

MULTIFUNCTIONAL DIGITAL SYSTEMS

# Operator's Manual for Remote Scan Driver

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# Preface

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Thank you for purchasing Multifunctional Digital Color Systems. This manual provides instructions on how to retrieve your scans using the Remote Scan Driver.

## ■ How to read this manual

### □ Symbols in this manual

In this manual, some important items are marked with the symbols shown below. Be sure to read these items before using this equipment.



#### **WARNING**

Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding assets.



#### **CAUTION**

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding assets, or loss of data.

#### Note

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:

#### Tip

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.
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## OVERVIEW

This chapter provides an overview of the Remote Scan driver.

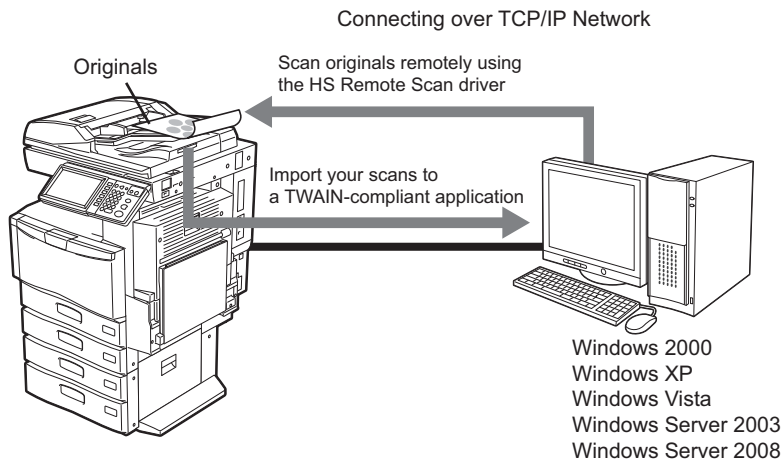
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## Features and Functions

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With the Remote Scan driver, you can perform scanning operations remotely from your Windows computer over the TCP/IP network. Your scans can be loaded into a TWAIN-compliant application.

📖 P.9 "BASIC OPERATION"



You can also make various scan settings to obtain scans that suit your preferences. For details, see the following section:

📖 P.15 "USEFUL FUNCTIONS AND SETTINGS"

# System Requirements

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The Remote Scan driver requires 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
- **Software**
  - TWAIN-compliant application
  - Microsoft Internet Explorer 5.5 Service Pack 2 or later (for IPv4 environments)
  - Microsoft Internet Explorer 7.0 or later (for IPv6 environments)
- **Recommended Memory**
  - Color documents at 400 dpi: 256 MB
  - Black documents at 600 dpi: 256 MB
  - Color documents at 600 dpi: 512 MB
- **Network**
  - TCP/IP

## Notes

- The Remote Scan driver is available only for Windows environments.
- To use the Remote Scan driver, the SNMP network service must be enabled. The SNMP network service can be enabled on COMMAND CENTER. For help, ask the administrator.

For instructions on how to install the driver, refer to the ***Software Installation Guide***.



## BASIC OPERATION

This chapter describes the basic operation of the Remote Scan driver.

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## Scanning Documents Using the Remote Scan Driver

With the Remote Scan driver, documents set on the equipment can be scanned remotely from your computer. Your scans are loaded into a TWAIN-compliant application.

### Scanning documents using the Remote Scan driver

#### 1 Place the original(s).

For help, refer to the *Copying Guide*.

#### 2 Launch a TWAIN-compliant application.

#### 3 From the [File] menu, select the device used for scanning the original(s). Select “HS Remote Scan Driver.”

##### Note

The method of selecting the device varies depending on your TWAIN-compliant application.

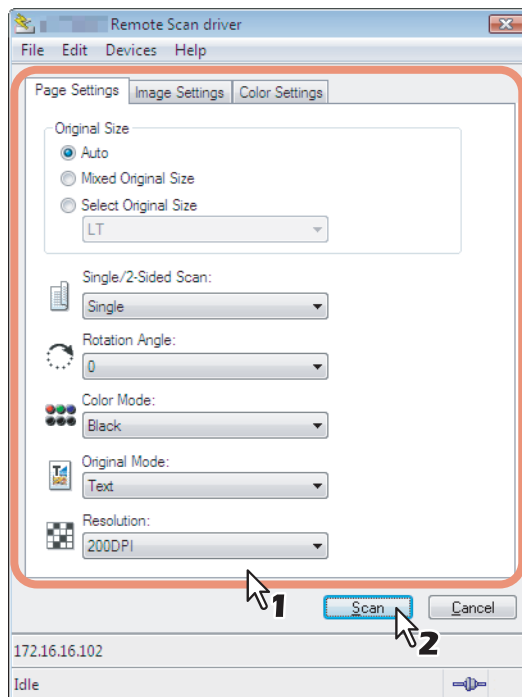
#### 4 From the [File] menu, select the menu to scan the original(s).

The “HS Remote Scan Driver” dialog box appears.

##### Notes

- The menu for scanning the original(s) varies depending on your TWAIN-compliant application.
- If you are using the Remote Scan driver for the first time, the “Local Discovery” dialog box appears. In this case, search the network for your same series MFP and establish a connection.  
[P.11 “Connecting to the same series MFP”](#)

#### 5 Change the scan settings as required, and click [Scan].



The equipment starts scanning the original(s). When the scanning is complete, your scans are displayed in the application. (While scanning the originals, the equipment displays “Scanning and transferring...” on the touch panel.)

##### Note

To learn more about scan settings, see the following section:

[P.16 “Changing Scan Settings”](#)

## Connecting to the same series MFP

When you use the Remote Scan driver and access your machine for the first time, the Local 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.11 "Searching MFPs automatically"

📖 P.12 "Entering IP addresses manually"

### Note

To find your same series MFP 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.

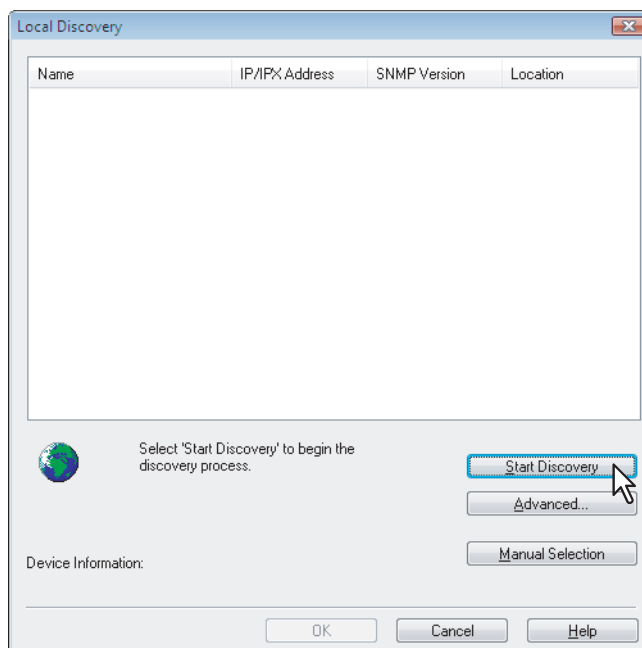
### Tip

The following procedures can also be used for registering additional same series MFPs. If you wish to scan originals remotely from multiple same series MFPs, select [Devices] > [Discovery] in the "HS Remote Scan Driver" dialog box and follow the procedure below to register additional same series MFPs.

📖 P.20 "Registering additional same series MFPs"

## Searching MFPs automatically

### 1 Click [Start Discovery].



The local discovery feature locates same series MFPs on the network.

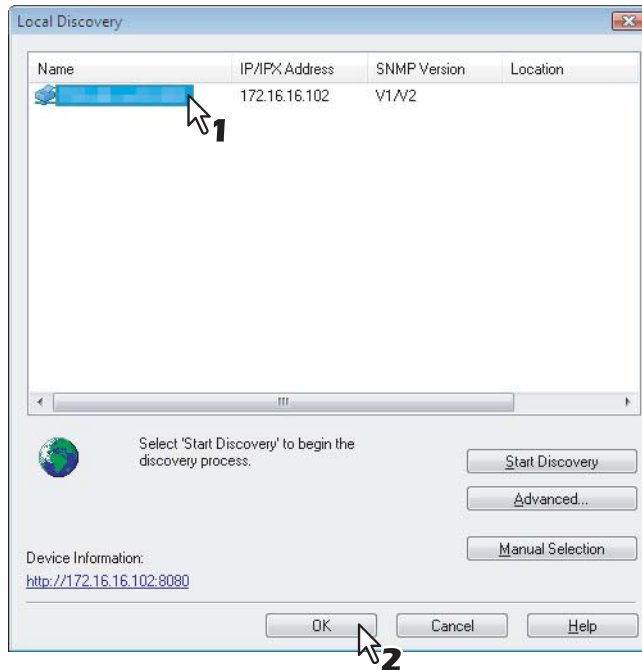
### Tips

- 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.12 "Entering IP addresses manually"
- The search process may take a long time especially when many clients exist on the network. In this case, change the discovery settings using [Advanced].  
📖 P.21 "Changing Network Discovery Settings"

### Notes

- 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.22 "Changing SNMP settings"

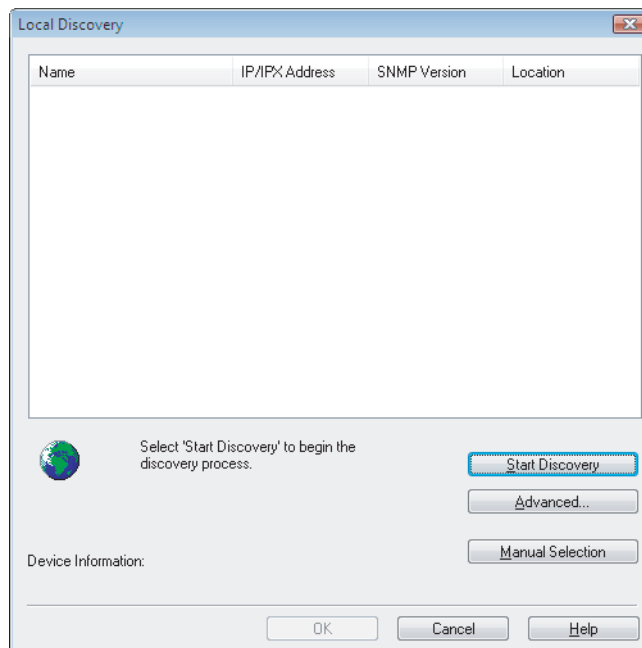
## 2 From the list of found devices, select the name of your same series MFP and click [OK].



The Remote Scan driver connects to the selected same series MFP and displays the “HS Remote Scan Driver” window.

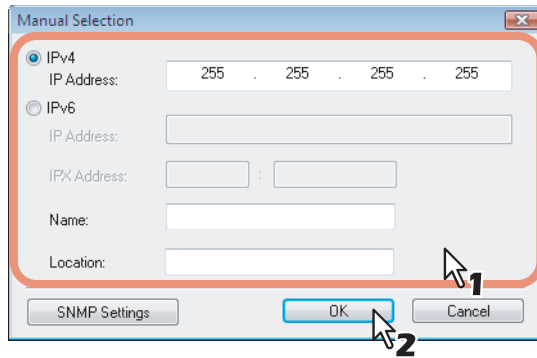
### Entering IP addresses manually

#### 1 Click [Manual Selection].



The Manual Selection dialog box appears.

## 2 Enter the following items as required and click [OK].



The 'Manual Selection' dialog box contains the following fields and controls:

- IPv4: IP Address: 255 . 255 . 255 . 255
- IPv6: IP Address: [Empty field]
- IPX Address: [Empty field] : [Empty field]
- Name: [Empty field]
- Location: [Empty field]
- Buttons: SNMP Settings, OK (with arrow 2), Cancel (with arrow 1)


**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.

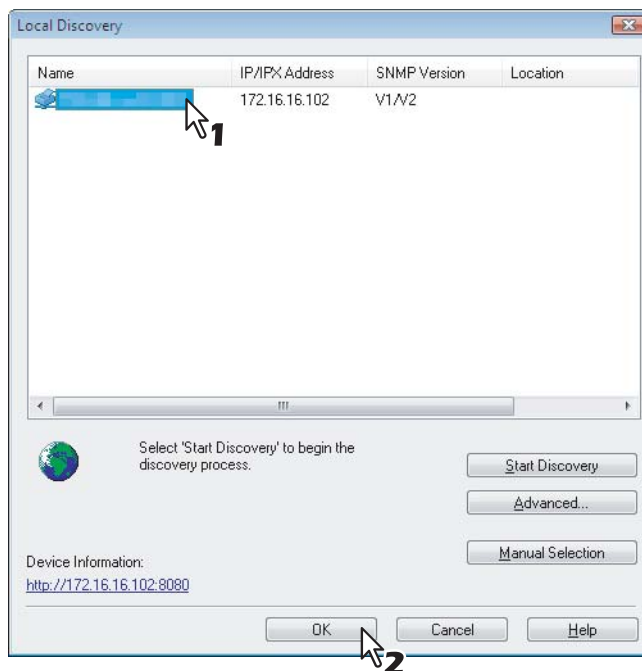
**[SNMP Settings]**—Click this button when you need to verify and/or change the SNMP settings.

 P.22 “Changing SNMP settings”


### Note

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 'Local Discovery' dialog box displays a table with the following data:


Name	IP/IPX Address	SNMP Version	Location
 [Device Name]	172.16.16.102	V1/V2	

Below the table, there are buttons for 'Start Discovery', 'Advanced...', and 'Manual Selection'. At the bottom, there are buttons for 'OK' (with arrow 2), 'Cancel', and 'Help'. A 'Device Information' section shows the URL: <http://172.16.16.102:8080>.

The Remote Scan driver connects to the selected same series MFP, displaying the “HS Remote Scan Driver” window.

### Note

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.22 “Changing SNMP settings”



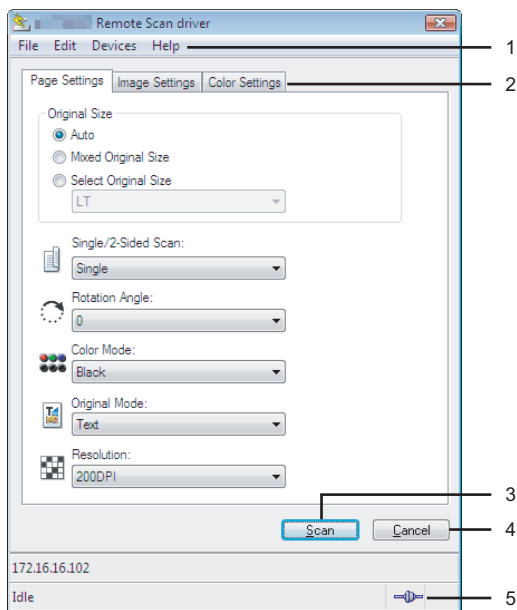
# USEFUL FUNCTIONS AND SETTINGS

This chapter describes useful functions and settings for the Remote Scan driver.

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## Changing Scan Settings

You can change the scan settings in the “HS Remote Scan Driver” dialog box. The dialog box consists of 3 tabs: Page Settings, Image Settings, and Color Settings. The components of the dialog box are as described below.



### 1) Menu Bar

You can select various functions from the following menus:

#### [File]:

- **Page Settings**—Click to display the [Page Settings] tab.
- **Image Settings**—Click to display the [Image Settings] tab.
- **Color Settings**—Click to display the [Color Settings] tab.
- **Scan**—Click to start remote scanning and acquire the image.
- **Close**—Click to close the Remote Scan driver.

#### [Edit]:

- **Reset Settings**—Click to reset all the settings to the factory defaults.

#### [Devices]:

- **Discovery**—Click to add a new same series MFP to connect to. Clicking the menu displays the Local Discovery dialog box.
  - 📖 P.20 “Registering additional same series MFPs”
- **Select HS**—Click to change the target device from which scans are retrieved.
  - 📖 P.20 “Switching between connections”

#### [Help]:

- **Help**—Click to display Online Help.
- **About**—Click to display version information.

### 2) [Page Settings]/[Image Settings]/[Color Settings] Tabs

You can set the various scan settings in each tab.

- 📖 P.17 “[Page Settings] tab”
- 📖 P.18 “[Image Settings] tab”
- 📖 P.19 “[Color Settings] tab”

### 3) [Scan]

Click this button to start remote scanning and acquire the image.

### 4) [Cancel]

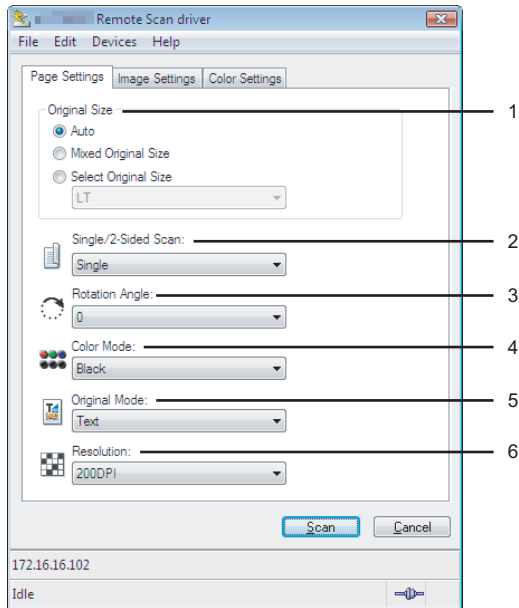
Click this button to exit the Remote Scan driver.

### 5) Status Bar

The status bar on the bottom of the dialog box shows the communication status and the IP address of the connected same series MFP.

## ■ [Page Settings] tab

On the [Page Settings] tab, you can make the following settings:  
(The defaults are underlined.)



### 1) Original Size

Select the size of the originals to be scanned.

- **Auto**—Select this option to automatically detect the original size.
- **Mixed Original Size**—Select this option to scan originals of mixed sizes.
- **Select Original Size**—Select this option to manually set the original size. When this option is selected, select the original size in the drop-down menu.

### 2) Single/2-Sided Scan

Select whether or not to scan 2-sided originals. This setting applies only when the originals are set in the Reversing Automatic Document Feeder.

- **Single**—Select this option to scan only the front of originals.
- **2-sided/Book**—Select this option to scan both sides of originals in the same direction.
- **2-sided/Tablet**—Select this option to scan the front of originals in one direction and the back rotated 180 degrees.

### 3) Rotation Angle

Select the rotation angle if you want to change the orientation of your scans.

### 4) Color Mode

Select the color mode for scanning.

### 5) Original Mode

Select from the following original modes:

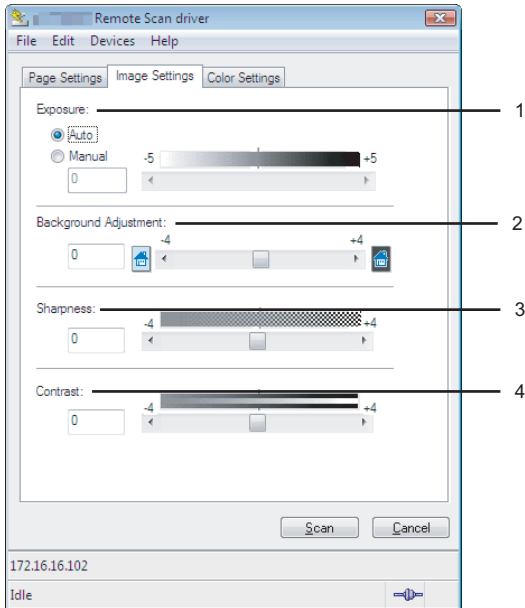
- **Printed Image**—Select this mode to scan originals as printed images.
- **Text**—Select this mode to scan originals that contain text.
- **Photo**—Select this mode to scan originals that contain photos printed on photographic paper.
- **Text/Photo**—Select this mode to scan originals that contain text and photos.

### 6) Resolution

Select the resolution for scanning.

## ■ [Image Settings] tab

On the [Image Settings] tab, you can make the following settings:  
(The defaults are underlined.)



### 1) Exposure

This setting sets the exposure for scanning.

- Auto—Select this option to automatically set an appropriate exposure for scanning.
- **Manual**—Select this option to manually set the exposure. When this option is selected, select from -5 (lowest) to +5 (highest) in increments of 1 on the slide bar.

### 2) Background Adjustment

This setting sets the contrast of the background color for scanning. Select from -4 (lowest) to +4 (highest) in increments of 1 on the slide bar.

### 3) Sharpness

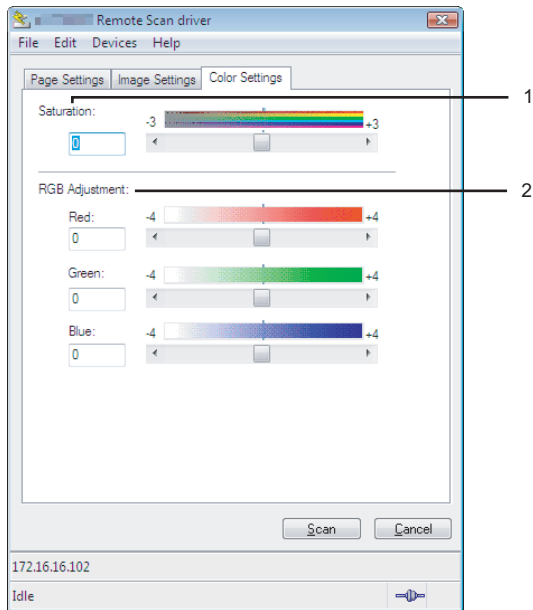
This setting is used for emphasizing or blurring the outlines of the scans. Select from -4 (smoothest) to +4 (sharpest) in increments of 1 on the slide bar.

### 4) Contrast

This setting specifies the contrast of your scans. Select from -4 (lowest) to +4 (highest) in increments of 1 on the slide bar.

## ■ [Color Settings] tab

On the [Color Settings] tab, you can make the following settings:



### 1) Saturation

This setting specifies the saturation of your scans. Select from -3 (dullest) to +3 (brightest) in increments of 1 on the slide bar.

### 2) RGB Adjustment

This setting specifies each density of red (R), green (G) and blue (B) in scanned images. Select from -4 (lowest) to +4 (highest) in increments of 1 on the slide bar.

## Scanning Originals on 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 Remote Scan driver allows you to retrieve scans from each MFP.

To add a new connection, click the [Devices] menu and select [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.11 “Connecting to the same series MFP”

#### Tip

Once you register additional connections, you can change the target MFP by selecting [Devices] > [Select HS].

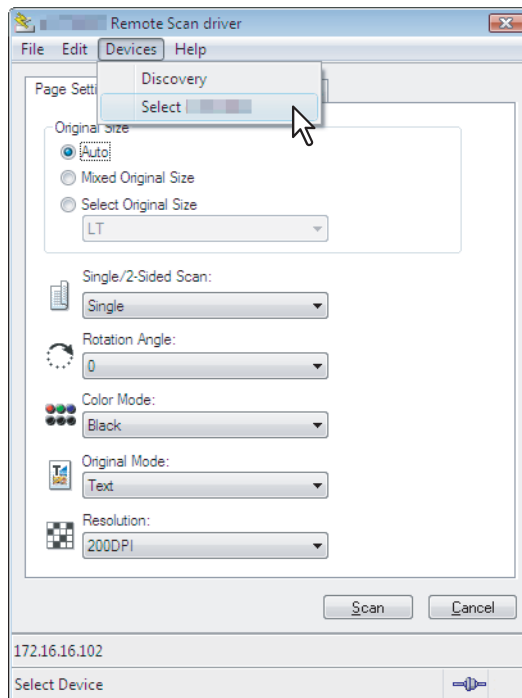
📖 P.20 “Switching between connections”

### ■ Switching between connections

Once you register multiple same series MFPs, you can switch from one MFP to another and retrieve your scans from each device.

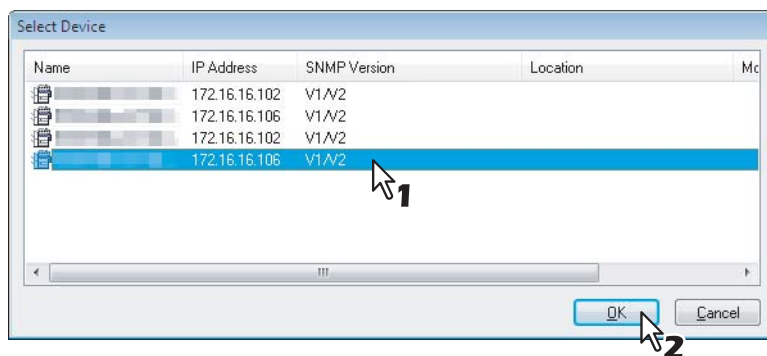
#### Switching between connections

#### 1 From the [Devices] menu, select [Select HS].



The Select Device dialog box appears.

#### 2 Select a same series MFP you want to connect to and click [OK].



The target device is changed to the selected same series MFP.

## Changing Network Discovery Settings

When you use the Remote Scan driver 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.11 “Connecting to the same series MFP”

P.20 “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.

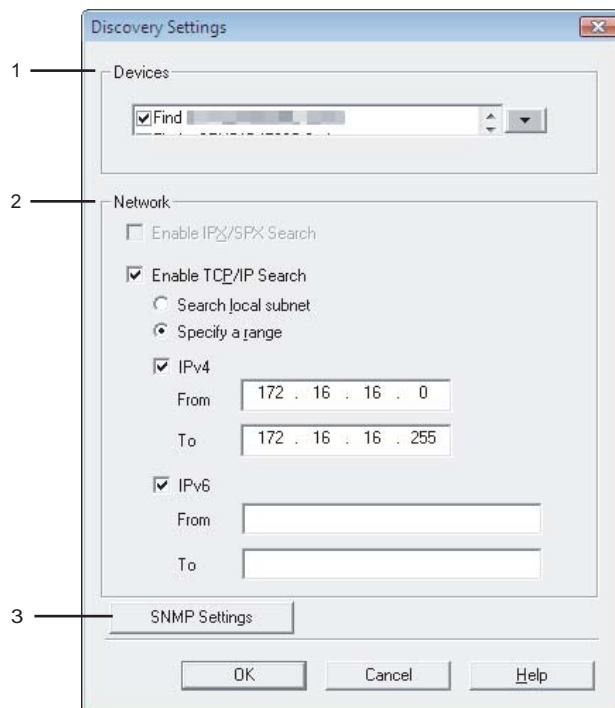
In addition, your attempt to find a same series MFP may fail due to the SNMP Network settings configured for the MFP. In this case, open the SNMP Settings dialog box and verify and/or change the settings.

P.22 “Changing SNMP settings”

### Note

Ask the administrator for details on the SNMP Network settings configured for your machine.

To access the Discovery Settings dialog box, click [Advanced] in the Local Discovery dialog box. Make the following settings as required in the dialog box that appears:



### 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 the 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.

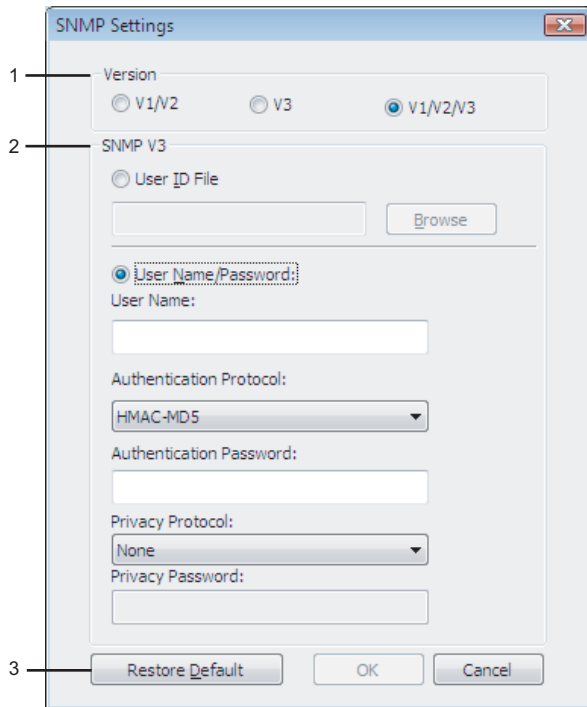
P.22 “Changing SNMP settings”

## ■ 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.12) or the Discovery Settings (P.21) dialog box.

### Note

Ask the administrator for details on the SNMP Network settings configured for your machine.



### 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.

### Note

To find your same series MFP 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**

### Notes

- If you select to enable SNMPv3, consult your network administrator for preliminary advice on how to authenticate users.
- 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.

# TROUBLESHOOTING




This chapter addresses troubleshooting issues.

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## Remote Scan Driver Errors

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This section describes the most common Remote Scan driver 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.24 “Cannot find my machine”
-  P.24 “Cannot connect to MFPs found by local discovery”
-  P.24 “Cannot acquire my scans”

### Tip

For other problems, see the Remote Scan driver'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 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 the 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.22 “Changing SNMP settings”
5. Make sure that the machine is correctly connected to the network.

### Tip

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 scans

#### Problem description:

I cannot acquire my scans using the Remote Scan driver.

#### Corrective action:

If your machine is not ready for the Remote Scan operation, you cannot acquire your scans using the Remote Scan driver. The Remote Scan operation cannot be performed under the following conditions:

- A paper jam occurs in the same series MFP.
- A serviceman call occurs in the same series MFP.
- Copying, scanning, faxing, or user function setting is being performed on the same series MFP.
- Any of the covers is open.
- Originals are placed in the Reversing Automatic Document Feeder while it is opened.

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