

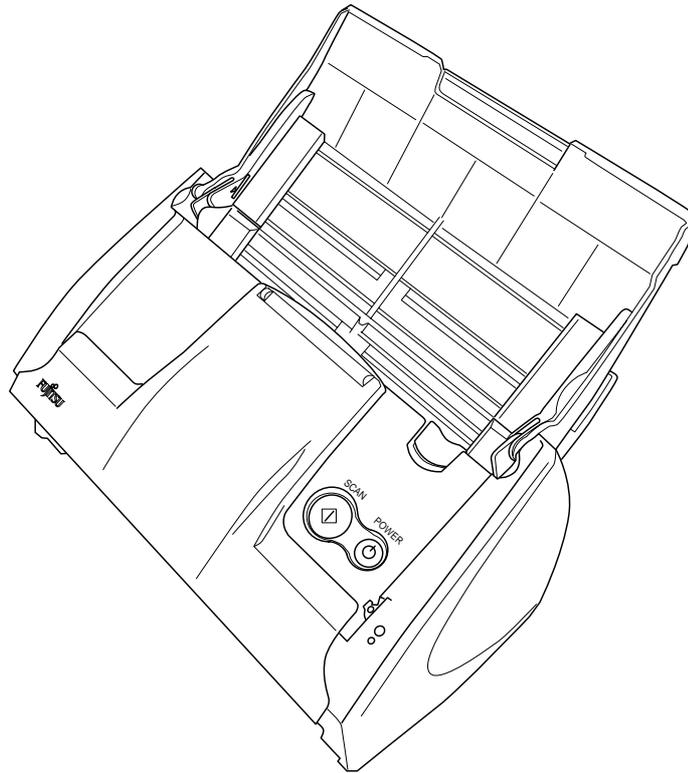
P3PC-1742-01EN

Color Image Scanner

*ScanSnap*

*S500M for Macintosh*

**Getting Started**



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

FUJITSU

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# Introduction

Thank you for purchasing the Color Image Scanner ScanSnap S500M.

ScanSnap S500M (hereinafter called the “ScanSnap” or “the ScanSnap scanner”) is a feature-rich, office-ready color image scanner. It is designed to help you improve productivity and solve problems in scanning.

ScanSnap scanners have the following features:

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

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

ScanSnap scanners can automatically detect whether documents are color or black-and-white, so that the size of scanned image files can be made smaller when scanning color and black-and-white documents mixed in a batch. In addition, the scanner can automatically remove blank pages in documents to reduce the size of files even more.

- **Effortless scanning!**

Double-sided color documents in A4 or letter size can be scanned at a speed of about 18 sheets/minute (when used with a computer with a PowerPC® G5 processor of 1.6GHz or higher running Mac OS X v10.2.8 or later and with Scan mode Normal, Color mode Auto, and Compression rate 3).

- **Small desktop footprint!**

Its footprint is smaller than a sheet of A4 or letter size paper; ScanSnap scanners can be left on your desk all the time.

(Note: ScanSnap S500M Scanner does NOT comply with TWAIN or ISIS standards.)

## Manufacturer

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ScanSnap, and the ScanSnap logo are the trademarks of PFU LIMITED.

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

## How Product Names Are Indicated In This Manual

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

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

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

Adobe Acrobat 7.0: Adobe® Acrobat® 7.0 Standard

## ■ ScanSnap and the Manuals

ScanSnap S500M consists of:

- 1) S500M: Color image scanner
- 2) ScanSnap Manager: Image capturing software to scan and convert paper documents into PDF-format files
- 3) Adobe® Acrobat®: De facto standard software for generating and manipulating PDF format electronic document.

The following manuals are prepared for you:

### ScanSnap S500M Getting Started

(This manual):

provides basic information to install and use ScanSnap solution.

### ScanSnap S500M Operator's Guide

(PDF manual included in ScanSnap Setup CD-ROM): provides detailed information about the installation of the ScanSnap software and hardware, operation of the scanner hardware and ScanSnap Manager.

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

## ■ Regulatory Information

### FCC declaration

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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



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



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

### Canadian DOC Regulations

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

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

Le présent appareil numérique n'émet pas de parasites radioélectriques dépassant les limites applicables aux appareils numériques de la classe B et prescrites dans le Règlement sur le brouillage radioélectrique dictées par le Ministère des Communications du Canada. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Bescheinigung des Herstellers / Importeurs

Für den S500M wird folgendes bescheinigt:

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

## International ENERGY STAR® Program

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



The International ENERGY STAR® Office Equipment

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

## Use in High-safety Applications

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

## About the use of mercury



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

The scanner lamp contains mercury, which is highly toxic chemical.

To avoid serious health effects, read the following descriptions carefully:

- Do not put the substance included in the lamp into your mouth.
- Do not incinerate, crush, or shred the scanner.
- Do not inhale the chemical liquid vapors or ingest the chemical liquid contained in the scanner parts.

## ■ Conventions

### Warning Indications Used In This Manual



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



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

### Symbols Used In This Manual

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



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



This symbol alerts operators to helpful advice regarding operation.



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

The drawing inside the triangle shows the specific caution.



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

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



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

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

## About the Warning Label

This product carries the following label warning.



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



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

## Screen Examples In This Manual

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

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

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

## About Service and Maintenance

The user must not perform repairs on this scanner.

Contact the store where you purchased the scanner or an authorized FUJITSU Image Scanner service provider to make repairs to this product.

Periodic Cleaning is discussed in the Operators Guide

## ■ Safety Precautions

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

### ⚠ WARNING

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

### ⚠ CAUTION

The following describes important cautions.

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

# 1. Preparation

This chapter describes necessary preparations before using ScanSnap.



Do not connect the scanner to your personal computer before installing "ScanSnap Manager." If you connect the scanner before installing ScanSnap Manager, it will not operate correctly. Refer to Chapter 2 for details on the installation of ScanSnap Manager.

## 1.1. Checking the Contents of the Package

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

Refer to the packing list included in the scanner package for contents.

## 1.2. Name and Function of Parts

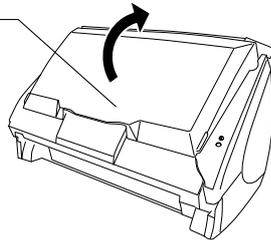
This section describes the name and function of parts.

### ■ Front Side

#### Paper chute

Open the paper chute to use the scanner.

⇒ Opening the paper chute turns ON the scanner.



#### Paper chute

Open the paper chute and load documents onto it for scanning documents.

#### Side guide

Adjust these guides to fit the width of the paper, so that the paper does not skew.

#### Cover open lever

Pull this lever to open the ADF.

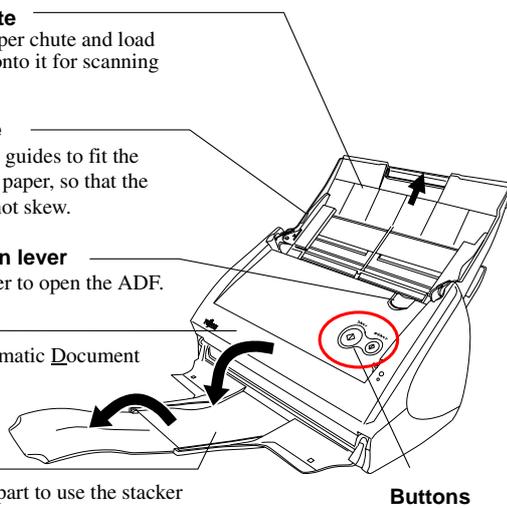
#### ADF

(ADF: Automatic Document Feeder)

#### Stacker

Extend this part to use the stacker as shown in the figure.

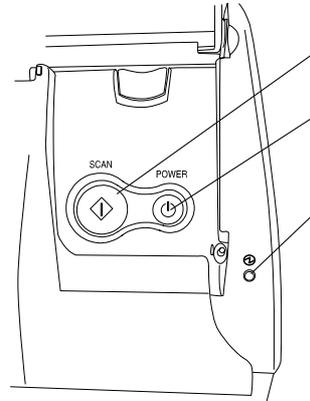
⇒ Sheets of paper are ejected from the ADF onto the stacker.



Buttons

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

### ■ Buttons



#### [SCAN] button

Start scanning.

#### [POWER] button

Hold down 1 sec. to turn on/off the power supply.

#### Power lamp

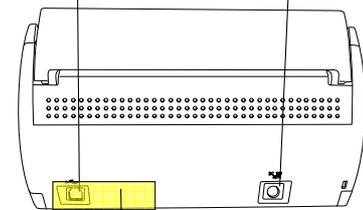
Indicate the scanner status.

Blue: Ready  
Blue (Blinking): Scanning  
Orange: Error  
Light out: Power off

### ■ Back Side

USB connector

AC adapter connector



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



For the [Document Specifications](#), refer to the "ScanSnap S500M Operator's Guide" stored in ScanSnap Setup CD-ROM.



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

## 2. Connecting ScanSnap

This chapter describes how to connect the ScanSnap scanner to your computer.

### 2.1. Installing the Supplied Software

Install the following software on your computer before connecting the scanner to the computer.

- ① Adobe Acrobat 7.0 (Application) \*<sup>1</sup>
- ② ScanSnap Manager (Driver)

The table below shows the relationship between the respective Operating Systems and software described above.

	Mac OS X v10.2 * <sup>2</sup>	Mac OS X v10.3	Mac OS X v10.4
①	✓	✓	✓ * <sup>3</sup>
②	✓	✓	✓

(✓: Supported -: Not-supported)

\*<sup>1</sup> If you are using Macintosh based on Intel Processor, Adobe Acrobat will operate through Rosetta. (Rosetta is software to run the existing Power-PC-based applications on the Intel-based Macintosh. It is part of Mac OS X.)

\*<sup>2</sup> For Mac OS X v10.2.8 or later.

\*<sup>3</sup> There are some restrictions on the use of Adobe Acrobat 7.0.



- When using Mac OS X, log on as a user with Administrator privileges.
- Requirements for ScanSnap S500M are as follows:
  - CPU:** - Power PC® G4 Processor 800MHz or higher (Power PC® G5 Processor 1.6GHz or higher is recommended)\*
  - Intel® Core™ Solo or Core Duo Processor (Intel® Core™ Duo Processor 1.83GHz or higher is recommended)

**Memory:** 128MB or more  
(512MB or more is recommended)\*

\* If the CPU and memory do not meet the recommended requirements or the USB version 1.1 is used, the scanning speed will slow down.

#### 2.1.1. Installing Adobe Acrobat 7.0

Please prepare the Adobe Acrobat 7.0 CD-ROM.

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

⇒ The “Adobe Acrobat 7.0 Standard” window appears.



- To open the CD tray or to eject the CD, press the  button on the keyboard. If the keyboard does not have the  button, press and hold down the [F12] key instead.
- If the “Acrobat 7.0 Standard” window does not appear automatically, copy the [Adobe Acrobat 7.0 Standard] folder into the [Applications] folder with Finder.

2. Click the Finder icon in the Dock menu.



3. Select the [Applications] folder in Finder.



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



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



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

#### 2.1.2. Installing ScanSnap Manager

Please prepare the ScanSnap Setup CD-ROM.

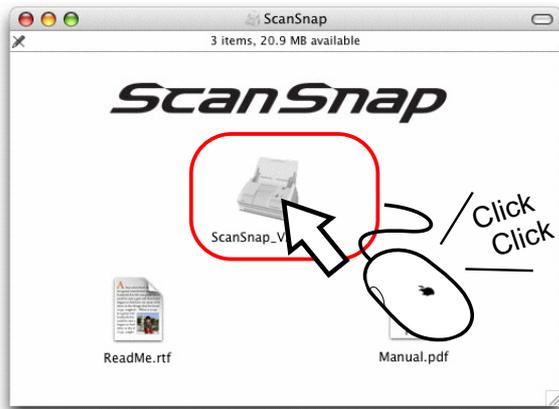
1. Insert the “ScanSnap Setup CD-ROM” into the CD-ROM drive.

⇒ The “ScanSnap” window appears.



To open the CD tray or to eject the CD, press the  button on the keyboard. If the keyboard does not have the  button, press and hold down the [F12] key instead.

2. Double-click the ScanSnap icon.



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

3. Follow the instructions to install the software.
4. After the installation is complete, eject the CD-ROM from the CD-ROM drive.



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

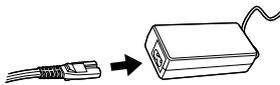
## 2.2. Connecting the Scanner

### 2.2.1. Connecting the AC cable

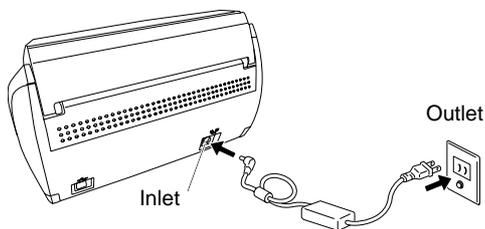


Do not use cables other than the ones supplied with this product. Use only the specified AC cables and AC adapter.

1. Connect the AC cable to the AC adapter.



2. Insert the connectors of the AC adapter to the scanner inlet, and then plug the cord in a power outlet.



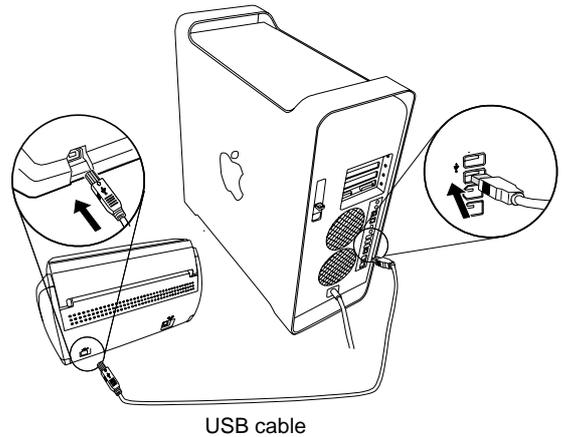
### 2.2.2. Connecting the USB cable

Follow the procedures below to connect the USB cable.



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

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



3. Open the Paper chute of the scanner.



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

⇒ Your computer will automatically detect the scanner.

The installation of ScanSnap is complete!



The “ScanSnap Manager” icon  with a triangle below the icon appears in the Dock menu.

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



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

# 3. How to Use ScanSnap

This chapter describes the basic operation of ScanSnap.

## 3.1. Scanning Documents

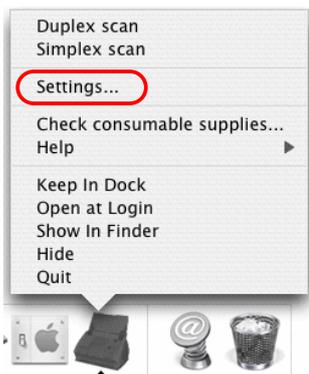
With “ScanSnap,” you can turn paper office documents on your desk into digital files and save them just by a single press of the button. You can view the scanned images on the screen using the supplied applications such as Adobe Acrobat.

In addition, you can edit those images with **Adobe Acrobat**.

## 3.2. About the Scan Settings

You can change settings on the ScanSnap scanner using “ScanSnap Manager.”

1. Click and hold the ScanSnap Manager icon  in the Dock menu for a while, and select [Settings] from the menu.



⇒ The “Scan and Save Settings” window appears.

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



The “Scan and Save Settings” window contains six tabs to configure the scan settings. They are:

### [Application] tab

Select the application used for viewing scanned images.

### [Save] tab

Specify the folder and file name to save scanned images.

### [Scanning] tab

Specify the scanning mode.

### [File option] tab

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

### [Paper size] tab

Select the size of the document you want to scan.

### [Compression] tab

Select the compression rate of the file you want to scan.

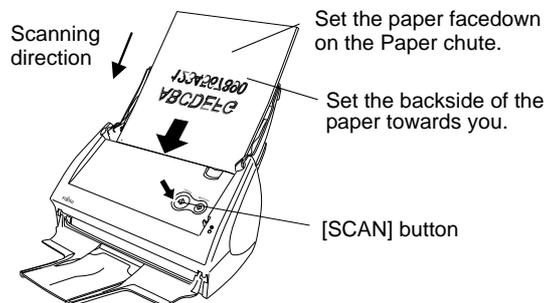


Refer to the “ScanSnap Operator’s Guide” (Manual.pdf) in the “ScanSnap Setup CD-ROM” to learn more about these settings.

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

## 3.3. Scanning Office Documents

1. On the [Application] tab of the “Scan and Save Settings” window, select “Adobe Acrobat” from the [Application] drop-down list.
2. Load the documents onto the scanner.



3. Press the [SCAN] button.

⇒ Scanning starts.

⇒ When the scanning is completed, Adobe Acrobat starts and displays the scanned images.



- You can also use another application to display scanned images.
- Pressing the [SCAN] button scans documents in the “Duplex” (both-sides scanning) mode. To scan documents in the “Simplex” (single-side scanning) mode, change this setting with the

ScanSnap Manager .

- The ScanSnap scanner is able to scan various sizes of documents. Refer to the “ScanSnap Operator’s Guide” (manual.pdf) in the “ScanSnap Setup CD-ROM” for in-depth information about scanning.

## 4. Troubleshooting

This chapter describes common problems during the use of ScanSnap and how to solve them.

### 4.1. Troubleshooting Checklist

Before you ask for repair service, check again using the table below.

**If you cannot solve the problem by doing the following, contact the store where you purchased the scanner, or contact an authorized FUJITSU scanner service provider.**

Symptom	Check This Item	Resolution
The scanner cannot be turned on.	Are the AC/USB cable and AC adapter connected correctly?	Correctly connect the AC/USB cable and AC adapter. Disconnect the AC adaptor/cable and reconnect them again.(Note: Please wait at least 5 seconds before reconnecting the AC cable)
	Is the Paper chute closed? (The scanner's power supply is controlled by closing/opening the Paper chute cover.)	Open the Paper chute.
	Is Mac OS running? (The scanner's power supply is controlled by turning on/off the computer.)	Please wait until Mac OS has started up completely. The  LED may turn off while Mac OS is starting up or the scanner is in low power mode.
	Did you push the [POWER] button to turn off the scanner? (The scanner can be turned off by pressing the [POWER] button when the paper chute is open.)	Press the [POWER] button on the scanner.
Scanning does not start.	Is the USB cable properly connected?	Correctly connect the USB cable. (When a hub is used, the hub should be powered.)
	Does the  LED light blink repeatedly?	Disconnect the AC adaptor/cable and reconnect them again.
	Is ScanSnap Manager started? (If ScanSnap Manager is started successfully, the "ScanSnap Manager" icon  and a triangle underneath appear on the Dock menu.)	If the "ScanSnap Manager" icon is not displayed, with Finder, start ScanSnap Manager from the location where "ScanSnap" is installed (to start it, select "Applications" - "ScanSnap" - "ScanSnap Manager").
	Is ScanSnap Manager running normally? (If ScanSnap Manager is not running normally, the "ScanSnap Manager" icon on the Dock menu is inactive  .)	Perform the following procedure: 1. Disconnect and reconnect the AC cable and AC adapter. If this does not improve the situation, perform <a href="#">step 2</a> . 2. If a USB hub is being used, connect the scanner directly to your personal computer. If this does not improve the situation, perform <a href="#">step 3</a> . 3. Restart your personal computer. 4. If none of the above troubleshooting solves the problem, uninstall and re-install ScanSnap Manager.
	Is the "Scan and Save Settings" window still displayed?	Close the "Scan and Save Settings" window, and scan the document.
Vertical lines appear in the scanned image.	Is the inside of the ADF dirty?	Clean the inside of the ADF following the instructions in " <a href="#">5. Daily Care.</a> "
The scanned image of the document shifts or is distorted.	Is the document loaded correctly?	Load the document correctly.
The image scanned is too light or too dark.	Is the "Brightness (Black and White scanning only) setting on [Option...] of the [Scanning] tab set to extremely Light or Dark?	Adjust "Brightness" at [Scanning] - [Option...] in the "Scan and Save Settings" window.

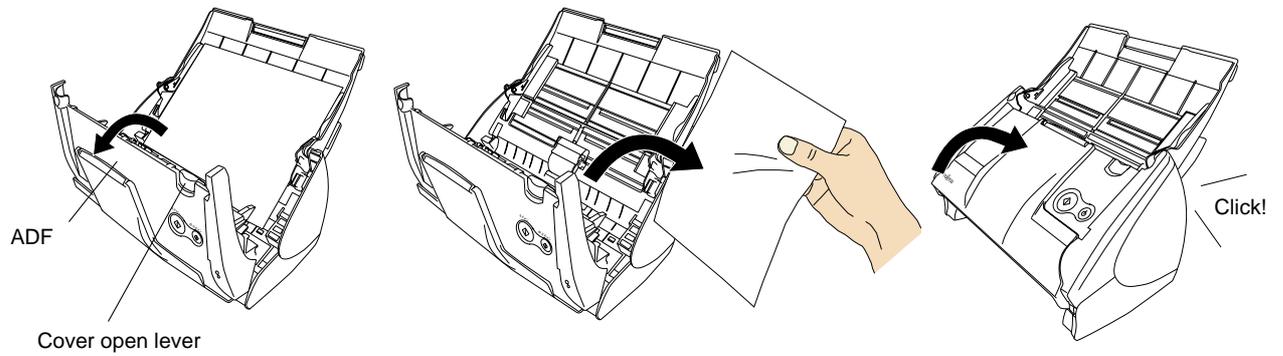
Symptom	Check This Item	Resolution
Lines on the document are blurred. (Example: Ruled lines on a table cannot be seen.)	Are you scanning in color mode, documents including handwritten or typed text, tables or frames with ruled lines?	The color mode is used for capturing colored images like photos in high quality. For other documents including textual content, select the check box for [Setting for text only document] at [Scanning] - [Option...] in the "Scan and Save Settings" window. If it does not improve even after you have tried this method, change "Image quality" setting.
Scanning speed is very slow.	Does your personal computer satisfy the recommended system requirements?	Check the system requirements in section 2.1, "Before Installing", of the Operator's Manual. Scanning speed will be slower whenever the CPU and memory requirements are not met. If this is the case, at [Scanning] - [Option...] in the "Scan and Save Settings" window, clear the check boxes of the following to increase the scanning speed. - Correct skewed character strings automatically - Allow automatic image rotation
	Is the scanner connected to a USB 1.1 port? Note: When using a USB1.1 interface, the data transfer speed may be slower due to large data size.	If your PC has a USB 2.0 port, connect the scanner to this port. (If a USB hub is used, it must also support USB 2.0 interfaces and all devices connected to it must be 2.0 compliant.) (*1)
A multi-feed frequently occurs.  "Multi-feed" means that two or more sheets of paper are fed simultaneously into the scanner.	Is the Pad ASSY dirty?	Clean the Pad ASSY following the instructions in "5.3. Cleaning Inside of the scanner."
	Is the Pad ASSY worn out?	Replace the Pad ASSY following the instructions in "6.2. Replacing the Pad ASSY."
	Is the document stack thicker than 0.2" (5 mm)?	Reduce the number of sheets so that the document stack to 0.2" (5 mm) thickness or less.
Paper is not fed (stops midway).	Is the Pick roller dirty?	Clean the Pick roller following the instructions in "5.3. Cleaning Inside of the scanner."
	Is the Pick roller worn out?	Clean the Pick roller following the instructions in "6.3. Replacing the Pick Roller."
	Is there any foreign material on the document-feeding path?	Remove any foreign material from the document-feeding path.
The scanner is not recognized, though ScanSnap Manager is installed.	Did you connect the scanner to your personal computer before installing ScanSnap Manager? Have the "ScanSnap Manager" started?	If you have accidentally deleted the "ScanSnap Manager" Login Item from "System Preferences," select "System Preferences" - "Login Item" - "Add" - "SSManager, app," and then register it again. With Finder, select "Applications" - "ScanSnap" - "ScanSnap Manager."
The file size of the created black-and-white image is large.	Is the black-and-white document scanned in the "Color" mode?	Select "B&W" or "Auto Color Detection" from the [Color mode] drop-down list on the [Scanning] tab of the "Scan and Save Settings" window, and scan the document.
The backside of the document appears in the scanned image when scanning a double-sided document (print through of the backside image).	Is the "Setting for text only document." checkbox unmarked in the [Option...] window, which you can open by clicking the [Option...] button on the [Scanning] tab of the "Scan and Save Settings" window?	Mark the "Setting for text only document" checkbox.
Scanned images are not displayed on the screen (when "Allow automatic blank page removal" is enabled).	When "Allow automatic blank page removal" is enabled, documents containing only a few characters are recognized as blank pages and removed from the scanned image data accidentally.	Unmark "Allow automatic blank page removal" checkbox.
Scanned images are skewed (when "Allow automatic image deskew" is enabled).	Are the documents fed into the ADF skewed more than +/-5 degrees?	The "Allow automatic image deskew" function can correct skewed images up to +/-5 degrees. Load the document onto the scanner so that the skew angle is less than +/-5 degrees.

\*1) In order to confirm the scanner is connected to which type, USB1.1 or USB2.0, see [USB type] in the [Scanner and driver information] window. To open this window, click and hold down the mouse button on the ScanSnap icon, select [Help] - [About ScanSnap Manager], and then click the [Detail] button on the [Version Information] window.

\* Further information will be available at the FAQ corner of our website. Visit our website at: <http://scansnap.fujitsu.com>

## 4.2. Clearing Paper Jams

1. Pull the Cover open lever and open the ADF.
2. Remove the jammed document.
3. Close the ADF.



⇒ Gently push the ADF until you hear it click when returning it to its original position.

## 5. Daily Care

This chapter describes how to clean the ScanSnap scanner.



### Fire/Electric Shock

Before cleaning the scanner, unplug the AC adapter cord from the power outlet.

### 5.1. Cleaning Materials

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

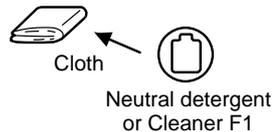
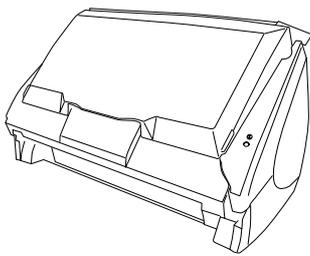
\*1) When purchasing the cleaning material, contact the FUJITSU scanner dealer from whom you purchased the scanner.

### 5.2. Cleaning the Scanner Exterior

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



- Never use paint thinner or other organic solvents.
- During the cleaning, take care not to let water or other moistures getting into the inside of the scanner.
- Do not use aerosol sprays to clean the scanner. Aerosol sprays cause dust to enter the scanner, resulting in scanner failure or scanner malfunction.



Paint thinner

### 5.3. Cleaning Inside of the scanner

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

Accumulated paper-powder and dust inside the scanner can cause a scanning error.

As a guideline, clean the ADF every 1,000 scans. Note that this guideline varies according to the type of documents you are scanning. For example, you have to clean the ADF more frequently when scanning photocopied documents with poor toner adhesion or documents with penciled information.

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



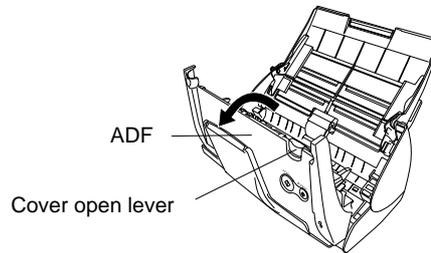
The glass surface inside the ADF becomes hot during the scanner operation.

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

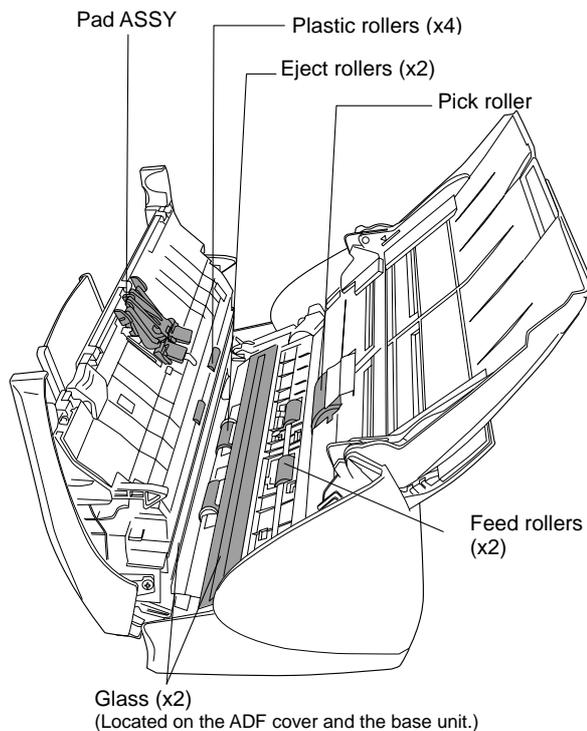


- Never use water or neutral detergent to clean the inside of the scanner.
- Do not use aerosol sprays to clean the scanner. Aerosol sprays cause dirt and dust entering the scanner, resulting in scanner failure and scanner malfunction.

1. Pull the Cover open lever and open the ADF.



2. Clean the parts indicated in the figure below with a cloth moistened with the Cleaner F1.



### Pad ASSY (x1)

Clean the Pad ASSY by wiping downward. When cleaning the Pad ASSY, take care to prevent the cloth from catching on the pick spring.

### Glass (x2 on the ADF and the base unit)

Clean lightly.

### Pick roller (x1)

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

### Plastic rollers (x4)

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

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

### Feed rollers (x2)

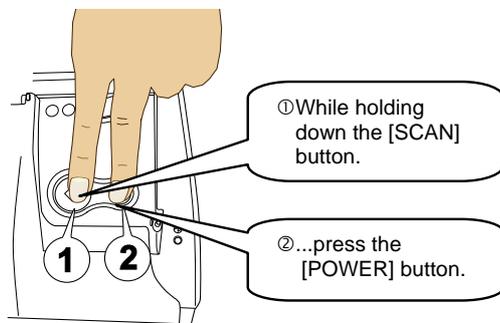
Clean the rollers lightly taking care not to roughen the surface of the rollers. Take particular care when cleaning the feed rollers, as black debris on the rollers adversely affects the pickup performance.

### Eject rollers (x2)

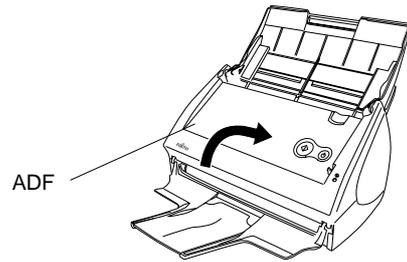
Clean the rollers lightly taking care not to roughen the surface of the rollers. Take particular care when cleaning the eject rollers, as black debris on the rollers adversely affects the pickup performance.

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

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



### 3. Close the ADF.



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



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



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

# 6. Replacing Consumables

This chapter describes how to replace consumables.



## Fire/Electric Shock

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

## 6.1. Part Numbers and a Replacement Cycle of Consumable

The table below shows the part numbers of the consumables and rough guidelines on the replacement of consumables.

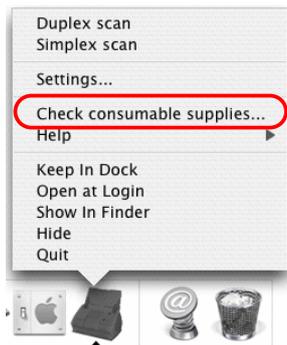
No.	Description	P/N	Replacement Cycle
1	Pad ASSY	PA03360-0002	50,000 scan or one year
2	Pick roller	PA03360-0001	100,000 scans or one year

Replacement cycles above are rough guidelines when considering the use of A4/Letter wood-free paper 80 g/m<sup>2</sup> (21 lb). The actual cycle may vary depending on the types of paper to be scanned. Use only the consumables specified by PFU LIMITED.

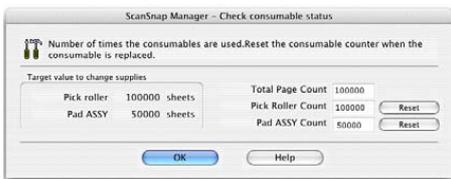


To estimate the time when you have to replace the consumables with new ones and to monitor the total number of scanned pages, refer to the following:

1. Click and hold down the mouse button on the "ScanSnap Manager" icon in the Dock menu
2. Select [Check consumable supplies] from the pop-up menu.



⇒ You will see the "Check consumable status" window, which shows how many times consumables have been used.

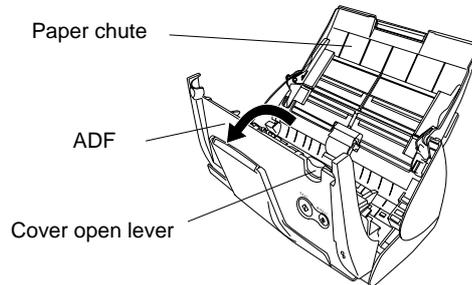


Replace the consumables according to "Target to change supplies" as a rough guideline. For details about consumables and where you can purchase them, visit the following website or contact the store where you purchased your scanner.  
Website: <http://scansnap.fujitsu.com/>

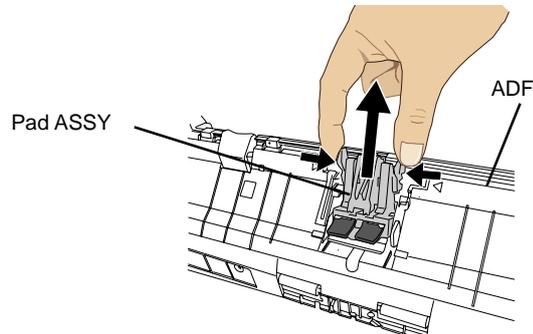
## 6.2. Replacing the Pad ASSY

Replace the Pad ASSY following the procedures below.

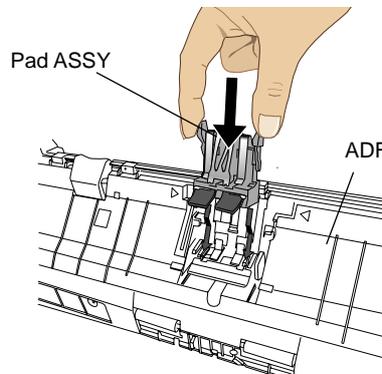
1. Remove the documents on the Paper chute if any.
2. Pull the Cover open lever and open the ADF.



3. Remove the Pad ASSY.  
While holding the both sides of the Pad ASSY, pull out the Pad ASSY in the direction of the arrow.



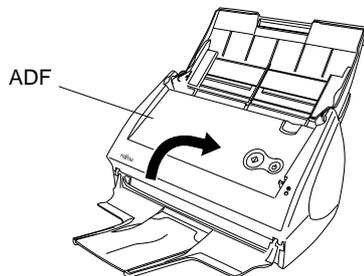
4. Install the new Pad ASSY.





Make sure that the Pad ASSY is firmly secured. If it is not secured, documents will jam or other feeding errors may occur.

5. Close the ADF



⇒ Gently push the ADF until you hear it click when returning it to its original position.

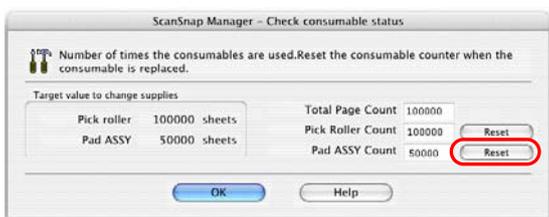
6. Turn on the scanner.

⇒ The ScanSnap Manager icon changes from the inactive state  to the active state .

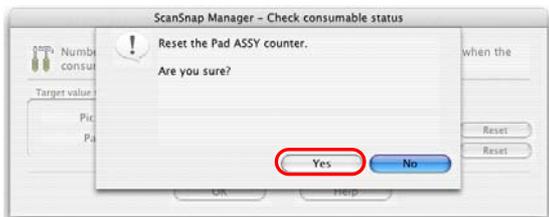
7. Click and hold down the mouse button on the

"ScanSnap Manager" icon  in the Dock menu, and select [Check consumable supplies] from the pop-up menu.

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



⇒ A confirmation pop-up screen appears.

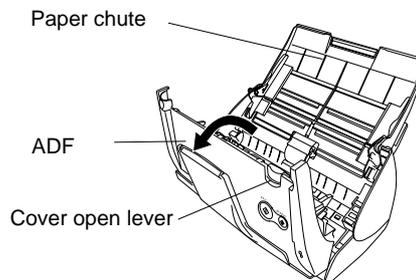


⇒ If you click the [Yes] button, the counter is reset to "0."

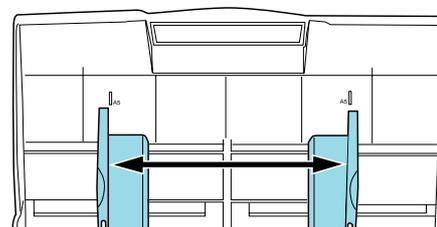
## 6.3. Replacing the Pick Roller

Replace the Pick roller following the procedures below.

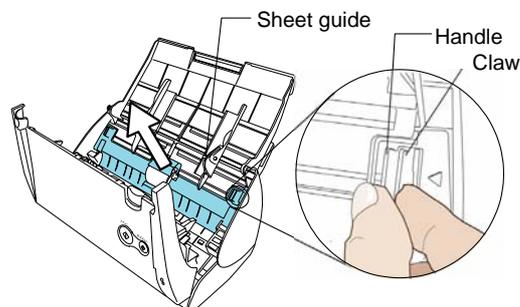
1. Remove the document on the Paper chute if any.
2. Pull the Cover open lever and open the ADF.



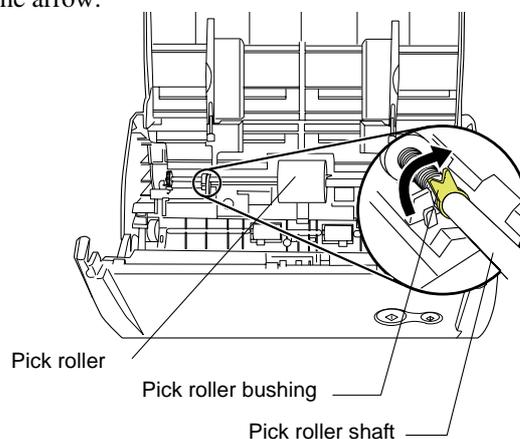
3. Adjust the Side Guide to the "A5" size.



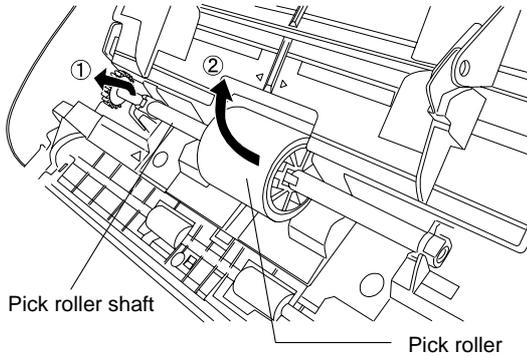
4. Pinch the handle on the Sheet guide to remove it.



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

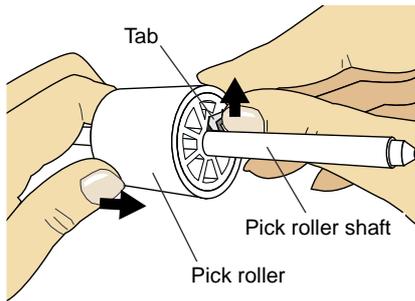


6. Remove the Pick roller with its shaft.  
Slightly pull up the left part of the Pick roller shaft about 1/5 inch (5 mm), move it towards the left side, and then raise it to remove from the scanner.

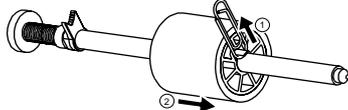


If the parts around the pick roller become dirty because of paper-powder, it may cause a scanning error. Please remove the dirt using a dry cloth moistened with Cleaner F1.  
\* Don't use water, mild detergent or air-spray.

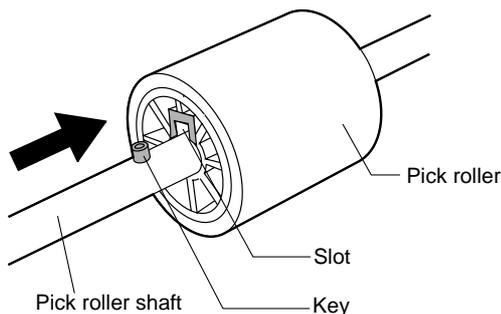
7. Remove the Pick roller from the shaft.  
Pull out the shaft from the Pick roller while lifting up its tab.



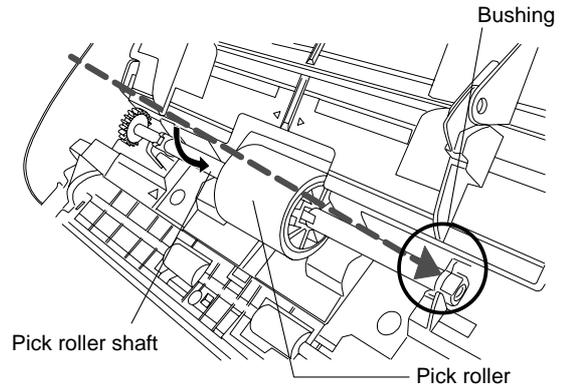
it may crack or chip your fingernail.  
If you worry about that, push up the pick roller tab using a paper clip.



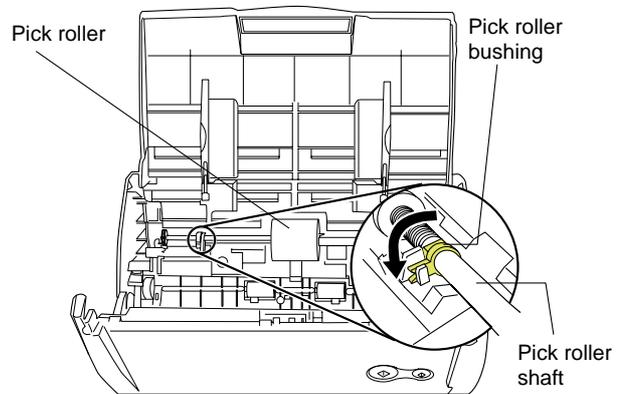
8. Attach a new Pick roller to the shaft.  
Insert the Pick roller shaft aligning the key with the slot on the Pick roller.



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

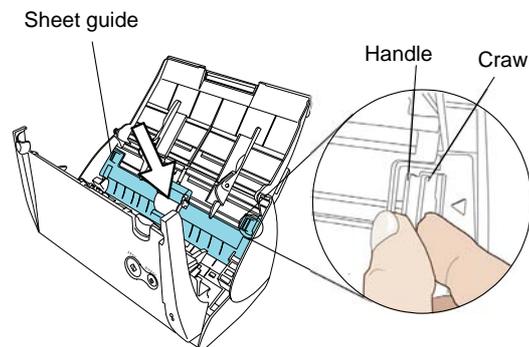


10. Fix the Pick roller bushing (left) by rotating it in the direction of the arrow.



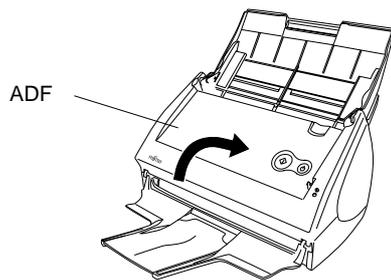
Make sure that the Pick roller is completely attached and correctly installed. Otherwise, document jams or other feeding errors may occur.

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



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

12. Close the ADF.



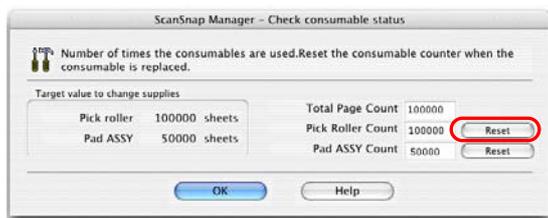
⇒ You should hear the ADF click when it returns to its original position.

13. Turn on the scanner.

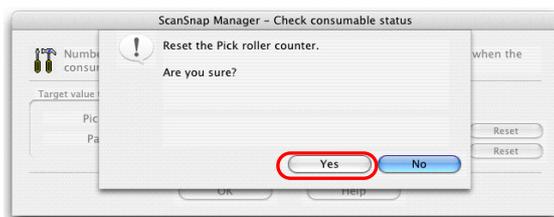
⇒ ScanSnap Manager icon changes from  to .

14. Click and hold down the mouse button on the "ScanSnap Manager" icon  in the Dock menu, and select [Check consumable supplies] from the pop-up menu.

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



⇒ A confirmation pop-up screen appears.



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





## Declaration of Conformity

**Responsible Party:** FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.  
**Address:** 1255 EAST ARQUES AVENUE,  
SUNNYVALE, CA 94085-4701, U. S. A.  
**Phone Number:** (408) 746-7000  
**Fax Number:** (408) 746-6925

Hereby declares that the product

**Product Name:** Image Scanner  
S50\*\* (\*: Any alphanumeric character or Blanc.)  
Revision: A0 ~

Conforms to the following specifications:

FCC Part 15, Subpart B, Class B Digital Device

**Supplementary Information:**

**This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.**

### Responsible Person

**Name:** Victor Kan  
**Title:** V.P. Sales and Marketing  
Imaging Products Group

**Signature:** 

**Date:** 







\* P 3 P C - 1 7 4 2 - 0 1 E N \*

**FUJITSU**

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