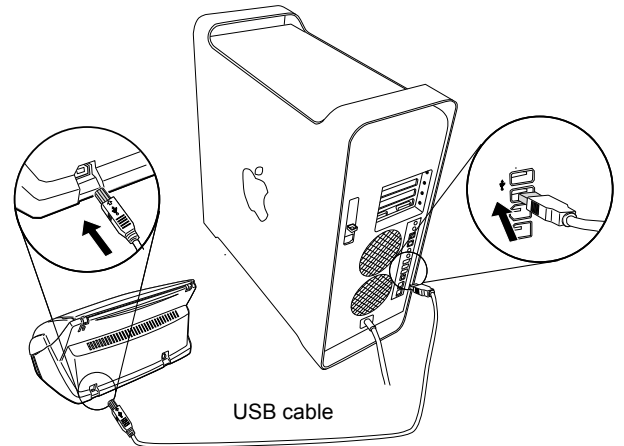
### 2.2.2. Connecting the USB cable

Follow the procedure below to connect the USB cable.



- Use the USB cable supplied with this scanner. The operation with a commercially available USB cable is not guaranteed.
- When connecting to a USB hub, be sure to connect the scanner to the hub nearest to your computer (first stage). If you connect it to a USB hub from the second stage onwards, ScanSnap may not operate correctly.

1. Remove the seal from the USB connector.
2. Connect the scanner and your computer with the USB cable.



3. Open the Paper chute cover of scanner.





If the scanner does not automatically turn on, press the [POWER] button on the scanner.

⇒ Your computer will automatically detect the scanner.

The installation of ScanSnap is complete!



The “ScanSnap Manager” icon  and a triangle under it are displayed in Dock menu.

When the icon remains as , press the [POWER] button to turn off the scanner and then press the [POWER] button again to restart the scanner. (Allow at least 5 seconds when you turn on/off the scanner.)



When using the [POWER] button to turn off/on the scanner, press it for longer than one second. \*For preventing miss-operation, the [POWER] button does not work unless it is pressed for longer than one second.

## 3. How to Use ScanSnap


This chapter describes basic operation of ScanSnap.

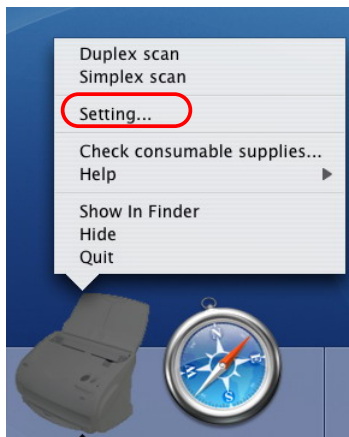
### 3.1. Scanning Documents

With “ScanSnap” you can turn paper office documents on your desk into digital files and save them just by pressing a single button. The scanned image can be viewed on the screen using the supplied applications (Adobe Acrobat). Also you can edit the scanned image using **Adobe Acrobat**.

### 3.2. About the Scan Settings

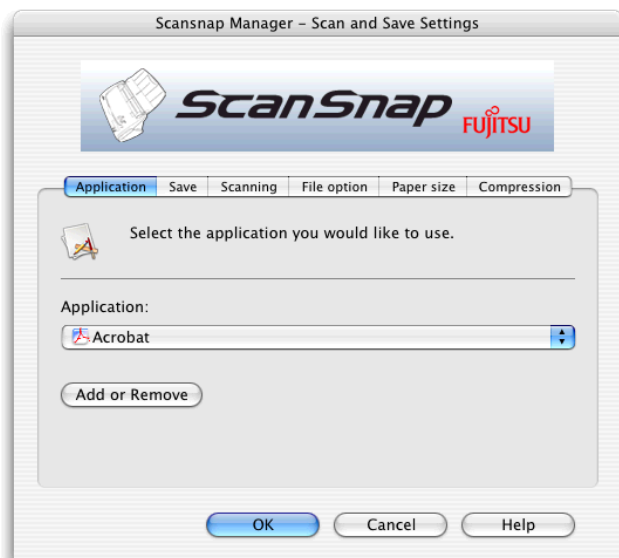
You can change ScanSnap settings by using “ScanSnap Manager”.

1. Press the ScanSnap Manager icon  in the Dock menu for a while and select [Setting...] from the menu.



⇒ The “Scan and Save Settings” window opens.

2. Change the scan settings on the “Scan and Save Settings” window.



There are six tabs used to configure the scan options:

[Application]

Select the application for viewing the scanned images.

[Save]

Specify the folder and file name to save the scanned images.

[Scanning]

Specify the scanning mode.

[File option]

Select the file format (PDF, JPEG) for saving the scanned images.

[Paper size]

Select the size of the document to be scanned.

[Compression]

Select the compression rate of a file.

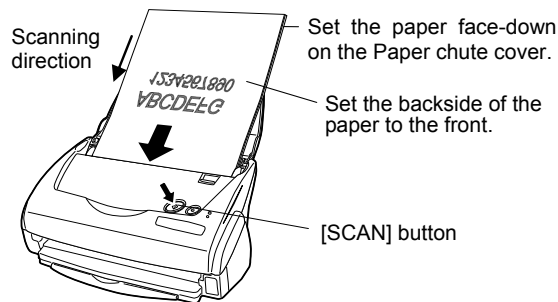


Refer to the “ScanSnap Operator’s Guide” (Manual.pdf) in the “ScanSnap Setup CD-ROM” to learn more about these settings.

3. Click the [OK] button to finish the configuration.  
⇒ The new settings are enabled.


### 3.3. Scanning Office Documents

1. Select “**Adobe Acrobat**” at [Application:] under the [Application] tab of “Scan and Save Settings”.
2. Load the documents onto the scanner.



3. Press the [SCAN] button.
  - ⇒ Scanning starts.
  - ⇒ When the scanning is completed, Adobe Acrobat starts and displays the scanned images.



- You can also use another application to display scanned images.
- Pressing [SCAN] button, the documents are scanned in the “Duplex” (both-sides scanning) mode. To scan the document in the “Simplex” (single-side scanning) mode, change this setting using the ScanSnap Manager .
- The ScanSnap scanner is able to scan various sizes of documents. Refer to the “**ScanSnap Operator’s Guide**” (manual.pdf) on the “**ScanSnap Setup CD-ROM**” to learn more about scanning the documents.





## 4. Troubleshooting

This chapter describes common problems during the usage of ScanSnap and how to remedy them.

### 4.1. Troubleshooting Checklist

Before you ask for repair service, please check the following items.

**If you cannot solve the problem even after checking the following items, contact the store where you purchased the scanner, or contact an authorized FUJITSU scanner service provider.**

Symptom	Check This Item	Remedy
The scanner cannot be turned on.	Are the AC/USB cable and AC adapter connected correctly?	Correctly connect the AC/USB cable and AC adapter. Disconnect the AC adaptor/cable and reconnect them again.
	Is the Paper chute cover closed? (The scanner's power supply is controlled by closing/opening the Paper chute cover.)	Open the Paper chute cover.
	Have Mac OS started up completely? (The scanner's power supply is controlled by turning on/off the PC.)	Please wait until Mac OS has started up completely. The  LED may turn off when Mac OS is starting up or the scanner is in low power mode.
	Have you pushed the [POWER] button to turn off the scanner? (The scanner can be turned off by pressing the [POWER] button when the paper chute cover is opened.)	Press the [POWER] button on the scanner.
Scanning does not start.	Is the USB cable properly connected?	Correctly connect the USB cable. (When a hub is used, check the hub's power supply.)
	Does the  LED light blink repeatedly?	Disconnect the AC adaptor/cable and reconnect them again.
	Is ScanSnap Manager started? (If ScanSnap Manager is started successfully, the "ScanSnap Manager" icon  and a triangle underneath appear on the Dock menu.)	If the "ScanSnap Manager" icon is not displayed, start ScanSnap Manager in the location in which "ScanSnap" was installed at Finder (Usually you can start it by selecting "Applications" – "ScanSnap" – "ScanSnap Manager").
	Is ScanSnap Manager running normally? (If ScanSnap Manager is not running normally, the "ScanSnap Manager" icon on the Dock menu is displayed as  .	Perform the following procedure: 1. Disconnect and reconnect the AC cable and AC adapter. If this does not change the state, perform <a href="#">step 2</a> . 2. If a USB hub is being used, connect the scanner directly to your PC. If this does not change the state, perform <a href="#">step 3</a> . 3. Restart your PC. 4. If none of the above trouble shootings remedies the problem, uninstall and re-install ScanSnap Manager.
	Is the "Scan and Save Settings" window still displayed?	Close the "Scan and Save Settings" window, and scan the document.
Vertical lines appear in the generated image.	Is the inside of the ADF dirty?	Clean the inside of the ADF following the instructions in " <a href="#">5. Daily Care</a> ".
The generated image of the document shifts or is distorted.	Is the document loaded correctly?	Load the document correctly.
The image is generated in whitish or blackish.	When performing Black & White (B&W) scanning, is [Option...] - "Brightness" on the [Scanning] tab set extremely Light or Dark?	Adjust "Brightness" at the [Scanning] tab - [Option...] in the "Scan and Save Settings" window.

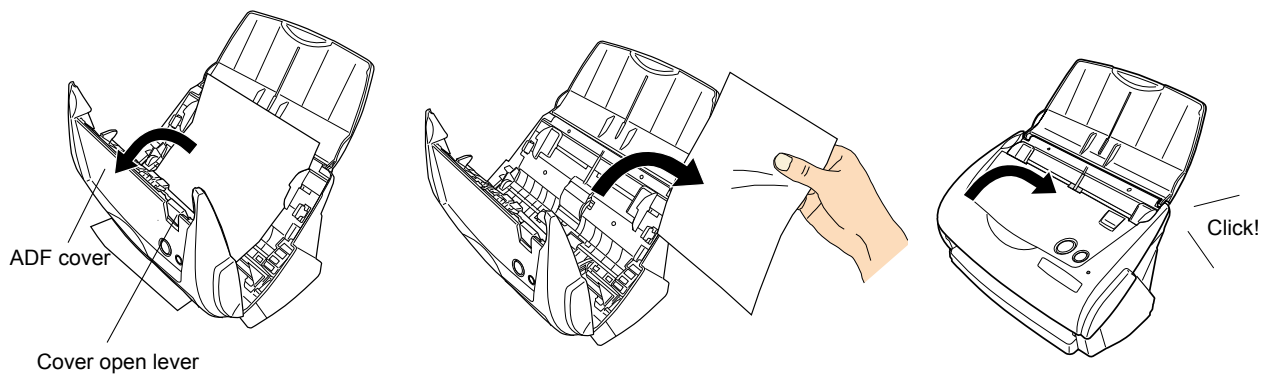
Symptom	Check This Item	Remedy
Scanning speed is very slow.	Does your PC satisfy the recommended system requirements?	Check the system requirements in section 2.1, "Before Installing", of the Operator's Manual. Scanning speed will be slower whenever the CPU and memory requirements are not met. If this is the case, at [Scanning] - [Option...] in the "Scan and Save Settings" window, unmark the boxes of the following to increase the scanning speed. - Allow automatic image deskew
	Are you using a USB 2.0 port? If you are using a Hub is it USB 2.0 compliant? Note: When using an USB1.1 interface, the data transfer rate may be slower due to large data sizes.	If your PC has an USB 2.0 port, connect the scanner to this port. (If using a USB hub, it must also support USB 2.0 interfaces.) (*1)
Multi-feed frequently occurs.  "Multi-feed" is a phenomenon when two or more sheets of paper are fed simultaneously into the scanner.	Is the Pad ASSY dirty?	Clean the Pad ASSY following the instructions in "5.3. Cleaning Inside of the scanner".
	Is the Pad ASSY worn out?	Replace the Pad ASSY following the instructions in "6.2. Replacing the Pad ASSY".
	Is the document stack thicker than 0.2" (5 mm)?	Reduce the number of sheets of the document stack to 0.2" (5 mm) thickness or less.
Paper is not fed (stops midway).	Is the Pick roller dirty?	Clean the Pick roller following the instructions in "5.3. Cleaning Inside of the scanner".
	Is the Pick roller worn out?	Clean the Pick roller following the instructions in "6.3. Replacing the Pick Roller".
	Are there any debris on the document feeding path?	Remove any debris from the document feeding path.
The scanner is not recognized even if ScanSnap Manager is installed.	Did you connect the scanner to your PC before installing ScanSnap Manager? Have the "ScanSnap Manager" started?	If you delete "ScanSnap Manager" log-in item from "System Settings" accidentally, select "System Settings" items, "Log-in item" - "Add" - "SSManager.app" to register it again. Select "ScanSnap Manager" in the location where the "ScanSnap" was installed (selecting "Applications" - "ScanSnap" - "ScanSnap Manager" in usual) at Finder.
The size of the generated image file is the same as that for a color document even when you are scanning Black & White (B&W).	Is the B&W document scanned in the color mode?	Select "B&W" or Auto Color Detection [Color mode:] on the [Scanning] tab in the "Scan and Save Settings" window.
The backside of the document appears in the generated image when scanning a double-sided document (noisy backside image).	Is the "Setting for text only document." checkbox unmarked at [Option...] on the [Scanning] tab in the "Scan and Save Settings" window?	Mark the "Setting for text only document." checkbox.
Generated images are not displayed on the screen (when "Allow automatic blank page removal" is enabled).	When "Allow automatic blank page removal" is enabled, documents containing only a few characters are recognized as blank pages and removed from the scanned image data accidentally.	Unmark "Allow automatic blank page removal" check box.
Scanned images are skewed (when "Allow automatic image descew" is enabled).	Are the documents fed into the ADF skewed +/-5 degrees?	The "Allow automatic image deskew" function can correct skewed images up to +/-5 degrees. Load the document onto the scanner so that document skews will not exceed this limit.

\*1) To confirm whether the scanner is connected with USB1.1 or USB2.0, click and hold ScanSnap icon and select [Help] - [About ScanSnap Manager], then click [Detail] button on the [Version Information] window. [USB type] is displayed in [Scanner information].

\* Visit our Web site for your reference. Other useful information will be posted on the FAQ corner at the following Web site.  
<http://scansnap.fujitsu.com>

## 4.2. Clearing Paper Jams

1. Open the ADF while pulling the Cover open lever.
2. Remove the jammed document.
3. Close the ADF cover.



⇒ You should hear the ADF cover click into position when it returns to its original position.

## 5. Daily Care

This chapter describes how to clean the ScanSnap scanner.



### Fire/Electric Shock

Before cleaning the scanner, disconnect the AC adapter from the power outlet.

### 5.1. Cleaning Materials

Cleaning Materials	Parts No.	Remarks
Cleaner F1	CA99501-0013	1 bottle (100ml)

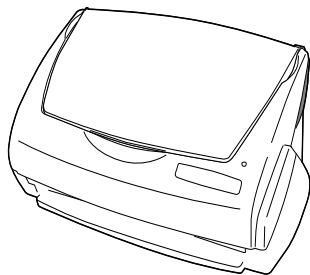
\*1) To purchase the cleaning material, contact the FUJITSU scanner dealer where you purchased the scanner.

### 5.2. Cleaning the Scanner Exterior

Clean the scanner exterior and the Paper chute cover with a dry cloth moistened with a small amount of neutral detergent or Cleaner F1.



- Never use paint thinner or other organic solvents.
- During the cleaning, take care not to let water or other moistures getting into the inside of the scanner.
- Do not use compressed (HP) Air, compressed air causes dirt and dust to enter the scanner, resulting scanner failure and malfunction.



Cloth



Neutral detergent  
or Cleaner F1



Paint thinner

### 5.3. Cleaning Inside of the scanner

Clean inside of the scanner with a cloth moistened with cleaner F1.

In an alternating succession of scanning documents, the accumulated paper-powder and dust inside the scanner causes a scanning error.

As a guideline, clean the ADF every 1,000 scans. Note that this guideline varies according to the type of document you are scanning. For example, the ADF has to be cleaned more frequently when scanning photocopied documents on that the toner has not been sufficiently fixed on.

Clean the ADF according to the following procedure referring to the illustrations.



The glass surface inside the ADF becomes hot during the scanner operation.

Before you start cleaning the inside of the scanner, disconnect the AC adapter from the outlet, and wait at least 15 minutes to let the scanner cool down.

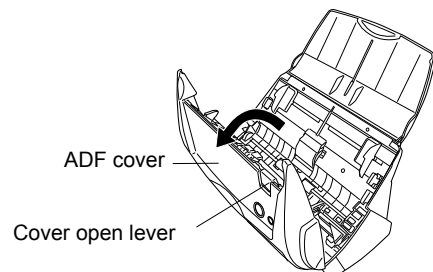


When you perform cleaning, make sure that the inside of the scanner is free of any foreign object, and be careful not to get your hand or the cloth caught on the pick spring (metal part) as a deformed pick spring (metal part) may cause injury.

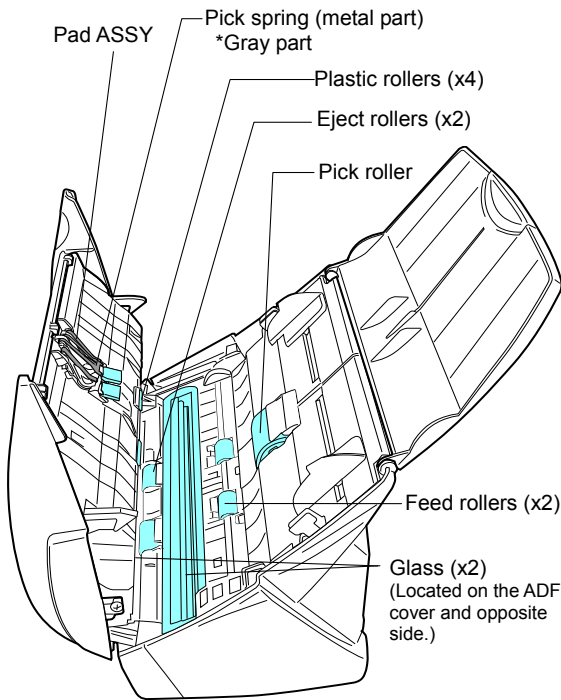


- Never use water or neutral detergent to clean the inside of the scanner.
- Do not use compressed (HP) Air, compressed air causes dirt and dust to enter the scanner, resulting scanner failure and malfunction.

1. Open the ADF cover while pulling the Cover open lever.



- Clean the following locations with a cloth moistened with the Cleaner F1.



#### Pad ASSY (x1)

Wipe the pad assy downwards. When cleaning the pad assy, be careful not to get your hand or the cloth caught on the pick spring (metal part).

#### Glass (x2 on the ADF cover and the opposite side)

Clean lightly.

#### Pick roller (x1)

Clean lightly taking care not to scratch and damage the surface of the roller. Take particular care when cleaning the Pick roller as black debris on the roller adversely affects the pickup performance.

#### Plastic rollers (x4)

Clean them lightly while rotating the rollers with your fingers. Take care not to roughen the surface of the rollers. Take particular care when cleaning the plastic rollers, as black debris on the rollers adversely affects the pickup performance.

**Turn on the scanner before cleaning the following locations. Clean the following rollers, while rotating them.**

#### Feed rollers (x2)

Clean the rollers lightly taking care not to roughen the surface of the rollers. Take particular care when cleaning the feed rollers, as black debris on the

rollers adversely affects the pickup performance.

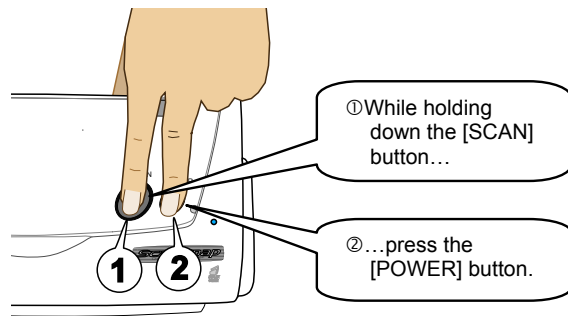
#### Eject rollers (x2)

Clean the rollers lightly taking care not to roughen the surface of the rollers.

Take particular care when cleaning the exit rollers, as black debris on the rollers adversely affects the pickup performance.

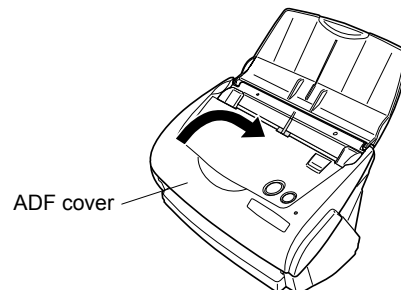
To rotate the feed rollers and the eject rollers, press the [POWER] button while holding down the [SCAN] button.

As a guideline, six presses of the [POWER] button make the rollers to rotate one full turn.



Connect the AC adapter and AC cable only when cleaning the Feed rollers and the Eject rollers.

- Close the ADF cover.



⇒ You should hear the ADF cover click into position when it returns to its original position.



When you closed the ADF, make sure that it is completely closed. Otherwise, paper jams or other feeding troubles may occur.



# 6. Replacing Consumables

This chapter describes how to replace consumables.



## Fire/Electric Shock

Before you replace the consumables of this scanner, disconnect the AC adapter from the outlet to turn off the scanner.

## 6.1. Part Numbers and Replacement Cycle of Consumables

The following table lists the part numbers of consumables and shows rough guidelines for replacing these parts.

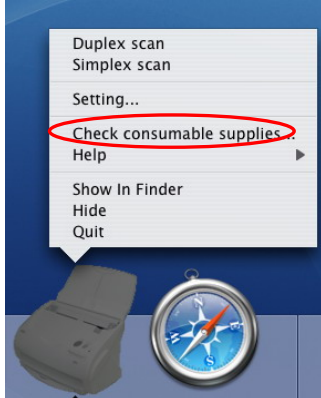
No.	Description	P/N	Replacement Cycle
1	fi-5110EOX Pad ASSY	PA03360-0002	50,000 scan or one year
2	fi-5110EOX Pick roller	PA03360-0001	100,000 scans or one year

These replacement cycles are rough guidelines when A4/Letter wood-free paper 64 g/m<sup>2</sup> (17 lb) is used. The actual cycle may differ depending on the scanned paper. Use only the consumables specified by PFU LIMITED.

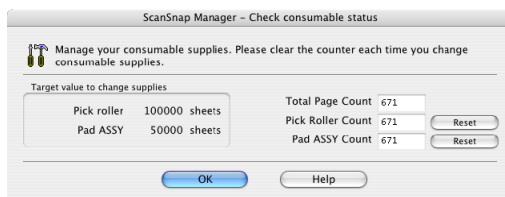


To estimate when the consumables will have to be replaced and to get an overlook of the already scanned pages, please refer to the following:

1. Click and hold the "ScanSnap Manager" icon at the Dock menu
2. Select [Check consumable supplies] at the menu.



⇒ The screen ("Check consumable status" window) that indicates how many times consumables have been used will be displayed.



Replace the consumables referring to "Target to change supplies" as a rough guideline.

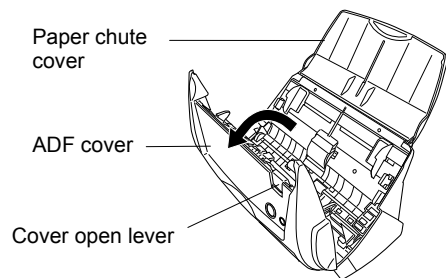
For details about consumables and where to purchase them, visit the following Website or contact the store where you purchased your scanner.

[Website] <http://scansnap.fujitsu.com/>

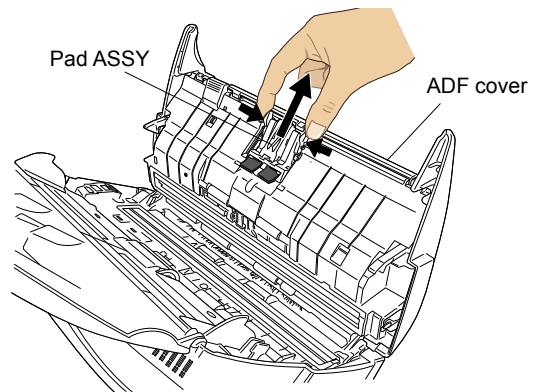
## 6.2. Replacing the Pad ASSY

Replace the Pad ASSY following the procedure below.

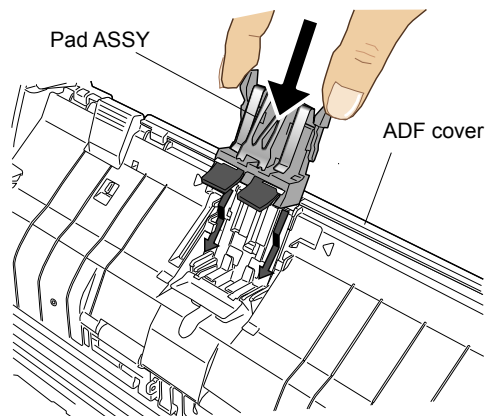
1. Remove the documents on the Paper chute cover.
2. Open the ADF cover while pulling the Cover open lever.



3. Remove the Pad ASSY. Pull out the Pad ASSY in the direction of the arrow while holding both ends of the Pad ASSY.



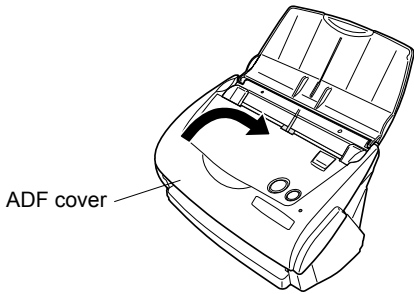
4. Attach the new Pad ASSY.







Make sure that the Pad ASSY is completely attached. Otherwise, document jams or other feeding errors may occur.


5. Close the ADF cover



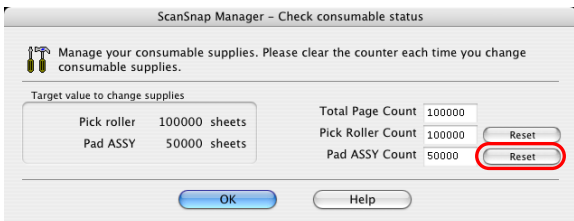
⇒ You should hear the ADF cover click into position when it returns to its original position.

6. Turn on the scanner.

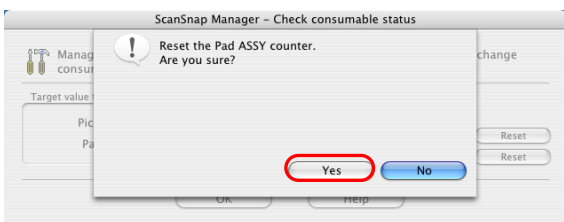
⇒ ScanSnap Manager icon changes from  to .

7. Click and hold the "ScanSnap Manager" icon  on the Dock menu and select [Check consumable supplies] from the menu.

8. In the "Check consumable status" window, click the [Reset] button of the consumable you replaced.



⇒ A confirmation pop-up screen appears.

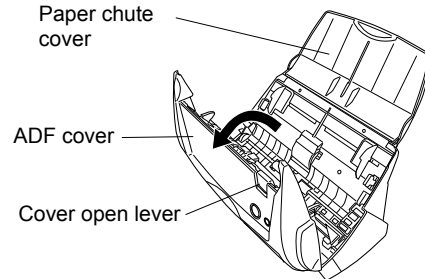


⇒ When clicking the [Yes] button, the counter is reset to "0".

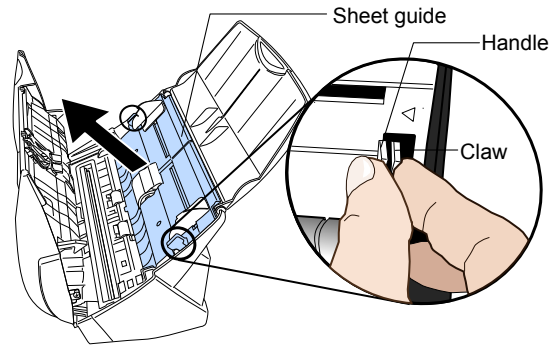
### 6.3. Replacing the Pick Roller

Replace the Pick roller following the procedure below.

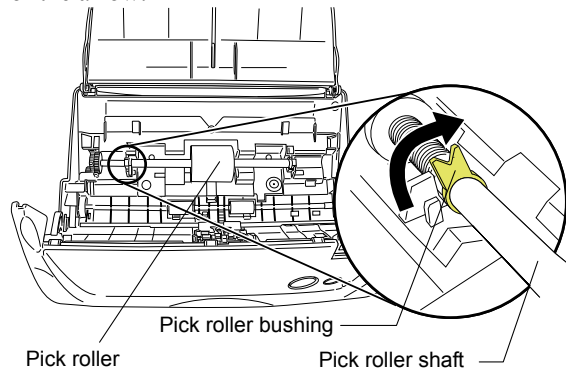
1. Remove the document on the Paper chute cover.
2. Open the ADF cover while pulling the Cover open lever.



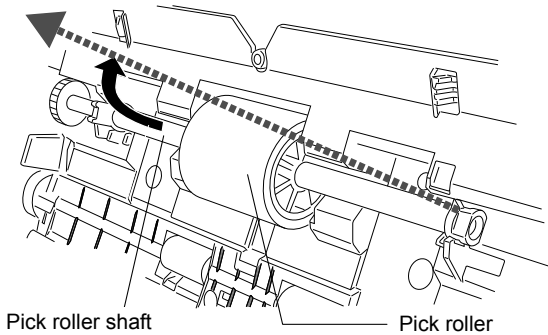
3. Remove the Sheet guide. Pinch the handle on the Sheet guide to remove it.



4. Rotate the Pick roller bushing (Left) in the direction of the arrow.

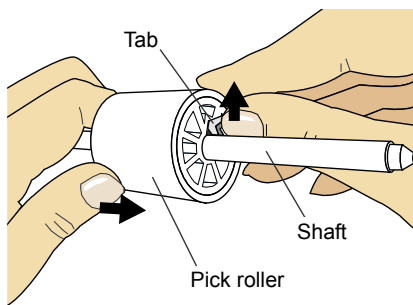


- Remove the Pick roller with its shaft. Hold the left part of the shaft, and raise it to remove the shaft from the scanner while pulling the shaft to the left.

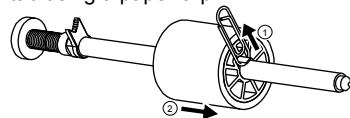


If the around the pick roller is dirty by paper-powder, it may cause a scanning error. Please remove the dirt using a dry cloth with dollop of Cleaner F1.  
\* Don't use water, mild detergent or air-spray.

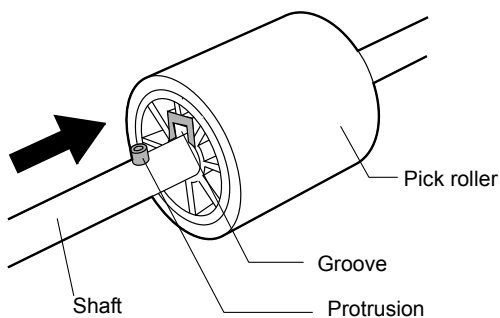
- Remove the Pick roller from the shaft. Pull out the shaft from the Pick roller while lifting up its tab.



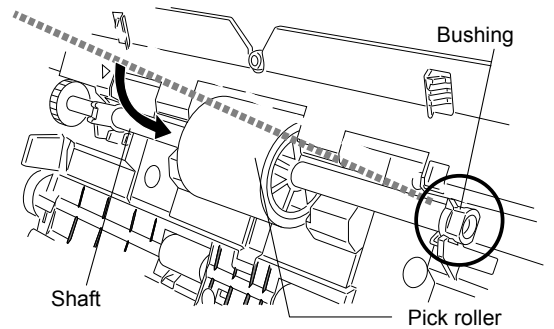
it may crack or chip your fingernail. If you worry about that, push up the pick roller tab using a paper clip.



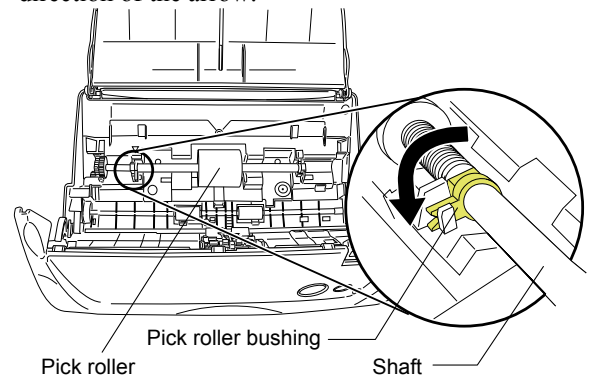
- Attach the new Pick roller to the shaft. Insert the new Pick roller aligning the protrusion with the slot on the Pick roller.



- Install the Pick roller with its shaft into the scanner and set the shaft to the slot while lowering it.

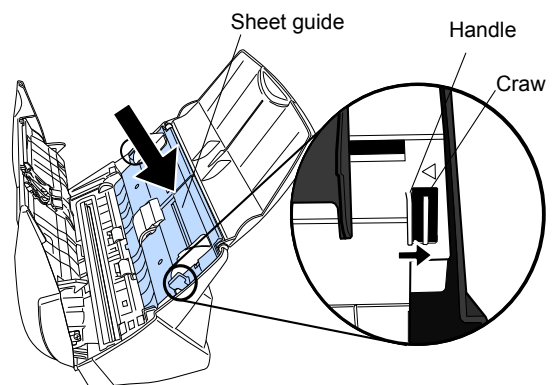


- Fix the Pick roller bushing (left) by rotating it in the direction of the arrow.



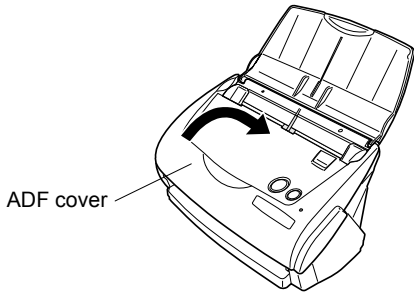
Make sure that the Pick roller is completely attached and correctly installed. Otherwise, document jams or other feeding errors may occur.

- Attach the sheet guide to the scanner. While holding the handle on the sheet guide, set the sheet guide into the scanner.





⇒ You should hear the sheet guide click when it returns to its original position.


11. Close the ADF cover.



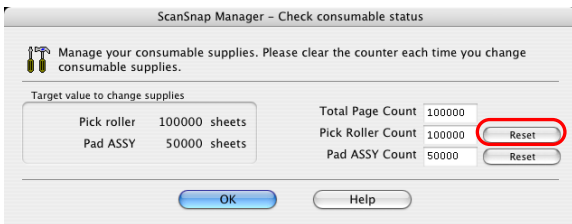
⇒ You should hear the ADF cover click when it returns to its original position.

12. Turn on the scanner.

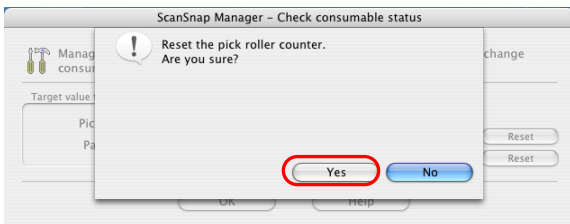
⇒ ScanSnap Manager icon changes from  to .

13. Click and hold the "ScanSnap Manager" icon  on the Dock menu, and select [Check consumable supplies] from the menu.

14. In the "Check consumable status" window, click the [Reset] button of the consumable you have replaced.



⇒ A confirmation pop-up screen appears.



⇒ When clicking the [Yes] button, the counter is reset to "0".