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You can read the recommendations in the user guide, the technical guide or the installation guide for BROTHER DS-920DW. You'll find the answers to all your questions on the BROTHER DS-920DW in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BROTHER DS-920DW
User guide BROTHER DS-920DW
Operating instructions BROTHER DS-920DW
Instructions for use BROTHER DS-920DW
Instruction manual BROTHER DS-920DW

brother.

User's Guide

DS-820W
DS-920DW



Version A
USA



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Manual abstract:

Courier New font identifies the messages shown on the LCD of the machine. NOTE • For DSmobile 920DW users: this guide uses DSmobile 820W screen images, unless otherwise indicated. • If you are using a tablet running Windows®, you can make your selections either by tapping the screen or by clicking with your mouse. i Trademarks The Brother logo, Brother and DSmobile are registered trademarks of Brother Industries, Ltd. Apple, Macintosh, Mac OS, iOS and App Store are trademarks of Apple Inc., registered in the United States and other countries. Windows and Windows Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and / or other countries. Wi-Fi is a registered trademark of the Wi-Fi Alliance. Google Play and Android are trademarks of Google Inc. Nuance, the Nuance logo and PaperPort are trademarks or registered trademarks of Nuance Communications, Inc.

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.....!; Press to change the resolution. HQ is 600 dpi and STD is 300 dpi. • Press to scroll through the menu and option items. 7 COLOR / MONO () button • Press to change the scan mode (color or mono [black and white]). • Press to return to the previous screen. 8 Liquid Crystal Display (LCD) Displays messages to help you set up and use your scanner.

9 2 side / 1 side () button • Press to change the scan mode (2 side scan or 1 side scan). • Press to scroll through the menu and option items. 1 4 General Information Items displayed on the LCD DS-820W DS-920DW 1 1 1 6 5 2 3 6 7 2 3 4 1 SD 4 Appears when the SD card is inserted into the scanner's SD card slot. 2 Remaining battery power 3 The selected menu or the current status appears here. For more information about the messages displayed on the LCD, see LCD messages on page 6. 4 PDF / JPG Displays the scanning file format (PDF or JPEG). 5 HQ / STD (DS-820W only) Press to change the resolution. HQ is 600 dpi and STD is 300 dpi. 6 COLOR / MONO Displays the scan mode (color or mono [black and white]). 7 2 / 1 (DS-920DW only) Displays the scan mode (2 side (double-sided) scan or 1 side (single-side) scan).

5 General Information LCD messages 1 Message Machine Status The machine is connected to your computer in TWAIN mode. The machine is in SD mode (Mass-storage mode). For more information, see Scanning in SD mode on page 18. (DS-920DW only) The machine displays the menu to change the resolution. For more information, see Changing the scan resolution (DS-920DW only) on page 11.

The machine is in BR-Docs mode. For more information, see Scan to the Cloud Server Using a Wireless Access Point (BOL Mode) on page 50. The machine displays the menu to format an SD card. For more information, see Formatting an SD card on page 11. The machine displays the menu to set its clock.

For more information, see Setting the Clock on page 8. The machine displays the calibration menu. For more information, see Calibration using the control panel on page 58. The machine displays the menu to use the auto power off function. For more information, see Using the auto power off function on page 8.

The machine is not connected to your computer and there is no SD card inserted in it. Power button LED indications LED indication No light Machine Status The machine is not connected to your computer or the Li-ion battery is not installed. Green light The machine is ready to scan or is charging the battery.

Blinking green The machine is scanning a document. Rapidly blinking red Some error has occurred.

The top cover is open, or a document is jammed. 6 General Information Checking the Wi-Fi® indicator 1 Wi-Fi indicator No light ® Wi-Fi status The Wi-Fi® switch is set to OFF. ® Wi-Fi Lit (Red) The Wi-Fi® switch is set to ON and the scanner is starting up a Wi-Fi® connection. It will take about 40 seconds to make the Wi-Fi® connection. Wi-Fi Lit (Blue) A Wi-Fi® connection has been made [in access point (AP) mode]. For more information, see Connecting in access point (AP) mode on page 48. Wi-Fi Blinking (Blue) The scanner is searching for an access point.



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WiFi Lit (Orange) Connection to an access point has been made. WiFi Blinking (Orange) Your scanner is transferring scanned images to BR-Docs. For more information, see Scan to the Cloud Server Using a Wireless Access Point (BOL Mode) on page 50.

Connection to BR-Docs has failed. WiFi Slow blinking (Red) WiFi NOTE When you are not using the Wi-Fi® function, set the Wi-Fi® switch to OFF. If you leave the switch in the ON position, the battery will be consumed faster. 7 General Information Setting the Clock Before using your scanner, set the scanner clock to the correct time. 1 a b c d e f Turn on your scanner.

On the scanner's control panel, press Menu. Press or until TME is displayed on the LCD. Press Start / OK. Press or to set year. Press Start / OK to confirm the year.

) button. NOTE To return to the previous screen, press the COLOR / MONO (g h Repeat steps 5 and 6 to set month, day, hour (24-hour format) and minute. After setting the minute, the LCD displays OK, indicating that the clock is set. Using the auto power off function You can turn your scanner off automatically to save power. The scanner will power off after five minutes of inactivity. NOTE When the Wi-Fi® switch is set to ON, this function is disabled. a b c d e f g Turn on your scanner. On the scanner's control panel, press Menu. Press or until PWR is displayed on the LCD. Press Start / OK.

Do one of the following: •To enable the auto power off function, press •To disable the auto power off function, press Press Start / OK. The LCD displays OK, indicating that auto power off has been set. or or to select YES. to select NO. 8 General Information Installing the battery Install the supplied Li-ion Battery into the end of your scanner, as shown in the illustration. DS-820W DS-920DW 1 9 General Information Charging battery a b c d Make sure that your computer is ON. Connect the supplied Micro USB Cable to the micro USB port on your scanner. 1 Connect the cable to your computer. The battery starts charging automatically. The Power button complete.

lights up green while the battery is charging, and goes off when charging is NOTE •When charging the battery, press and hold the Power button to turn off your scanner. You can charge to OFF. the battery with the power either on or off, but charging takes more time than when the scanner is off. •When charging the battery with the power on, slide the Wi-Fi® switch •When the scanner is turned on, the battery level is displayed on the LCD panel. Battery icon Power level Full Half full Low •If you do not use the scanner for a long period, charge the battery fully at least once every six months to prevent battery capacity deterioration.

•If you do not use the scanner for a long period, remove the battery from the scanner, and store the battery in a cool, dry place at a consistent temperature.

10 General Information Formatting an SD card When you purchase your own SD card, you must format the SD card before using it. 1 NOTE Before formatting an SD card, make sure if there is no important data on it. When you format an SD card that was previously used with other devices, all of its data will be deleted. a b c d e f g Insert the SD card into the SD card slot.

Turn on your scanner. Make sure that SD appears on the LCD display. On the scanner's control panel, press Menu. Press or until FMT is displayed on the LCD. Press Start / OK. Do one of the following: •To format the SD card, press or to select YES, and then press Start / OK. The SD icon and FMT in the LCD display will blink, and the scanner will begin to format the SD card. When the LCD display OK, formatting is complete. •To cancel formatting, press or to select NO, and then press Start / OK. Changing the scan resolution (DS-920DW only) NOTE For DS-820W: change the resolution using your scanner's HQ / STD () button.

a b c d e f g Turn on your scanner. On the scanner's control panel, press Menu. Press or until DPI is displayed on the LCD. Press Start / OK. Press or to select 600 (600dpi) or 300 (300dpi). Press Start / OK. The LCD displays OK, indicating that resolution has been set. 11 2 Document Specifications 2

Acceptable documents Standard Paper Length 1 side scan 3.5 in. to 32 in.

(90 mm to 812.8 mm) 2 side scan (DS-920DW only) 3.5 in. to 16 in. (90 mm to 406.

4 mm) Width Weight 2.2 in. to 8.5 in. (55 mm to 215.

9 mm) 16 lb to 28 lb (60 g/m² to 105 g/m²) To scan thinner document, use the Carrier Sheet (see Loading the Carrier Sheet on page 16). Maximum Number of Pages Standard Paper Size 1 page (1 sheet) A4 A5 A6 A7 A8 B5 B6 B7 B8 Legal Letter Plastic Cards (DS-820W: non-embossed cards only) Length Width Standard Size (ISO) Material Type Thickness Maximum Number of Pages Receipts Length 8.3 × 11.7 in. (210 × 297 mm) 5.8 × 8.3 in. (148 × 210 mm) 4.1 × 5.8 in.

(105 × 148 mm) 2.9 × 4.1 in. (74 × 105 mm) 2.0 × 2.9 in. (52 × 74 mm) 7.2 × 10.1 in. (182 × 257 mm) 5.

0 × 7.2 in. (128 × 182 mm) 3.6 × 5.0 in.

(91 × 128 mm) 2.5 × 3.6 in. (64 × 91 mm) 8.5 × 14 in.

(215.9 × 355.6 mm) 8.5 × 11 in. (215.9 × 279.4 mm) 2 1.57 in. to 3.4 in.

(40 mm to 86 mm) 1.57 in. to 3.4 in. (40 mm to 86 mm) 3.37 × 2.13 × 0.03 in. (85.6 × 54.

0 × 0.76 mm) Plastic (PET) Plastic card such as a driver's license or an insurance card Less than 0.031 in. (0.8 mm) 1 page (1 sheet) 1 side scan 3.

5 in. to 32 in. (90 mm to 812.8 mm) 2 side scan (DS-920DW only) 3.5 in.

to 16 in. (90 mm to 406.4 mm) Width Thickness Maximum Number of Pages 2.2 in. to 8.5 in. (55 mm to 215.9 mm) More than 0.016 in. (0.

04 mm) 1 page (1 sheet) 12 Document Specifications Unacceptable documents Documents with paper clips or staples Documents with wet ink Fabrics, metallic sheets, overhead projector sheets Glossy or mirrored media Embossed plastic cards Documents that exceed recommended thicknesses 2 Documents recommended for use with the Carrier Sheet Use the supplied Carrier Sheet when you scan the following: Documents with a carbon sheet attached on the back Documents written in pencil Documents narrower than 2.2 in. (55 mm) wide Documents shorter than 3.5 in. (90 mm) long Documents of uneven thickness, such as envelopes Documents with large wrinkles or curls Bent or damaged documents Documents that use tracing paper Documents that use coated paper Photographs (photographic paper) Documents printed on perforated paper Documents printed on unusually-shaped paper (not square or rectangle) Documents with photos, notes, or stickers affixed to them Documents that use carbonless paper Documents that use loose-leaf paper or any paper with holes in it Photographic negatives For more information about using the Carrier Sheet when scanning, see Loading the Carrier Sheet on page 16.

CAUTION To avoid cutting yourself, do not slide or scrape your hand or fingers along the edges of the Carrier Sheet. 13 Document Specifications IMPORTANT •Do not place the Carrier Sheet in direct sunlight or in an area subject to high temperatures and high humidity, or the Carrier Sheet may warp.



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• Do not place large or heavy objects on the Carrier Sheet when it is lying flat. • Do not bend or pull the Carrier Sheet. If it becomes damaged, it may not be acceptable for scanning, and should not be used.

2 14 3 Scan Preparation 3 Loading a document IMPORTANT • Insert only one page into the scanner at a time. Insert the next page only after the first one is completely scanned. Inserting more than one page at a time may cause your scanner to malfunction. • DO NOT pull on the document while it is feeding. • DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted, or taped.

• DO NOT try to scan cardboard or fabric. 3 NOTE • Make sure there is enough space behind the paper ejection slot. The scanned document will be ejected from the rear of the scanner. • Make sure documents that have ink or correction fluid on them are completely dry. • Certain types of plastic cards may be scratched when scanned.

To prevent damage to the card, we recommended using the Carrier Sheet. For more information, see Loading the Carrier Sheet on page 16. a Set your document a face up in the feeder slot b and align the left edge of the page with the left edge of the feeder slot c. To scan a plastic card a, set the card top edge first into the feeder slot b and align the left edge of the card with the left edge of the feeder slot c. For DS-920DW: When you perform duplex scanning, insert the first page face up into the feeder slot. Slide the document guide d until it touches the right side of the document. Gently insert the document until you feel its top edge touch the inside of the scanner. b c 3 4 2 3 1 4 2 1 NOTE If you insert a document while SD is displayed on the LCD, scanning begins automatically. 15 Scan Preparation Loading the Carrier Sheet NOTE Make sure documents that have ink or correction fluid on them are completely dry. a Set the document you want to scan in the left corner of the Carrier Sheet and align the top of the document with the top left corner of the Carrier Sheet.

3 b c d Set the Carrier Sheet a, document face up, with the black edge first in the feeder slot b and align the left edge of the Carrier Sheet with the left edge of the feeder slot c. For DS-920DW: When you perform duplex scanning, insert the first page face up into the feeder slot. Slide the document guide d against the right side of the Carrier Sheet. Gently insert the Carrier Sheet until you feel its top edge touch the inside of the scanner. 3 4 2 1 16 Scan Preparation Important Carrier Sheet tips To avoid document jams, do not load the Carrier Sheet upside down. For more information, see Loading the Carrier Sheet on page 16. To avoid document jams, do not put several small documents into the Carrier Sheet at the same time. Insert only one document into the Carrier Sheet at a time. Do not write on the Carrier Sheet, as the writing may be seen in scanned documents. If the Carrier Sheet becomes dirty, wipe it with a dry cloth. Do not leave documents in the Carrier Sheet for extended periods of time, as the printing on the documents may bleed through onto the Carrier Sheet. 3 17 4 a DS-820W Scan Using the Control Panel 4 Scanning in SD mode Insert the SD card into the SD card slot. DS-920DW 4 NOTE When you use a purchased SD card, you must format the SD card first. To format the SD card on your scanner, see Formatting an SD card on page 11. b c d e f g Turn on your scanner. Make sure that SD appears on the LCD display. If necessary, adjust the scanning settings by pressing the COLOR / MONO, PDF / JPG and HQ / STD (2 side / 1 side) buttons on the control panel. Insert your document. Your scanner starts scanning automatically. The Power button LED blinks green and SD blinks on the LCD.

The scanned image is stored on the SD card. Check the scan result just in case. NOTE To access the scanned images on the SD card, see Access Scanned Images on the SD Card on page 51. 18 5 Scan Using Your Computer 5 Installing the scanner driver and scanning software For Windows® users NOTE • Make sure that your computer is ON and you are logged on with Administrator rights. • DO NOT connect the Micro USB Cable yet. • If your computer does not have a DVD-ROM drive, the supplied DVD-ROM does not contain drivers for your operating system, or you want to download manuals and utilities, visit your model page at <http://solutions.brother.com/>. 5 a b Insert the DVD-ROM. When the Setup screen appears, click Install Scanner Driver and follow the on-screen instructions.

NOTE • If the Brother screen does not appear automatically, go to My Computer (Computer), double-click the CD-ROM icon, and then double-click AutoRun.exe. • When you install the scanner driver, DSmobileCapture (a scanning application) will be installed at the same time. For more information on using DSmobileCapture, see Using DSmobileCapture (for Windows®) on page 24. 19 Scan Using Your Computer c Click Additional Applications to install any of these applications during setup. • Button Manager V2: document scanning and storing (in specified destinations) • PaperPort™ I2SE: document scanning, editing and management • Presto! BizCard 6: business card scanning, editing and management • BR-Receipts: receipt scanning, editing and management 5 NOTE • To register your product and download BR-Receipts, click Download BR-Receipts to access the Brother Online site at <http://www.brother.com/product/brotheronline/>. • For more information on which scanning application will work best for you, see Choosing your scanning software on page 23. 20 Scan Using Your Computer For Macintosh users NOTE • Make sure that your computer is ON and you are logged on with Administrator rights.

• DO NOT connect the Micro USB Cable yet. • If your computer does not have a DVD-ROM drive, the supplied DVD-ROM does not contain drivers for your operating system, or you want to download manuals and utilities, visit your model page at <http://solutions.brother.com/>. a b c Insert the DVD-ROM. Double-click on the DVD icon, and then double-click DS-820W (DS-920DW). Double-click on Brother DS-820W (DS-920DW) and follow the on-screen instructions to install the scanner driver. 5 NOTE When you install the scanner driver, DSmobileCapture (a scanning application) will be installed at the same time. For more information on using DSmobileCapture, see Using DSmobileCapture (for Macintosh) on page 35. 21 Scan Using Your Computer d Click one of these folders to install the application during setup.

• Presto! PageManager 9: document scanning, editing and management • Presto! BizCard 6: business card scanning, editing and management • BR-Receipts: receipt scanning, editing and management NOTE • Clicking Presto! PageManager or Presto! BizCard will bring you to NewSoft Technology Corporation's website. Download the application from this website. • To register your product and download BR-Receipts, double-click BR-Receipts to access the Brother Online site at <http://www.brother.com/>.



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<http://yourpdfguides.com/dref/5809571>

brother.com/product/brotheronline/. • For more information on which scanning application will work best for you, see *Choosing your scanning software on page 23*. 5 22 *Scan Using Your Computer Connecting your scanner to your computer in TWAIN Mode Before scanning a document using the scanning software, select TWAIN Mode on your computer. a b c Turn on your scanner. Connect the Micro USB Cable to the Micro USB port on your scanner. Connect the cable to your computer.*

Press the Start / OK button on the scanner to display PC on the LCD. 5 *Choosing your scanning software After downloading the scanner drivers, select a scanning software application for saving scanned images to your computer. Brother has supplied several options for you on the DVD-ROM; use this table to help determine which of the included scanning applications will work best for you: Software DSmobileCapture Function Document scanning, browsing and filing For more information For Windows®: See Using DSmobileCapture (for Windows®) on page 24. For Macintosh: See Using DSmobileCapture (for Macintosh) on page 35. Button Manager V2 (Windows® only) Document scanning and storing (in specified destinations) See the software's user instructions or Using Button Manager V2 (for Windows®) on page 42. See the software's user instructions. See the software's user instructions. Nuance PaperPort™ 12SE Document scanning, OCR scanning, edit(Windows® only) ing and management Presto! PageManager 9 (Macintosh only) Presto! BizCard 6 Document scanning, OCR scanning, editing and management Business card scanning, editing and man- See the Presto! BizCard User's Manual a gement which will be downloaded onto your computer when you download the software. Receipt scanning and management See the software's user instructions. BR-Receipts NOTE*

• Clicking Presto! PageManager or Presto! BizCard will bring you to NewSoft Technology Corporation's website.

Download the application from this website. • To register your product and download BR-Receipts, double-click BR-Receipts to access the Brother Online site at <http://www.brother.com/product/brotheronline/>. 23 *Scan Using Your Computer Using DSmobileCapture (for Windows®) a b c Connect the supplied Micro USB Cable to the Micro USB port on your scanner.*

Connect the cable to your computer. Double-click the DSmobileCapture shortcut on your desktop. The Select Scanner Model dialog box appears. Select TWAIN under Driver Type and select Brother DS-820W (DS-920DW) under Scanner Model, and then click OK. 5 d DSmobileCapture launches. 24 *Scan Using Your Computer e f g Change the scanning settings, if needed. For more information on changing settings, see Changing DSmobileCapture scan settings (for Windows®) on page 27. Insert a document into your scanner. Click Scan . Your scanner starts scanning. 5 A thumbnail of the scanned image appears in the DSmobileCapture screen and the scanned image will be saved in the directory you specified in step 5. Check the scan result just in case. 25 Scan Using Your Computer h For continuous scanning, insert the next document into the scanner while Waiting next job...*

screen appears. When the document is inserted, scanning will start automatically. To stop the continuous scanning, click Cancel on Waiting next job... screen. NOTE • To change the time delay when waiting for the next job, see Paper settings on page 29. • To save multiple documents as one file, choose Multi-page PDF or Multi-page TIFF from the File Format drop-down list. 5 26 *Scan Using Your Computer Changing DSmobileCapture scan settings (for Windows®) File settings (1) (2) (3) (4) (5) 5 (1) (2) (3) (4) (5) Setup File Format Path Fit Page Actual Size (100%) Change scanner properties. Change the file format. Select the format you want from the drop-down list. Specify the directory where you want to save scanned images. You can view and size the scanned image.*

You cannot use Fit Page when PDF or Multi-page PDF is chosen in File Format. You can view the scanned image in Actual Size (100%).

You cannot use Actual Size (100%) when PDF or Multi-page PDF is chosen in File Format. 27 *Scan Using Your Computer Image settings Click Setup , and then click the Image tab to choose image type and to set basic scan settings. NOTE This image is from the DS-920DW. (3) (4) (5) (1) (6) 5 (2) (7) (8) (1) (2) (3) (4) (5) (6) (7) (8) Image Selection Box Duplex Brightness Contrast Resolution Invert Profiles Defaults Choose the type of document you want to scan. (DS-920DW only) Select the Duplex check box to perform Duplex (2 side) scanning.*

Adjusts the lightness or darkness of an image. The range is from -100 to +100. The factory default is 0. Adjusts the range between the darkest and the lightest shades in the image. The range is from -100 to +100. The factory default is 0. Determine the quality of the scanned image. The factory default is 200 dpi.

Reverse the brightness and the colors in the image. Save or change the scanning setting in the dialog box of Scanner Properties.

Reset values in this and all other Properties tabs to the original factory settings. 28 *Scan Using Your Computer Paper settings Click Setup , and then click the Paper tab to define values related to image output. (1) (2) (4) 5 (3) (5) (6) (7) (1) Cropping Cropping allows you to capture a portion of the scanned document. Automatic Choose Automatic to allow the software to adjust the cropping window according to the document size. Use this option for batches of mixed-sized documents. Fix for Transfer Choose Fix for Transfer if you want the ability to define the area or zone to be imaged. Use for batches of same-sized documents. 29 Scan Using Your Computer (2) Scan Area Choose your paper size from the drop-down list or create a custom paper size by clicking Add in the drop-down list. If you selected Fix for Transfer in Cropping (1), define the X-Offset and Y-Offset or specify Width and Length to redefine the scan area. The Display Area (4) in this screen displays image placement as you change the values.*

• X-Offset - the distance from the left edge of the document to the left edge of the scanned area. • Y-Offset - the distance from the top edge of the document to the top edge of the scanned area. • Width - the width of the scanned area. • Length - the length of the scanned area. • Use these arrows (or your mouse) to move the scan area; you can view the results in the Display Area of this screen.

5 (3) *Adjustment Adjustment allows you to add a specific margin at left, right, top and bottom of your image. This may help to reduce possible corner clipping on any skewed images. Select a value from 0 to +5 mm. The Adjustment result will not appear in the Display Area. Displays image placement as you change the values in Scan Area (2).*

Unit allows you to define your preferred measurement system. Select Inches, Millimeters, or Pixels from the drop-down list. Transfer Timeout allows you to set the amount of time (in seconds) the scanner will wait before starting automatic scan after the first scan job is completed.



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When you have many separate documents that need to be scanned with the same scan settings, this feature is especially useful. The default time is 30 seconds. The value ranges from 0 to 60 seconds. Reset values in this and all other Properties tabs to the original factory settings. (4) (5) (6) Display Area Unit Transfer Timeout (7) Defaults 30 Scan Using Your Computer Preview settings Click Setup , and then click the Preview tab to preview your image before the final scan so that you can set your scan area correctly. 5 (1) (2) (3) (1) (2) (3) Preview Window Defaults Preview When you click Preview (3), the scanned image will appear in this area. This preview image lets you define your scan area.

Reset values in this and all other Properties tabs to the original factory settings. Click to start the preview scan. The scanned image will appear in the Preview Window (1). Note that the scanned image is only for the preview and will not be saved. NOTE If you chose Automatic cropping, in the Paper tab screen, you cannot preview your scan on this screen. 31 Scan Using Your Computer Options settings Click Setup your scanner. , and then click the Options tab to set additional image processing settings or calibrate NOTE This image is from the DS-920DW. 5 (1) (2) (3) (4) (1) Flip Side Rotation (DS-920DW only) Book Select Book to maintain the same image orientation on the reverse side of the output page. Fanfold Select Fanfold to rotate the image orientation 180 degrees on the reverse side of the output page. (2) (3) (4) Rotation Calibration Defaults Choose the rotation angle from the drop-down list if you want to rotate your scanned image.

Calibrate the scanner. For more information, see Calibration using software (for Windows®) on page 59. Reset values in this and all other Properties tabs to the original factory settings. 32 Scan Using Your Computer Imprinter settings Click Setup , and then click the Imprinter tab to print alphanumeric characters, date, time, document count and custom text on your scanned images. (1) (2) (3) (4) (6) (7) (8) (9) (5) 5 (10) (11) (1) (2) Digital Imprinter Print All Select Digital Imprinter to print the message on the front of your scanned image.

Select the Print All check box to print your print string (message) on all pages of your document. Clear the Print All check box to print the print string on the first page only. Type the text you want to print. Displays the page count for the scan session. Select a format from the drop-down list if you want to include the date and time in your print string.

Click the drop-down list to select a font for your print string. Select a font attribute from the drop-down list. Options include Normal, Underline, Double, or Bold. Select a print string orientation from the drop-down list. Options include Normal, Rotated, Vertical, Vertical Inversion, 90 Degrees CW or 90 Degrees CCW. Select the position of your print string from the drop-down list. Options include Top, Middle, Bottom, or Custom. If you choose Custom, enter the X Offset and Y Offset values to specify the position. Click More..

to set Size, Density and Transparency for your print string. Reset values in this and all other Properties tabs to the original factory settings. (3) (4) (5) (6) (7) (8) (9) Custom Counter Date / Time Custom Font Font Attributes String Orientation Print Position (10) (11) More Defaults 33 Scan Using Your Computer Information Click Setup , and then click the Information tab to view system and scanner information. 5 34 Scan Using Your Computer Using DSmobileCapture (for Macintosh) a b c Connect the supplied Micro USB Cable to the Micro USB port on your scanner. Connect the cable to your computer. Double-click the DSmobileCapture shortcut DSmobileCapture launches. on your desktop. 5 d e f Change the scanning settings, if needed. For more information on changing settings, see Changing DSmobileCapture scan settings (for Macintosh) on page 36.

Insert a document into your scanner. Click Scan in the DSmobileCapture screen or press the scanner's Start / OK button. Your scanner starts scanning. The scanned image will be saved in the directory you specified in step 4. Check the scan result just in case.

35 Scan Using Your Computer Changing DSmobileCapture scan settings (for Macintosh) Image settings Click the Image tab to choose image type and to set several basic scan settings. NOTE This image is from the DS-920DW. 5 (3) (4) (1) (5) (6) (2) (7) (8) (9) (10) (1) (2) (3) (4) (5) (6) (7) (8) (9) Image Selection Box Duplex Brightness Contrast Resolution Invert Page Size Profiles Default Choose the type of document you want to scan. (DS-920DW only) Select the Duplex check box to perform Duplex (2 side) scanning. Adjusts the lightness or darkness of an image.

The range is from -100 to +100. The factory default is 0. Adjusts the range between the darkest and the lightest shades in the image. The range is from -100 to +100. The factory default is 0. Determine the quality of the scanned image. The factory default is 200 dpi. Reverse the brightness and the colors in the image. Page Size allows you to capture a portion of the scanned document. Choose your paper size from the Page Size pop-up list.

Save or change the scanning setting in the dialog box of Scanner Properties. Reset values in this and all other Properties tabs to the original factory settings. 36 Scan Using Your Computer (10) Preview Window Click to preview your image before final scan. This preview image lets you define your scan area. When you click Preview, scanning for the preview starts and the scanned image will appear in the Preview Window. Note that the scanned image is only for the preview and will not be saved. 5 37 Scan Using Your Computer File settings Click the File tab to configure the settings related to the file name and the directory where you want to save the scanned image. (1) (2) (3) 5 (4) (5) (6) (7) (8) (9) (1) (2) (3) (4) (5) (6) Directory File Name Digits Sample When file names are the same File Format Specify the directory where you want to save scanned images. Set the rule for the file name of the scanned image. Determine the starting number of the sequence number that is included in the file name.

Preview the file name that you set. Change the file name if the same name already exists in the directory you chose in Directory. Choose the file format for the scanned image. When you choose TIFF or PDF, the Multi Page Output option is available. You can continue to scan the next document after the first scan job is completed.

(7) (8) (9) Scan to Default Preview Window Choose the destination to send the scanned image. Reset values in this and all other Properties tabs to the original factory settings. Click to preview your image before final scan. This preview image lets you define your scan area. When you click Preview, scanning for the preview starts and the scanned image will appear in the Preview Window. Note that the scanned image is only for the preview and will not be saved.



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38 Scan Using Your Computer Paper settings Click the Paper tab to define values related to image output. (2) (1) 5 (3) (4) (1) Page Size Page Size allows you to capture a portion of the scanned document. Choose your paper size from the Page Size pop-up list, define the X Offset and Y Offset values or specify Width and Length to define your scanned area. Click Preview Window (4) to preview image placement as you change the values. • X Offset - the distance from the left edge of the document to the left edge of the scanned area. • Y Offset - the distance from the top edge of the document to the top edge of the scanned area. • Width - the width of the scanned area. • Length - the length of the scanned area. (2) (3) (4) Unit Default Preview Window Unit allows you to define your preferred measurement system.

Select Inches, Millimeters, or Pixels from the pop-up list. Reset values in this and all other Properties tabs to the original factory settings. Click to preview your image before final scan. This preview image lets you define your scan area. When you click Preview, scanning for the preview starts and the scanned image will appear in the Preview Window. Note that the scanned image is only for the preview and will not be saved. 39 Scan Using Your Computer Options settings Click the Options tab to set some additional image processing settings or calibrate your scanner. (1) (2) (3) 5 (4) (5) (1) (2) (3) (4) (5) Rotation Degrees Mirror Calibration Default Preview Window Choose the rotation angle from the pop-up list if you want to rotate your scanned image. Select the Mirror check box to reverse your image. Calibrate the scanner.

For more information, see Calibration using software (for Macintosh) on page 62. Reset values in this and all other Properties tabs to the original factory settings. Click to preview your image before final scan. This preview image lets you define your scan area. When you click Preview, scanning for the preview starts and the scanned image will appear in the Preview Window.

Note that the scanned image is only for the preview and will not be saved. 40 Scan Using Your Computer Information Click the Information tab to view system and scanner information. (1) 5 (1) Language Choose the language you want to display from the pop-up list. 41 Scan Using Your Computer Using Button Manager V2 (for Windows®) NOTE • For more detailed instructions, see the Button Manager V2 User's Guide from the application's help menu. • To see the help menu, right-click the Button Manager V2 icon Help.

Use either one of these two methods to launch Button Manager V2 Button Panel. on the system tray, and then click To display the shortcut icon and launch Button Manager V2 Button Panel from your system tray 5 a b c Connect the Micro USB Cable to the Micro USB port on your scanner. Connect the Micro USB Cable to a USB port on your computer. Click the Button Manager V2 icon screen. on the system tray at the bottom right corner of your computer Button Manager V2 Button Panel launches. 42 Scan Using Your Computer To launch Button Manager V2 Button Panel from the Windows® Start button a b c Click Start > All Programs > Brother DS-820W (DS-920DW) Scanner > Button Manager > Button Manager V2. When the Select Scanner Model dialog box appears, select your scanner model from the list, and then click OK. Button Manager V2 Button Panel launches. 5 43 Scan Using Your Computer Scanning method To scan using the scan button on Button Manager V2 Button Panel a b c d Insert a document into your scanner. Launch Button Manager V2 Button Panel.

If necessary, right-click the desired scan button in the Button Manager V2 Button Panel to change scan settings. For more information, see the Button Manager V2 User's Guide. Click the scan button you want to use in the Button Manager V2 Button Panel to start scanning. 5 44 Scan Using Your Computer Scan buttons in the Button Manager V2 Button Panel (for Windows®) Scan to an image Use this option to open the scanned image in a specific application. Note that the application must already be open and running on your computer. To change scan settings, right-click the Scan User's Guide). button (see the Button Manager V2 5 a b c Insert a document into your scanner. Launch Button Manager V2 Button Panel. Click Scan . When scanning is complete, the scanned image will be inserted to your open and running application.

Check the scan result just in case. NOTE • If no application launches or the application is minimized, the scanned image will be saved in a predefined folder (for more information about changing the folder path, see the Button Manager V2 User's Guide). • If two or more applications are open, the scanned image will appear in the active application. Scan to BR-Docs Use this option to save scanned image in BR-Docs. To change scan settings, right-click the BR-Docs button.

a b c Insert a document into your scanner. Launch Button Manager V2 Button Panel. Click BR-Docs to start scanning. When scanning is complete, the scanned image will be sent directly to BR-Docs. Check the scan result just in case.

NOTE For more information about BR-Docs, see the Button Manager V2 User's Guide. 45 Scan Using Your Computer Scan to an application Use this option to open the scanned image with a application that you choose from a list. @@Launch Button Manager V2 Button Panel. @@@@Launch Button Manager V2 Button Panel. @@@@Launch Button Manager V2 Button Panel. @@@@Launch Button Manager V2 Button Panel.

@@@@Launch Button Manager V2 Button Panel. @@@@@@Launch Button Manager V2 Button Panel. @@@@@@Launch Button Manager V2 Button Panel.

@@@@@Configure access using your scanner's control panel. • To use this function, you must first configure your BOL (Brother Online) Account in a web browser.

(See Configure network settings on page 56.) Configure Wi-Fi® Settings for Internet access in your web browser, and then connect your scanner to the Internet via an access point (see Configure network settings on page 56). • When you use this function, a file that is 50 MB or more cannot be scanned. a Slide the Wi-Fi® switch to ON. 7 Wait about 40 seconds until the Wi-Fi® indicator turns from red to blue. When your scanner makes a connection to your access point the Wi-Fi® indicator starts blinking blue. b c d e f g h i Insert the SD card into your scanner. Make sure that SD appears on the LCD On the scanner's control panel, press Menu. Press or until BRD is displayed on the LCD. Insert your document.

Your scanner starts scanning automatically. The Power LED blinks green and the SD card indicator blinks on the LCD. When scanning is completed, your scanner starts transferring the scanned image to BR-Docs. The Wi-Fi® indicator blinks orange while transferring. When transferring is completed, the Wi-Fi® indicator turns blue.

Check the scan result just in case. 50 8 Access Scanned Images on the SD Card 8 Using your web browser You can use your wireless device's (computer, smartphone, tablet, etc.



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) web browser to view the scanned images stored on the scanner's SD card and download the scanned images to your wireless device. a b c d e Connect your wireless device to your scanner in AP mode. For more information, see Connecting in access point (AP) mode on page 48. Launch your wireless device's web browser. Type <http://10.10.100.1> in the address bar. When you view the scanned image in the browser for the first time, the Password Setup screen appears. Set your password, and then click Apply. If you have already set the password, type the password to log in. The home screen appears in the browser. NOTE Images will not appear when there is no data on the SD card.

8 Setting a Wi-Fi® network password If you have not set a Wi-Fi® network password, be sure to set up a network password in your web browser first. Without a Wi-Fi® network password, data on your SD card can be viewed and stolen by a third party. a b c d e f g h i Connect your wireless device to your scanner in AP mode. For more information, see Connecting in access point (AP) mode on page 48. Launch your wireless device's web browser. Type <http://10.10.100.1> in the address bar. When you view the scanned image in the browser for the first time, the Password Setup screen appears. Set your password, and then click Apply. If you have already set the password, type the password to log in. The home screen appears in the browser. Click Setting > Wi-Fi Setting. Then, Wi-Fi Setting screen appears.

Select WPA2(AES) from Encryption drop-down list. Type Pre-shared Key, and click Apply. Rebooting... screen appears, and the setting is completed. 51 Access Scanned Images on the SD Card (1) (2) (3) (4) (5) (6) 8 (7) (8) (7) (1) (2) (3) (4) (5) (6) Mode Select All Download Delete Setting Thumbnail view Click to switch the scanned image according to the file format (PDF or JPEG). Click to select all check boxes. Click to download the file that is checked in the box. Click to delete the file that is checked in the box. Click to go to the settings pages. For more information, see Changing Settings Using Your Browser on page 56. Displays the scanned images (up to 15 images per screen). When you doubleclick the scanned image in the thumbnail view, the preview screen will appear. The scanned images do not appear when there is no data on the SD card.

52 Access Scanned Images on the SD Card (7) On-screen cursors Click to go to the first page. Click to go to the previous page. Click to go to the next page. Click to go to the last page. (8) Page Displays the number of the current page and the total number of pages. 8 53 Access Scanned Images on the SD Card Using the USB connection between your scanner and computer NOTE You cannot view the contents of the SD card when the Wi-Fi® switch is ON or your computer is in TWAIN mode. (For Windows®) a b c Connect the Micro USB Cable to the Micro USB port on your scanner. Connect the cable to your computer. Click Start > Computer, and then double-click Removable Disk. Double-click DCIM.

The folders on the SD card appear. • 100PHOTO folder Stores the scanned images in JPEG format. • 200DOC folder Stores the scanned images in PDF format. 8 (For Macintosh) a b Connect the Micro USB Cable to the Micro USB port on your scanner. Connect the cable to your computer. iPhoto launches automatically, and the scanned images on the SD card will appear. 54 Access Scanned Images on the SD Card Using ScanHub™ (Android™) You can use your Android™ device's application to view the scanned images stored on the scanner's SD card and download scanned images to the Android™ device. Install the application from Google Play to your Android™ device. To download, install, or uninstall the Android™ application, see the instructions provided with your device. NOTE • If you have not set a Wi-Fi® network password, be sure to set up a network password in your web browser first.

@@ Using ScanHub™ (iOS) You can use your iOS device's application to view the scanned images stored on the scanner's SD card and download scanned images to the iOS device. Install the application from the App Store to your iOS device. To download, install, or uninstall the iOS application, see the instructions provided with your device. 8 NOTE • If you have not set a Wi-Fi® network password, be sure to set up a network password in your web browser first. @@ 55 9 Changing Settings Using Your Browser 9 Configuring Wi-Fi® settings in access point (AP) mode Configure network settings You can configure network settings in your browser. a b Access the browser in AP mode. For more information, see Connecting in access point (AP) mode on page 48. Click Settings. (1) (2) (3) (4) 9 (5) (1) (2) (3) (4) (5) Wi-Fi Setting Password Setting Status Brother Online Setting Back to Home Set the SSID (network name) and Pre-Shared Key. Set the password to log in.

Check the status of the current access point. Check the firmware version. Configure your BOL (Brother Online) Account. Configure Wi-Fi® settings for Internet access in infrastructure mode. Return to the Home screen. 56 Changing Settings Using Your Browser Reset network settings You can restore any settings you changed via Wi-Fi® connection (Wi-Fi® AP Setting and Password Setup) to the factory settings. a Press and hold the scanner's reset button (1) using a pointed object, such as a needle or a fine-point pen for 10 seconds. (1) NOTE When you press the reset button, the settings controlled by the buttons on the control panel will not be restored to the factory settings and the scanned images on the SD card will not be deleted. 9 57 10 Scanner Calibration 10 Calibrate your scanner only if the scanned images start to look fuzzy, the color looks abnormal (darker than normal), after 8,000 scans, or if the scanner has been stored without being used for a long time. You will need the Calibration Sheet that came with your scanner to successfully perform calibration. Calibration using the control panel a b c d Turn on your scanner. Press the Menu button. Press the or button repeatedly to select CAL on the LCD. Hold the edges of the Calibration Sheet and insert it into the feeder slot as shown below. 10 NOTE Hold only the edges of the calibration sheet and be careful not to touch the white or black area.

Leaving marks or fingerprints on this sheet can cause errors in calibration. 58 Scanner Calibration e f g Press the Start / OK button. The scanner starts feeding the calibration sheet. The Power button LED blinks green. After the calibration sheet is ejected, OK appears on the LCD and calibration is finished. Calibration using software (for Windows®) a b c d Double-click the DSmobileCapture shortcut on your desktop. The Select Scanner Model dialog box appears. Select TWAIN under Driver Type, select Brother DS820W (DS-920DW) under Scanner Model, and then click OK. DSmobileCapture launches.



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Click Setup . 10 59 Scanner Calibration e f Click the Options tab. Click Calibration to start calibrating the scanner. g A message appears, prompting you to insert the Calibration Sheet. 10 60 Scanner Calibration h Hold the edges of the Calibration Sheet and insert it into the feeder slot as shown below. Click Yes.

10 NOTE Hold only the edges of the Calibration Sheet and be careful not to touch the white or black area. Leaving marks or fingerprints on this sheet can cause errors in calibration. i j Scanning starts automatically. After the Calibration Sheet is scanned, a Calibration was successful message appears on your screen, indicating that calibration is finished. Click OK to end calibration, and then click OK to close the Options screen. NOTE If a Calibration failed message appears on your screen, remove the Micro USB Cable from your computer. Reconnect the Micro USB Cable to the computer and perform the calibration again. If calibration fails again, check the scanner's print head to ensure it is clean. 61 Scanner Calibration Calibration using software (for Macintosh) a b c d Double-click the DSmobileCapture shortcut DSmobileCapture launches. Click the Options tab.

Click Calibration to start calibrating the scanner. on your desktop. 10 e A message appears, prompting you to insert the Calibration Sheet. 62 Scanner Calibration f Hold the edges of the Calibration Sheet and insert it into the feeder slot as shown below. Click OK.

10 NOTE Hold only the edges of the Calibration Sheet and be careful not to touch the white or black area. Leaving marks or fingerprints on this sheet can cause errors in calibration. g h Scanning starts automatically. After the Calibration Sheet is scanned, a Calibration was successful message appears on your screen, indicating that calibration finished successfully. Click OK to end calibration.

NOTE If a Calibration failed message appears on your screen, remove the Micro USB Cable from your computer. Reconnect the Micro USB Cable to the computer and perform the calibration again. If calibration fails again, check the scanner's print head to ensure it is clean. 63 11 Scanner Maintenance 11 IMPORTANT Do not use any solvents or corrosive liquid, such as alcohol, kerosene, etc., to clean any part of the scanner, or the plastic may be permanently damaged. Cleaning the outside of your scanner To prevent dust accumulation, we recommend cleaning the exterior of your scanner periodically. a b c Remove the Micro USB Cable from both your scanner and your computer. Wipe the outside of the scanner with a dry, soft, lint-free cloth. If necessary, wipe the exterior with a cloth lightly dampened with water or diluted detergent, and finish with a dry cloth. Reconnect the Micro USB Cable to your scanner and your computer.

Cleaning the inside of your scanner To maintain the scanned image quality, clean the interior of your scanner periodically. If vertical lines or stripes appear on scanned images, this indicates that it is time to clean your scanner. a b Remove the Micro USB Cable from both your scanner and your computer. Open the scanner's top cover. 11 64 Scanner Maintenance c Gently wipe the glass and feed rollers with the supplied cleaning cloth. d e Close the top cover. Reconnect the Micro USB Cable to your scanner and your computer. 11 65 12 Troubleshooting 12 IMPORTANT For technical help, you must contact the Customer Service center in the country where you bought the scanner. For more information, see For customer service on page 80. Calls must be made from within that country.

If you think there is a problem with your scanner, check the chart below and follow the suggestions. Most problems can be easily resolved by yourself. If you need additional help, go to the Brother Solutions Center at <http://solutions.brother.com/> for more FAQs and troubleshooting tips.

Using non-Brother supplies may affect scan quality, hardware performance and product reliability. Error messages and Error codes Error messages Error message Driver busy Cause The scanning application in use crashed or the scanner driver is locked with administrator rights. A document is jammed. Action Press and hold the Power button to turn off the scanner, and press the Power button to turn on it. Then launch the application again.

Open the top cover and remove the document by pulling it forward, then close the top cover. Close the top cover and start scanning again. A document is jammed. Please open the top cover and remove the jammed paper by pulling it forward, then try again. The cover of the manual document feeder is open. No paper in the manual document feeder Cannot find the scanner. Your scanner's top cover is open when scanning starts. No document is set in the feeder slot. Set your document in the feeder slot and start scanning again. Your scanner is not connected to your computer.

Your scanner is not turned on. Confirm that the Micro USB Cable connecting the scanner to the computer is properly connected. Press the Power button to turn on the scanner. Confirm that the Micro USB Cable connecting the scanner to the computer is properly connected. Restart the computer. 12 Operation system return error Your Operating System cannot recognize your scanner. 66 Troubleshooting Error message Calibration failed. Please reboot the machine. Cause The calibration failed for some reason. For example, the Calibration Sheet is not inserted in the correct direction.

Action Press and hold the Power button to turn off the scanner, and press the Power button to turn on it. Then, perform the calibration again. Insert the Calibration Sheet in the correct direction. • To perform the calibration using the control panel, see Calibration using the control panel on page 58. • For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 59.

• For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 62. Error Codes Error Code E03 Items Description Card full or Card Read / Write error Paper Jam Root cause / Code Purpose How to restore The SD card is full, protected, or cor- Check the SD card's protective rupt; scanned images cannot be switch, reinsert the SD card, or insert saved to the SD card. a new SD card. Scan exceeds the maximum length, and cannot successfully eject the scanned document. Scanner does not detect a document in the document feeder slot.

The scanner's top cover is open, or the top cover sensor has failed. The scanner's internal check failed because of a calibration data error. Open the top cover and remove the document, then close the cover and try to scan again. Make sure the document is properly inserted. Close the scanner's top cover. Recalibrate the scanner. • To perform the calibration using the control panel, see Calibration using the control panel on page 58. • For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 59.



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• For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 62. 67 E04 12 E05 E06 E19 Missing Scan Data Cover Open Calibration Fail Troubleshooting Troubleshooting Scanning difficulties Difficulty My scanner does not turn on.

Cause The supplied Micro USB Cable is not connected securely. The battery is low. Suggestions Make sure the Micro USB Cable is securely connected to your scanner and computer. Connect the Micro USB Cable to your scanner and computer to charge the battery. If you charge the scanner's battery only a little from empty battery, you cannot use the scanner. Turn off the scanner until the battery is charged fully. My computer does not recognize the scanner when it is connected via the Micro USB Cable. My scanned images have black lines running through them, blank spaces, or are of overall bad quality. Causes may vary. Make sure the Micro USB Cable is securely connected to your scanner and computer.

Remove the Micro USB Cable and reconnect the Micro USB Cable to your scanner and computer. 1. Check the document feeder slot and make sure that the slot is clear. If foreign objects are found, remove them from your scanner. 2.

Calibrate your scanner (see Scanner Calibration on page 58). If scan quality is not improved after you calibrate your scanner: 1. Clean the scanner (see Scanner Maintenance on page 64). 2. Calibrate your scanner again.

My scanned image is missing. The Document Guides are not adjusted to fit the width of the document. The settings are not suitable for your document. For example, a A4 document was fed when Letter was selected as document size. The scan speed is too slow. The resolution is not suitable for your document. Adjust the Document Guide to fit the width of the document. Make sure the document size settings are suitable for your document. For Windows®: see Paper settings on page 29. For Macintosh: see Paper settings on page 39.

Decrease the scanner resolution. For Windows®: see Image settings on page 28. For Macintosh: see Image settings on page 36. This problem occurs if the scanner is not calibrated correctly or if a foreign object, such as a paper clip or ripped paper, is stuck in the scanner. 12 68 Troubleshooting Difficulty My scanner is connected but it will not feed my document or do anything else. Cause Your document is not set correctly. Your document is too thin or too thick. Suggestions Insert your document until you feel the top edge of the document touch the inside of your scanner. Check that your document is acceptable (see Document Specifications on page 12). If your document is not the problem: 1.

Confirm that the Micro USB Cable connecting your scanner to your computer is properly connected. 2. Reinstall the scanner driver from the DVD-ROM. The scanner's top cover is open. The scanner is turned off because the auto power off function is active.

You are operating the settings menu. (SD mode only) No SD card is inserted in the scanner's SD card slot. (SD mode only) The document is jammed. Causes may vary. Close the top cover and start scanning again.

Press the Power button to turn on the scanner. Get out of the settings menu to put the scanner into standby mode. Insert an SD card into the scanner's SD card slot. Open the scanner's top cover and gently pull out the document. Make sure that no piece of paper remains in the scanner. Make sure your document is acceptable for the machine (see Document Specifications on page 12). Use the supplied Carrier Sheet (see Loading the Carrier Sheet on page 16). Your document is not acceptable for the machine (for example, if the paper is too long). My scanner gets warm. It is normal for your scanner to emit a small amount of heat after prolonged use.

Paper dust has accumulated inside your scanner. Calibration needs to be performed. If there is a strange smell coming from the scanner or the scanner feels a little bit hot to the touch, immediately remove the Micro USB Cable from your scanner and computer. Clean your scanner (see Scanner Maintenance on page 64). Perform the calibration. • To perform the calibration using the control panel, see Calibration using the control panel on page 58. • For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 59. • For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 62. 12 The scan quality is poor. The scanner resolution is too low.

Increase the scanner resolution. For Windows®: see Image settings on page 28. For Macintosh: see Image settings on page 36. 69 Troubleshooting Difficulty Colors in the scanned image are dark. Cause The settings are not appropriate for the type of document being scanned.

Suggestions Adjust the scanning settings. For Windows®: see Image settings on page 28. For Macintosh: see Image settings on page 36. Perform the calibration. • To perform the calibration using the control panel, see Calibration using the control panel on page 58.

• For Windows®: to perform the calibration using software, see Calibration using software (for Windows®) on page 59. • For Macintosh: to perform the calibration using software, see Calibration using software (for Macintosh) on page 62. Calibration needs to be performed. OCR feature does not work. The scanner resolution is too low. Increase the scanner resolution. For Windows®: use PaperPort™ 12SE to increase the resolution. For Macintosh: use Presto! PageManager 9 to increase the resolution. (Windows® users) Nuance PaperPort™ 12SE has not been installed on your computer. (Macintosh users) Make sure you have installed Nuance PaperPort™ 12SE from the supplied DVD-ROM.

Make sure you have installed Presto! PageManPresto! PageManager has not been in- ager from the supplied DVD-ROM. stalled on your computer. The scanned image is skewed (slanted). The scanner's Document Guide are not adjusted to fit the width of the document. Adjust the Document Guide to fit the width of the document. • Move the scanner indoors or to a place without sunlight to avoid the direct sunlight. • Change the scanner's direction. • Move the scanner far away from the light source. • Change the scanner's direction. 12 White vertical lines or The scanner is under direct sunlight. white stripes appear on the scanned image. A light source is near the scanner. ABCDEFGHIJKLMNOPQRSTUVWXYZ. 0123456789. abcdefghijklmnopqrstuvwxyz.

KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r ABCDEFGHIJKLMNOPQRSTUVWXYZ. 0123456789. abcdefghijklmnopqrstuvwxyz. KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r ABCDEFGHIJKLMNOPQRSTUVWXYZ. 0123456789. abcdefghijklmnopqrstuvwxyz. KLMNOPQRSTUVWXYZ LMN MNOPQRSTUVWXYZ U efghijklmnopqrst u fghijklmno qrstu hijklmn ijk r ABCDEFGHIJKLMNOPQRSTUVWXYZ.



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