visioneer®

Rabbit™ PC30dwn

User Guide

User Guide

Visioneer® Rabbit™ PC30dwn

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This product is covered by one or more of the following patents: 6,064,778, 6,480,304, 7,715,061, 10/838,364, 7,397,587.WO 02/25571, 7,617,985, 11/140,653, 10/787,912

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Visioneer's Limited Product Warranty

Please go to www.visioneer.com, select your product, and then click the “Warranty Program” link to view the warranty terms and conditions for your device.

Restricted Rights Legend

Use, duplication, or disclosure is subject to restrictions as set forth in contract subdivision (c)(1)(ii) of the Rights in Technical Data and Computer Software Clause 52.227-FAR14. Material copied by this product may be protected by governmental laws and other regulations, such as copyright laws. The customer is solely responsible for complying with all such laws and regulations.

United States (FCC Regulations)

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 the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.

Changes and modifications to this equipment not specifically approved by Visioneer may void the user’s authority to operate this equipment.

Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

Visual Display

Warning: This device is not intended for use in the direct field of view at visual display workplaces. To avoid incommoding reflections at visual display workplaces, this device must not be placed in the direct field of view.

Class 1 LED

This machine is certified as Class 1 LED product. This means that this machine does not produce hazardous laser radiation.

Product Recycling & Disposal

If you are managing the disposal of your Visioneer® product, please note that the product may contain lead, mercury, Perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site: http://www.eiae.org.

Perchlorate Material - This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see: http://www.dtsc.ca.gov/hazardouswaste/perchlorate/.

Safety

Notices and Safety

Please read the following instructions carefully before operating the machine and refer to them as needed to ensure the continued safe operation of your machine.

Your Visioneer® product and supplies have been designed and tested to meet strict safety requirements. These include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards.

WARNING: The safety and environment testing and performance of this product have been verified using Visioneer® materials only. Unauthorized alterations, which may include the addition of new functions or connection of external devices, may impact the product certification. Please contact your Visioneer representative for more information.

Operational Safety Information

Your Visioneer® equipment and supplies have been designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

To ensure the continued safe operation of your Visioneer® equipment, follow these safety guidelines at all times:

Do these:

- Always follow all warnings and instructions that are marked on or supplied with the equipment.
- Always use materials specifically designated for this product, the use of other materials may result in poor performance and create a hazardous situation. Do not use aerosol cleaners, they may be explosive and flammable under certain conditions.
- Always exercise care when moving or relocating equipment.
- Always locate the machine on a solid support surface that has adequate strength to support the weight of the machine.

- Always locate the machine in an area that has adequate ventilation and room for servicing.
- Always unplug this equipment from the electrical outlet before cleaning.

Do not do these:

- Never attempt any maintenance function that is not specifically described in this documentation.
- Never remove covers or guards that are fastened with screws. There are no operator serviceable areas within these covers.
- Never locate the machine near a radiator or any other heat source.
- Never override or “cheat” any of the electrical or mechanical interlock devices.
- Always unplug this equipment from the electrical outlet before cleaning.

Emergency Power Off

If any of the following conditions occur, turn off the device immediately and disconnect the power cable(s) from the electrical outlet(s).

- The equipment emits unusual odors or makes unusual noises.
- The power cable is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device has been tripped.
- Liquid is spilled into the machine.
- The machine is exposed to water.
- Any part of the machine is damaged.

Maintenance Information

- Any operator product maintenance procedures will be described in the user documentation supplied with the product.
- Do not carry out any maintenance on this product which is not described in the customer documentation.
- Do not use aerosol cleaners. The use of cleaners that are not approved may cause poor performance of the equipment, and could cause a dangerous condition.
- Use supplies and cleaning materials only as directed in this manual.
- Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.
- Do not perform any maintenance procedures unless you have been trained to do them by an authorized local dealer or unless a procedure is specifically described in the user manuals.
- Never place this equipment where people might step on or trip on the power cord.

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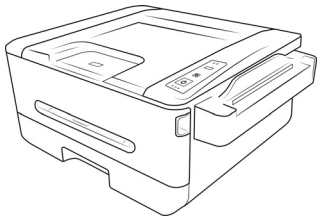
WELCOME

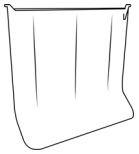
Your new Visioneer® Rabbit™ PC30dwn can quickly print stacks of single-sided or double-sided pages as well as instantly create simplex and/or duplex black and white copies.

WHAT'S IN THE BOX

Before proceeding, check the contents of the box. If items are missing or damaged, contact the dealer where you purchased the Visioneer® Rabbit™ PC30dwn.

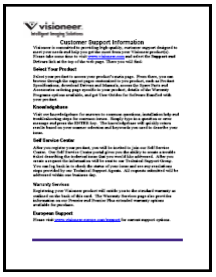


Visioneer® Rabbit™ PC30dwn

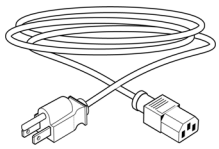


Paper Guide

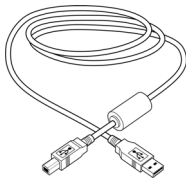
Quick Install Guide



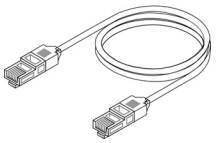
Technical Support, Warranty and Review Cards



Power Cord



USB 2.0 Cable



Ethernet Cable

Calibration Sheet

SYSTEM REQUIREMENTS

- Intel i3 or equivalent CPU
- Internet access (for installation)

- An available Universal Serial Bus (USB) 2.0 port
- Microsoft® Windows® operating system:
  - 32-bit or 64-bit Windows 7 (Service Pack 1)
  - 32-bit or 64-bit Windows 10
  - 64-bit Windows 11
- Apple® Mac OS X® operating system (11-14)
- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- Minimum available hard disk space:
  - 350 MB for the device driver
- Monitor (recommended settings)
  - Color quality of 16-bit or 32-bit
  - Resolution set to at least 800 x 600 pixels

  Refer to your Windows documentation for instructions on setting the color quality and resolution for the monitor.

DOCUMENTATION

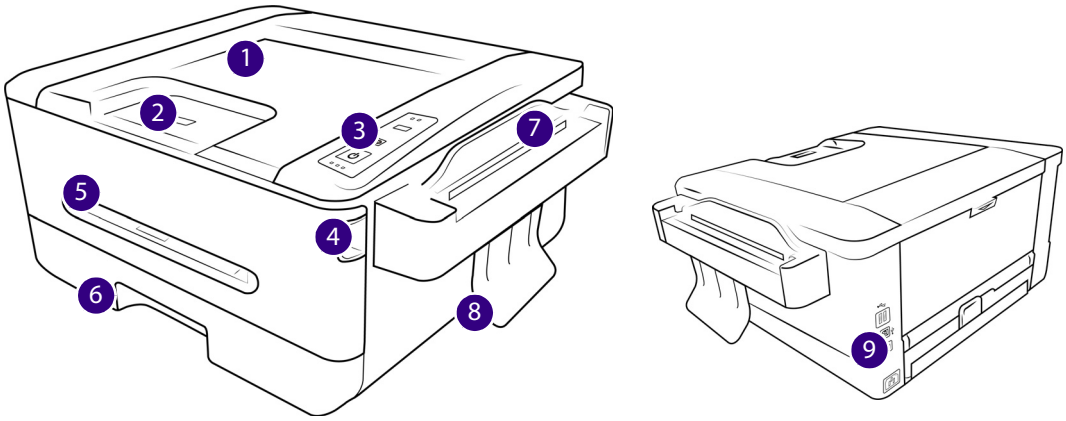
The following printed documentation is provided in the box:

- **Installation guide** — abbreviated device setup and installation instructions.
- **Technical Support, Warranty and Review Cards** — contact information for technical support and customer service, and a brief overview of our standard product warranty. Follow the instructions on the card to register your device. Please take a moment to write a short review of your experience with this device.

The following soft-copy documentation is available during installation or on www.visioneer.com**:**

- **Device user guide** — instructions for device setup, installation, operation, maintenance, safety, and warranty.

THE VISIONEER® RABBIT™ PC30dwn FEATURES



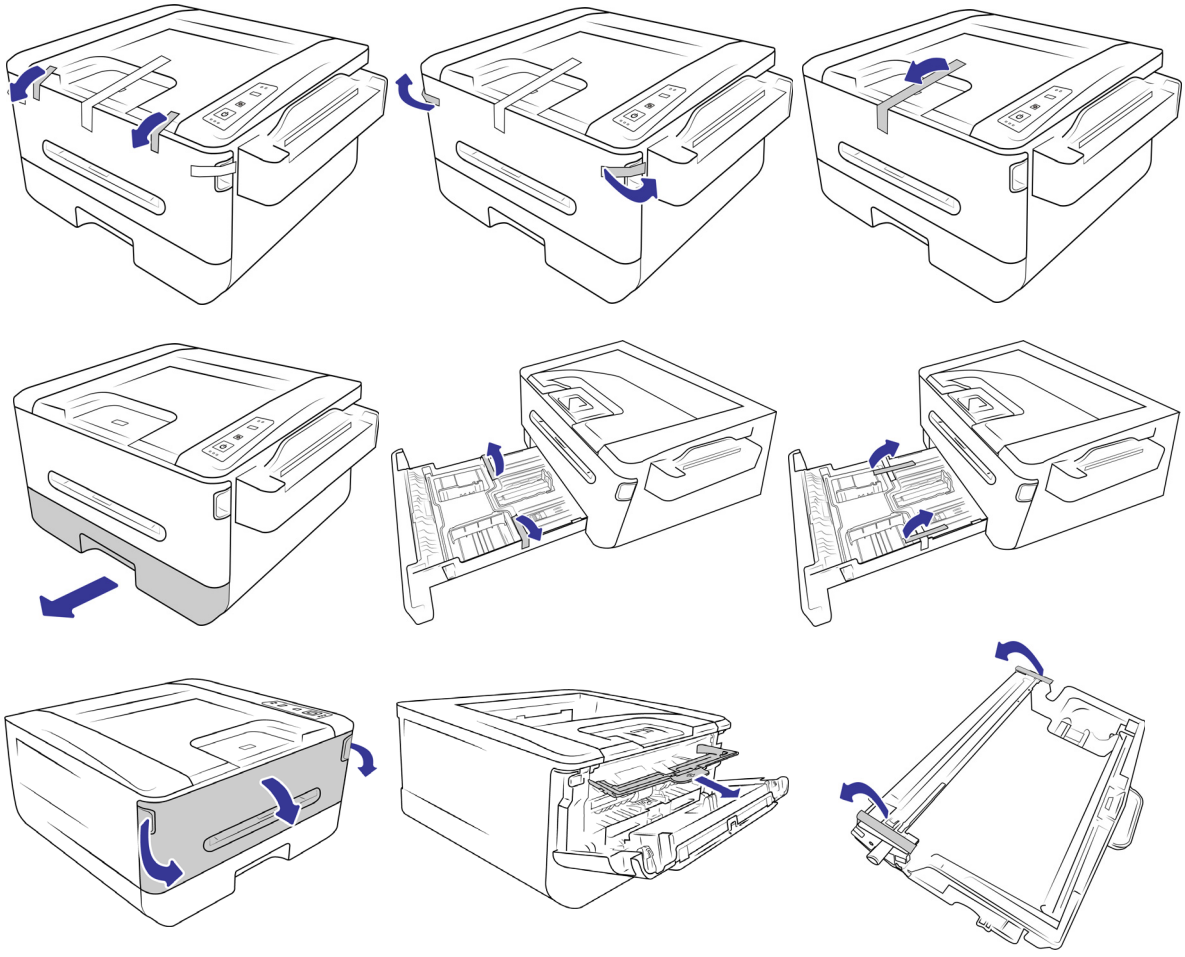
1. **Output Tray** — Holds documents after being printed and/or copied.
2. **Paper Stop** (Regular Documents) — Flip up to keep regular documents stacked neatly in the output tray.
3. **Control Panel** — Function buttons to control Visioneer® Rabbit™ PC30dwn's actions.
   - **Status Lights** — Indicate the current status of the device's action(s).
   - **Instant Copy Button** — Press once to switch between simplex and duplex copy. Selection will correspond with function lights at the top of control panel.
   - **Cancel button** — Cancel any process the device is undergoing.
   - **Power/Start Button** — Press and hold to power on or off device. Press once to make another copy of last copied document. See Multiple Simplex Copies, Multiple Duplex Copies or Multiple ID Card Copies for more information on making a copy of the last copied document.
4. **Front cover handle** — Pull towards you to open in the event of a paper jam.
5. **Manual Feeder** — Feeds one page at a time, ideal for more delicate documents.
6. **Paper Tray** — Holds the sheets of paper that are ready for copying and/or printing.
7. **Copier Module** — Copies simplex or duplex documents and/or ID cards and instantly prints them.
8. **Paper Guide** — Guides documents out of the copier.
9. **Connections** — device connection ports.
   - **Universal Serial Bus (USB) Port** — Connect the device to the computer via the USB 2.0 cable.
   - **Power Jack** — Connect the power cord to the device.
   - **Ethernet Port** — Connect the device to network using a Ethernet cable.

SETUP

UNPACK THE VISIONEER® RABBIT™ PC30dwn

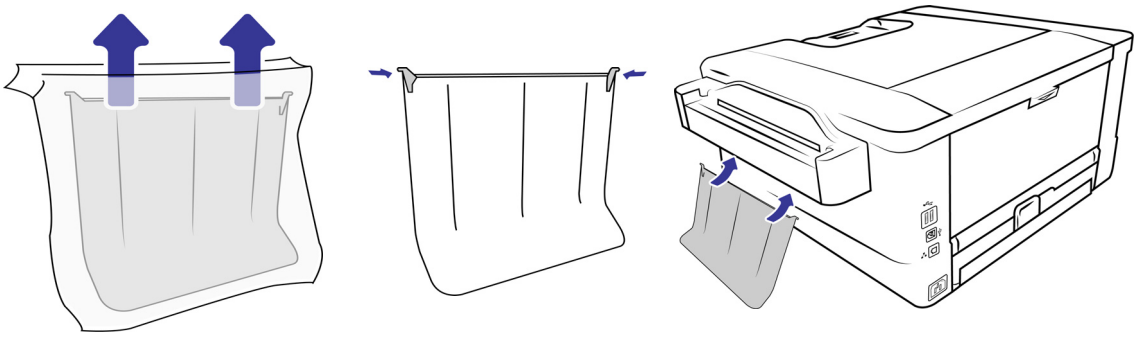
Remove the Visioneer® Rabbit PC30dwn from its protective foam and plastic bag.

1. Remove any shipping tape from the device as indicated in the following illustration(s).



The above illustrations are for example purposes only. Your device's packaging may vary slightly.

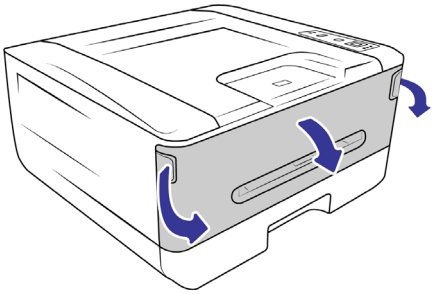
2. Remove the copier module's paper guide from the protective bag. Gently squeeze the tabs of the paper guide, then, insert them into the grooves below the copier module until you feel a small click.



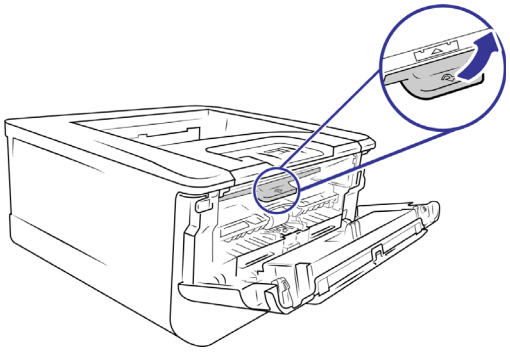
The above illustrations are for example purposes only. Your device's packaging may vary slightly.

INSTALL THE TONER CARTRIDGE

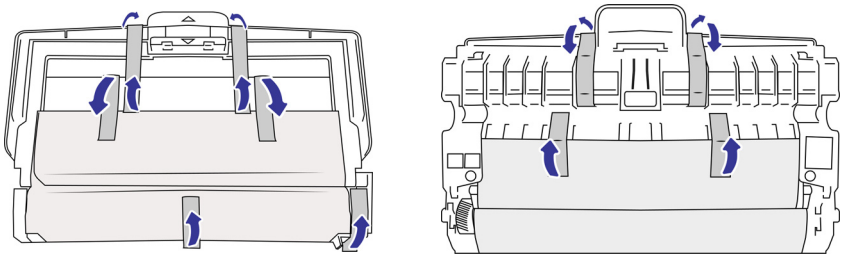
1. Open the Visioneer® Rabbit PC30dwn's cover door.



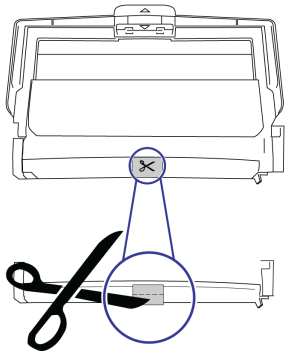
2. Remove the drum and toner cartridge from the printer.



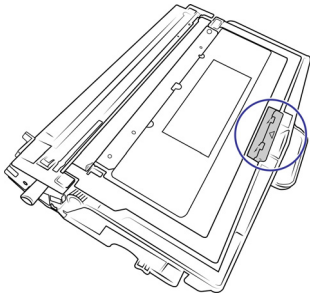
3. Remove all the packaging from the drum and toner cartridge.

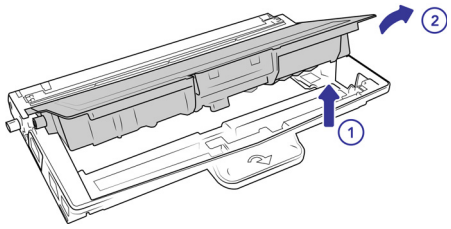


4. Use scissors to gently cut the paper tab.

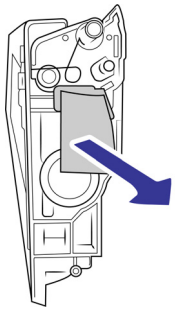


5. Remove the toner cartridge from the drum.

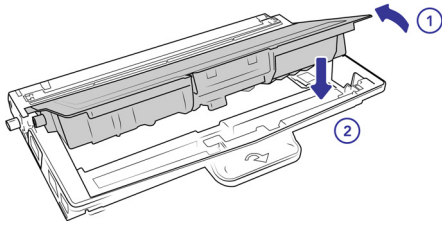




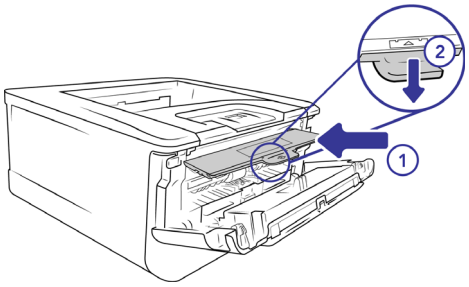
6. Pull out the toner's protective tape.



7. Return the toner cartridge to the drum.



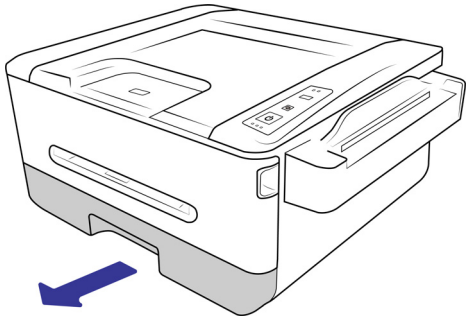
8. Load the drum into the printer.



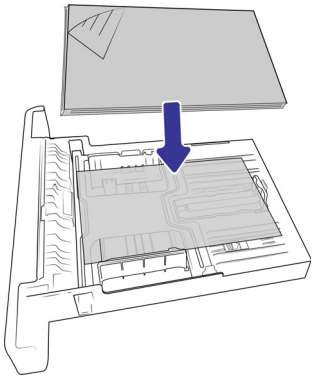
9. Close the cover door.

LOAD AND ADJUST THE PAPER TRAY

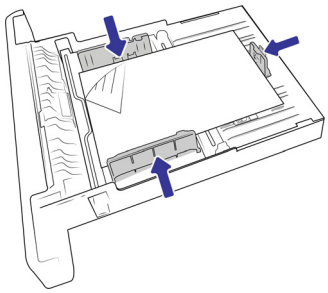
1. Remove the paper tray.



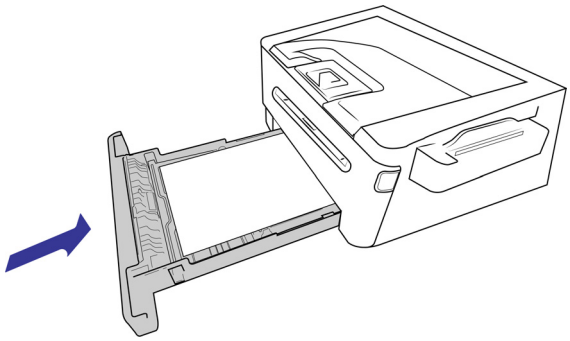
2. Insert stack of sheets into the paper tray. See Main Paper Tray for sheet capacity.



3. Adjust the paper guides to fit neatly against the paper.



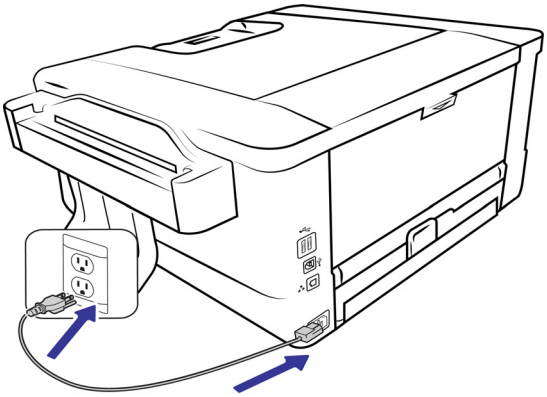
4. Return the paper tray into the device.



CONNECT THE POWER CORD

Note: Only use the power supply included with your device. Connecting any other type of power supply may damage your device, and will void its warranty.

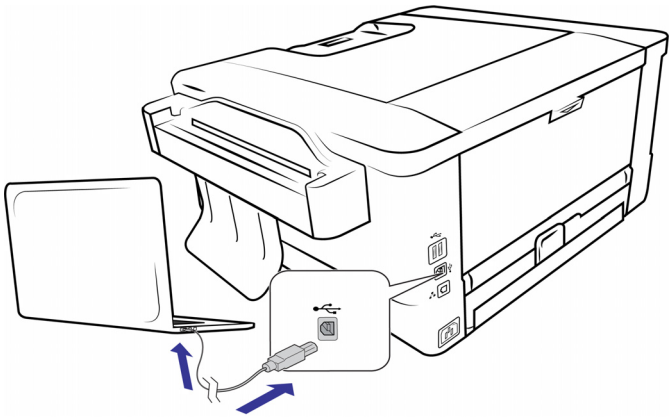
1. Plug the power supply into the power port on the device.
2. Plug the power cord into the power supply and into a wall outlet.



CONNECT THE USB CABLE

1. Plug the round end of the USB cable into USB port on the device.

2. Plug the flat end of the USB cable into an available USB port on the back of the computer.



Note: Only use the USB power cable included with your device. Connecting any other type of USB power cable may damage your device, and will void its warranty. If you do not have your USB power cable, you can order a new one by contacting our Customer Service department. Please refer to the Technical Support Card, included with your device, for our company contact information, or visit the Parts & Accessories page for your device at www.visioneer.com.

REGISTER YOUR DEVICE

Registering your device is important as it provides you with access to our free telephone support service. Registration also gives you free access to software updates for your device.

You will need an active network connection to register your device. If you do not have network access, you can contact our customer service department to register the device. Please refer to the Technical Support Card, that you received with the device, for our customer service contact information.

1. Open an Internet Explorer window, or any other Internet browser you have installed on your computer.
2. In the web address field type www.visioneer.com.
3. Press **Enter** on your computer's keyboard or click the option on screen to go to the web address.
4. When the Visioneer® devices web page loads click on **Register Your Product**.
5. Fill in the registration form, all required fields have an asterisk (*).

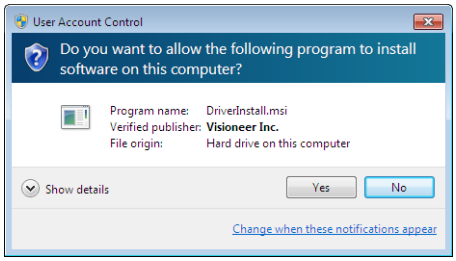
   A valid email address is required for registration.
6. You will be asked to enter the serial number for the device, it is located on the back or underside of the device.
7. After filling in the form, click on **Submit Your Registration** to complete the registration.

INSTALLATION

WINDOWS INSTALLATION

Please make sure of the following before you begin installation:

- If you are prompted to reboot during installation, please select “No”. Finish installing the rest of the software, then close all open windows and reboot your computer.
- The information in this guide may cover software not provided with the device you purchased. Please disregard any information about the software not applicable to your device.
- If your computer has anti-virus or anti-spyware software running, you may encounter alerts or messages during installation asking you to allow the installation to proceed. Although the messages will differ based on the software your computer is running, in each case you should allow the installation to proceed if that option is available. Alternatively, you can turn off the anti-virus or anti-spyware software before installing your device, but if you do, make sure to turn it back on again when installation is finished.
- If your computer is running Windows 7 or later, you may see the Windows User Account Control screen asking you to confirm system changes. Click the Yes button to allow the installation to proceed.

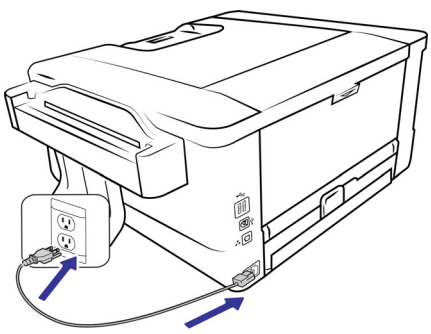


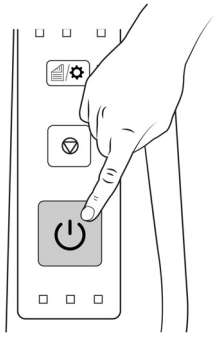
Windows USB Driver Installation

Installation steps for setting up the device to be used as a USB-only device on Windows.

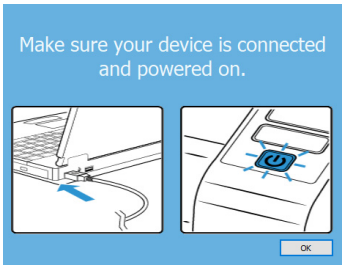
1. Start Microsoft Windows and make sure that no other applications are running.

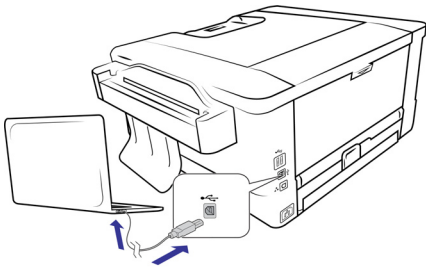
2. Turn on the device power.



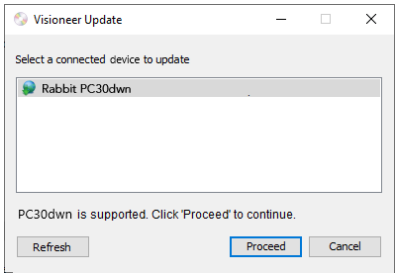


3. Go to www.visioneer.com/install.
4. Launch the installer once the download is complete.
5. Plug the USB cable into the USB port on the device then into a USB port on the computer.

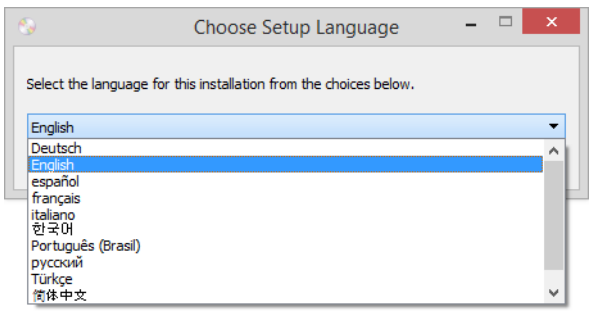




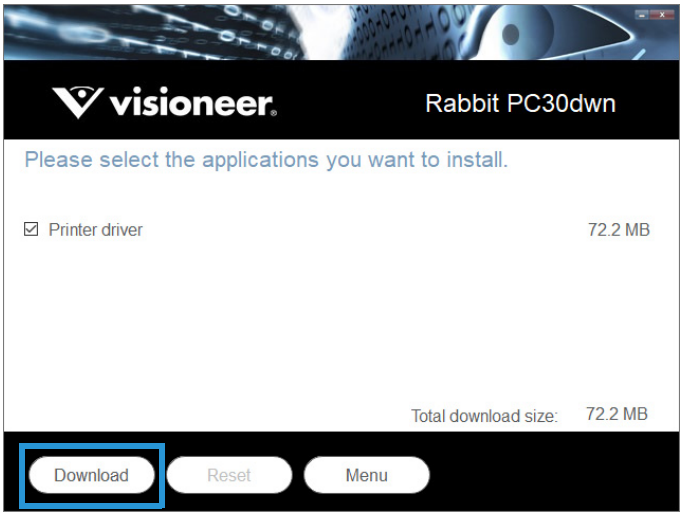
6. Click **OK**.
7. Select your device from the list.



8. Click **Proceed**.
9. The **Select Language** window opens. Click the drop-down menu arrow and select the language to use. Click **OK**.



10. Make sure the box for **Driver** is selected, as well as any other applications you want to install.

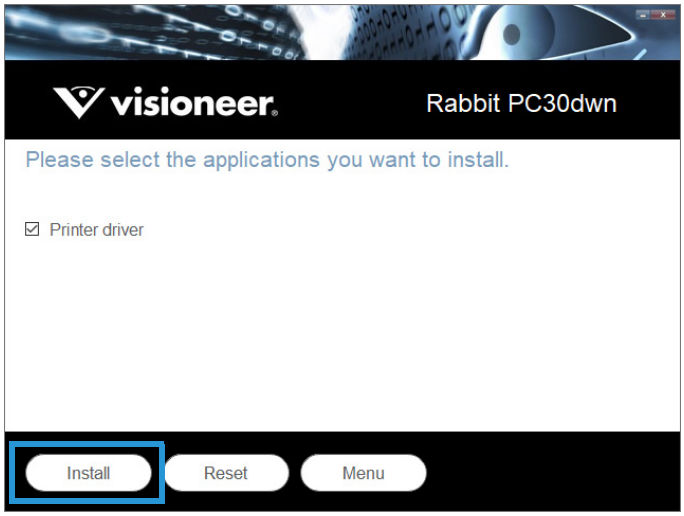


The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

11. After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.

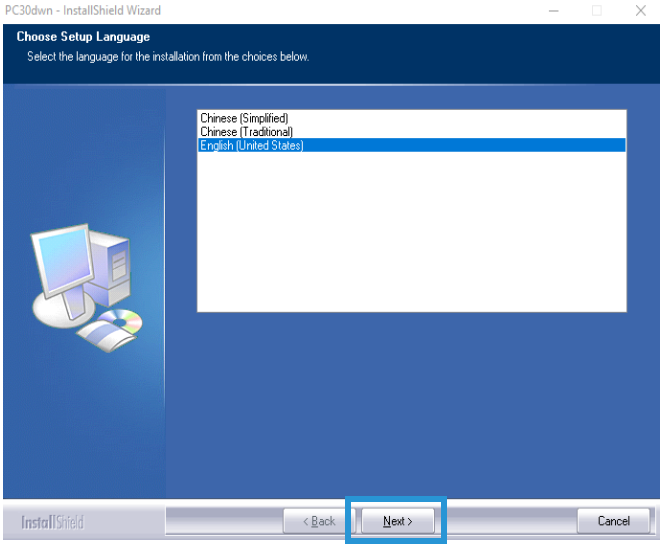
Note: Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed, they will have to be downloaded again.

12. Once all software has been downloaded, click **Install**.

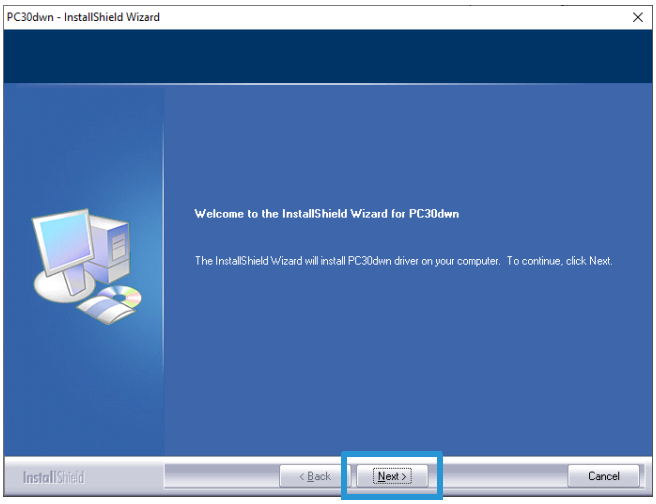


13. On the License Agreement window, read the license agreement. If you accept the terms, select **I Agree**.

    If you click **I do not agree**, the installation will terminate.

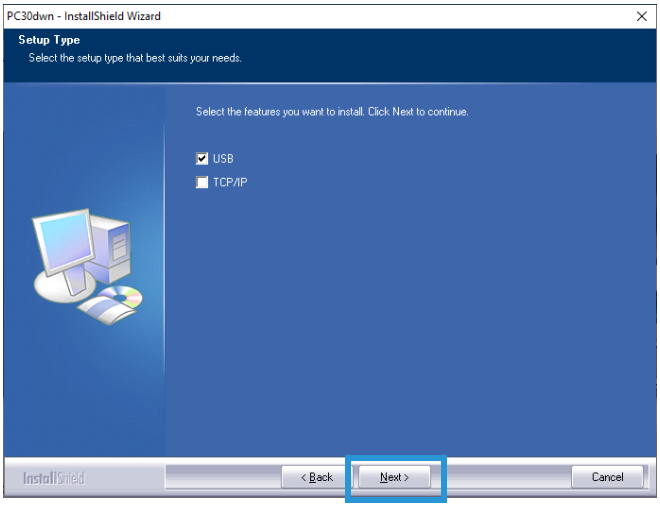


14. Select language. Click **Next**.
15. The Welcome screen for the device driver Setup Wizard opens.

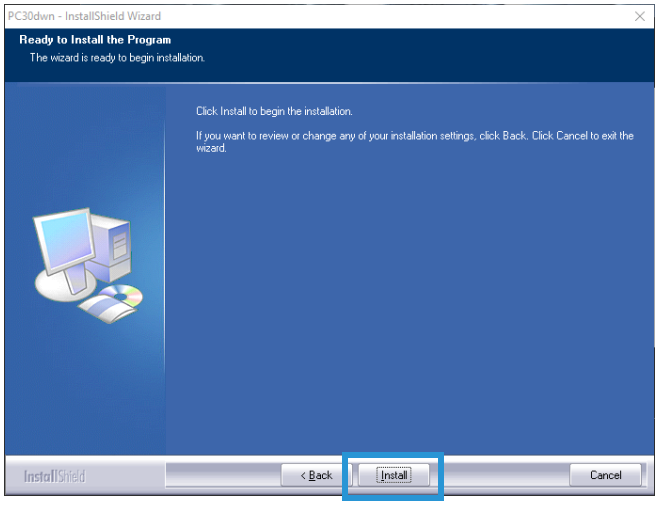


    Click **Next**. The software will now be installed.

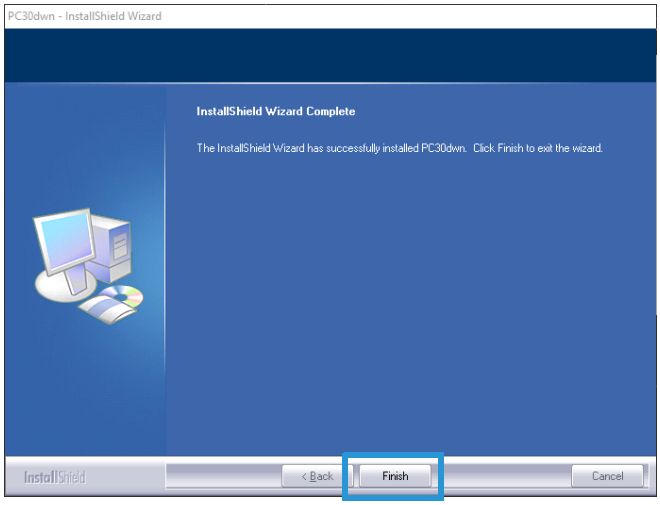
16. Select USB.



17. Click **Next**. You are now ready to install the software for the USB driver.



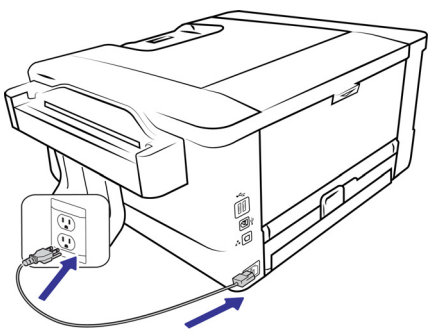
18. On the installation window, click **Install**. The software will now be installed.
19. Click **Finish** on the Installation Complete window to close and exit the driver installer.

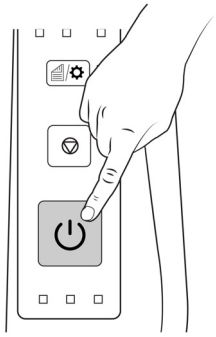


Windows Network Driver Installation

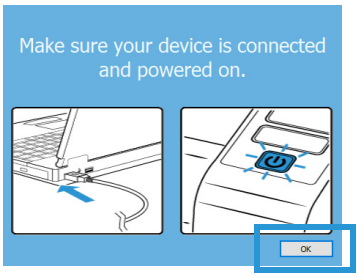
Installation steps for setting up the device to be used as a network-only device on Windows.

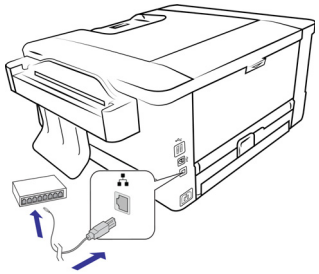
1. Start Microsoft Windows and make sure that no other applications are running.
2. Turn on the device power.



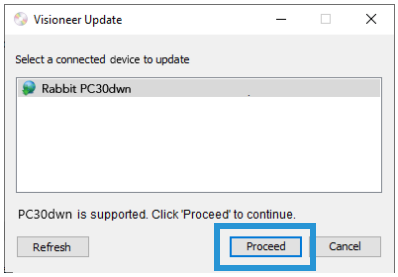


3. Go to www.visioneer.com/install.
4. Launch the installer once the download is complete.
5. Plug the ethernet cable into the ethernet port on the device and into an ethernet port on your modem.



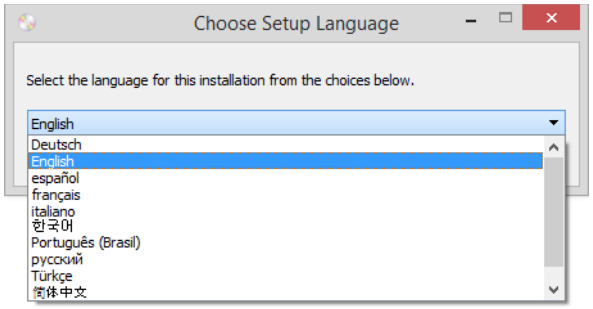


6. Click **OK**.
7. Select your device from the list.

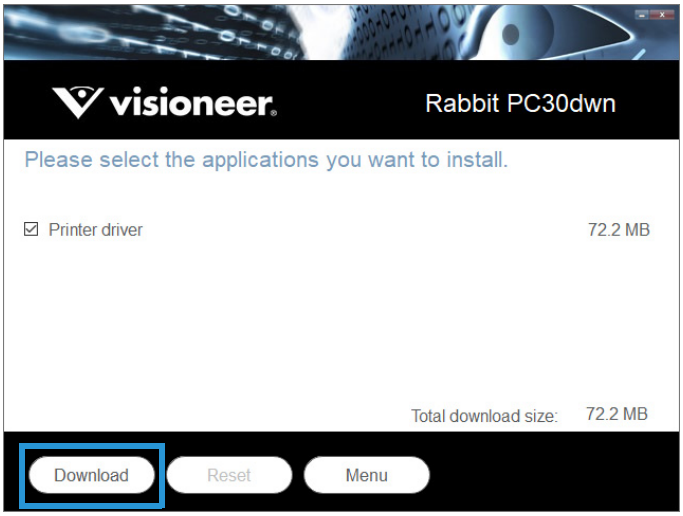


8. Click **Proceed**.

9. The **Select Language** window opens. Click the drop-down menu arrow and select the language to use. Click **OK**.



10. Make sure the box for **Driver** is selected, as well as any other applications you want to install.

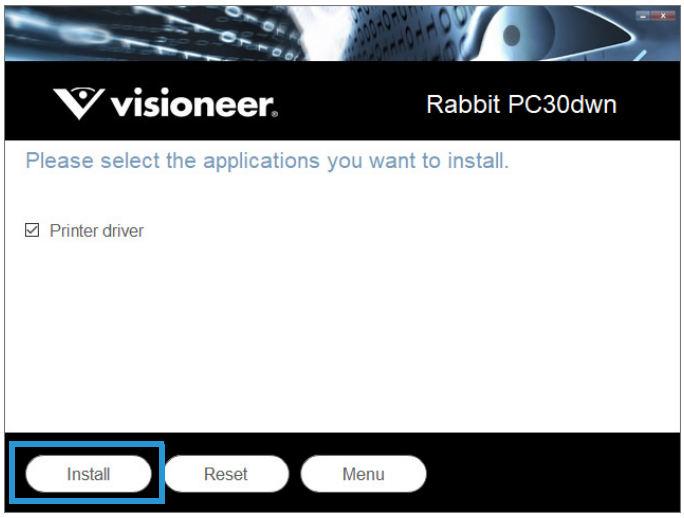


The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

11. After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.

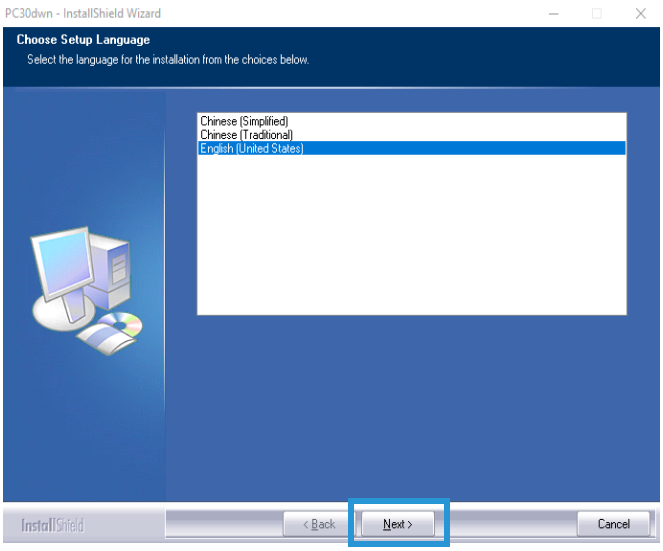
Note: Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed, they will have to be downloaded again.

12. Once all software has been downloaded, click **Install**.



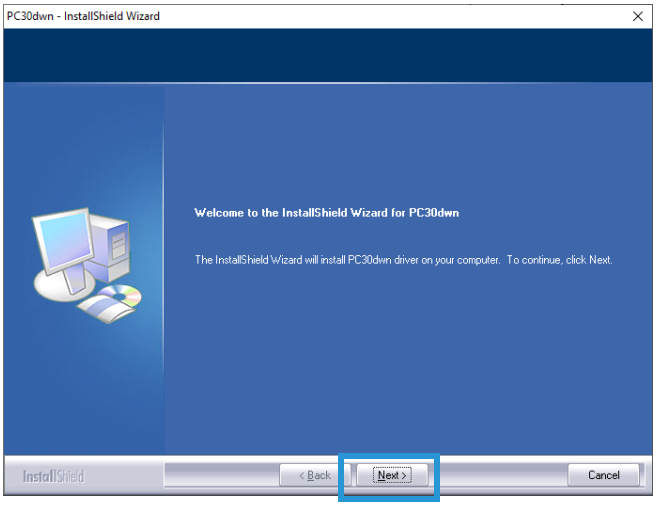
13. On the License Agreement window, read the license agreement. If you accept the terms, select **I Agree**.

    If you click **I do not agree**, the installation will terminate.

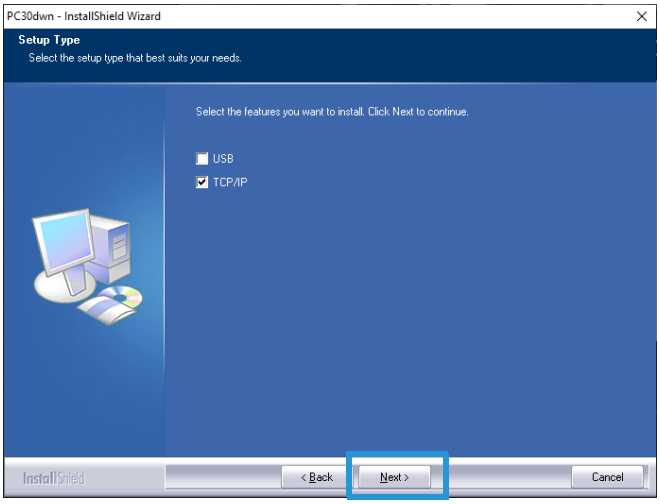


14. Select language. Click **Next**.

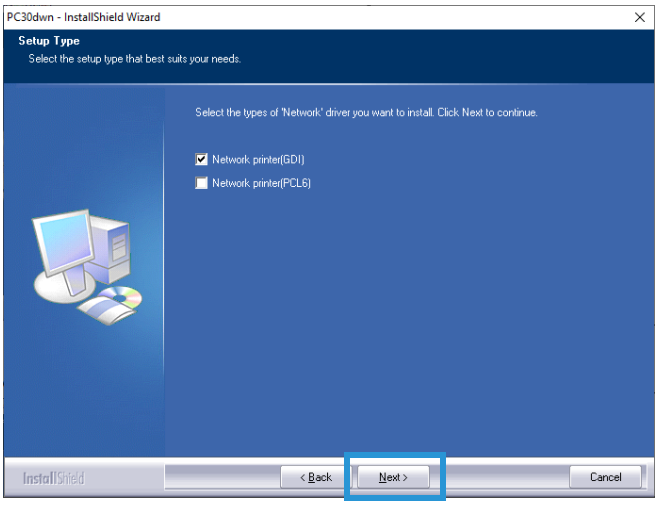
15. The Welcome screen for the device driver Setup Wizard opens.



16. Click **Next**. The software will now be installed.
17. Select TCP/IP.

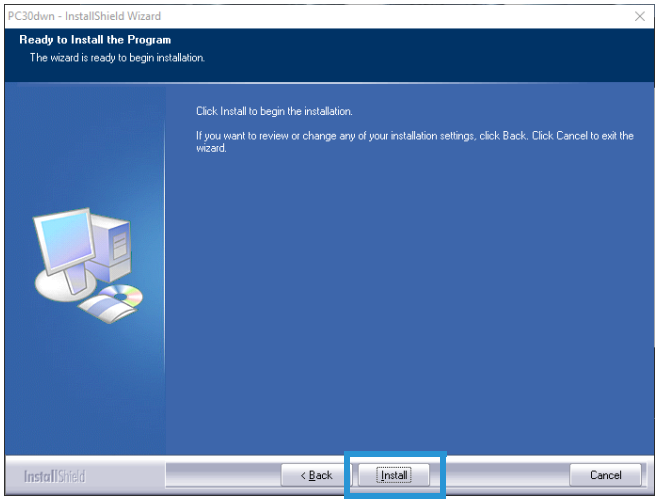


18. The window to set the type of network driver you want to install opens.



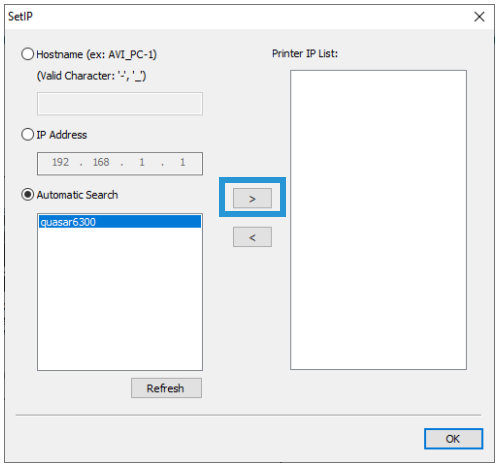
With either option selected, click **Next**.

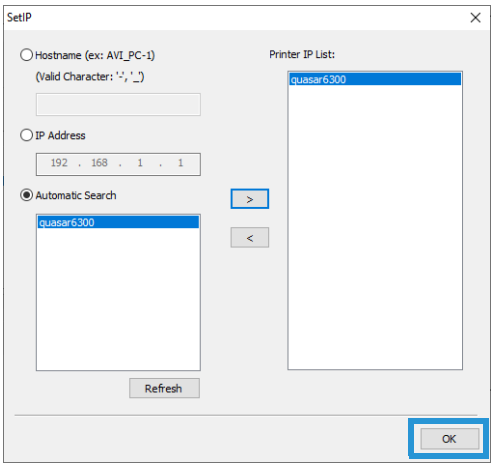
19. You are now ready to install the software for the network driver.



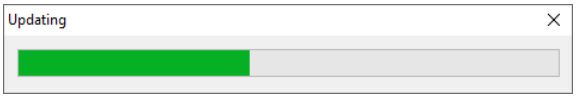
On the installation window, click **Install**.The software will begin the installation.

20. The SetIP window opens. Select your Visioneer® Rabbit™ PC30dwn printer device in Automatic search list then click the highlighted arrow to add the device to the Printer IP List.

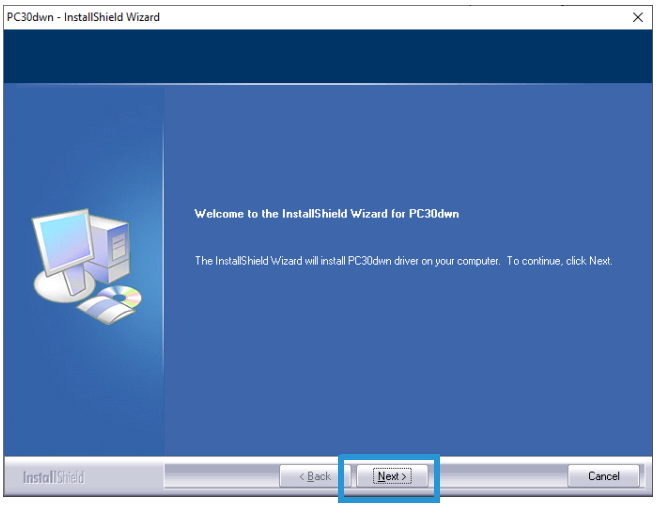




21. Click **OK**. The installation continues.



22. Click **Finish** on the installation complete window to close and exit the installer.



View the User Guides

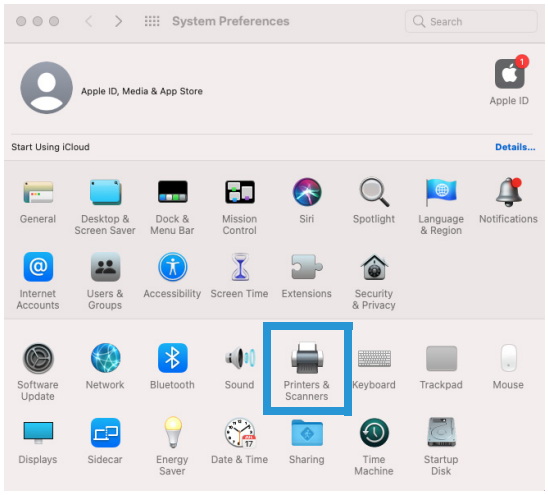
1. Return to the Main menu and click on **View user guides**.

2. Click on **View device documentation** to access the device user guide.
3. When you are finished, click **Main menu** to return to the Main menu window and click **Exit**.

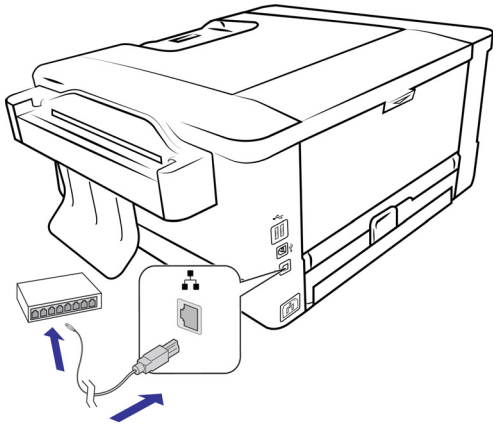
MAC INSTALLATION

1. Go to **System Preferences**.

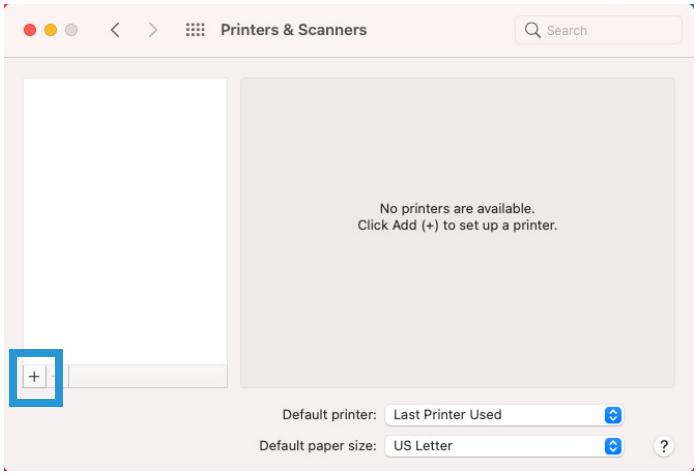
2. Go to **Printers and Scanners**.



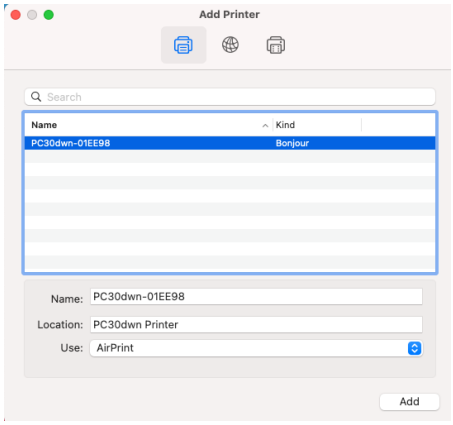
3. Plug the ethernet cable into the ethernet port on the device and into an ethernet port on your modem.



4. Click on the **Add** icon.



5. Select the Visioneer® Rabbit™ PC30dwn to add it to the list of available printers.



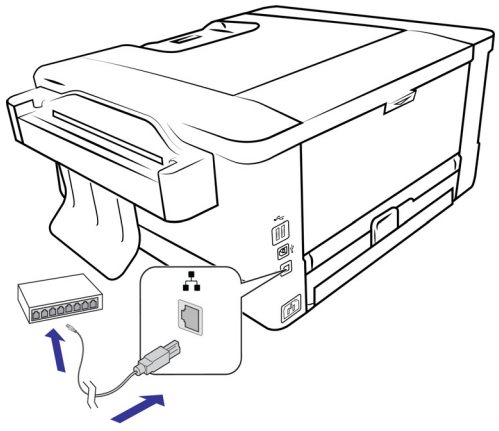
6. Click **Add**.

Setting up Wired and Wireless Network Connection

Connecting the Visioneer® Rabbit™ PC30dwn to the network allows you to print from any device. The prerequisite of doing so is that the printer/copier and the device share the same network share the same network, and that the appropriate driver or application is installed in the device.

CONNECT TO THE NETWORK USING AN ETHERNET CABLE (WIRED)

1. Connect one end of an ethernet cable to an available port of your ethernet hub.
2. Connect the other end to the port marked at the back of the product.



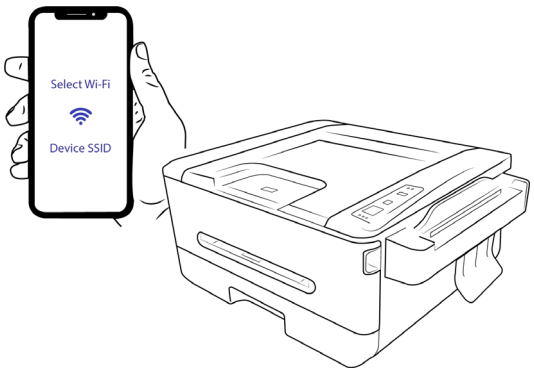
CONNECT YOUR MOBILE DEVICE TO THE VISIONEER® RABBIT™ PC30dwn's Wi-Fi

WARNING: Your mobile device will be disconnected from the Internet while using the printer's Wi-Fi. Once you are done printing, reconnect to your network.

1. Press and hold the **Cancel Button** to print the System Usage Page and locate the PC30dwn's Hotspot SSID.

Wi-Fi		
MAC Address	=	e0:e1:a9:51:96:7b
SSID	=	
Obtain an IP address automatically	=	On
IP Address	=	
Subnet Mask	=	
Default Gateway	=	
Domain Name	=	
Preferred WINS Server	=	
Alternate WINS Server	=	
Preferred DINS Server	=	
Alternate DINS Server	=	
Hotspot IP Address	=	192.168.200.1
Hotspot SSID	=	PC30dwn01EE98

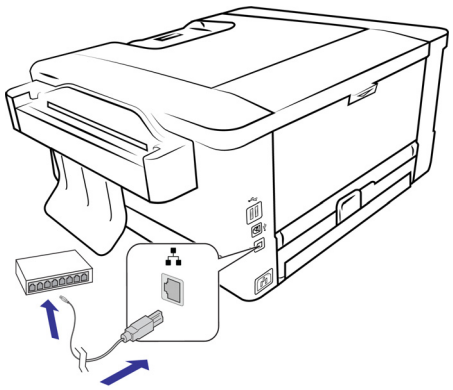
2. Go to the Settings screen of your mobile device, tap the option that displays Wi-Fi networks, then locate the PC30dwn's Hotspot SSID from the list of available Wi-Fi networks.



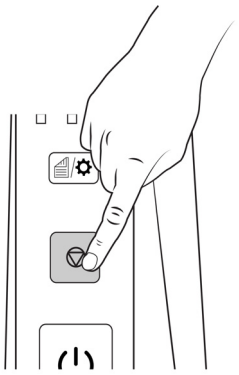
3. You can now print from your mobile device.

CONNECT THE VISIONEER® RABBIT™ PC30dwn TO YOUR Wi-Fi

1. Plug the ethernet cable into the ethernet port on the device and into an ethernet port on your modem, then turn on the device power.



2. Press and hold the **Cancel Button** to print the System Usage Page.

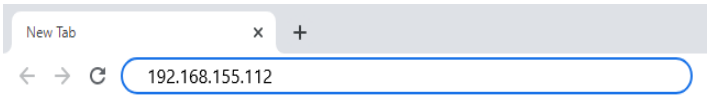


3. On the printed System Usage Page, locate the IP Address under the Ethernet Settings section.

Ethernet Settings		
Obtain an IP address automatically	=	On
MAC Address	=	e0:e1:a9:51:96:7b
IP Address	=	192.168.155.112
Subnet Mask	=	255.255.255.0
Default Gateway	=	192.168.155.1
Domain Name	=	visioneer.com
Preferred WINS Server	=	
Alternate WINS Server	=	
Preferred DINS Server	=	192.168.105.253
Alternate DINS Server	=	192.168.155.28

WARNING: DO NOT COPY the information in the screenshot. It is an example only. Your setup will have different information.

4. Open a browser and enter the IP address of your printer.



5. Go the **Network** > **Wi-Fi Settings**

6. Select your Wi-Fi network and enter the password.
7. A message appears stating the connection is successful.
8. The Visioneer® Rabbit™ PC30dwn is now connected to your Wi-Fi. You can now print wirelessly from any device connected to your Wi-Fi provided the printer's network driver is installed in the computer device, or the appropriate application is installed in the Android or iOS device.

Installing The Mobile Application

This is only required for use with mobile devices. Quickly download the mobile app for Android. Apple AirPrint is preinstalled on iOS devices.

1. Scan the QR code with your Android mobile device.

Android

iOS

2. Install the application.
3. The Visioneer® Rabbit™ PC30dwn is now ready to use with your mobile device.

Loading The Paper Trays

Always remove any staples or paper clips from documents before inserting them into the device. Staples and paper clips can jam the feed mechanism and scratch the internal components. Also remove any labels, stickers, or Post-It™ notes that may come off during the copying process and get stuck in the device. Misuse as described here will void your device's warranty. Please go to www.visioneer.com, select your product, and then click the "Warranty Program" link to view the warranty terms and conditions for your device.

SUPPORTED PAPER TYPES

Main Paper Tray

- Maximum amount of paper in the main paper tray
  - Approximately 250 pages of 20 lbs (80 g/m^2) new printer paper
- Paper sizes
  - A4 (210 x 297 mm)
  - A6 (105 x 148 mm)
  - A5 (148 x 210 mm)
  - B6 (125 x 176 mm)
  - B5 (176 x 250 mm)
  - Letter (8.5 × 11 inches (216 x 279 mm))
  - Legal (8.5 × 14 inches (216 x 356 mm))
  - Oficio (216 x 340 mm)
  - Custom Size: 3 x 5 inches ~ 8.5 x 14 inches (76.2 x 127 mm ~ 216 x 356 mm)

Duplex Printing

Duplex printing is available only for paper in A4, B5, Letter, Legal or Oficio size of 60~105 g/m^2.

Manual Paper Tray

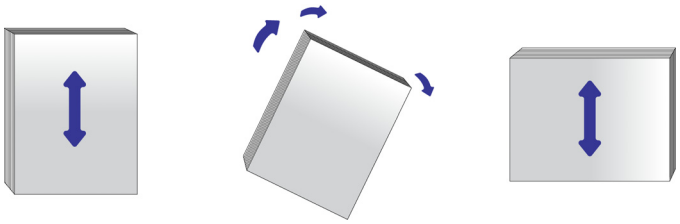
- Maximum amount of paper in the manual tray

  1 page of 20 lbs (80 g/m²) new printer paper

Preparing the Paper for Printing

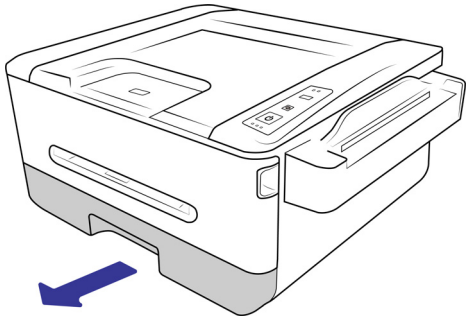
This will minimize the chance of any paper jams.

- Fan the paper, make sure all the pages in the stack are separated.
- Align the edges of the paper by tapping the bottom of the stack against the table top. Rotate the stack 90 degrees and repeat.

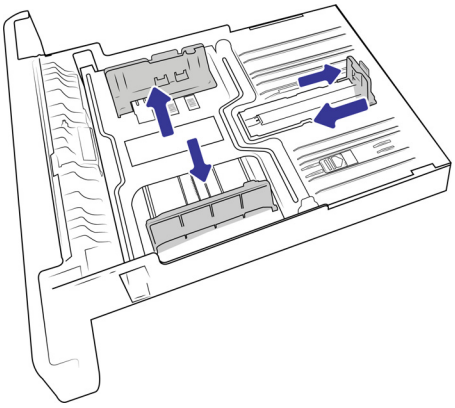


Loading the Main Paper Tray

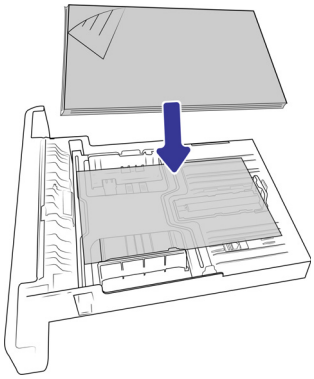
1. Remove the paper tray.



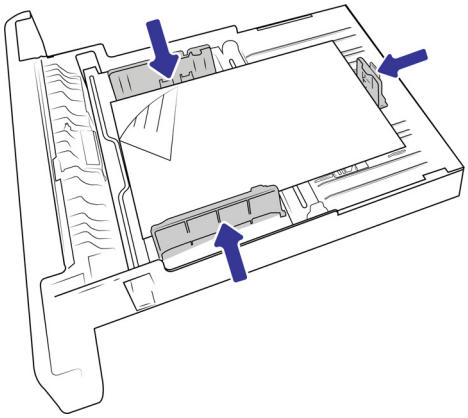
2. Push the width guide tab, and move the width guide to the correct position for the paper size being loaded. You will notice markers for popular page sizes.



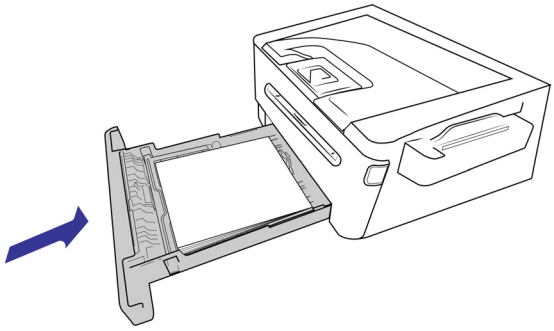
3. Insert stack of sheets face down into the paper tray.



4. Ensure the paper guides fit neatly against the paper.

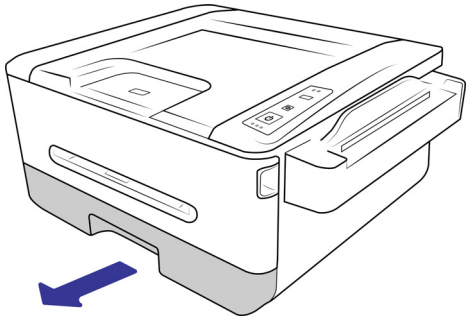


5. Return the paper tray into the device.

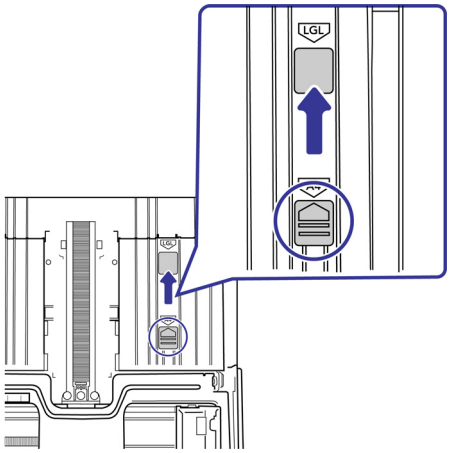


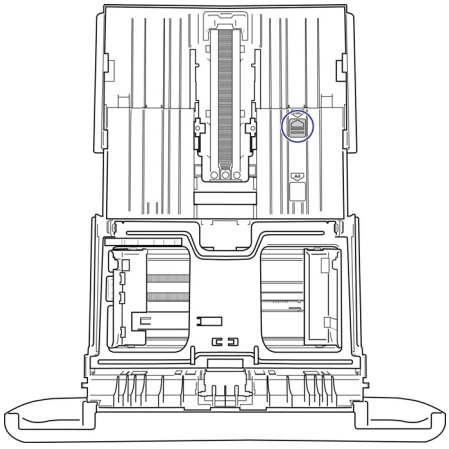
Loading the Main Paper Tray with sheets longer than A4

1. Remove the paper tray.

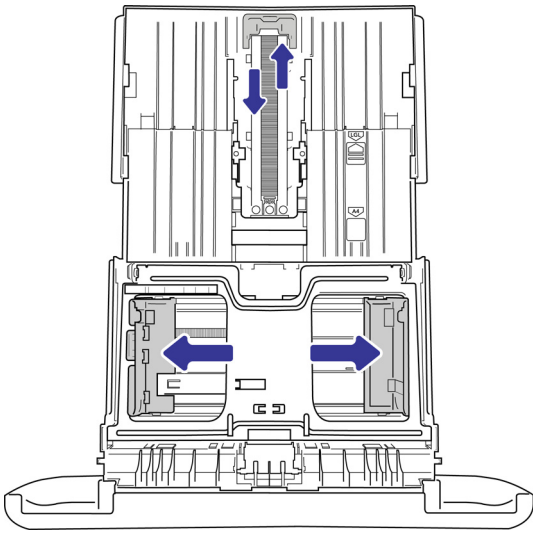


2. Press down on the first length adjustment latch, and at the same time slide the manual tray upwards until it “clicks” into the other length adjustment latch.

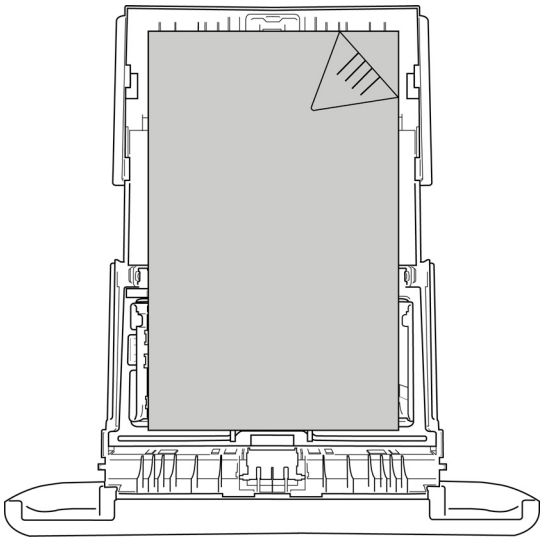




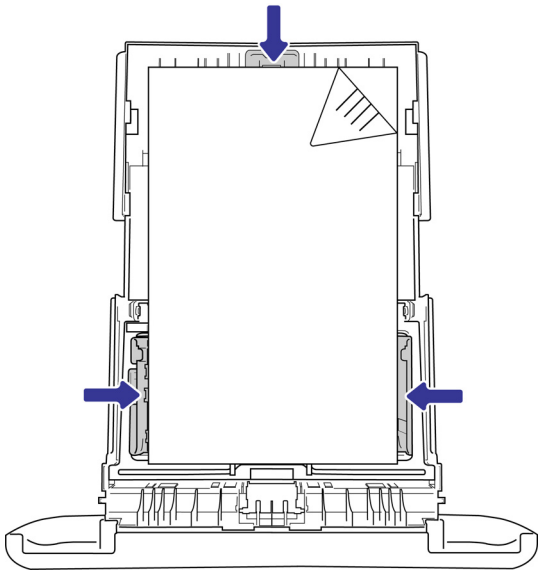
3. Push the width guide tab, and move the width guide to the correct position for the paper size being loaded. You will notice markers for popular page sizes.



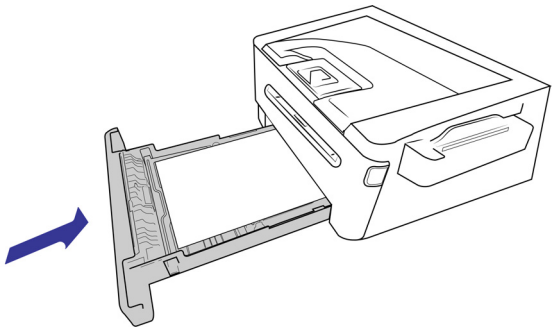
4. Insert stack of sheets face down into the paper tray.



5. Ensure the paper guides fit neatly against the paper.



6. Return the paper tray into the device.



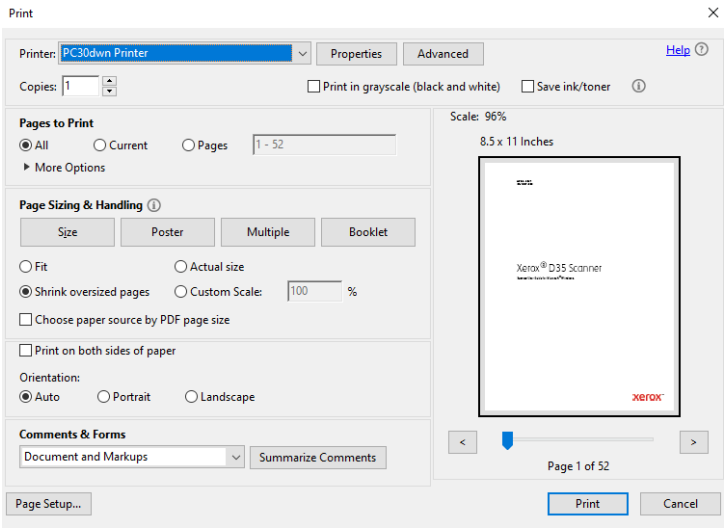
Note: The paper tray will extend beyond the back of the device. Please account for extra operation space.

PRINTING

Easily print return mailing labels, recipes or documents using your Visioneer® Rabbit™ PC30dwn. See Loading The Paper Trays for supported document types.

PRINTING FROM YOUR WINDOWS PC

1. Open the document in your preferred application.
2. Go to **File** from the menu bar.
3. Select **Print**.
4. Select Visioneer® Rabbit™ PC30dwn as the printer.

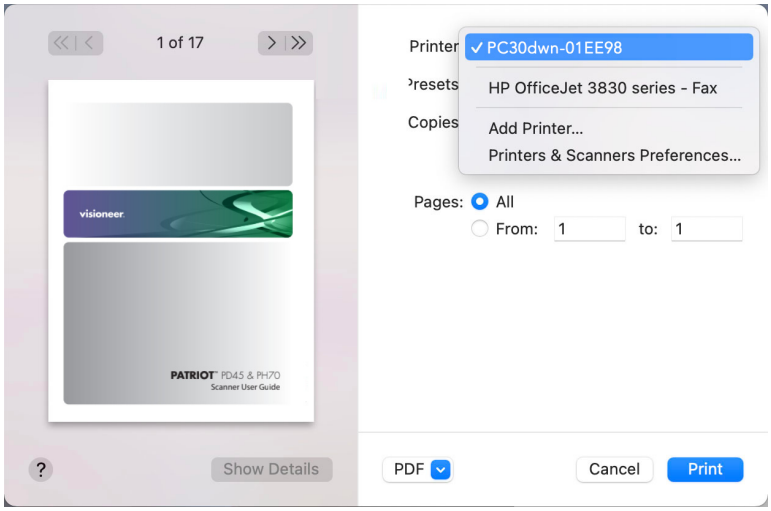


5. If the settings are correct, click **Print**. See Windows Printer Properties for advanced settings.

PRINTING FROM YOUR MAC PC

1. Open the document in preferred application.
2. Go to **File** from the tool menu bar.
3. Select **Print**.

4. Select Visioneer® Rabbit™ PC30dwn as the printer.



For additional settings click on **Show Details**. For detailed information, see MAC OS Printer

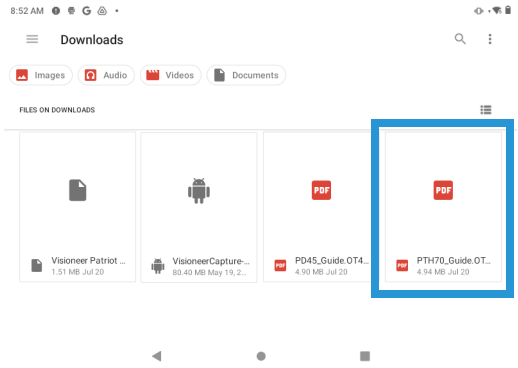
Properties.

5. When the settings are correct, click **Print**.

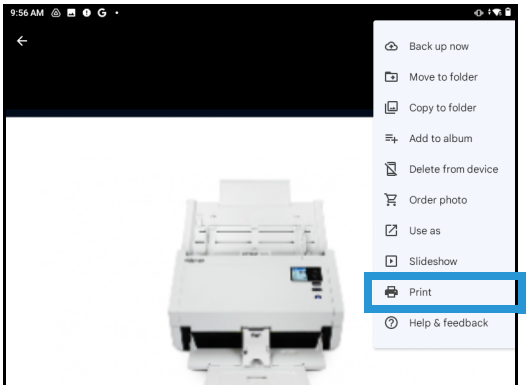
PRINTING FROM YOUR ANDROID MOBILE DEVICE

See Installing The Mobile Application to ensure your device is print ready.

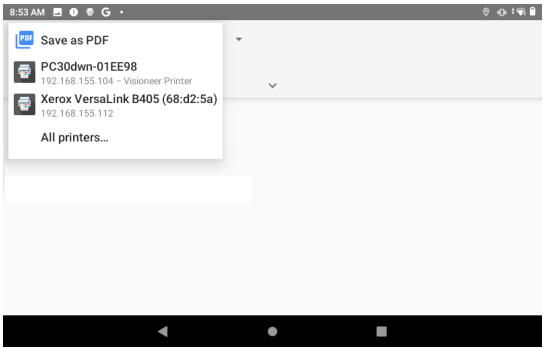
1. Select and open your document in preferred viewer.



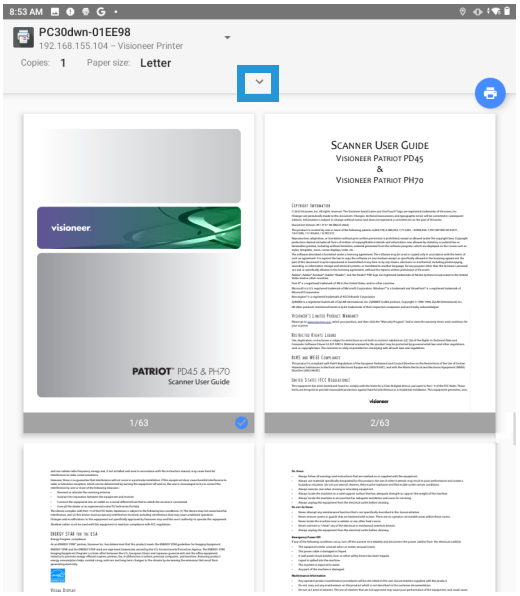
You may also directly print photos or files by tapping the **More** icon, when applicable. Then select **Print**.

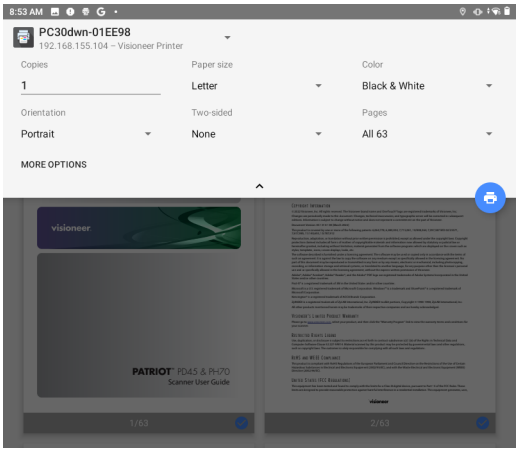


2. Select the Visioneer® Rabbit™ PC30dwn as the printer.



3. Ensure all the pages desired for printing are selected. Tap the **Show More** icon for additional





settings.

Copies — print multiple copies of the document.

Paper size — this will resize the text/images on the page to the paper selected size. For best results, the paper size should match your document's and/or the paper size that is currently in the paper tray.

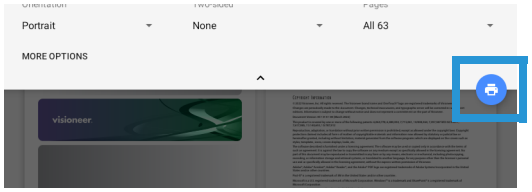
Color — allows you to print your document using the toner saving mode.

Orientation — invert makes each image pixel inverted to its complementary color. For example: the original black text on white background becomes white text on black background.

Two-sided — have the document printed on both sides of the paper.

Pages — select **All** to print every page or specify the pages to print.

4. Observe the settings are correct. Tap the **Print** icon.



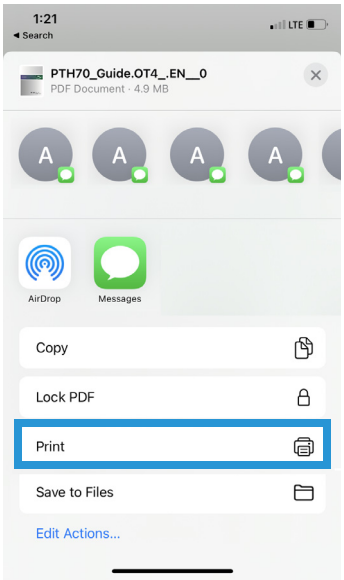
PRINTING FROM YOUR iOS MOBILE DEVICE

See Installing The Mobile Application to ensure AirPrint is available and ready on your iOS device.

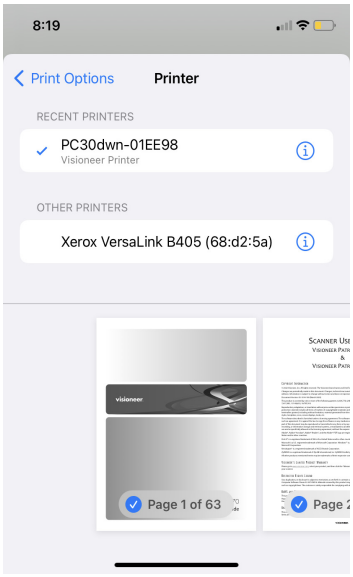
1. Select and open your document in preferred viewer.

2. Tap the **Share** icon.

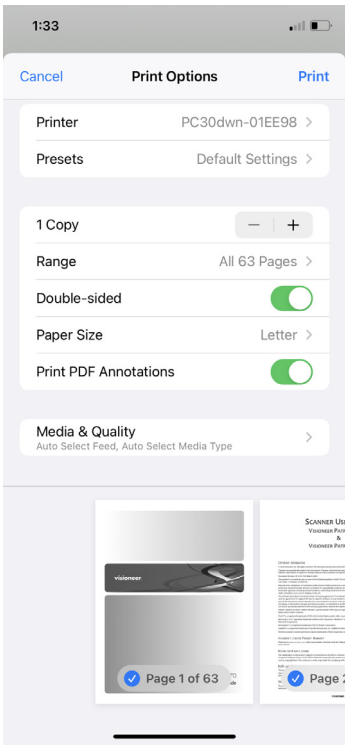
3. Tap on **Print**.



4. Select the Visioneer® Rabbit™ PC30dwn as the printer.



5. Observe the settings are correct. Tap **Print**.

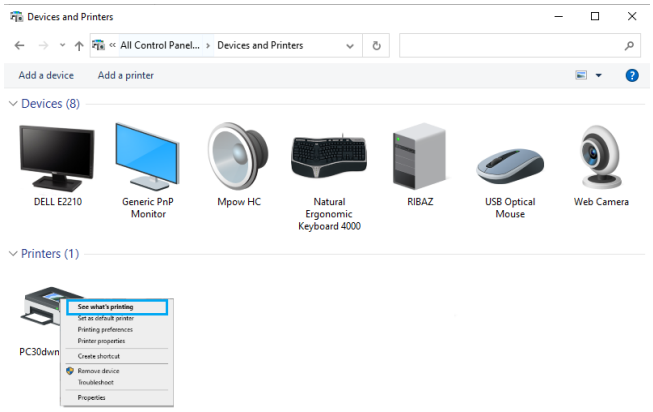


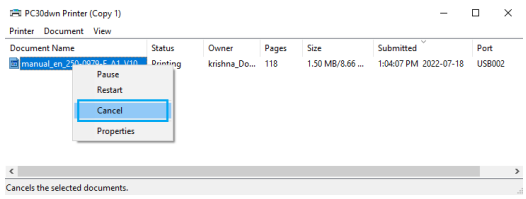
CANCELING A PRINT JOB

There are two ways to cancel a print job.

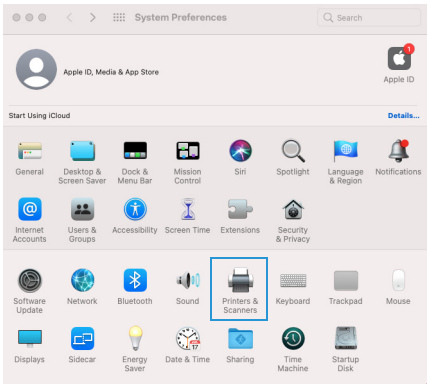
1. From your PC.

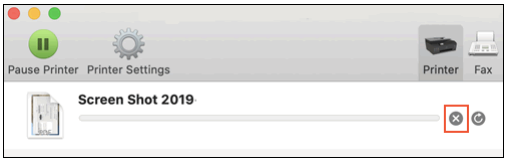
- **Windows** — users can normally stop a print request by using Windows **Control Panel** > **Devices and Printers** (right click on the Visioneer® Rabbit™ PC30dwn's icon, select **See what's printing**. Select the print job you want to cancel and right click on it then select the correct acting).



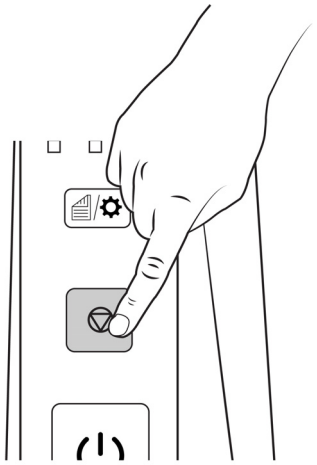


- **Mac OS** — users can normally stop a print request by going to **System Preferences** > **Printers & Scanners** and select **Open Print Queue.** Select the print job you want to cancel then move it to the trash.



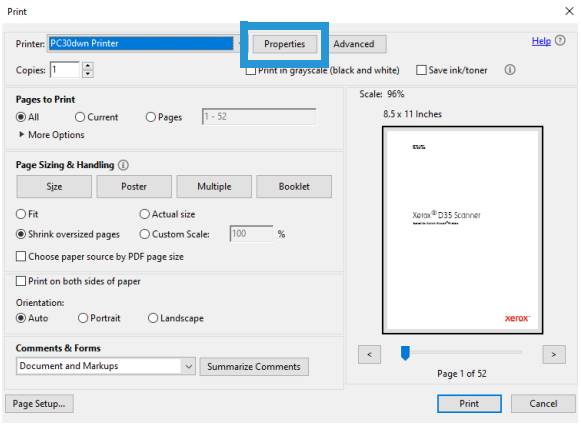


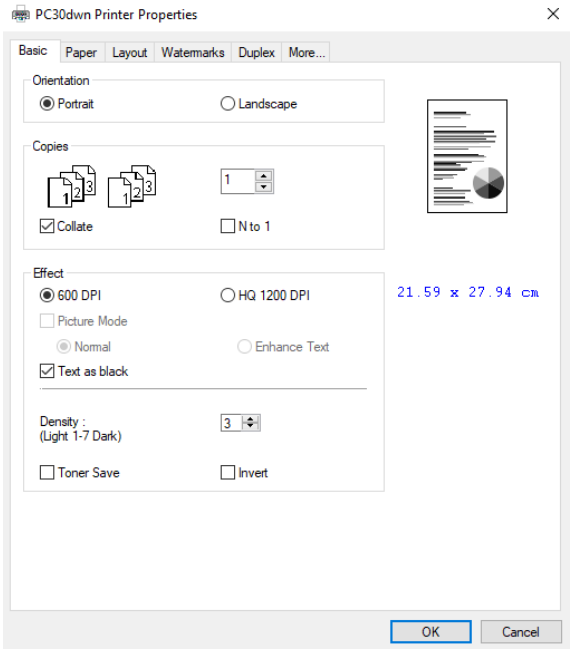
2. Press the **Cancel Button** on the control panel.



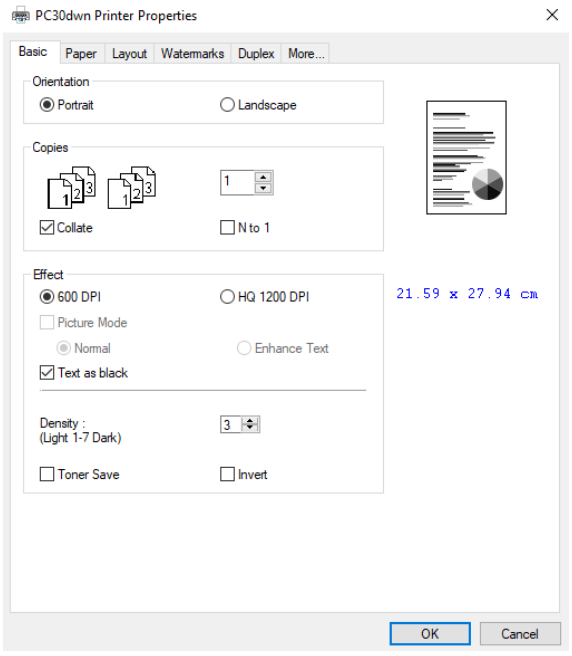
WINDOWS PRINTER PROPERTIES

These options are available when you select **Properties** from the Print Window.





Basic



Orientation — change the orientation (portrait or landscape) of the printed documents.

Copies — print multiple copies of the document.

Collate — select to print your document in the page order such as 1/2/3, 1/2/3, 1/2/3.

N to 1 — select to reverse the printing order of your document. As a result, the last page of your document will be printed first and vice versa.

Effect

Picture Mode — if the picture in your document does not print clearly, click Picture Mode to improve its quality.

Text as Black — print color text in pure black.

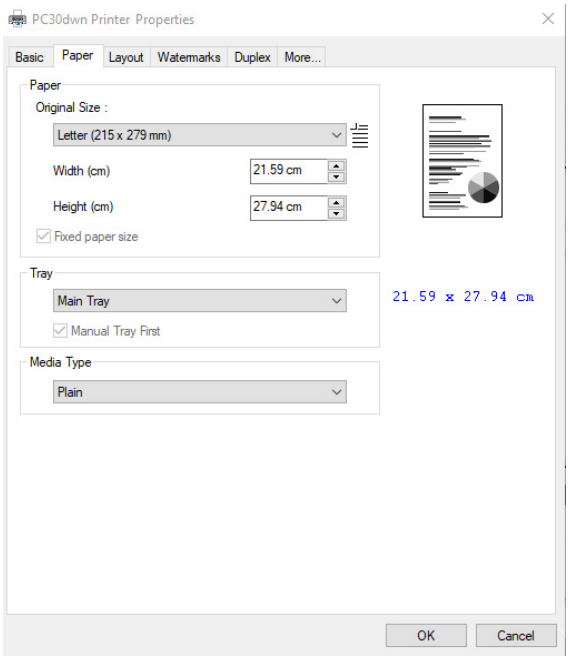
Note: The Visioneer® Rabbit™ PC30dwn print in Black & White only.

Density — click to lighten or darken your document. Density level (1~7). Default: 3

Toner Save — allows you to print your document using the toner saving mode.

Invert — invert makes each image pixel inverted to its complementary color. For example: the original black text on white background becomes white text on black background.

Paper

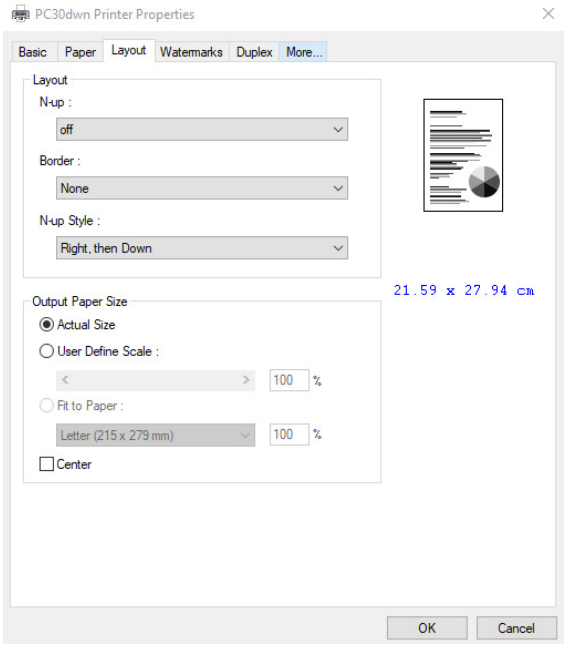


Original Size — select the size of paper loaded in the designated tray (A4, A5, A6, B5 (JIS), B6 (JIS), Legal, Letter, User Defined).

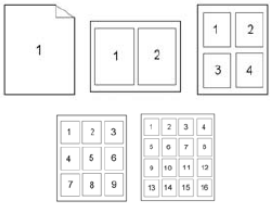
Tray — choose the tray from which your paper should be fed (Main Tray or Manual Tray). The printer will automatically select the paper tray which is available (priority: 1: manual tray; 2: main tray).

Media Type —select the type of media to be used for printing (Plain, Thin, Thick, Laser) only available in the manual tray for one-side printing.

Layout



N-up — select the number of pages to be printed on a single sheet of paper. Select between Off, 2up (2 pages-in-1), 4-up (4 pages-in-1), 9-up (9 pages-in-1), 16-up (16 pages-in-1).



Border — select to add border around each page when printing more than one page on a single sheet of paper (None, Border Line, Dashed Line).

N-up Style — select the layout direction you want when printing multi-page document on a single sheet (Right, then Down/Down, then Right/Left, then Down/Down, then Left).

Output Paper Size — this will resize the text/images on the page to the paper selected size.

Actual Size — print the actual size of your document.

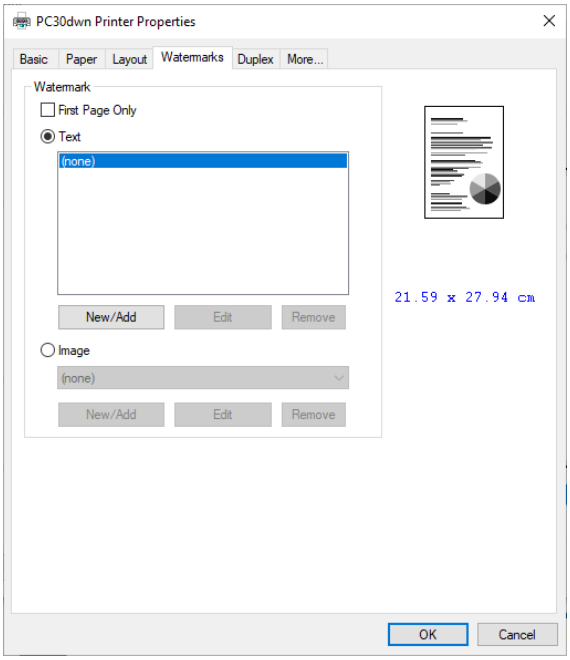
User Define Scale — you can reduce or enlarge your printed image using the Slider Bar. Scaling rate: 25%~400%.

Fit to Paper — output the full page of the selected original including the four margins.

Center — print your image in the center of the output paper.

Watermarks

The Watermark tab allows you to add some text or image (such as Confidential, Important, Draft, etc.) for your document.



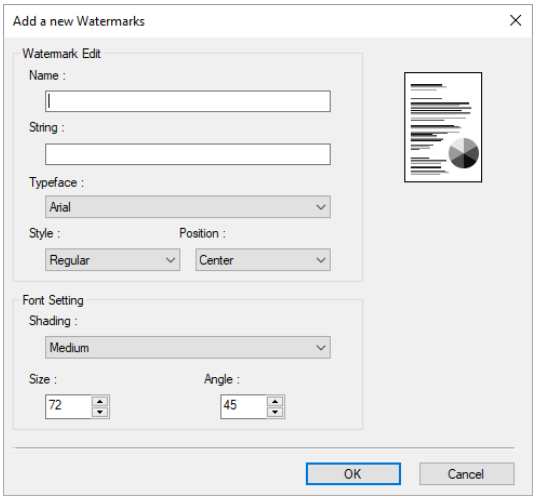
First Page Only — check the box to print the watermark on the first page only, otherwise the watermark will print on all pages.

Text — select **New/Add** to add new watermark text. Click the **Edit** button to change or the **Remove** button to delete.

Image — select **New/Add** to add watermark image. Click the **Edit** button to change or the **Remove** button to delete. You can choose your image in file format such as BMP, TIFF, or JPEG.

Adding a New Text Watermark

1. Select **New/Add** to add a new watermark text.



Name — name your watermark text. This name will be shown in the Watermark text list.

String — enter your watermark text, such as confidential, important, and so on.

Typeface — select your font type for your watermark text.

Style — select the style of your watermark text (Regular, Bold, Italic, Bold Italic).

Position — select the position of your watermark text (Center, Tile).

Shading — specify a relative density for the watermark text (Lightest, Light, Medium, Dark, Darkest).

Size — specify the size of your watermark text from 1 to 288.

Angle — specify the angle of the watermark text from 0° to 360°

2. Click the **OK** button to save the settings. If the new watermark text is created successfully, the watermark name will be shown in the Text list.

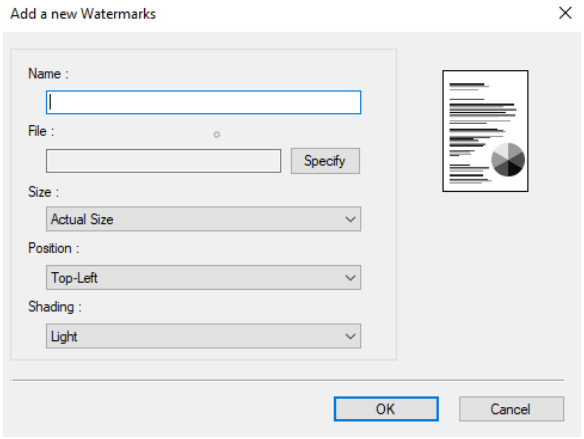
Editing a Text Watermark

1. Choose the watermark name that you wish to edit from the Text list.
2. Click the **Edit** button. The Watermark Edit dialog box appears.
3. Change your settings for the selected watermark text and click **OK** to complete.

Deleting a Text Watermark

1. Choose the watermark name that you wish to edit from the Text list.
2. Click the **Edit** button. The Watermark Edit dialog box appears.
3. Change your settings for the selected watermark text and click **OK** to complete.

Adding a New Image Watermark



1. Select New/Add to add a new watermark image.

   Name — name your watermark image. This name will be shown in the Watermark image list.

   File — click the **Browse** button to locate your watermark image.

   Size — specify the size of your watermark image (Actual Size, Shrink to Page, Tile).

   Position — choose the position of your watermark image (Top-Left, Top-Center, Top-Right, Center, Center-Left, Center-Right, Bottom-Center, Bottom-Right, Bottom-Left).

   Shading — specify a relative density for the watermark text (Lightest, Light, Medium, Dark, Darkest).

2. Click the **OK** button to save the settings. If the new watermark text is created successfully, the watermark name will be shown in the Text list.

Editing an Image Watermark

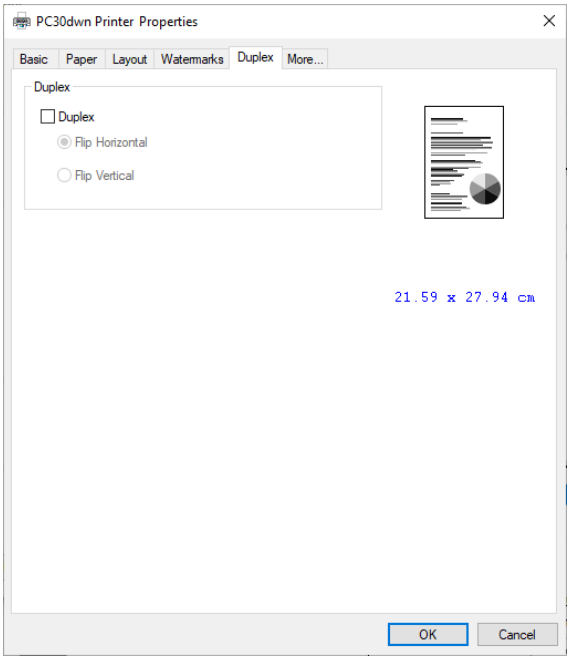
1. Choose the watermark name that you wish to edit from the Image list.
2. Click the **Edit** button. The Watermark Edit dialog box appears.
3. Change your settings for the selected watermark text and click **OK** to complete.

Deleting an Image Watermark

1. Choose the watermark name that you wish to edit from the Image list.
2. Click the **Edit** button. The Watermark Edit dialog box appears.
3. Change your settings for the selected watermark text and click **OK** to complete.

Duplex

The Duplex option must be enabled to print on both sides of the paper.



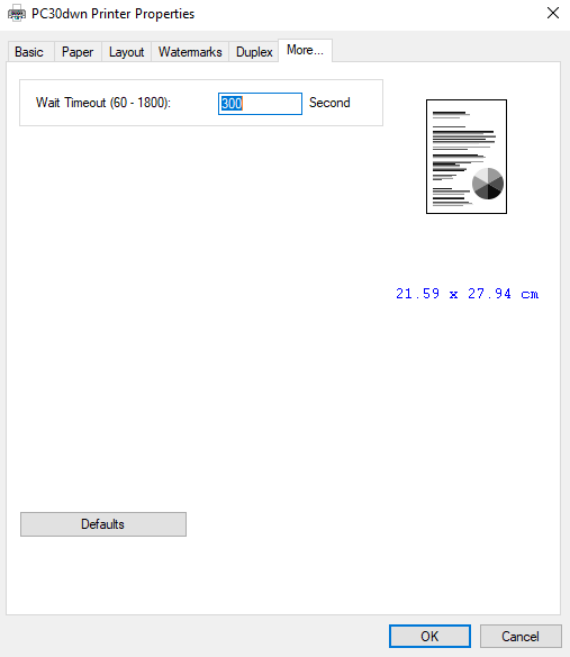
Flip Horizontal — select to flip the duplex document on the left edge.

Flip Vertical — select to flip the duplex document on the bottom edge.

Note: The duplex feature supports only page sizes of A4, B5 (JIS), Legal, Oficio and Letter with paper weight between 60g/m2 and 105g/m2.

More

On the More tab, a **Wait Timeout** option is provided to set the amount of time the printer waits for data to come from computer during a job. If the data stream pauses for longer than the specified number of seconds, the job is canceled.

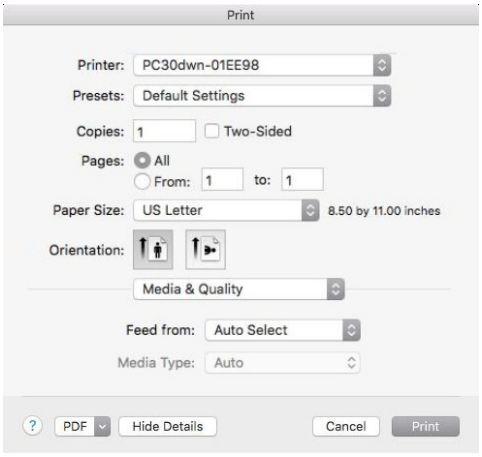


Permitted timeout values: 60~1800 seconds, default timeout values: 300 seconds.

Note: Default — changes all setting values back to factory default.

MAC OS PRINTER PROPERTIES

Main

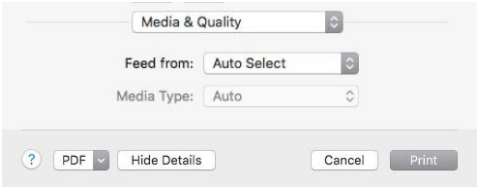


Copies — print multiple copies of the document. Check **Two-Sided** to have the document printed on both sides of the paper.

Pages — select **All** to print every page or specify the pages to print.

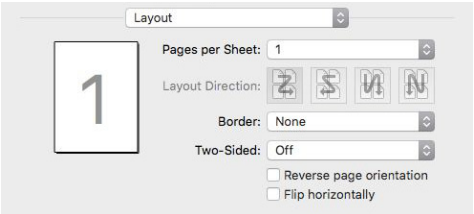
Orientation — change the orientation (portrait or landscape) of the printed documents.

Media & Quality



- **Feed from** — specify to feed from the main paper tray or the manual feed.
- **Media type** — this feature is disabled for the Visioneer® Rabbit™ PC30dwn.

Layout

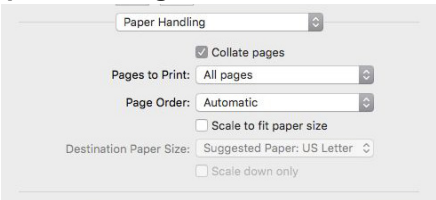


- **Pages per sheet** — select the number of pages to be printed on a single sheet of paper. Select between Off, 2 (2 pages-in-1), 4 (4 pages-in-1), 9 (9 pages-in-1), 16 (16 pages-in-1).
- **Layout Direction** — select the layout direction you want when printing multi-page document on a single sheet (Right, then Down/Down, then Right/Left, then Down/Down, then Left).

- **Border** — select to add border around each page when printing more than one page on a single sheet of paper.

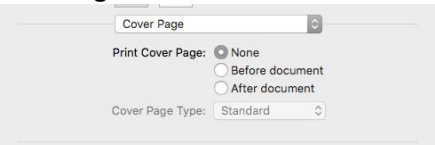
- **Two-Sided** — have the document printed on both sides of the paper.
- **Reverse page orientation** — the data is rotated 180 degrees.
- **Flip horizontally** — the data is mirrored.

Paper Handling



- **Collate pages** — select to print your document in the page order such as 1/2/3, 1/2/3, 1/2/3.
- **Pages to Print** — print all pages or odd or even pages only.
- **Page Order** — print in current order or reverse the order during print.
- **Scale to fit paper size** — the data will be resized to fit the selected paper size.

Cover Page



- **None** — the document will be printed with no cover page.
- **Before document** — a cover page will be added at the beginning of your printed document.
- **After document** — a cover page will be added at the end of your printed document.
- **Cover page type** — different types of cover page option, select the best one that applies to your document.

COPYING

Always remove any staples or paper clips from documents before inserting them into the copier. Staples and paper clips can jam the feed mechanism and scratch the internal components. Also remove any labels, stickers, or Post-It™ notes that may come off during the copying process and get stuck in the device. Misuse as described here will void your device's warranty. Please go to www.visioneer.com, select your product, and then click the **Warranty Program** link to view the warranty terms and conditions for your device.

SUPPORTED DOCUMENT TYPES

- Maximum amount of paper in the copier
  - 1 pages of 20 lbs (80 g/m^2) new printer paper
- Document size
  - Minimum size (width x length) – 2 x 2 inches (51 x 51 mm)
  - Maximum size (width x length) – 8.5 x 14.0 inches (216 x 356 mm)
- Paper thickness between 7–110 lbs paper (28–413 g/m2)
- Embossed plastic card up to 1.25 mm thick

DOCUMENTS TO AVOID COPYING

The documents in this list can be copied, but please note that copying documents of this type will reduce the life of the device. Maintenance will be required more often and replaceable parts will wear faster. These types of documents will jam more frequently and damage to the original documents may occur. If you do choose to copy these document types, do not copy large batches. This type of use is not covered under the device warranty and alters replacement parts life expectancy.

We recommend you limit the amount or completely avoid copying documents that are in this list.

- Curled, wrinkled or folded documents may cause paper jams or multiple pages being fed through the device at one time.
- Perforated or punched paper that could tear when the separation roller engages.
- Coated paper or photographs where the coating can flake off during copying and leave residue in the device.

- Extremely smooth, shiny, or highly textured paper may cause the paper feed rollers to slip across the page and cause the device to report a paper jam.
- Carbonless copy paper may tear while being fed through the device and the pressure of the rollers may leave streaks on the page. The chemical coating on this paper will rub off on the rollers during the copying process, increasing the frequency of miss-feeds and paper jams.
- Partially transparent paper such as tracing paper as any images from the opposite side of the page or black background will appear in the copied images.

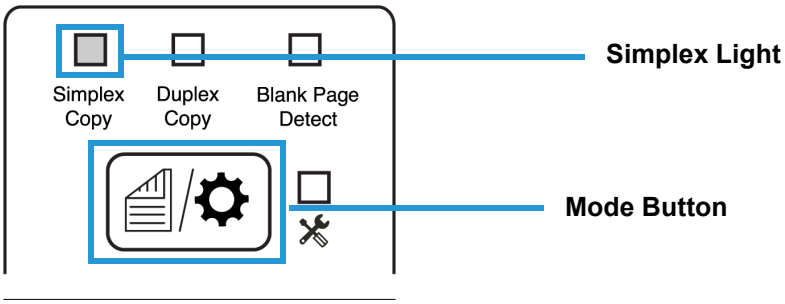
UNSUPPORTED DOCUMENT TYPES

Do not copy the following types of documents as they may cause damage to the device.

- Items outside of the specified supported sizes, thickness, and weight defined in this document.
- Non-rectangular or irregularly shaped paper will cause the device to detect and report document skew errors or paper jams.
- Carbon paper that will leave residue in the device and on the rollers that will transfer to the next set of documents copied.
- Documents with hard items attached such as paper clips, binder clips, and staples.
- Documents with wet ink or white-out.
- Thermal or photosensitive paper.
- Overhead projector sheets, plastic film, camera film, and any other type of transparent or partially transparent plastic item.
- Documents that have been glued together.
- Cloth or metallic sheets.

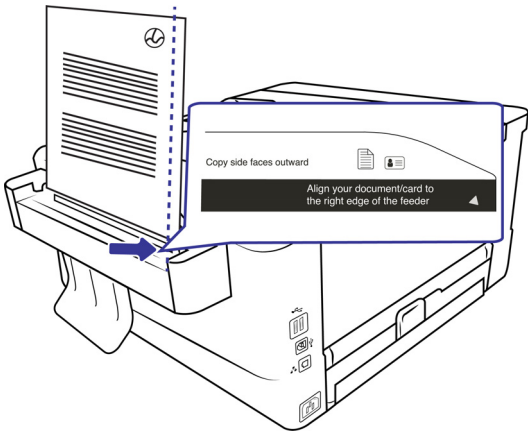
SIMPLEX COPY

1. By default, the **Simplex Light** should be lit on the Control Panel.



Note: If the Simplex Light is not lit, press the **Mode Button** until the **Simplex Light** is lit as indicated.

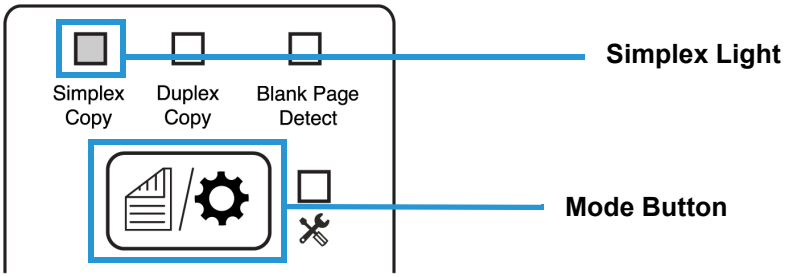
2. Load your document with the **text side facing outward** and align the paper to the right edge of the feeder.



3. The copying process will automatically begin. The paper will be guided through the feeder, once the copying is complete the printing will begin.

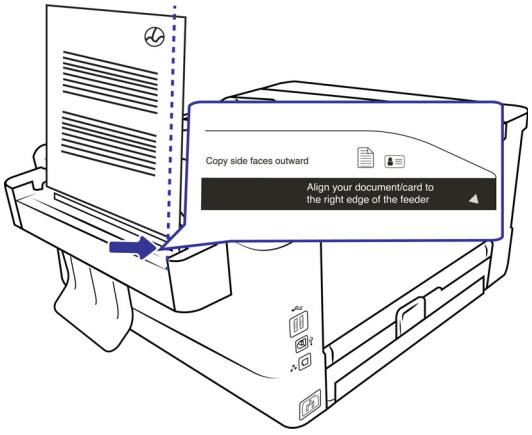
MULTIPLE SIMPLEX COPIES

1. By default, the **Simplex Light** should be lit on the Control Panel.



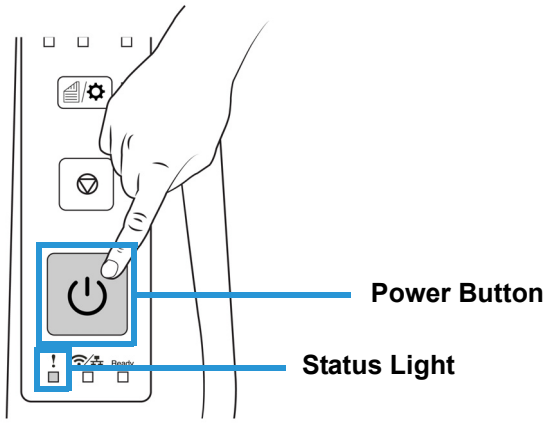
Note: If the Simplex Light is not lit, press the **Mode Button** until the **Simplex Light** is lit as indicated.

2. Load your document with the **text side facing outward** and align the paper to the right edge of the feeder.



3. The copying process will automatically begin. The paper will be guided through the feeder, once the copying is complete the printing will begin.

4. Press on the **Power Button** within 5 seconds after the printing is complete. The **Status Light** should still be flashing.

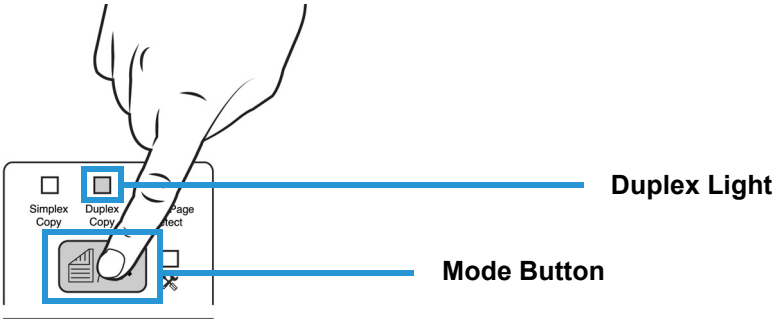


5. Another copy of your document will begin. Repeat the previous step for more copies of the same document.

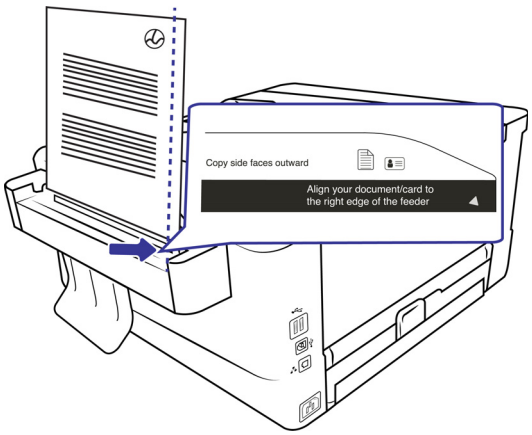
Note: If the **Status Light** is no longer flashing, you will need to restart the copying process.

DUPLEX COPY

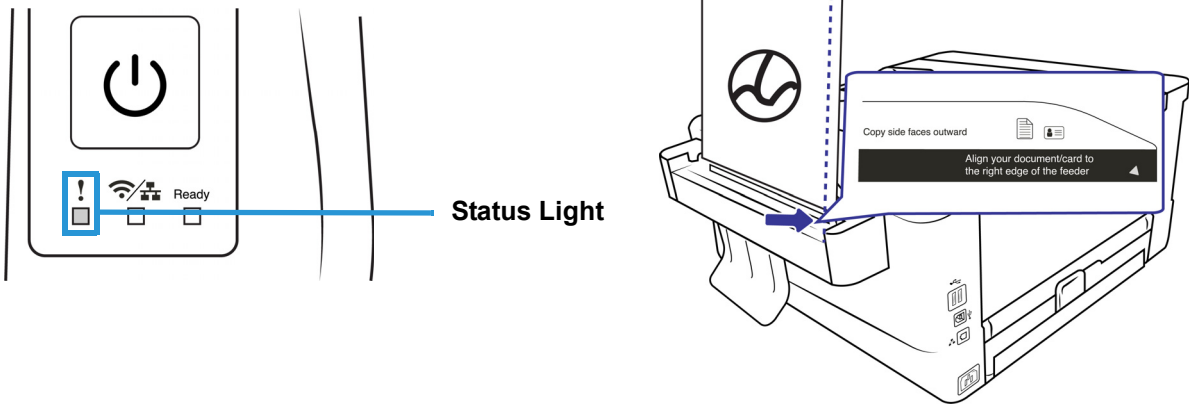
1. Press the **Mode** button until the **Duplex Light** is lit as indicated.



2. Load your document with the **front side facing outward** and align the paper to the right edge of the feeder.



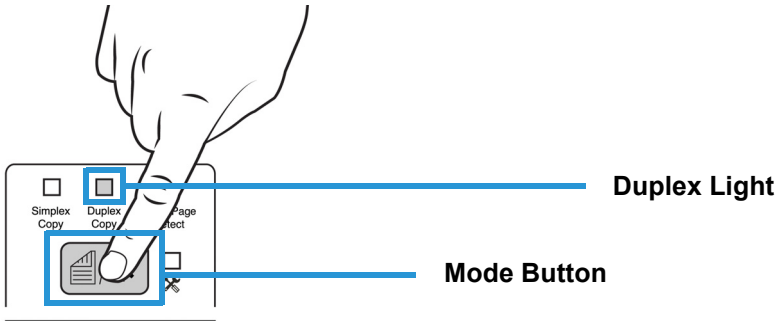
3. The copying process for the front side will automatically begin. The paper will be guided through the feeder.
4. Once the copy of the first side is complete, observe that the **Status Light** is flashing. Load your document with the **back side facing outward** and align the paper to the right edge of the feeder.



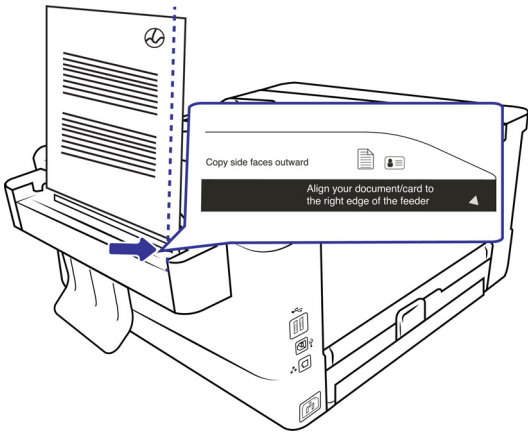
5. The copying process for the back side will automatically begin. The paper will be guided through the feeder.
6. Once the copying is complete the printing will begin. The printer will print one side, then the other side automatically.

MULTIPLE DUPLEX COPIES

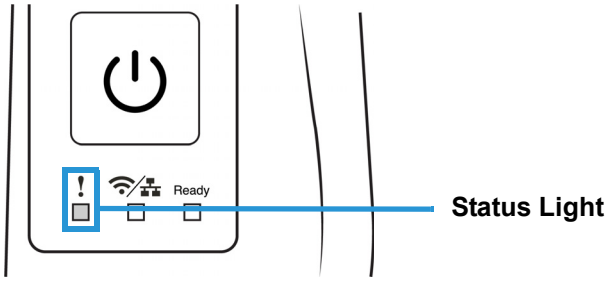
1. Press the **Mode** button until the **Duplex Light** is lit as indicated.



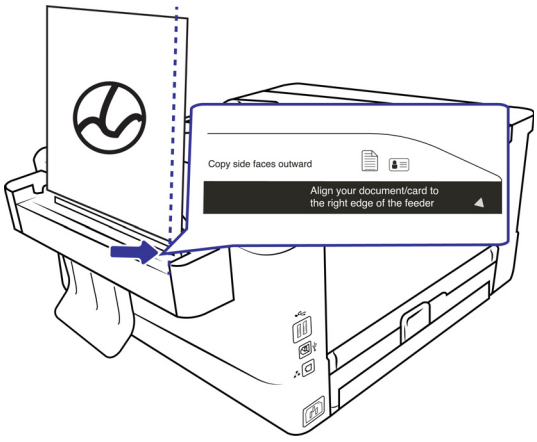
2. Load your document with the **front side facing outward** and align the paper to the right edge of the feeder.



3. The copying process for the front side will automatically begin. The paper will be guided through the feeder.
4. Once the copy of the first side is complete, observe that the **Status Light** is flashing. Load your document with the **back side facing outward** and align the paper to the right edge of the feeder.

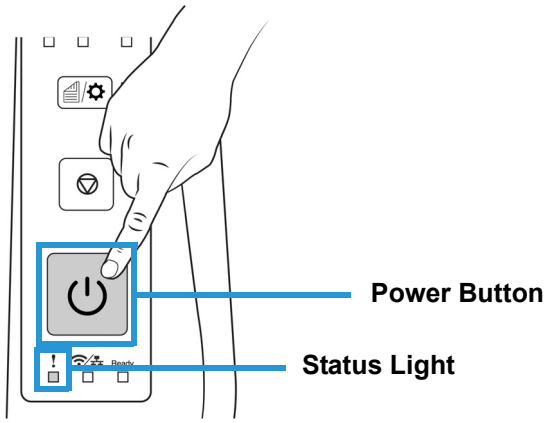


Status Light



5. The copying process for the back side will automatically begin. The paper will be guided through the feeder.
6. Once the copying is complete the printing will begin. The printer will print one side, then the other side automatically.

7. Press on the **Power Button** within 5 seconds after the printing is complete. The **Status Light** should still be flashing.

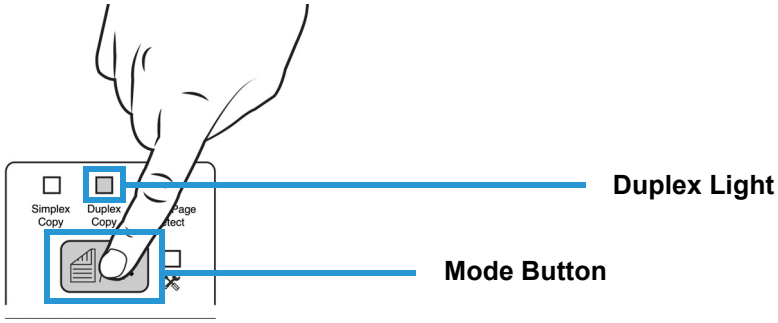


8. Another copy of your document will begin. Repeat the previous step for more copies of the same document.

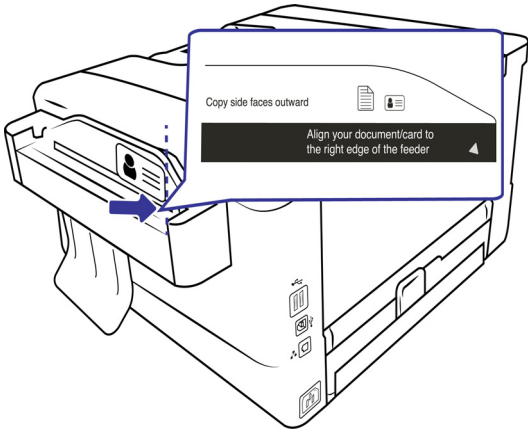
ID CARD COPY

Note: When the Duplex Light is lit and your original document is smaller than the A5 size (210 x 148 mm), the machine will enter into the ID card mode and automatically print the front and rear sides of your original on the same side of the sheet.

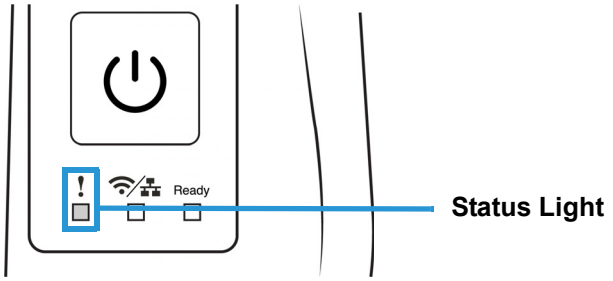
1. Press the **Mode** button until the **Duplex Light** is lit as indicated.

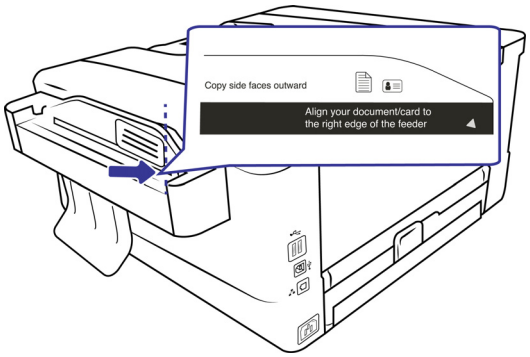


2. Load your ID card with the **front side facing outward** and align the paper to the right edge of the feeder.



3. The copying process for the front side will automatically begin. The ID card will be guided through the feeder.
4. Once the copy of the first side is complete, observe that the **Status Light** is flashing. Load your document with the **back side facing outward** and align the paper to the right edge of the feeder.



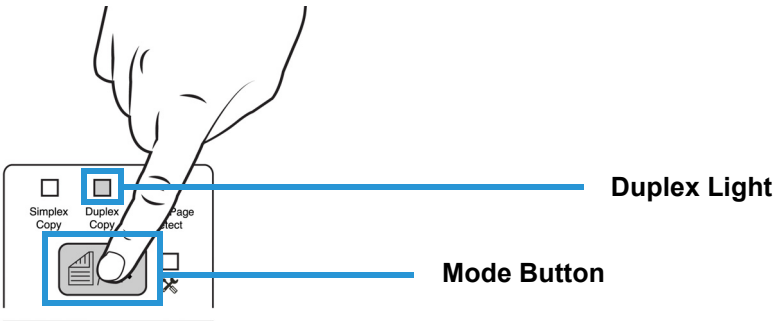


5. The copying process for the back side will automatically begin. The ID card will be guided through the feeder.
6. Once the copying is complete the printing will begin. The printer will print one side, then the other side automatically.

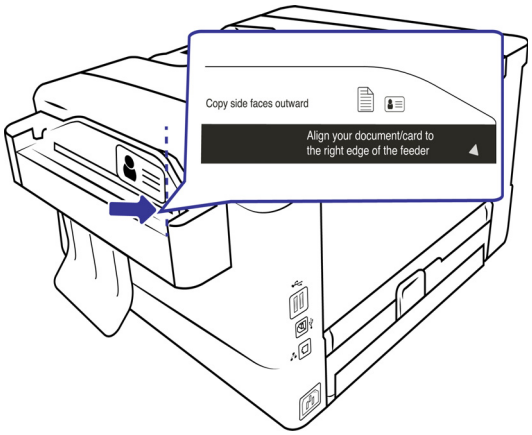
MULTIPLE ID CARD COPIES

Note: When the Duplex Light is lit and your original document is smaller than the A5 size (210 x 148 mm), the machine will enter into the ID card mode and automatically print the front and rear sides of your original on the same side of the sheet.

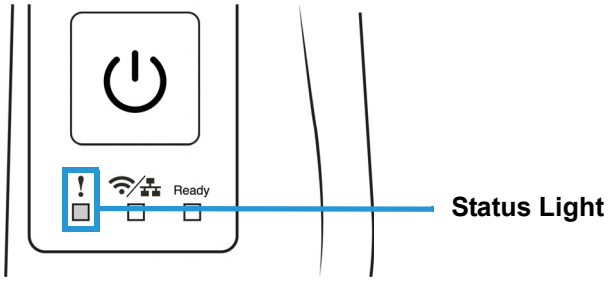
1. Press the **Mode** button until the **Duplex Light** is lit as indicated.

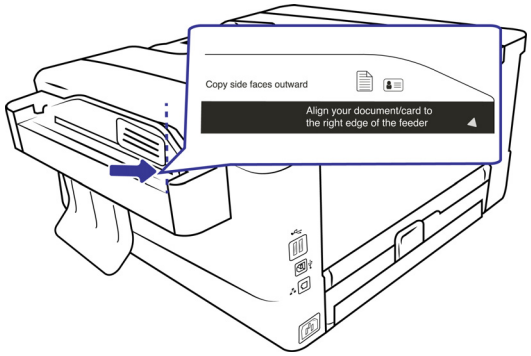


2. Load your document with the **front side facing outward** and align the paper to the right edge of the feeder.

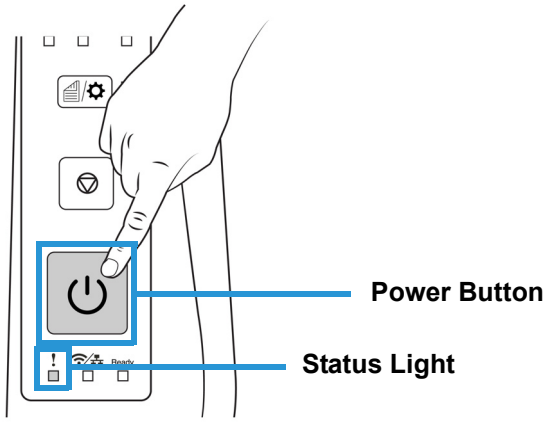


3. The copying process for the front side will automatically begin. The ID card will be guided through the feeder.
4. Once the copy of the first side is complete, observe that the **Status Light** is flashing. Load your document with the **back side facing outward** and align the paper to the right edge of the feeder.





5. The copying process for the back side will automatically begin. The ID card will be guided through the feeder.
6. Once the copying is complete the printing will begin. The printer will print one side, then the other side automatically.Press on the **Power Button** within 5 seconds after the printing is complete. The **Status Light** should still be flashing.



7. Another copy of your document will begin. Repeat the previous step for more copies of the same document.

The Web Interface

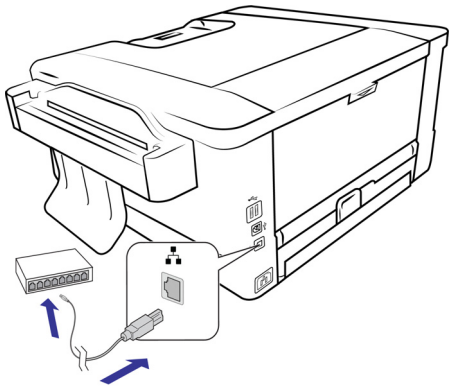
ACCESSING THE DEVICE'S WEB INTERFACE

To access the device's Web Interface, you will first need to locate the IP Address.

Finding the IP Address

This is your device's IP address. It is used to access the device's Web Interface.

1. Plug the ethernet cable into the ethernet port on the device and into an ethernet port on your modem, then turn on the device power.



2. Press and hold the **Cancel Button** to print the System Usage Page.

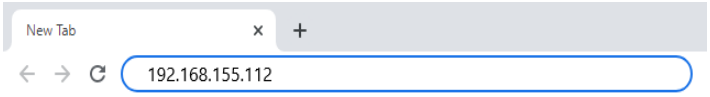
3. On the printed System Usage Page, locate the IP Address under the Ethernet Settings section.

Ethernet Settings

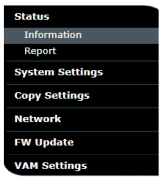
Obtain an IP address automatically	=	**On**
MAC Address	=	**e0:e1:a9:51:96:7b**
IP Address	=	**192.168.155.112**
Subnet Mask	=	**255.255.255.0**
Default Gateway	=	**192.168.155.1**
Domain Name	=	**visioneer.com**
Preferred WINS Server	=	
Alternate WINS Server	=	
Preferred DINS Server	=	**192.168.105.253**
Alternate DINS Server	=	**192.168.155.28**

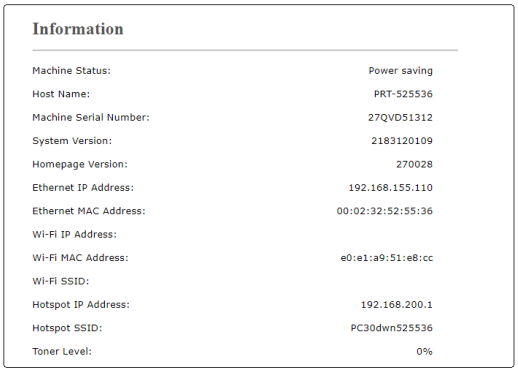
WARNING: DO NOT COPY the information in the screenshot. It is an example only. Your setup will have different information.

4. Open a browser and enter the IP address of your printer.



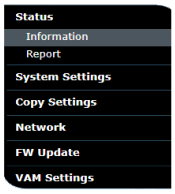
5. The device's embedded web page appears.

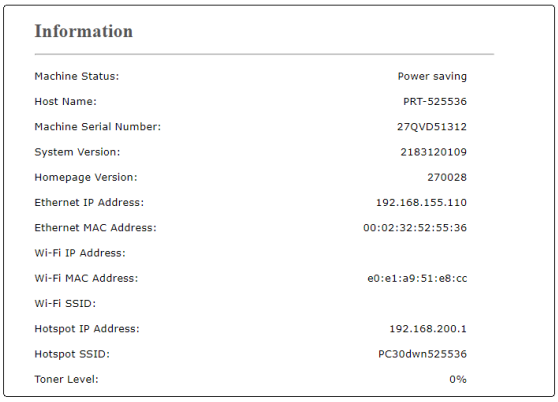




STATUS

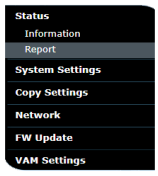
Information

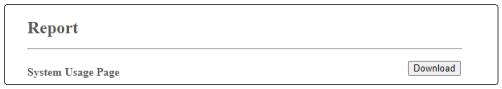




Item	Description
Machine Status	Displays the device's status.
Host Name	Displays the product's host name.
Machine Serial Number	Displays the device's serial number.
System Version	Displays the currently installed firmware version.
Homepage Version	Displays the version of the embedded web page.
Ethernet IP Address	Displays the IP address.
Ethernet MAC Address	Displays the MAC address.
Wi-Fi IP Address	Displays the Wi-Fi address.
Wi-Fi MAC Address	Displays the Wi-Fi MAC address.
Wi-Fi SSID	Displays the Wi-Fi SSID address.
Hotspot IP Address	Displays the Hotspot IP address.
Hotspot SSID	Displays the Hotespot SSID.
Toner Level	Displays a percentage of the remaining toner.

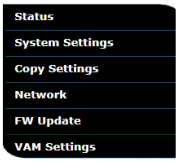
Report

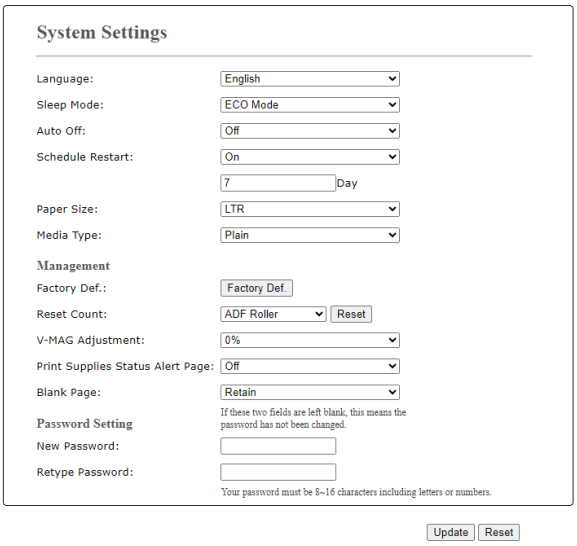




Click **Download** to download the System Usage Page (which can also be printed by pressing and holding the Cancel button). This contains the system usage information and the system settings.

SYSTEM SETTINGS

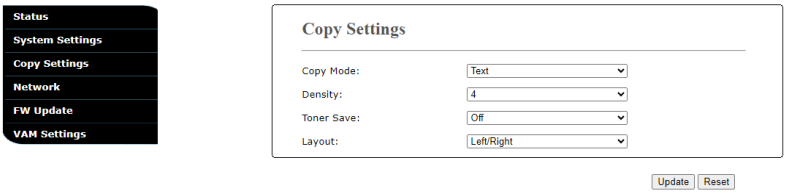




Item	Description	Options
Language	The language displayed on the web page.	• English • Spanish
Sleep Mode	Choose if you wish to enter energy saving mode and how long to wait to enter the energy saving mode after your last action.	• *ECO mode (Default) • 5 Min • 15 Min • 30 Min • 1 Hr
Auto Off	Choose how long to wait before shutting down the product automatically after your last action.	• *Off (Default) • 5 Min • 15 Min • 30 Min • 1 Hr • 2 Hr • 4 Hr
Schedule Restart	Set an automatic restart of the device settings.	• Off • On + Set the amount of days to schedule restart.
Paper Size	Specify the default paper size.	• A4 • *LTR (Default) • Officio • LGL
Media Type	Specify the type of paper that will typically used for printing.	• Thin • Plain • Laser • Thick

Item	Description	Options
Management		
Factory Default	Reset all settings to factory default values	
Reset Count	After cleaning the tray pad, click **Reset**. See Cleaning the Paper Tray for more information.	• ADF Roller • Tray 1 Pad
V-MAG Adjustment	Choose to adjust the vertical magnification rate of the printer.	• -0.4% • -0.2% • 0% • +0.2% • +0.4%
Print Supplies Status Alert Page	When supplies are low, a status alert page will be printed.	• On • Off
Blank Page	Allow the device to identify blank pages.	• Remove • Retain
Blank Page Detection Level:	Define how sensitive the blank page detection should be.	• Easy to be detected as document • Normal • Easy to be detected as white page
Password Setting		
New Password	Displays a percentage of the remaining toner.	
Retype Password	Enter a password to enable modifying the web page. Password should be 8~16 characters or digits in length.	

COPY SETTINGS

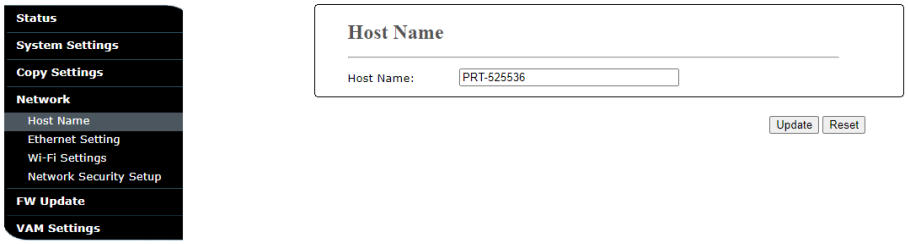


Item	Description
Copy Mode	Select the copy mode that suit your original document (*Text, Mixed)
Density	Displays the default density level. Default: 4 (range 1 ~ 7)
Toner Save	Select On/Off. Selecting On will print documents in draft mode, saving you toner.
Layout	Display the default layout for your output. (Up/Down, *Left/Right, Front/Rear)

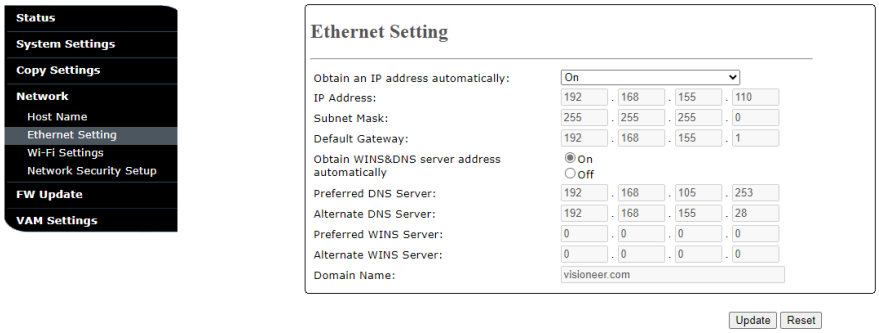
NETWORK

Host Name

Displays the device network host name. To change simply edit and click **Update**.



Ethernet Settings

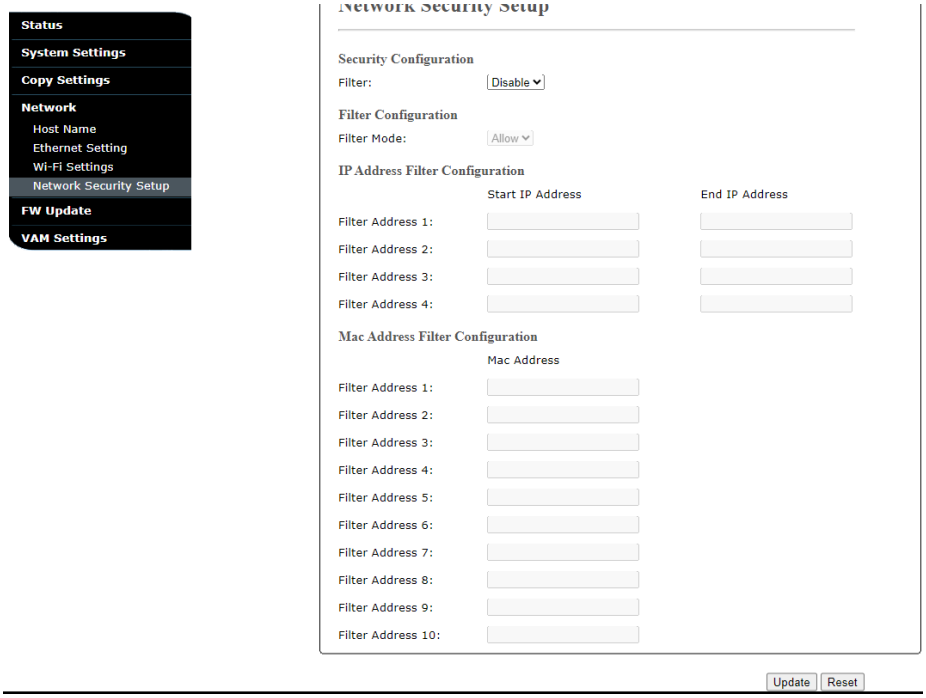


Item	Description
Obtain an IP address automatically	*Off/On
IP Address	Enter your specified IP address of the product.
Subnet Mask	Enter your specified IP address for the subnet mask.
Default Gateway	Enter your specified IP address for the gateway.
Obtain WINS&DNS server address automatically	*Off/On
Preferred DNS Server	Enter the preferred DNS server address for the product.
Alternate DNS Server	Enter the alternate DNS server address for the product.
Preferred WINS Server	Enter the preferred WINS server address for the product.
Alternate WINS Server	Enter the alternate WINS server address for the product.
Domain Name	Enter a domain name for the product.

Wi-Fi Settings

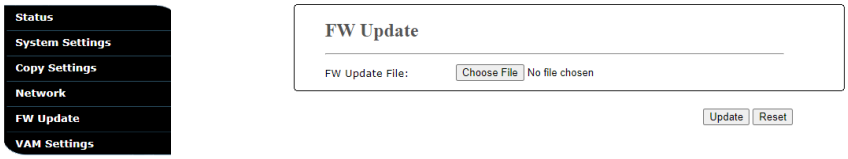
A list of all currently available Wi-Fi networks. For more information see Connect the VisioneerÆ RabbitTM PC30dwn to Your Wi-Fi.

Network Security Setup



Item	Description
Security Configuration Filter	Specify if you wish to enable or disable the filter configuration (*Disable/ Enable).
Filter Configuration	Specify your filter mode to allow some IPs to access the device or deny some IPs from accessing the device (Allow/Deny).
IP Address Filter Configuration	Four types of Start IP and End IP can be specified.
Mac Address Filter Configuration	Up to 10 Mac address can be specified.

FIRMWARE UPDATE

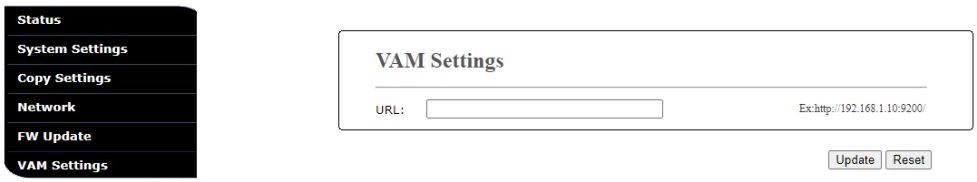


Before updating the product's firmware, you need to first download the latest firmware from our web site at www.visioneer.com onto your computer.

To update the product's firmware

1. Click **Browse** to find the firmware file on your computer.
2. Click **Update** to begin the updating process for your product.

VAM SETTING



Type the server address and click **Update** to update the VAM setting.

MAINTENANCE

This section contains information about maintenance, troubleshooting, uninstalling, device specifications, and spare parts.

CONSIDERATIONS

If the printer will be idle for a period of time, for example, overnight, turn off the printer with the power switch. If the printer will be idle for a longer period of time, such as holidays, unplug the power cord from the electrical outlet to prevent danger.

SAFETY PRECAUTIONS

When servicing the device you should take the following precautions to ensure your safety and prevent damage to the device.

Do These

- Wear protective gloves when cleaning the device with Isopropyl rubbing alcohol. Rubbing alcohol may irritate sensitive skin.
- Only perform device maintenance as described in this chapter.
- Keep the device and cleaning supplies away from any open flame or heat source as any form of alcohol is flammable.
- Always read the instructions in each section carefully, the instructions are specific to the part you are installing or servicing.
- Move the Visioneer® Rabbit™ PC30dwn to an area that has adequate room for opening the Visioneer® Rabbit™ PC30dwn.
- If your Visioneer® Rabbit™ PC30dwn has a power cord and/or power switch, always turn off the Visioneer® Rabbit™ PC30dwn and unplug the power cord before performing maintenance, unless the maintenance instructions below specifically state to leave the Visioneer® Rabbit™ PC30dwn plugged in and powered on.
- Always unplug the USB cable from the Visioneer® Rabbit™ PC30dwn before performing maintenance, unless the maintenance instructions below specifically state to leave the Visioneer® Rabbit™ PC30dwn plugged in.
- Wear an anti-static strap to prevent electrostatic discharge when touching metal components.
- Keep all cleaning supplies, Visioneer® Rabbit™ PC30dwn parts and accessories out of the reach of children.

Do Not Do These

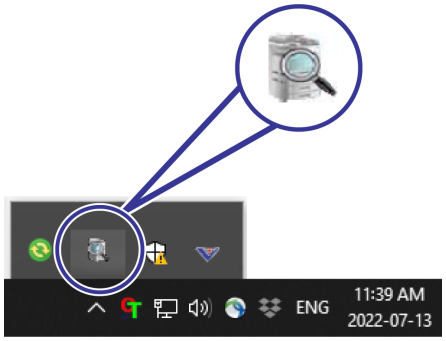
- Never attempt installation of any part not described in this manual.
- Never service the Visioneer® Rabbit™ PC30dwn near a radiator or any other heat source.
- Never use aerosol sprays or compressed air, or attempt to lubricate parts with an oil or silicon spray.
- Never service the Visioneer® Rabbit™ PC30dwn in an area where there are open liquid containers.
- Never pour or spill liquid on the Visioneer® Rabbit™ PC30dwn or any of its components.

PRINTER STATUS MONITOR

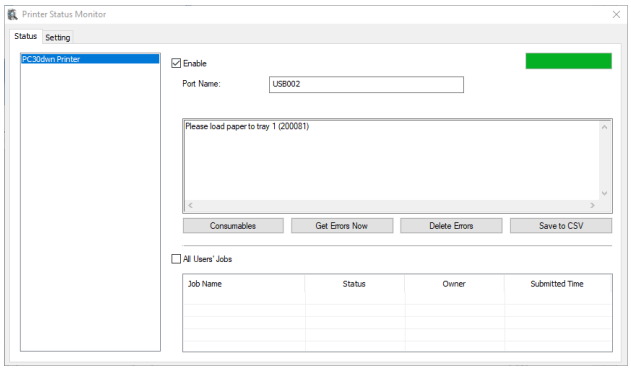
The Printer Status Monitor allows you to monitor your printer's status, get information on consumable parts, and alerts you when printer errors occur. Printer Status Monitor is available when the printer is connected directly to a host computer via the USB port or a network port. Printer Status Monitor is installed when you install the printer driver as described in Installation.

Access the Printer Status Monitor

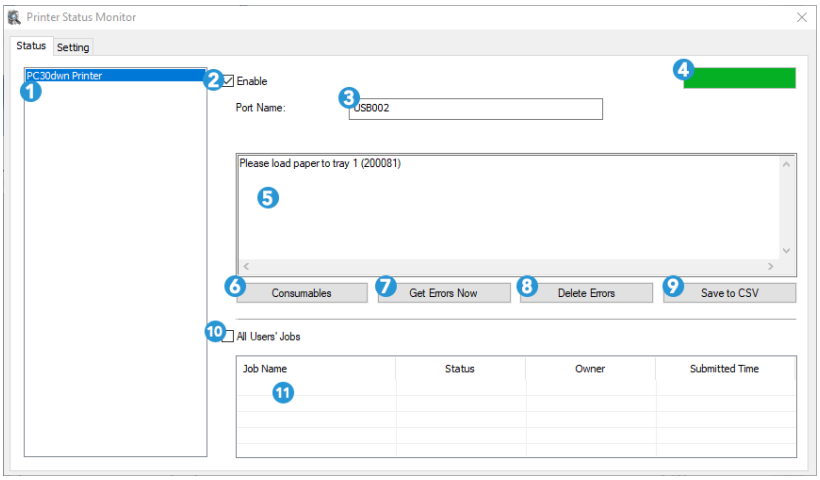
1. Double-click the Printer Status Monitor icon on the system tray.



2. The following printer status window appears.

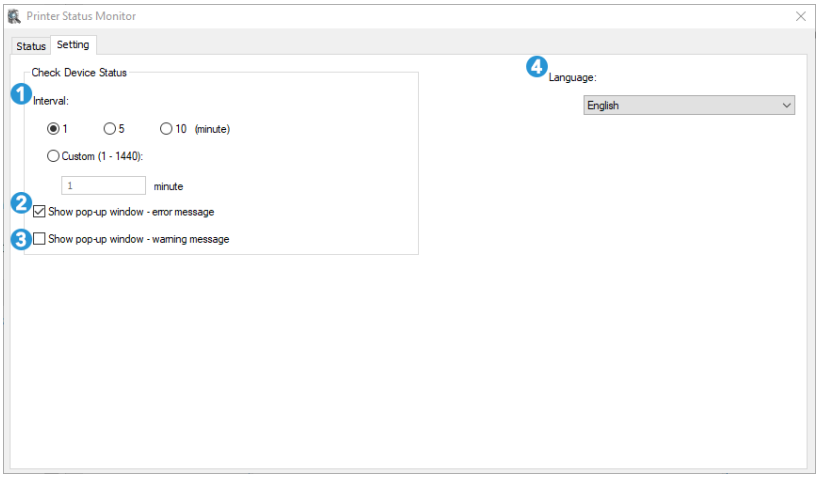


Status Window



1. **Printers** — displays connected printers.
2. **Enable** — check the box to enable accessing the status of a specified printer.
3. **Port Name** — port name for the specified printer.
4. **Progress Bar** — displays the connectivity status.
5. **Information Box** — displays the current status of the printer and/or any current errors.
6. **Consumables** — click to display the information of the paper tray and the consumables parts such as Drum Unit, Toner Cartridge.
7. **Get Errors** — get a log of current errors related to selected printer listed in the Information Box.
8. **Delete Errors Now** — deletes the listed errors in the Information Box.
9. **Save to CSV** — save error messages to a CSV file.
10. **All Users' Jobs** — check the box to display All users' jobs.
11. **Job Box** — displays all the jobs in queue.

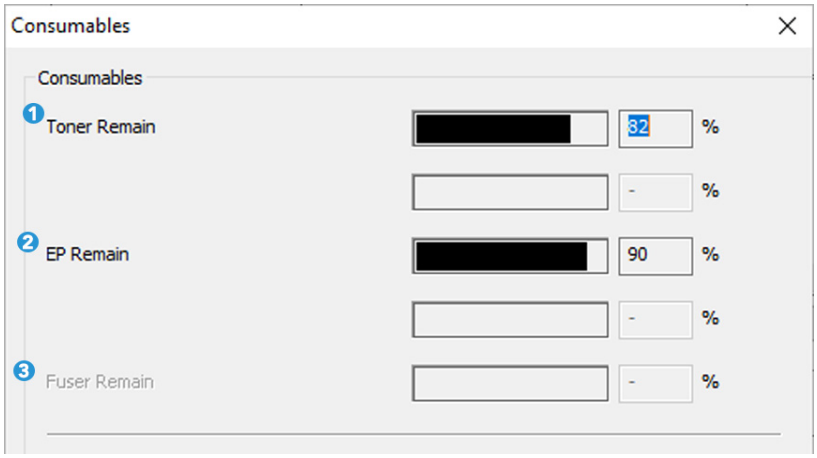
Settings Window



1. **Interval** — define the interval to refresh the printer error status.

2. **Show Pop-up Error Message** — check this box to allow pop-up error messages to appear on your desktop.
3. **Show Pop-up Warning Message** — check this box to allow pop-up warning messages to appear on your desktop.
4. **Language** — select the display language of the Printer Status Monitor.

Consumables Window



1. **Toner Remaining** — indicates the percentage of toner left.
2. **EP Remaining** — indicates the percentage of EP before changing.
3. **Fuser Remaining** — does not apply.

TROUBLESHOOTING

Error Message	Possible Causes and/or Solutions
Service code: 100111	Restart printer. If this error persists, call service for help.
I2C error (100112)	Call service for further help.
Printer module error (205000, 205001, 205101)	An unexpected error from printer parts occurs. Restart printer or call technical support to replace printer parts that fail.
Motor error (000001)	When printer is booted, the device and printer engine Initialization fail. Restart printer and/or call service.
Fan fails (200090)	Call technical support to replace the fan.
Front cover opens (200051).	Please close front cover.
Rear cover opens (200054).	Please close rear cover.
Continue feed error (200000).	Please open front cover to clear the paper and load paper to proper tray.
Fuser error (201600, 201604~5, 201613, 201615~201618, 201621~201623)	Please restart printer. If the error persists, call technical support for help.
Device lamp error (940305)	Close the copier module and then restart the printer. If the error persists, call service personnel for help.
AFE R/W error (940306)	Restart the printer. If the error persists, call technical support for help.
Please load paper in manual tray (200080).	Paper empty in the manual tray.
Please check tray 1 (200003)	Pick up error. Paper empty, paper jam, or pickup failed in tray 1.
Please load paper to tray1 (200081)	Tray 1 paper empty.
IP conflict (500000)	Check your network settings.
DHCP no response (500002)	Check network settings.
USB flash disk not found	Insert USB flash drive to the USB flash port.
USB flash disk connection fails. Job abort	Check the connection of USB flash drive.

Error Message	Possible Causes and/or Solutions
PRINTER not ready. Try again later	Printer is busy with current job. Wait until current job is completed.
Buffer full Job abort	There is not enough memory to process the copied images.
Buffer full Print copied images: 1 Cancel job: 2	Memory is not enough to process the copied images. Press [1] to print the first few images which have not exceeded the memory limit or press [2] to cancel job.
Resetting default settings fails Please try again later	Reset default settings.
Device Calibration fails. Please try again later	Please try again by pressing the Menu button and then choosing System > Management > Calibration.
Reset count fail Please try again later	Please try again by pressing the Menu button and then choosing System > Management > Reset count.
Setting fails Please try again later	Setting the Menu option fails. Check your setting.
Full page does not support N in 1	The Full page feature does not support N in 1 (2 in 1 or 4 in 1).
Custom zoom does not support N in 1	The Custom Zoom feature does not support N in 1 (2 in 1 or 4 in 1).

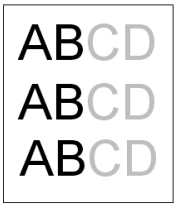
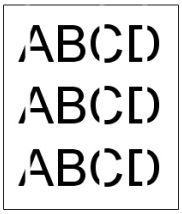
System Errors

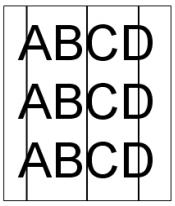
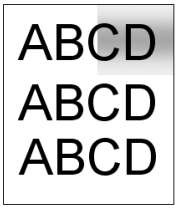
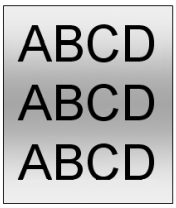
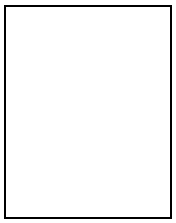
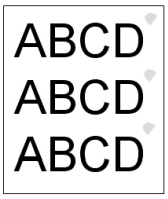
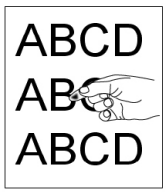
If the following errors occur, restart the device. If the problem persists, call customer service for help.

Error #	Cause
300100	Printer API_NVRAM_RW_TEST_FAIL
300101	Printer API_NVRAM_WRITE_FAIL
300102	Printer API_NVRAM_READ_FAIL
300200	Printer Flash Error
300201	Printer FLASH_BLOCK_ERASE_FAILED
300202	Printer FLASH_CHIP_ERASE_FAILED
300203	Printer FLASH_PROGRAM_FAILED
201610	Printer LPU Error, LPU cable connection fails.
201650	Printer runtime error
201651	Firmware error
201701	Printer MB NVRAM: reading error

Error #	Cause
201702	Printer MB NVRAM: writing error
201703	Printer MB NVRAM: reading error while comparing
201704	Printer MB NVRAM: comparing error
201711	Printer Drum Unit NVRAM: reading error
201712	Printer Drum Unit NVRAM: writing error
201713	Printer Drum Unit NVRAM: reading error
201714	Printer Drum Unit NVRAM: comparing error
201721	Printer Toner NVRAM: reading error
201722	Printer Toner NVRAM: writing error
201723	Printer Toner NVRAM: reading error while comparing
201724	Printer Toner NVRAM: comparing error
201730	Printer uses wrong NVRAM Address
302651	Network_INIT_FAIL, network initialization fails

IMAGE PROBLEM TROUBLESHOOTING

Problem	Image Example	Solution
Paper curls		1. Use paper of standard weight: If you are using thin paper, try to use paper of standard weight (70 g/m2). 2. Use paper with less moisture: Load the paper to the paper tray immediately after removing them from the packaging. Seal the remaining paper with the original packaging to keep from the moisture absorption.
Lightly printed document (entire page)		1. Make sure that the toner cartridge is fully installed. 2. Make sure that the Toner Save setting is turned off in the printer driver. 3. Try using a different type of paper. 4. The toner cartridge might be almost empty. Replace the toner cartridge.
Lightly printed (partial page)		1. Make sure that the toner cartridge is fully installed. 2. The toner level might be low. Replace the toner cartridge. See Calibrating the Copier Module. 3. The paper might not meet the printer's specifications (for example, the paper is too moist or too rough).
Vertical white lines		Call the technical support for help.

Problem	Image Example	Solution
Vertical black lines		Please clean the EP charger.
Dirty background (partial page)		Check if toner is not leaked from the toner cartridge. If so, replace the toner cartridge.
Dirty background (entire page)		1. The paper might not meet the printer's specifications (for example, the paper is too thin). 2. Check if there is enough toner in the toner cartridge. If not, please replace toner cartridge. 3. Call the technical support for help.
Printed blank page		Check if there is enough toner in the toner cartridge. If not, please replace the toner cartridge. If this error happens again, call service for help.
Defective image of regular interval		1. Use a clean and soft cloth to wipe off the dust or particle on the drum unit. (See page 98) 2. If the error occurs again, contact the technical support.
Loose toner		1. If you have observed a rougher texture on one side of your paper, try printing on the smoother side. 2. The paper might not meet the printer's specifications (for example, the paper surface is not smooth or paper too thick). 3. Media type incorrect. Please choose proper media type for your paper.

CLEARING PAPER JAMS

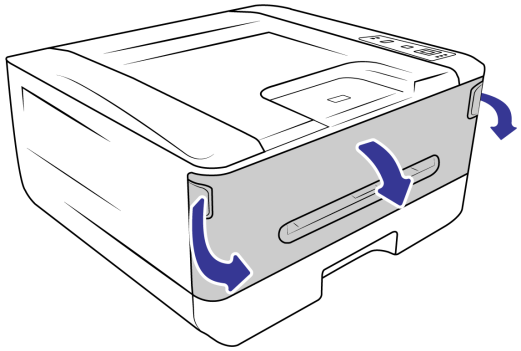
If your device stops copying due to a paper jam, a warning opens after a few moments.

Paper Jam Error Message	Solution
ADF paper jam (002013)	1. Open ADF cover and clear paper. 2. Close ADF cover.
Paper jam (200301)	Please check manual tray.
Paper jam (200302)	Please open front cover and tray 1 to clear jam paper.
Paper jam (200324)	Please open front cover and tray 1 to clear jam paper.
Paper jam (200325)	Please open front cover and pull drum unit out to clear jam paper.
Paper jam (200326)	Please open front cover and pull drum unit out to clear jam paper.
Paper jam (200327)	Please open front cover and pull drum unit out to clear jam paper.
Paper jam (200328)	Please open front cover and pull drum unit out to clear jam paper.
Paper jam (200329)	Please open front cover and pull drum unit out to clear jam paper.
Paper jam (200330)	Please open front cover and rear cover to clear jam paper.
Paper jam (200331)	Please open front cover and rear cover to clear jam paper.
Paper jam (200332)	Please open front cover and rear cover to clear jam paper.
Paper jam (200333)	Please open front cover and rear cover to clear jam paper.
Paper jam (200334)	Please check paper tray.
Paper jam (200335)	Please check paper tray.
Copier Module Paper jam (940304)	Open the copier module and remove the jammed paper.

Locations of Paper Jams

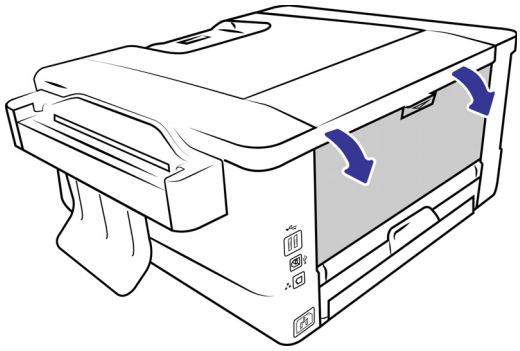
Front Cover

Open the front cover by pulling the handles of the front cover on both sides.



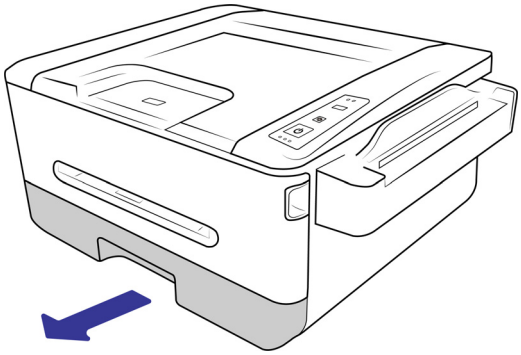
Rear Cover

Open the front cover by pulling the handles of the front cover on both sides.



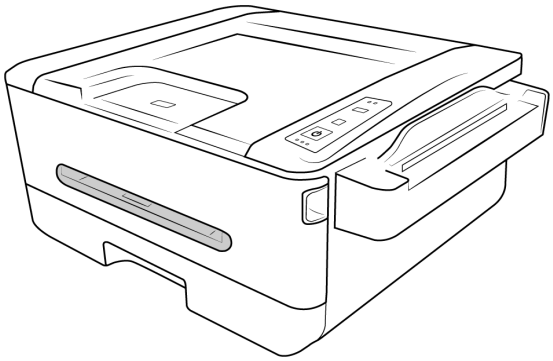
Paper Tray

Pull the duplex tray beneath the rear cover out of the main unit.



Manual Tray

Remove any paper lodged in the manual feeder.

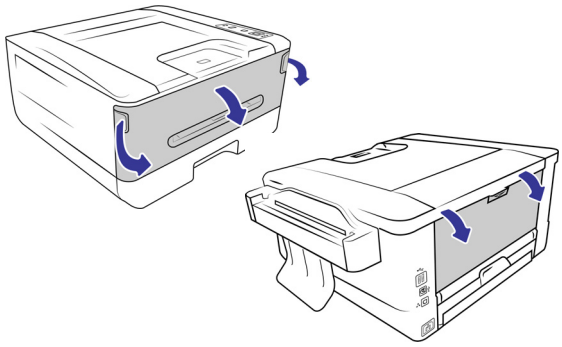


To reduce the number of paper jams, smooth and straighten the paper before copying, adjust the guides to the paper size, and insert the paper evenly into the ADF.

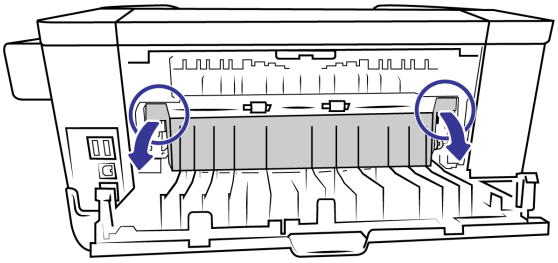
Fuser

The area around the fuser is hot. To avoid a burn injury, be careful not to touch the fuser until it cools down and follow these steps to remove the jammed paper:

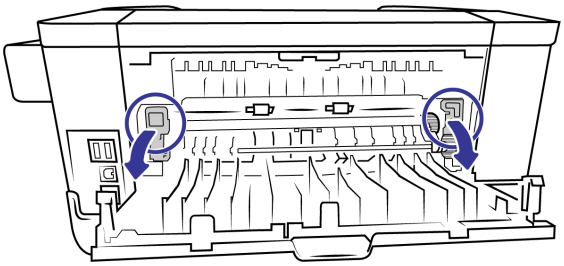
1. Open the **Front Cover** and the **Rear Cover**.



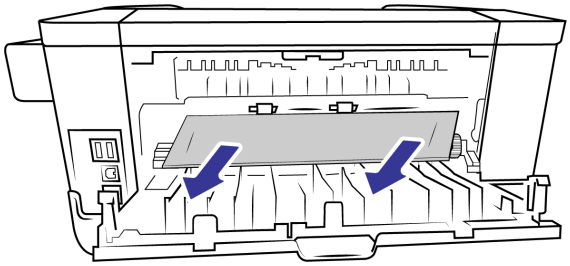
2. Pull down the **Fuser Path**.



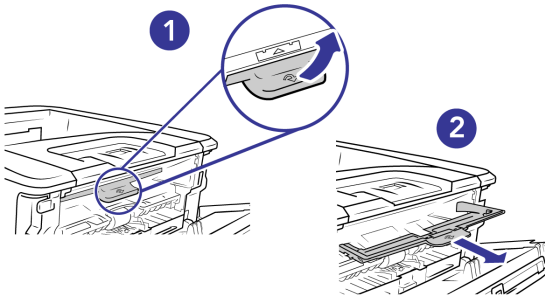
3. Pull down the **Release Arm** on both sides.



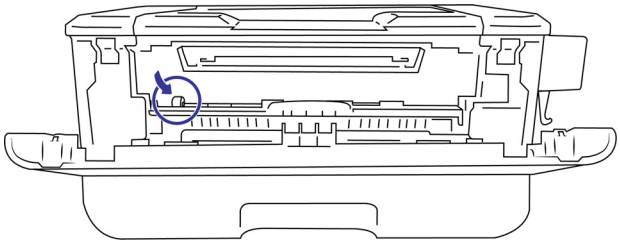
4. Slowly remove the jammed paper.



5. If the jammed paper remains difficult to remove, remove the toner cartridge first (from the front).



6. Rotate the Release Wheel towards the inside of the device to slowly pull out the jammed paper.



CLEANING THE DEVICE

Regular maintenance of your device can help to ensure continual optimal performance.

Using a soft, lint-free cloth, wipe down all plastic surfaces on the device.

Cleaning the Outside of the device

Excessive dust accumulation around and on the device will pull into the device during the copying process and clog the ventilation openings. You should clean the inside of the device at least once a week or as needed depending on how often the device is used. If cleaning the device does not resolve any image quality issues, please follow the instructions in the next section for calibrating the device.

1. Turn off the device power.
2. Using a soft dusting cloth, wipe down the body of the device, input tray and exit area. Make sure that the input and exit slots in the device are also clean.
3. If there is any accumulation of dust in the indentations around the buttons, use a blower brush to gently brush away the dust.
4. When you're finished, press the power button to turn the device back on.

Cleaning the Inside of the device

Note: Clean the inside of the device to remove dust and paper debris from the copier glass, pickup and feed rollers. Cleaning the inside of the device helps to keep your device operating at optimum performance. Dust accumulation will prevent documents from feeding straight through the device, dust on the device glass will appear as lines in the copied image.

Safety Precautions

- Keep the isopropyl rubbing alcohol away from fire, heaters or any open flame or heat source as any form of alcohol is flammable.
- Wear protective gloves as theisopropyl rubbing alcohol may irritate sensitive skin.
- Only clean the areas described in this section.
- Do not leave the isopropyl rubbing alcohol or any of the cleaning supplies where children can access them.
- Always turn off the device and unplug the device's power and USB cable prior to cleaning.

Preparation

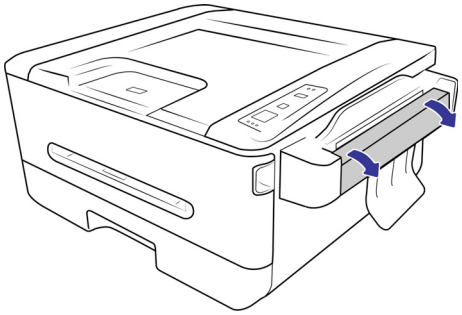
- Roller cleaning papers can be purchased from our website at www.visioneer.com in the Supplies & Accessories page for your device.
- When cleaning the inside of the device, you should do everything at the same time.
- Use scissors to open the roller cleaning paper bag, cutting across the dotted line.

⚠ WARNING: The roller cleaning paper is moistened with isopropyl rubbing alcohol. Please read and follow these precautions to ensure your safety.

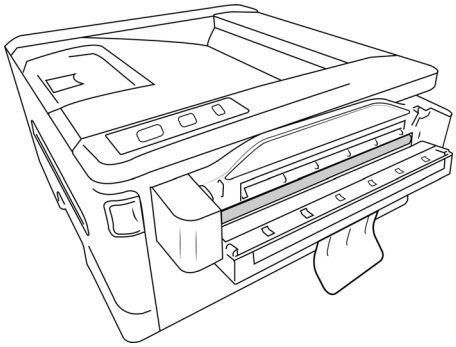
Cleaning the Copier

Cleaning the Copier Roller

1. Place your thumbs on either side of the paper feed slot, firmly and pull the copier lid down to release it from the body of the copier.



2. Use a wet soft cloth with isopropyl rubbing alcohol (70%) to clean the roller.

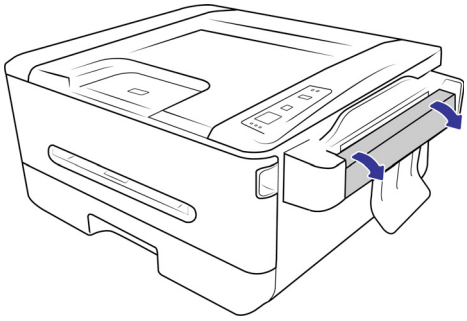


3. Hold the Mode Button and Cancel Button at the same time. Each time you press the combination of buttons, the rollers will rotate slightly, allowing you to clean the rollers efficiently.
4. Close the copier door.

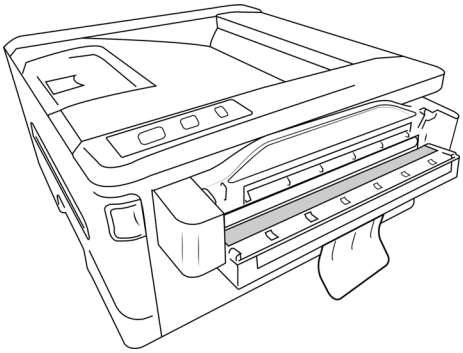
Note: Be careful when cleaning the roller. Do NOT force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and cause the device to feed pages incorrectly.

Cleaning the Copier Glass

1. Place your thumbs on either side of the paper feed slot, firmly and pull the copier lid down to release it from the body of the copier.



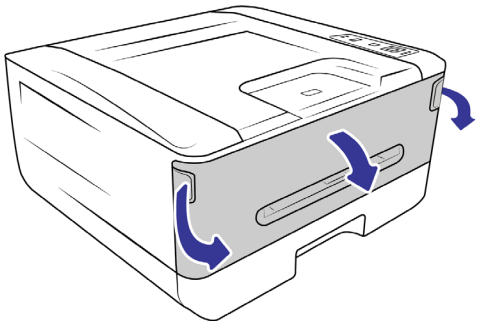
2. Use a wet soft cloth with isopropyl rubbing alcohol (70%) to clean the copier glass.



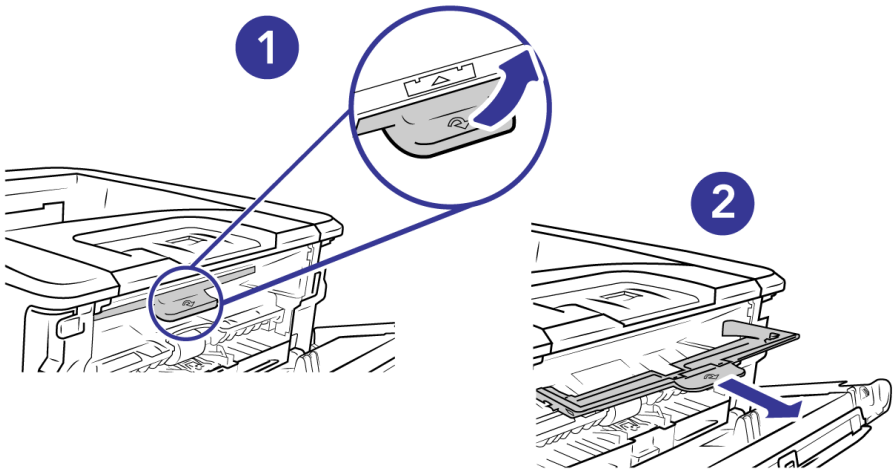
3. Close the copier door.

Cleaning the LPU Unit

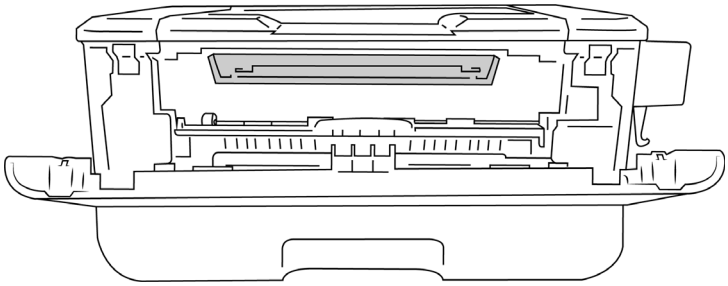
1. Open the Front Cover.



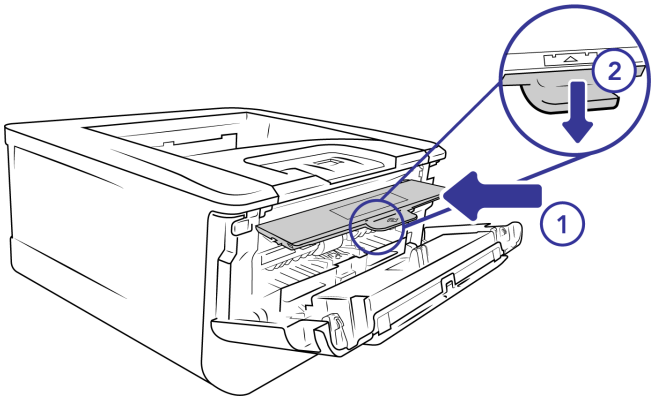
2. Remove the drum unit.



3. Use a wet soft cloth with isopropyl rubbing alcohol (70%) to clean the LPU unit, located at the back of inside the copier.



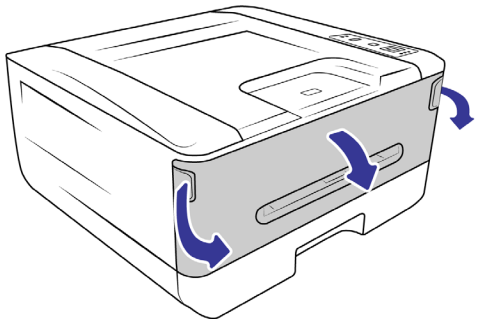
4. Return the drum unit into the device. Push it in then down.



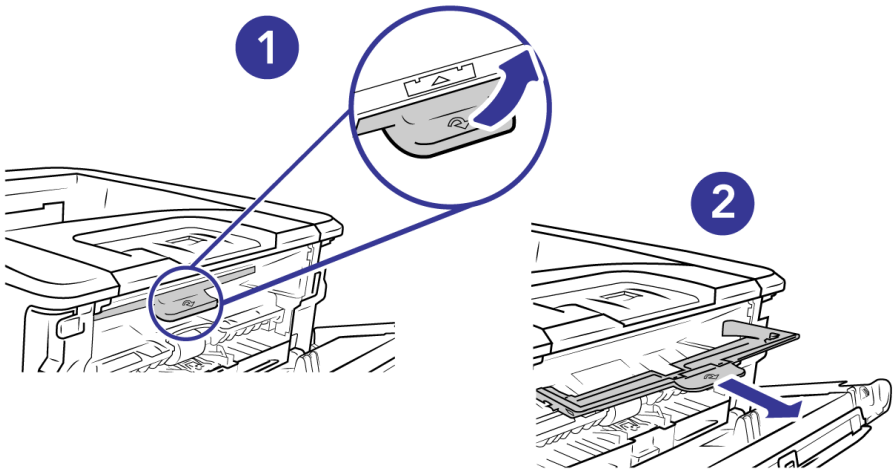
5. Close the front cover.

Cleaning the Paper Path

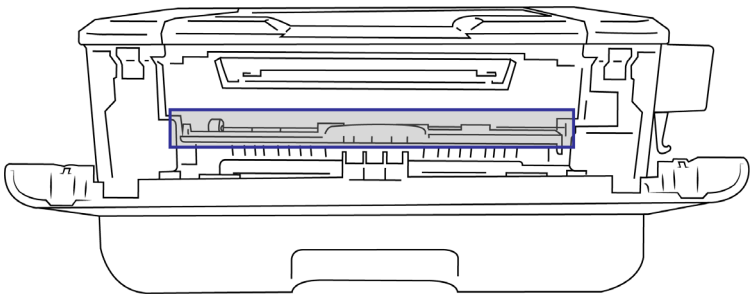
1. Open the Front Cover.



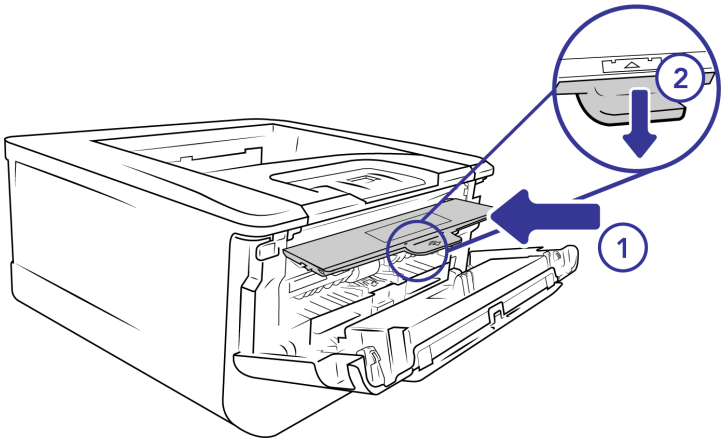
2. Remove the drum unit.



3. Check to see if the paper path has any dust, if so, use a soft cloth to gently remove any excess dirt.



4. Return the drum unit into the device. Push it in then down.

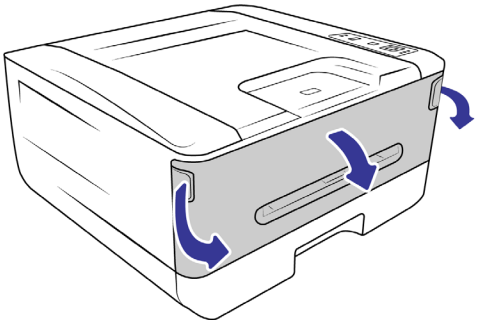


5. Close the front cover.

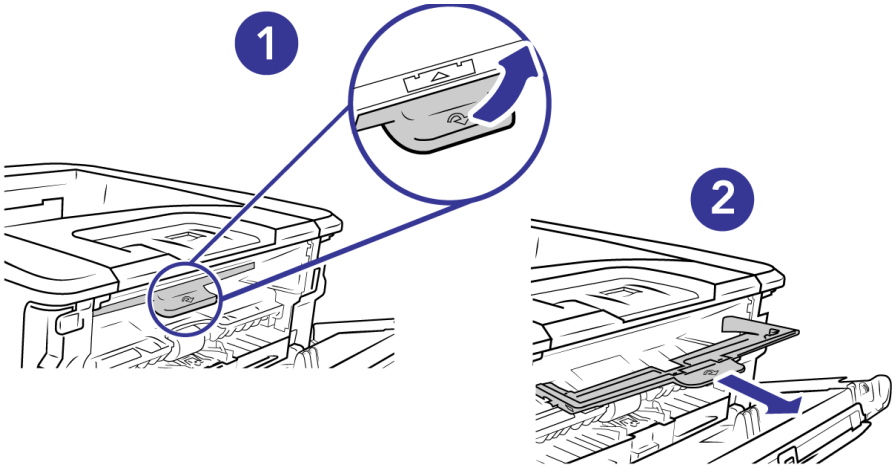
Cleaning the IR Sensors

If too much paper dust or dust accumulates on the IR sensors, it may cause the misjudgment of paper jam. For example, there is error code of paper jam occurs yet in fact no jammed paper found inside the printer. In this case, please clean the IR sensor according to the following steps. If the problem persists, the sensors are probably malfunctioning. Please contact the technical support to replace the sensor.

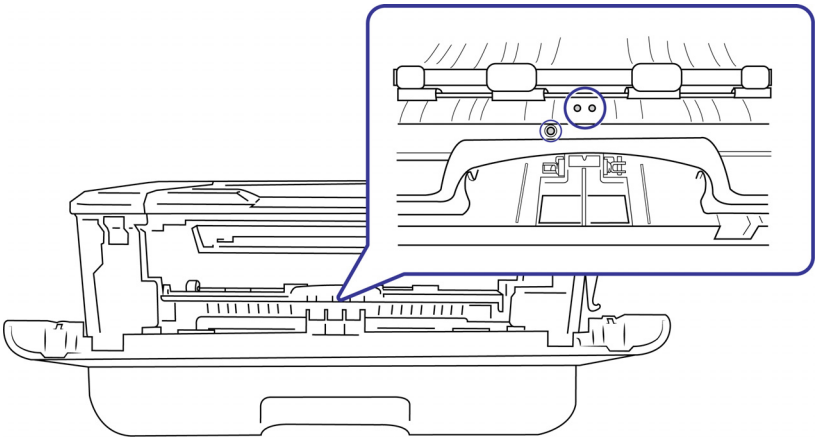
1. Open the Front Cover.



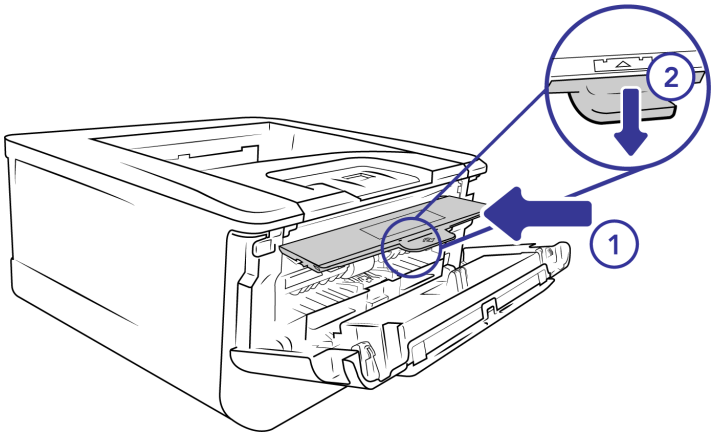
2. Remove the drum unit.



3. Use a wet soft cloth with isopropyl rubbing alcohol (70%) wipe the area near the sensors.



4. Return the drum unit into the device. Push it in then down.



5. Close the front cover.

Cleaning the Paper Sensors

The device has several sensors to detect the status of the paper when it is in the device. You should clean these sensors as part of your standard weekly maintenance of the device. If too much paper dust or dust accumulates on the IR sensors, it may cause the misjudgment of paper jam. For example, there is error code of paper jam occurs yet in fact no jammed paper found inside the printer. In this case, please clean the IR sensor according to the following steps. If the problem persists, the sensors are probably malfunctioning. Please contact the technical support to replace the sensor.

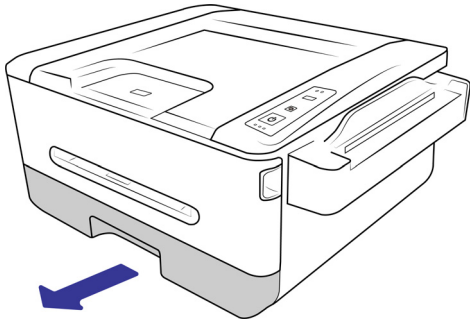
Note: Do not clean the sensors with isopropyl rubbing alcohol.

Preparation

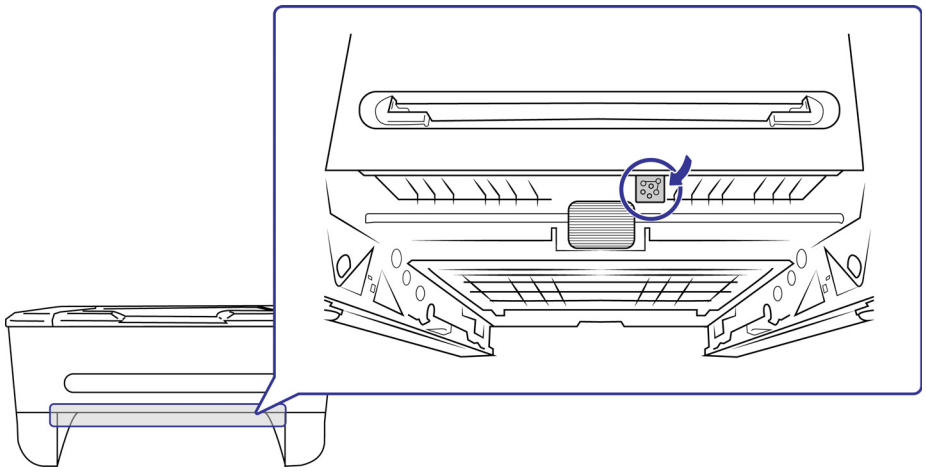
Turn off the device prior to cleaning the sensors.

Cleaning the Sensor Board

1. Remove the paper tray.



2. Use a soft cloth to wipe the area near the sensors and wipe the **back** of the sensor board.

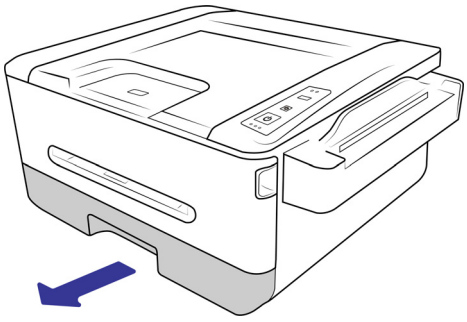


3. Return the paper tray into the device.

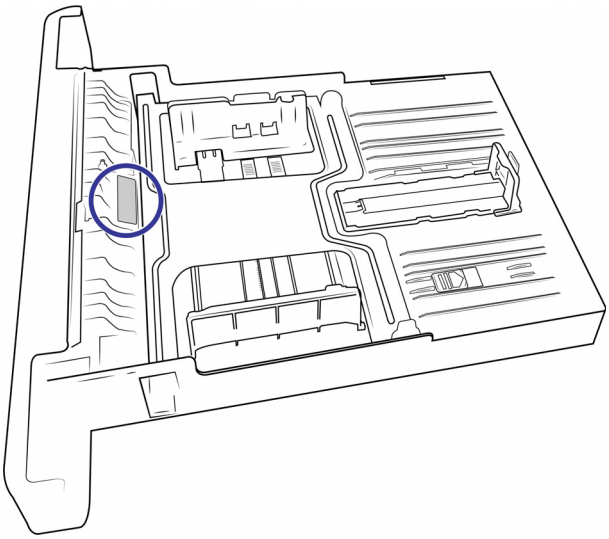
Cleaning the Paper Tray

If the pad in the paper tray is smeared with paper residue or dirt, paper may not feed smoothly or noise may occur during paper feeding. You should clean the pad every or every 30K copies.

1. Remove the paper tray.



2. Use a roller cleaning paper or a wet soft cloth with isopropyl rubbing alcohol (70%) wipe the pad.

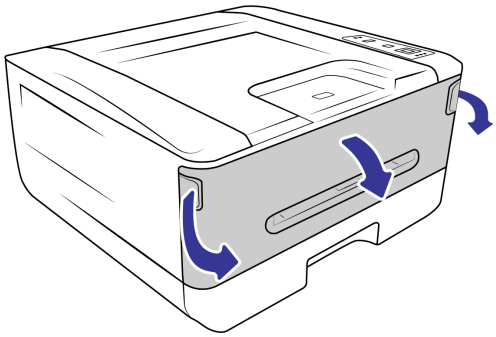


3. Return the paper tray into the device.

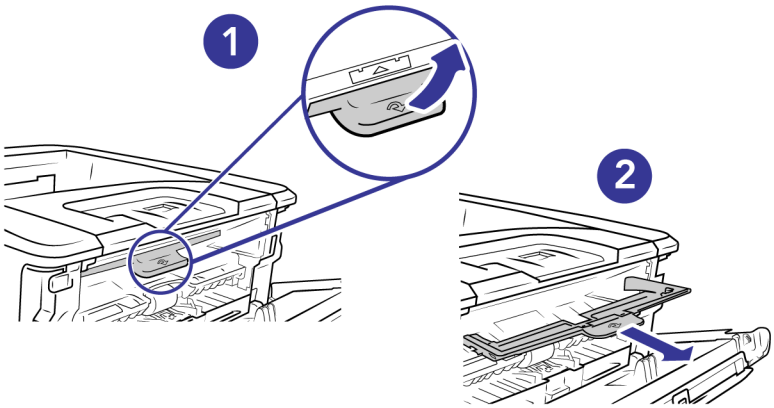
WARNING: After cleaning the pad, ensure it is fully dried before returning the paper tray back to the device.

Cleaning the Drum Unit

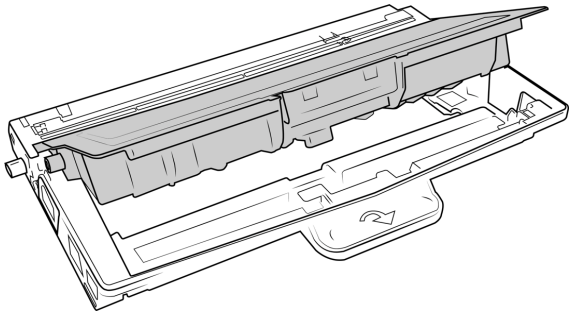
1. Turn off the device's power.
2. Open the Front Cover.



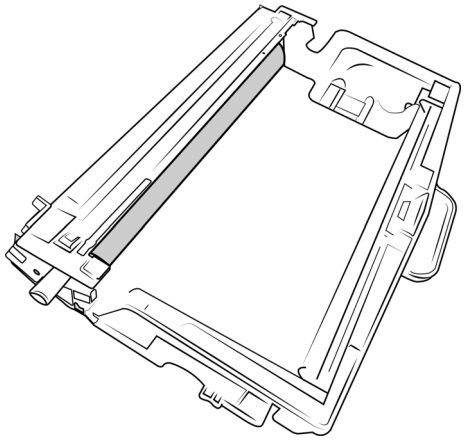
3. Remove the drum unit.



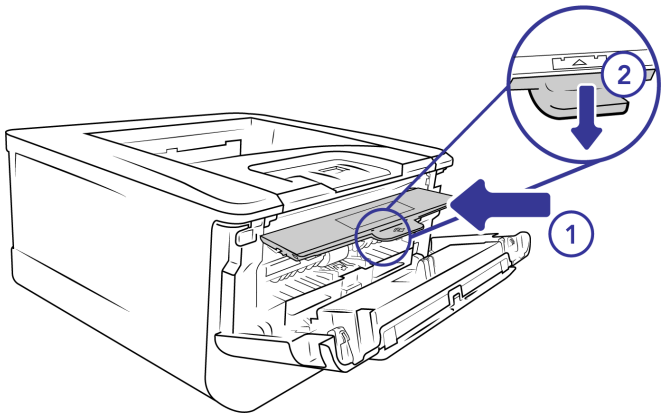
4. Remove the toner cartridge.



5. Clean this area of the drum unit with a soft cloth.



6. Return the toner cartridge into the drum unit. Tilt the toner cartridge upwards to insert it in the drum unit. Push down on the toner cartridge to snap it into place.

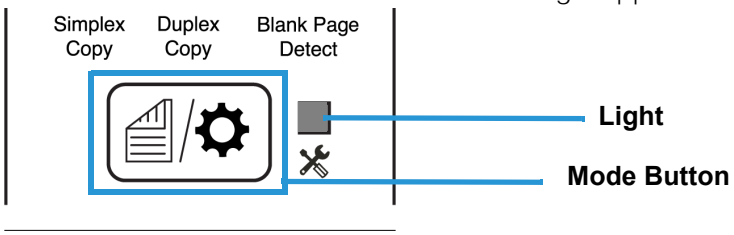


7. Insert the drum unit loaded with the toner cartridge in the device. Push it in and then down.

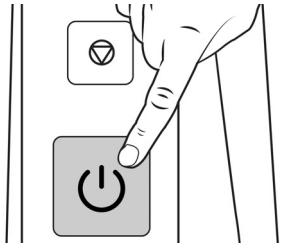
CALIBRATING THE COPIER MODULE

Calibrate the copier module when the copied images looks fuzzy, the color looks abnormal (e.g., darker than normal), after more than 8,000 copies, or the copier has been stored without use for a long time. The calibration process resets the Contact Image Sensor to resume its color and sharpness precision.

1. Power on the device.
2. Press and hold the **Mode Button** until a solid light appears.

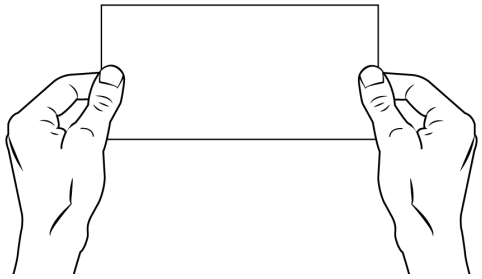


3. Press the **Power Button** once.

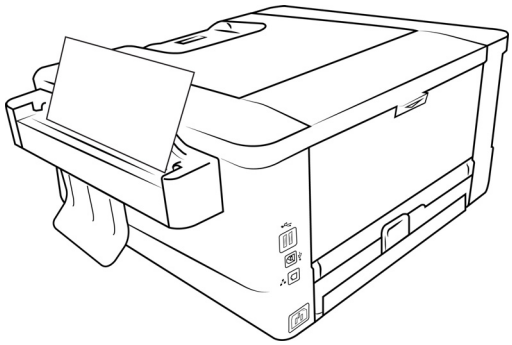


4. The settings light will flash intermittently 3 times.
5. The device is now ready to be calibrated.

6. Remove the calibration sheet from the bag, gently hold by the edges.



7. Insert the calibration sheet into the copier module, the barcode facing inside.



8. The copying will stop and continue. This indicates that the calibration is in process.
9. When it is complete the settings light will be off.
10. The copier module is now calibrated and you may resume copying.

TROUBLESHOOTING

Problem: The device won't work. What's wrong?

Check for one of these possible causes:

- **Are the cables loose or not plugged in securely?** Inspect the cable connections. Make sure the cables are plugged in securely.
- **Is the device's status light on?** Turn on the device's power. If the status light doesn't come on, plug the power supply into another electrical outlet. If you are using a UPS battery back-up or power strip, try plugging the device directly to a wall outlet.
- **Did you restart the computer and device?** If the device gets a paper jam, or looses connection because of an error, try restarting your computer and power cycling the device.
- **Did you plug the device into a USB hub?** If you're using a USB hub to connect the device, try plugging the device's USB cable directly to the back of the computer. It is not recommended that you use the device with a USB hub, if you are using a hub, the hub must have its own power supply.
- **Is the USB cable 6' or less?** If you are using a USB cable that is longer than 6' you may lose connection to the device. The recommended USB cable length is 6' or less, the USB cable provided with your device is within this range.

- **Did you select another source?** If you use multiple imaging devices with your computer, such as a camera, all-in-one printer, or another device, you may have selected another source for images. Make sure Visioneer® Rabbit™ PC30dwn is selected as the device.

Problem: Why does my device not function after performing a system restore on Windows?

The system restore process may have corrupted some of the driver components. It is recommended that you reinstall your device driver. Please refer to Uninstalling Your device on page 108 for installation instructions.

Problem: Why won't my device work after the computer has been sitting idle for several hours?

To resolve the problem, simply turn off the device power then turn it back on again.

This may occur after Windows goes into power saving mode to "hibernate" the computer into a low power state. When you move your mouse or type on the keyboard it "wakes" the computer back up and restores full power to the system. This power fluctuation during the computer's hibernating period may sometimes cause the device to lose communication to the computer.

Problem: The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before printing, and adjust the guides to the paper size. If paper jams are occurring more frequently, try cleaning the device's components, see Cleaning the device.

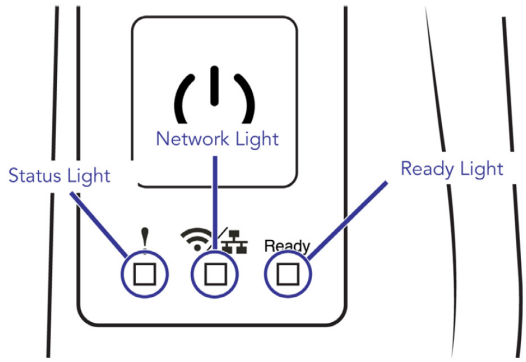
Problem: If the USB cable is disconnected during a print, the device does not reconnect when the USB cable is plugged back in.

Unplug the power cable from the device, and then plug it back in.

If the device does not reconnect:

1. Unplug the power cable from the device.
2. Restart your computer.
3. After the restart is complete, plug the power cable back in.

Light Troubleshooting Codes



Status Light

- **Steady green**: indicates the device is ready.

- **Flashing green**: indicates that the device is working.
- **Flashing red**: the device is reporting an error.

Network Light

- **Steady white**: Wi-Fi + ethernet are connected.
- **Blinking green**: ethernet only is connected.
- **Steady blue**: Wi-Fi only is connected.
- **Blinking blue**: Wi-Fi Direct only is connected.

Ready Light

- **Steady green:** indicates that the device is on and ready.
- **No light**: indicates that the device is off

Error Codes

The status light indicates the current state of the device. If your device experiences hardware problems, the status light turns red. See Status Window and Error Codes for more details.

UNINSTALLING YOUR DEVICE

Use the options in the Windows Control Panel to remove the device driver and modules, and any other software provided with the device.

Please leave the device's USB cable plugged into the computer while uninstalling the device driver. Unplug the USB cable when directed to do so in the instructions below.

Open the list of installed programs in the Windows Control panel.

- Windows 7 and later: Open Programs and Features

Uninstalling the device driver:

1. In the list of installed programs click on Visioneer® Rabbit™ PC30dwn driver.
2. Click the **Change/Remove** or **Uninstall** button.
3. Click **Yes** when asked to confirm that you want to remove the driver.

   When the driver uninstallation is complete the progress window will automatically close.
4. Turn off the device and unplug the USB cable.
5. Reboot the computer if you are prompted to do so.

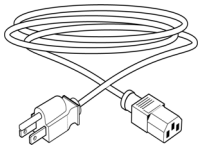
VISIONEER® RABBIT™ PC30dwn SPECIFICATIONS

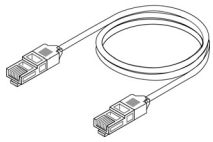
Device Specifications	
Print module specification	
Resolutions	600 x 600 dpi
Speed (simplex)	30 ppm
Duplex printing	Build-in
Duplex printing	A4, Letter, Legal and Oficio
Languages	GDI, PCL6
Print technology	Laser
Print color	Monochrome
Document Requirements – Print module	
Minimum Item Size	3.00 x 5.00 inches (76 x 127 mm)
Maximum Item Size	8.5 x 14 inches (216 x 356 mm)
Capacity Main Tray	250 pages (70 g/m^2, plain paper)
Capacity Manual Tray	1 page
Paper Thickness	16 – 28 lbs (60 – 105 g/m^2)
Document Requirements – Copy module	
Minimum Item Size	2.00 x 2.00 inches (52 x 52 mm)
Maximum Item Size	8.5 x 14 inches (216 x 356 mm)
Capacity	1 page
Paper Thickness	7–110 lbs (27 – 413 g/m2)
Plastic Card	Embossed cards up to 1.25 mm thick. When scanning small pages such as Business Cards, we recommend using the front feed.
Copy module specification	
Optical Resolutions	600 dpi
Internal Bit Depth	48-bit
Output Bit Depth	16-bit
Scan Method	Simplex Automatic Document Feeder (ADF)
Image Sensor	CIS (Contact Image Sensor)
Light Source	RGB LED lamp

Device Specifications	
Image processing functions	Crop, de-skew, blank page detection
Multiple copies	Yes
General specifications	
Interface	USB 2.0
Certifications	FCC Class B - US and Canada
Operating Temperature	50° ~ 91° F (10° ~ 33° C without condensation)
Relative Humidity	15% ~ 80% RPH
Device Dimensions	
Width	15.9 inches (404 mm)
Depth	15.0 inches (380 mm)
Height	8.0 inches (204 mm)
Weight	18.7 lbs (8.5 kg)
Power Information	
Power Supply	110~127Vac,50/60Hz,9.0A
Power consumption	972 Watts (during operation) 23.2 Watts (ready) 3.23 Watts (power save after 15 minutes without scanning) 2.2 Watts (power save after 15 minutes without scanning, USB interface off) 2 Watts (network standby, all ports) 2 Watts (network standby, USB) 3.23 Watts (power save after 15 minutes without scanning) 0.2 Watts (power off)
Wireless Network Specification	
Connectivity	RJ-45 Ethernet 10/100/1000 Mb
Communication Protocol	TCP/IP, DHCP, DNS
Configuration Requirement	• IP address • Subnet mask • Gateway
Wireless Network Specification	
Connectivity	IEEE 802.11 b/g/n
Communication Protocol	TCP/IP, DHCP, DNS
Transmit Power	Max. 18 dBm

Device Specifications	
Configuration Requirement	• IP address • Subnet mask • Gateway
Security	• WPA-PSK/WPA2-PSK • WPA/WPA2 • WEP
Cable Information	
USB cable	USB Cable: 2.0, A(M)B(M), 4P, L=1850mm, UL2725, #28AWG, CA1004020233510, Longwell, Color transparent, W/Core, 75, RoHS
Power Cord	AC, Power Cord, US, 3P, 10A/125V, L=1800mm, 3C *18AWG, Black, PH8B1EDJF0AA05B, RoHS
Ethernet Cable	ASS'Y, ETHERNET CABLE, W/PACKING:W/NETWORK FUNCTION MODEL USE, CAT.5E, RJ45, L=1800mm, RoHS
Cable Information	
Supported Operating Systems	Microsoft Windows – 32-bit or 64-bit 7 (Service Pack 1) – 32-bit or 64-bit 10 – 64-bit 11 Mac OS – 10.7 or higher iOS – iOS 5 or higher Android – Android 8 or higher

VISIONEER® RABBIT™ PC30dwn PARTS LIST

Part Name	Part Number	
USB 2.0 Cable	35-0118-000	
Power Cord	35-0269-000	

Part Name	Part Number	
Ethernet Cable	35-0270-000	
Calibration Sheet	Call technical support	

Appendix A: Regulatory Information

COPY REGULATIONS

United States

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

1. Obligations or Securities of the United States Government, such as:

Certificates of Indebtedness	National Bank Currency	Coupons from Bonds
Federal Reserve Bank Notes	Silver Certificates	Gold Certificates
United States Bonds	Treasury Notes	Federal Reserve Notes
Fractional Notes	Certificates of Deposit	Paper Money

Bonds and Obligations of certain agencies of the government, such as FHA, etc.

Bonds. (U.S. Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.)

Internal Revenue Stamps. (If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.)

Postage Stamps, canceled or uncanceled. (For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75% or more than 150% of the linear dimensions of the original.)

Postal Money Orders.

Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.

Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.

2. Adjusted Compensation Certificates for Veterans of the World Wars.
3. Obligations or Securities of any Foreign Government, Bank, or Corporation.
4. Copyrighted material, unless permission of the copyright owner has been obtained or the reproduction falls within the “fair use” or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
5. Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)
6. Passports. (Foreign Passports may be photographed.)
7. Immigration Papers.
8. Draft Registration Cards.
9. Selective Service Induction Papers that bear any of the following Registrant’s information:

Earnings or Income	Dependency Status	Court Record
Previous military service	Physical or mental condition	

   Exception: U. S. Army and Navy discharge certificates may be photographed.

10. Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (unless photograph is ordered by the head of such department or bureau.)
11. Reproducing the following is also prohibited in certain states: Automobile Licenses — Drivers’ Licenses — Automobile Certificates of Title.

The above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

Canada

Parliament, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fines or imprisonment may be imposed on those guilty of making such copies.

1. Current bank notes or current paper money.
2. Obligations or securities of a government or bank.
3. Exchequer bill paper or revenue paper.
4. The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law.
5. Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen’s Printer for Canada, or the equivalent printer for a province).
6. Marks, brands, seals, wrappers, or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission or agency established by the Government of Canada or of a province or of a government of a state other than Canada.

7. Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada.
8. Documents, registers, or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the reproduction falsely purports to be a certified copy thereof.
9. Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.

The above list is provided for your convenience and assistance, but it is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

Other Countries

Copying certain documents may be illegal in your country. Penalties of fine or imprisonment may be imposed on those found guilty of making such reproductions.

- Currency notes
- Bank notes and cheques
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

Note: This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

Appendix B: Compliance Information

PRODUCT RECYCLING & DISPOSAL

USA & Canada

If you are managing the disposal of your Visioneer® Product, please note that the product may contain lead, mercury, Perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site.

Perchlorate Material - This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply.