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User manual KYOCERA TASKALFA 550C
User guide KYOCERA TASKALFA 550C
Operating instructions KYOCERA TASKALFA 550C
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Instruction manual KYOCERA TASKALFA 550C

MULTIFUNCTIONAL DIGITAL SYSTEMS

Operator's Manual for TWAIN Driver/File Downloader



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Manual abstract:

@@@Indicates information to which you should pay attention when operating the equipment. Other than the above, this manual also marks information that may be useful for the operation of this equipment with the following signs: Describes handy information that is useful to know when operating the equipment. Pages describing items related to what you are currently doing. See these pages as required. Screens All the screenshots in this manual are examples from Windows Vista. The details may differ from actual displays depending on the use-environment of the equipment, such as the installed status of options. Screens of when paper in the A/B format is used are given in this manual. If you use paper in the LT format, the display or the order of buttons may differ from that of your equipment. Trademarks The official name of Windows 2000 is Microsoft Windows 2000 Operating System. The official name of Windows XP is Microsoft Windows XP Operating System.

The official name of Windows Vista is Microsoft Windows Vista Operating System. The official name of Windows Server 2003 is Microsoft Windows Server 2003 Operating System. The official name of Windows Server 2008 is Microsoft Windows Server 2008 Operating System. Microsoft, Windows, Windows NT, and the brand names and product names of other Microsoft products are trademarks of Microsoft Corporation in the US and other countries. Apple, AppleTalk, Macintosh, Mac, Mac OS, Safari, TrueType, and LaserWriter are trademarks of Apple Inc.

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such as "Imaging," an accessory of Windows 2000, and can retrieve documents from e-Filing and load them to your application as images. File Downloader works as an application to import and save the e-Filing documents to your local hard disk or a folder shared with other network users. P.

10 "Retrieving e-Filing Documents" To learn more about e-Filing, refer to the e-Filing Guide. 6 Features and Functions 1 OVERVIEW System Requirements The TWAIN Driver and File Downloader require the following environments: OS Windows 2000 Service Pack 4 Windows XP Service Pack 1/Service Pack 2/Service Pack 3 Windows Vista Service Pack 1 Windows Server 2003 Service Pack 1/Service Pack 2 Windows Server 2008 Service Pack 1 Display Resolution 1024 x 768 dots or more Display Color High Color (16 bit) or higher recommended CPU Pentium 133 MHz (Pentium 266 MHz or faster recommended) Memory For retrieving 400 dpi color/600 dpi monochrome images: 256 MB For retrieving 600 dpi color images: 512 MB Software TWAIN-compliant software Microsoft Internet Explorer 5.5 Service Pack 2 or later (for an IPv4 environment) Microsoft Internet Explorer 7.0 or later (for an IPv6 environment) Network TCP/IP The TWAIN Driver and File Downloader can be used only in a Windows environment. To use the TWAIN Driver and File Downloader, the SNMP network service must be enabled. The SNMP network service can be enabled on COMMAND CENTER. For help, ask the network administrator. For instructions on how to install the software, refer to the Software Installation Guide. System Requirements 7 2.BASIC OPERATION This chapter describes basic operation of the TWAIN Driver and File Downloader.

Retrieving e-Filing Documents

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. 16 2 BASIC OPERATION Retrieving e-Filing Documents You can retrieve documents from the e-Filing boxes in your machine in either of the following ways: P.10 "Loading documents to applications (TWAIN Driver)" P.12 "Saving as a file (File Downloader)" Before you retrieve your e-Filing documents, the documents must be stored in an e-Filing box. For instructions on how to store documents, refer to the e-Filing Guide. Loading documents to applications (TWAIN Driver) If you wish to retrieve e-Filing documents and load them to TWAIN-compliant software as images, use the TWAIN Driver. Follow the steps below. Some applications that support TWAIN formats may not work with the TWAIN Driver. Refer to the documentation or online help for your application. No TWAIN-compliant software comes with the Windows XP/Vista/Server 2003/Server 2008 operating systems; you must obtain the software separately. Some applications that support TWAIN formats cannot import a multi-page document that consists of pages of mixed color modes, original sizes, and/or resolutions. In this case, import the document page by page, or use File Downloader to save the document as a TIFF or PDF file and then open it with the application.



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The image quality of an imported document varies depending on your application. If the image quality is not good enough, use other applications or save the document as a file with File Downloader. P.

12 "Saving as a file (File Downloader)" Loading documents to applications (TWAIN Driver) 1 2 Launch a TWAIN-compliant application. From the [File] menu, select a device to import documents or pages; select "HS TWAIN Driver." The steps on how to select the device vary depending on your TWAIN-compliant software. For details, refer to the documentation for your TWAIN-compliant application. 3 From the [File] menu, import/acquire a document or page(s).

The HS TWAIN Driver window appears. The steps on how to import documents or pages vary depending on your TWAIN-compliant software. For details, refer to the documentation for your TWAIN-compliant application. If you are a first-time user, the Local Discovery dialog box appears. In this case, search the network for your machine and establish a connection. P.16 "Connecting to this machine" 10 Retrieving e-Filing Documents 2 BASIC OPERATION 2.BASIC OPERATION 4 Double-click on the box containing the document or page(s) to import. If a password is set for the selected box, the Password dialog box appears. Proceed to Step 5.

If no password is set for the selected box, proceed to Step 6. 5 Enter the 5-digit password and click [OK]. Instead of the 5-digit password, you can enter the administrator password. 6 Select a document or page(s) to import, and click [Acquire]. If displaying the thumbnails of the documents takes too long, you can cancel the display by pressing the [ESC] key. In this case, repeat the operation from Step 1 and select the [View] menu > [List] to display documents in Listcal Discovery dialog box appears. In this case, you can either use the local discovery feature to automatically search the network for your machine or enter the MFP's IP address manually. P.16 "Searching MFPs automatically" P.17 "Entering IP address manually" To find your machine under the SNMPv1/v2 environment, the SNMP read community name that is set for the target same series MFP must be "public.

" For help, consult the administrator. The following procedure can also be performed when you want to register additional same series MFPs. If you want to retrieve documents from multiple same series MFPs, select [Box Select] > [Device Discovery] and see the following section to register additional same series MFPs. P.32 "Registering additional same series MFPs" Searching MFPs automatically 1 Click [Start Discovery].

The local discovery feature locates same series MFPs on the network. You can quit the process by clicking [Stop Discovery]. Devices in different segments may not be found. If you cannot find your machine, find it manually using [Manual Selection]. P.

17 "Entering IP address manually" The search process may take a long time especially when many clients exist on the network. In this case, change the discovery settings under [Advanced]. P.33 "Narrowing search conditions" The local discovery feature cannot detect same series MFPs on the IPX/SPX network. The target same series MFPs may not be found due to the SNMP settings. In this case, verify and/or change the settings using the SNMP Settings dialog box. For help, see the following section: P.34 "Changing SNMP settings" 16 Connecting to this machine 2 BASIC OPERATION 2.BASIC OPERATION 2 From the list of found devices, select the name of your machine and click [OK]. The TWAIN Driver or File Downloader connects to the selected machine and displays the "HS TWAIN Driver" or "HS File Downloader" window.

If your attempt to find the target same series MFP fails, try to find it by manually entering the IP address. P.17 "Entering IP address manually" Entering IP address manually 1 Click [Manual Selection]. The Manual Selection dialog box appears. Connecting to this machine 17 2 BASIC OPERATION 2 Enter the following items and click [OK]. IPv4 IP Address--Select this option to specify the device in the IPv4 address. If this option is selected, enter the IPv4 address of your machine. IPv6 IP Address--Select this option to specify the device in the IPv6 address. If this option is selected, enter the IPv6 address of your machine. Name--Enter the name of your machine.

Location--Enter the location of your machine. [SNMP Settings]--Click this button when you need to verify and/or change the SNMP settings. P.34 "Changing SNMP settings" You must fill in the [Name] and [IP Address] boxes. 3 The device specified in Step 2 is added to the list.

Select the name of the added same series MFP and click [OK]. The TWAIN Driver/File Downloader connects to the selected same series MFP, displaying the "HS TWAIN Driver" or "HS File Downloader" window. The target same series MFPs may not be found due to the SNMP settings. In this case, verify and/or change the settings using the SNMP Settings dialog box. For help, see the following section: P.

34 "Changing SNMP settings" 18 Connecting to this machine 3.USEFUL FUNCTIONS AND SETTINGS This chapter describes useful functions and settings for the TWAIN Driver and File Downloader. Exploring the Main Window

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20 Taking Advantage of Various Features

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....34 3 USEFUL FUNCTIONS AND SETTINGS Exploring the Main Window When you access the TWAIN Driver or File Downloader, the "HS TWAIN Driver" or "HS File Downloader" window (hereinafter referred to as the "main window") appears.

From this window, you can perform various operations other than retrieving or deleting the e-Filing documents. 1 2 3 4 5 6 7 8 9 1) Menu Bar You can select various functions from the following menus: [File]: - Acquire (TWAIN Driver only)--Click to download a selected document or page(s) of a document to your application. - Save As (File Downloader only)--Click to download and save as a file a selected document or page(s) of a document. - Delete--Click to delete a selected document or page(s) of a document. P.

15 "Deleting e-Filing Documents" - Properties--Click to display the properties of a selected document or page. P.23 "Displaying properties" - Automatic Download (File Downloader only)--Click to configure the settings for the automatic download feature. P.25 "Automatic downloading (for File Downloader only)" - Close--Click to close the main window.



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[Edit]: - Select All--Click to select all pages displayed in the Contents window. This menu is available only when the pages of a selected document are displayed. - Shrink To Half--Click to change the resolution of e-Filing documents stored at 600 x 600 dpi to 300 x 300 dpi when they are downloaded. A check mark beside this menu indicates that the feature is enabled. P.

22 "Reducing images to half size" [View]: - List--Click to display the list view in the Contents window. - Details--Click to display the Details view in the Contents window. - Thumbnail Size--To display the thumbnail view in the Contents window, select a desired thumbnail size from "Small," "Medium," and "Large." - Arrange Icons--The icons/listings on the Contents window can be sorted by category. Select from "By Name," "By Date," "By Type," and "By Size." - Refresh--Click to update the information in the window. [Box Select]: - Device Discovery--Click to establish a new connection to a same series MFP in your network. Selecting this menu displays the Local Discovery dialog box. P.32 "Registering additional same series MFPs" - Select HS--Click to change the target MFP that e-Filing documents are retrieved from.

P.32 "Switching between connections" [Help]: - Help--Click to access Online Help. - About--Click to display version information. 2) Tool Bar The tool bar consists of icons for performing various functions: "Delete," "Properties," "List," "Details," "Thumbnail," "Refresh," "Device Discovery," and "Select HS." 20 Exploring the Main Window 3 USEFUL FUNCTIONS AND SETTINGS 3.

USEFUL FUNCTIONS AND SETTINGS 3) Tree Window The tree window displays the e-Filing boxes, folders, and documents in tree structure. Clicking a box, folder, or document in the tree displays the contents in the Contents window. 4) Contents Window The Contents window shows the boxes, folders, documents, or pages contained in e-Filing. 5) Shrink to Half/Automatic Downloading This box displays whether the Shrink to Half and automatic downloading (for File Downloader only) features are enabled or disabled. 6) Status Bar The status bar on the bottom of the dialog box shows the communication status, total number of folders, documents, or pages in the selected item, and the IP address of the connected same series MFP. 7) [Acquire]/[Save As] For the TWAIN Driver, the button is [Acquire] whereas it is [Save As] on File Downloader. Clicking on the button imports the selected document or page(s) to the TWAIN-compliant application or saves the selected document or pages as a file. 8) [Delete] Click on this button to delete the selected document or page(s). 9) [Close] Click on this button to exit the TWAIN Driver or File Downloader. Exploring the Main Window 21 3 USEFUL FUNCTIONS AND SETTINGS Taking Advantage of Various Features The main window is a gateway to access various features and settings. This section helps familiarize you with some of them. P.22 "Reducing images to half size" P.23 "Displaying properties" P.25 "Automatic downloading (for File Downloader only)" Reducing images to half size When downloading the e-Filing documents, the Shrink to Half feature allows you to change the original resolution of 600 x 600 dpi to 300 x 300 dpi.

Because the resolution of the documents stored by the Copy to e-Filing or Print to e-Filing feature is always 600 x 600 dpi, this feature is useful when you need to change the resolution and reduce the image. The Shrink to Half feature changes the resolution of the e-Filing documents when retrieving them. @@@@Size: Total amount of data contained in the box. @@@@Status: Current status of the box. Created: The date and time the box was created. Modified: The last date and time the box settings were modified. @@@@Contains: The number of documents contained in the folder. Status: Current status of the folder. Created: The date and time the box was created. @@@@Location: Path to the folder containing the document. Size: The data size of the selected document. Total Pages: The number of pages contained in the document. Status: Current status of the document. "Ready" means the selected document is ready to download. "Busy" means the document cannot be downloaded or deleted. Created: The date and time the selected document was created. @@@@Resolution: Resolution of the selected page. Image Size: Pixel size of the selected page. Paper Size: Paper size of the selected page. @@@@If the selected box is protected by a password, enter the 5-digit password in the Box Password frame.

Instead of the 5-digit box password, you can enter the administrator password. 3 If the target documents are stored in a folder, click [Advanced]. Otherwise, click [Next]. If you click [Advanced], proceed to Step 4. If you click [Next], proceed to Step 5. 26 Taking Advantage of Various Features 3 USEFUL FUNCTIONS AND SETTINGS 3. USEFUL FUNCTIONS AND SETTINGS 4 Select the folder from which you want to auto-download the documents, and then click [Next]. The Automatic Download Wizard (3/4) dialog box appears. 5 If you want to change the folder for storing downloaded documents, click [Browse]. Otherwise, click [Next].

If you change the folder, proceed to Step 6. If you do not change the folder, proceed to Step 8. If the automatic downloading has previously been enabled, the folder path previously specified is displayed in the "Target Folder" frame. 6 Select a folder for storing the downloaded documents and then click [OK]. Taking Advantage of Various Features 27 3 USEFUL FUNCTIONS AND SETTINGS 7 Click [Next]. The Automatic Download Wizard (4/4) dialog box appears. 8 Select the settings for the following items and click [Next]. File Format--Click the arrow button and select the desired file format. Monochrome documents are saved in single-page TIFF format if you select JPEG format. Gray scale/color documents mixed with black pages are saved in single-page TIFF format if you select multi-page TIFF format.

Files saved in XPS format can be used on a computer with Windows Vista, Windows Server 2008 SP1 or a computer with Windows XP SP2, Windows Server 2003 SP1 or later versions with Net Framework 3.0 installed. Copy and Print Source Parameter--Select the file compression level for saving a document. To enable the Shrink to Half feature, select the "Shrink To Half" check box. These options are available only for documents stored by Copy to e-Filing or Print to e-Filing.

Polling Time Interval--Specify the cycle in minutes in which the File Downloader starts downloading the documents. Document Deletion--Select the "Delete after download" check box if you want to delete documents after they are downloaded. 28 Taking Advantage of Various Features 3 USEFUL FUNCTIONS AND SETTINGS 3.



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USEFUL FUNCTIONS AND SETTINGS 9 Click [Finish] in the Automatic Download Wizard Summary dialog box to confirm the settings. Automatic downloading is enabled.

File Downloader returns you to the main window. The Tree and Contents windows are not available for operation. To use other features, disable automatic downloading. P.30 "Disabling automatic downloading" If you want to view the settings summary and status, display the Automatic Download Summary dialog box by selecting the [File] menu > [Automatic Download] > [Summary]. P.31 "Viewing automatic downloading summary and status" Taking Advantage of Various Features 29 3 USEFUL FUNCTIONS AND SETTINGS Disabling automatic downloading To disable the Automatic Download feature, follow the procedure below. Disabling automatic downloading 1 From the [File] menu, select [Automatic Download] > [Stop]. The Automatic Download Result dialog box appears. 2 Click [OK] to close the dialog box.

Automatic downloading is disabled. To view the log file, click on [View Log File]. The log file is opened in the default text editor. 30 Taking Advantage of Various Features 3 USEFUL FUNCTIONS AND SETTINGS 3. USEFUL FUNCTIONS AND SETTINGS Viewing automatic downloading summary and status If you want to view the settings summary of automatic downloading, open the Automatic Download Summary dialog box by selecting the [File] menu > [Automatic Download] > [Summary]. The summary of automatic downloading is available only when automatic downloading is enabled. To close the dialog box, click [Cancel]. To view the log file, click on [View Log File]. The log file is opened in the default text editor. Restoring settings for automatic downloading You might exit from File Downloader with the automatic downloading feature enabled.

In this case, the next time you launch File Downloader, a dialog box appears and asks you whether or not to restore the automatic downloading settings. If you wish to launch File Downloader with the same settings, select [Yes]. Otherwise, select [No]. Taking Advantage of Various Features 31 3 USEFUL FUNCTIONS AND SETTINGS Retrieving Documents from Multiple same series MFPs Registering additional same series MFPs If your network has multiple same series MFPs, you can search the network for additional connections. Registering additional MFPs on the TWAIN Driver/File Downloader allows you to retrieve e-Filing documents from each MFP.

To add a new connection, click the [Box Select] menu and select [Device Discovery]. The Local Discovery dialog box appears, in which you can register an additional same series MFP on your network. For details, see the following section: P.16 "Connecting to this machine" Adding new connections to the connection list allows you to change the target MFP from which the e-Filing documents are retrieved. To change the target MFP, select the [Box Select] menu > [Select HS].

P.32 "Switching between connections" Switching between connections Once you register multiple same series MFPs, you can switch from one MFP to another and retrieve e-Filing documents from each device. Switching between connections 1 From the [Box Select] menu, select [Select HS]. The Select Device dialog box appears. 2 Select the same series MFP to connect to and click [OK]. The e-Filing boxes of the selected same series MFP are displayed on the main window. 32 Retrieving Documents from Multiple same series MFPs 3 USEFUL FUNCTIONS AND SETTINGS Changing Network Discovery Settings When you use the TWAIN Driver/File Downloader and connect to your machine for the first time, or when registering an additional same series MFP, you need to find the target MFP on the network. P.16 "Connecting to this machine" P.32 "Registering additional same series MFPs" The search process may take a long time especially when a number of clients exist on the network.

In this case, you can narrow down the search conditions using the Discovery Settings dialog box. P.33 "Narrowing search conditions" In addition, your attempt to find a same series MFP may fail due to the SNMP Network settings configured for the MFP. In this case, open the SNMP Settings dialog box and verify and/or change the settings. P.34 "Changing SNMP settings" Ask the administrator for details on the SNMP Network settings configured for your machine. Narrowing search conditions If you want to narrow the search conditions, click [Advanced] in the Local Discovery dialog box. Make the following settings as required in the Discovery Settings dialog box that appears: 1 2 3 1) Devices Click the arrow button to display the drop-down list box and select the check box(es) for the same series MFPs to be searched for. 2) Network "Enable TCP/IP Search" Select this option to search for same series MFPs on your TCP/IP network. This option is available only when the TCP/IP protocols are installed on your computer.

When this option is selected, you need to specify detailed search conditions for same series MFPs on the network. - Search local subnet--Select this option to search for same series MFPs in the local subnet. - Specify a range--Select this option to search for same series MFPs in a specific range of IPv4 or IPv6 addresses. When this option is selected, select IPv4 or IPv6 and enter specific IP addresses in the From and To boxes. 3) [SNMP Settings] Click this button when you need to verify and/or change the SNMP settings.

P.34 "Changing SNMP settings" Changing Network Discovery Settings 33 3 USEFUL FUNCTIONS AND SETTINGS Changing SNMP settings If you cannot find the target same series MFPs on your network, the problem may be with SNMP settings. Verify the correct SNMP settings in the SNMP Settings dialog box and change the settings, if needed. The dialog box can be accessed by clicking [SNMP Settings] on the Manual Selection (P.17) or the Discovery Settings (P. 33) dialog box. Ask the administrator for details on the SNMP Network settings configured for your machine. 1 2 3 1) Version Be sure to have the correct SNMP version set for your machine and select from the following options: - V1/V2--Select this option to enable SNMPv1 and v2. - V3--Select this option to enable SNMPv3. - V1/V2/V3 (for Discovery Settings dialog box only)--Select this option to enable SNMPv1, v2, and v3. To find your machine under the SNMPv1/v2 environment, the SNMP read community name that is set for the target same series MFP must be "public." For help, consult the administrator. 2) SNMP V3 If SNMPv3 is enabled, use the radio button to select the method for authenticating users. User ID File--Select this option when you want to use a user ID file. Click [Browse] and specify the user ID file.

User Name/Password--Select this option when you want to use the user name and password. When this option is selected, enter or select each of the following items: - User Name - Authentication Protocol - Authentication Password - Privacy Protocol - Privacy Password If you select to enable SNMPv3, consult your network administrator for preliminary advice on how to authenticate users.



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Each entry for User Name, Authentication Password, and Privacy Password can consist of up to 32 one-byte alphanumeric characters. 3) [Restore Default] Click this button when you want to reset all the settings back to the defaults. 34 Changing Network Discovery Settings 4.TROUBLESHOOTING This chapter addresses troubleshooting issues. TWAIN Driver/File Downloader Errors....

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.....37 4 TROUBLESHOOTING TWAIN Driver/File Downloader Errors This section describes the most common TWAIN Driver/File Downloader errors and provides steps to resolve them. If the problem persists after you have followed all of the steps, make sure to note the name of your application, what you are trying to do/have done, and any error messages and then contact an authorized dealer for further assistance. P.36 "Cannot find my machine" P.

36 "Cannot connect to MFPs found by local discovery" P.36 "Cannot acquire my e-Filing documents" P.37 "Images corrupt when I acquire mixed color mode documents" P.37 "Files are saved in single-page TIFF format when multi-page TIFF is selected" P.37 "Cannot open TIFF files saved using File Downloader"

P.37 "Cannot change resolution by Shrink to Half" P.37 "Cannot acquire multi-page documents" For other problems, see the TWAIN Driver/File Downloader's README file. Cannot find my machine Problem Description: I cannot find my machine using the local discovery feature. Corrective Action: 1. Make sure that the machine and your computer are correctly connected to the TCP/IP network.

2. If the machine belongs to a subnet that is different from your computer's, make sure that the default gateway setting is correctly set up. Cannot connect to MFPs found by local discovery Problem Description: With the help of the local discovery feature, I have found the MFP, but cannot connect to it. Corrective Action: 1. If the network protocol is IPv4, make sure that Microsoft Internet Explorer 5.

5 SP2 or later is installed. If the network protocol is IPv6, make sure that Microsoft Internet Explorer 7.0 or later is installed. 2. Make sure that the Proxy settings on Microsoft Internet Explorer are correctly set so that it can connect to the MFP.

3. Make sure that Microsoft Internet Explorer is not in off-line mode. If it is in off-line mode, change it to on-line mode. 4. Make sure that the SNMP settings are correctly set. P.34 "Changing SNMP settings" 5. Make sure that the machine is correctly connected to the network. A device connection failure may also occur when too many computers try to connect at the same time. Please try again later.

Cannot acquire my e-Filing documents Problem Description: I cannot acquire my e-Filing documents using the TWAIN Driver. Corrective Action: The TWAIN Driver is carefully tested with several TWAIN-compliant applications. However, some applications may need additional settings to acquire a document from the device; others, which have not been tested, may not be able to connect to your machine. For information about the required settings for the tested applications, see the applications' README file. Applications that are not tested may work with the TWAIN Driver if the driver's settings, such as Native UI and Data Transfer Mode, are changed. For details, refer to the documentation for your TWAIN-compliant application. 36 TWAIN Driver/File Downloader Errors 4 TROUBLESHOOTING 4.TROUBLESHOOTING Images corrupt when I acquire mixed color mode documents Problem Description: Images corrupt when I use the TWAIN Driver to acquire an e-Filing document containing both color and black pages. Corrective Action: Some applications do not support acquiring a document consisting of both color and black pages. In this case, you have the following options: Acquire the color and monochrome pages separately.

Use File Downloader to save the document as a file, and then open the file on the application. Files are saved in single-page TIFF format when multi-page TIFF is selected Problem Description: Even though I select the multi-page TIFF format to save a document, File Downloader saves the document as a singlepage TIFF file. Corrective Action: File Downloader cannot save a document consisting of both color and monochrome pages as a multi-page TIFF file. In this case, File Downloader saves the monochrome pages as single-page TIFF files and the color pages as JPEG files. If you want to save the document as one file, select the PDF format.

Cannot open TIFF files saved using File Downloader Problem Description: With File Downloader, I have saved a document as a TIFF file, but cannot open it on my application. Corrective Action: When you select the TIFF format to save a color/grayscale document using File Downloader, the document will be saved as a TIFF file with JPEG compression. If your application does not support TIFF files with JPEG compression, you will not be able to open the file. In this case, save the document as a JPEG file or use the TWAIN Driver to acquire the image. Cannot change resolution by Shrink to Half Problem Description:

Using File Downloader, I have downloaded a document with the Shrink to Half feature enabled, but the resolution of the image remains unchanged.

Corrective Action: The Shrink to Half feature works only with 600 x 600 dpi documents that are stored in e-Filing by copying or printing operations. The feature cannot reduce the resolution of an image that is stored by scanning or fax operations. If you want to change the resolution of your image, open the file and change the resolution in your application. If the resolution cannot be changed in your application, you need to store the e-Filing document by faxing or scanning the original again at the desired resolution. Cannot acquire multi-page documents Problem Description: I cannot acquire multi-page documents in my application. Corrective Action: Some applications do not support multi-page scanning from TWAIN interface or need to be configured to acquire multipage documents. Refer to the documentation for your TWAIN-compliant application. TWAIN Driver/File Downloader Errors 37 INDEX A Accessed ...

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