TrobleShooting

Preface

This section describes some abnormal conditions that may appear in the scanner. If your scanner fails to operate normally, first look through the symptoms listed below and find the one that is closest to your scanner's symptom. Try to solve the problem according to the recommended remedies listed under each symptom.

Frequently Asked Question

If your scanner fails to operate normally, first look through the symptoms listed below and find the one that is closest to the symptom of your scanner. Then follow the recommended remedies listed for that symptom.

No	Symptom	Remedy
01	Scanner does not react.	Please follow these steps: 1. Make sure the USB cable is properly connected. 2. Reselect the scanner source in the application. 3. Reinstall the scanner driver. 4. Reboot your computer.
02	Scanning speed is too slow.	• Lower the resolution (reduce the DPI)
03	You cannot find the "Power Switch".	• The scanner does not have a power switch. It is normal for the green LED to remain on.
04	The image on the screen is too dark or too bright.	• Monitors of different brands have different Gamma values which affect the brightness of the image displayed in the Preview Window. Please open the TWAIN source, and click the Monitor Calibration icon on the Preferences page to adjust the Gamma value of the image. You should use the same procedure if this problem occurs in image processing software.

		• Remove the display screen filter if you have one. • Adjust the light source on your desk.
05	The scanned image is too dark or too bright.	• Adjusting the monitor's Gamma value only changes the brightness of the monitor, not that of the scanned image itself. Please open the TWAIN source and adjust the brightness on the Main page. You can also click the Gamma icon in the Advance page to adjust the Gamma value. • Remove the display screen filter if you have one. • Adjust the light source on your desk.