



OneTouch™ 300  
User Guide

# USER GUIDE

## Visioneer® OneTouch™ 300

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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](http://www.visioneer.com), select your product, and then click the "Warranty Program" link to view the warranty terms and conditions for your scanner.

## 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 scanned 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.

## RoHS and WEEE Compliance

This product is compliant with RoHS Regulations of the European Parliament and Council Directive on the Restrictions of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (2002/95/EC), and with the Waste Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC).

## 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.

## ENERGY STAR for the USA

### Energy Program compliance

As an ENERGY STAR® partner, Visioneer Inc. has determined that this product meets the ENERGY STAR guidelines for Imaging Equipment.



ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency. The ENERGY STAR Imaging Equipment Program is a team effort between the U.S., European Union and Japanese governments and the office equipment industry to promote energy-efficient copiers, printers, fax, multifunction machine, personal computers, and monitors. Reducing product energy consumption helps combat smog, acid rain and long-term changes to the climate by decreasing the emissions that result from generating electricity.

## 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: <https://dtsc.ca.gov/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 scanner 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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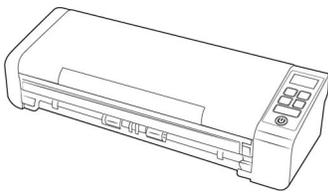


# WELCOME

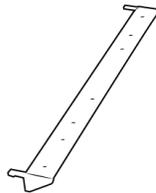
Your new Visioneer® OneTouch™ 300 scanner can quickly scan stacks of single-sided or double-sided pages and place their electronic images on your computer.

## WHAT'S IN THE BOX

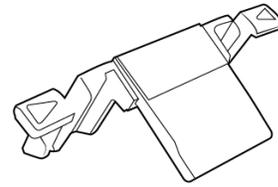
Before proceeding, check the contents of the box. If items are missing or damaged, contact the dealer where you purchased the scanner.



Visioneer® OneTouch™ 300



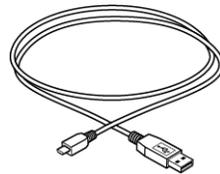
Rear paper feed



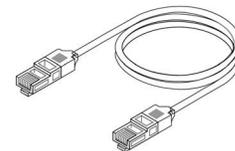
Spare ADF Pad



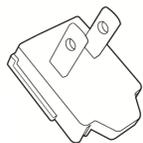
Quick Install Guide



USB Cable



Ethernet Cable



Power plug adapter



Power Supply

## SYSTEM REQUIREMENTS

- Intel Pentium 4 or equivalent processor
- Universal Serial Bus (USB) port

- Apple® Mac OS X® operating system (10.14 – 13.1)
- Microsoft® Windows® operating system:
  - 32-bit or 64-bit Windows 7 (Service Pack 1)
  - 32-bit or 64-bit Windows 8 / 8.1
  - 32-bit or 64-bit Windows 10
- Minimum of 2 gigabytes (GB) internal memory (RAM)
- Minimum available hard disk space:
  - 350 MB for the scanner driver
  - 1 GB for Visioneer OneTouch
  - 1 to 2 GB for each additional application
- 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 scanner setup and installation instructions.
- **Technical Support and Warranty Card** — 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.

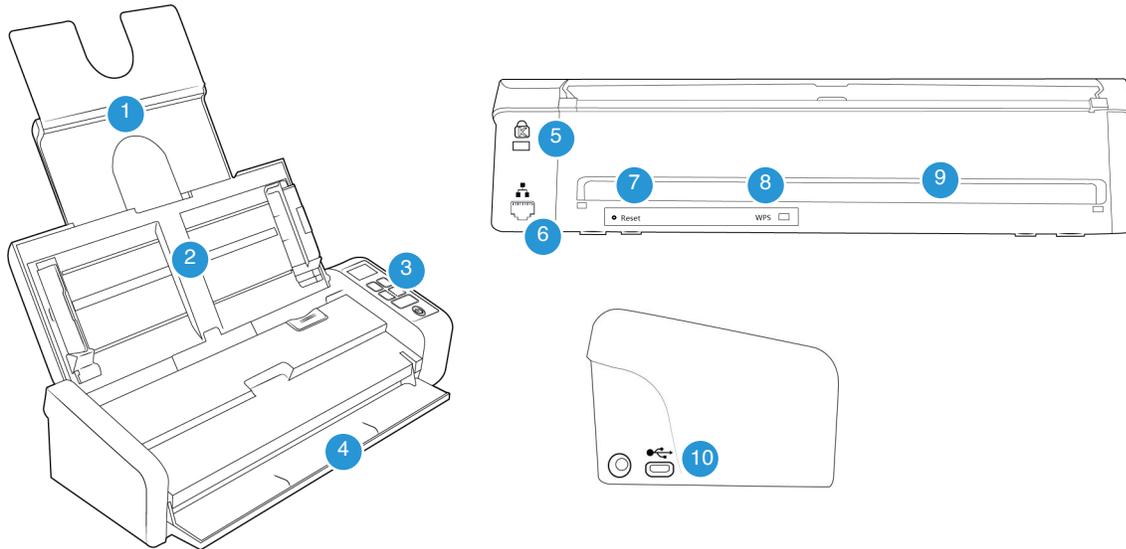
**The following soft-copy documentation is available during installation or on**

[www.visioneer.com](http://www.visioneer.com):

- **Scanner user guide** — instructions for scanner setup, installation, operation, maintenance, safety, and warranty.
- **OneTouch scanning guide** — instructions for configuring and scanning using OneTouch. (for windows)
- **TWAIN scanning guide** — instructions for accessing and scanning using the TWAIN interface.
- **Patch code sheets** — use with an application that supports detection of patch code data when using the TWAIN interface. The patch code page layouts have been specifically designed for your scanner. The file contains Patch 1 layouts for A4 and U.S. Letter size pages.

Make sure you print the correct page size for the paper in your printer. Also, make sure the application you are using is not set to automatically scale the page to fit on the paper in your printer.

## THE VISIONEER® ONETOUCH™ 300 FEATURES



1. **Input Tray** — Holds the documents in the Automatic Document Feeder for scanning.
  - **Extension** — Pull out and flip open input tray extensions to support various document lengths.
  - **Paper Guides** — Slide to adjust to document width.
2. **Automatic Document Feeder** — Feeds documents through the scanner during scanning.
  - **ADF Cover Release** — Pull to open the Automatic Document Feeder.
3. **Control Panel** — OneTouch scanning controls. The buttons are touch sensitive and do not require heavy pressure to activate.
  - **LCD Screen** — Displays the selected OneTouch function.
  - **Function Buttons** — Select the scan setting for the OneTouch buttons. Touch the left or right arrow to cycle through the settings.
  - **Wi-Fi Button** — Hold the Wi-Fi buttons for more than three seconds to turn on the Wi-Fi Hotspot.
  - **Cancel Button** — Touch to cancel any process the device is undergoing.
  - **Scan Button** — Touch to scan the documents.
  - **Status Light/Power Button** — Turns the scanner's power on/off and indicates the scanner's status.
4. **Front Feed Tray** — Open to feed items through the front of the scanner.
5. **Safety Lock Slot** — Connect a Kensington® style safety lock.
6. **LAN Port** — Connect the scanner to network using a LAN cable.
7. **Reset Button** — Press and hold the reset button.
8. **WPS Button** — Press the button to turn the WPS.
9. **Rear Feed** — Feed items through the back of the scanner.
10. **Connections** — Scanner connection ports.
  - **Universal Serial Bus (USB) Port** — Connect the scanner to the computer via the USB 2.0 cable.
  - **Power Jack** — Connect the power cord to the scanner.

## LCD SCREEN

When scanning with OneTouch, The LCD screen displays a summary of the selected scan options.



1. **OneTouch Function**
2. **Destination**
3. **Configuration name**
4. **Mode**
5. **Page Size**
6. **Format**
7. **Resolution**
8. **Acuity** — If Acuity is active, this icon will be shown.

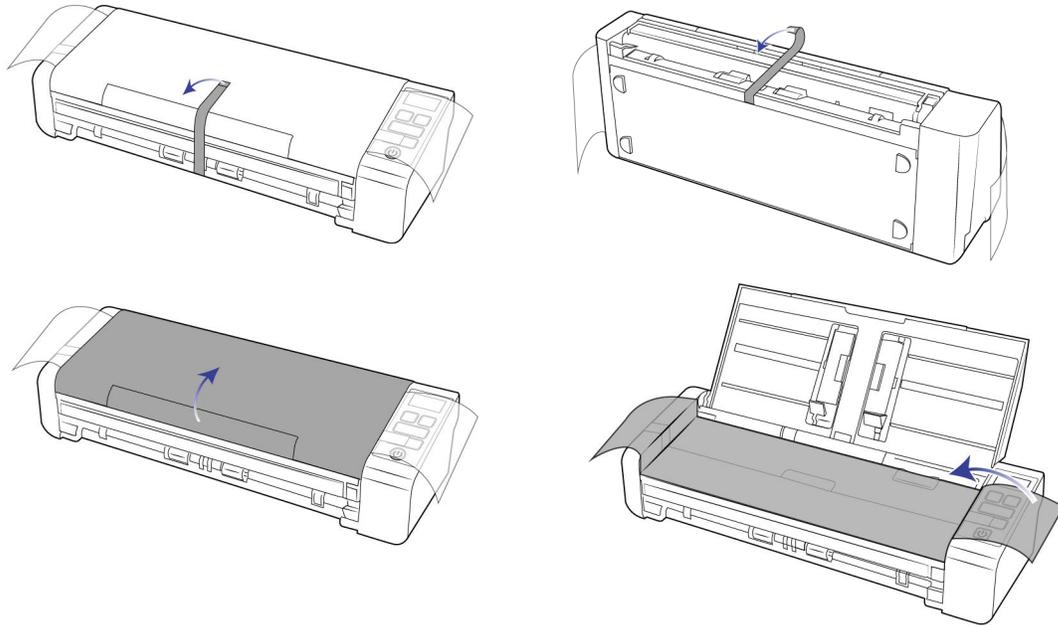
It is possible to scroll through all OneTouch functions by touching the up or down function buttons. The final screen shows scanner and driver information. On this screen only, pressing function button will cycle through the information that is available.

1. Counters:
  - **Total** — Total number of scans performed
  - **Pad Count** — Number of scans since the separation pad was replaced. When 30,000 scans are reached, a notification will be shown on the computer the next time a scan is initiated and the option on the LCD screen will flash. This counter can be reset in the [Device Settings](#) menu.
  - **Roller Count** — Number of scans since the roller was replaced. When 100,000 scans are reached, a notification will be shown on the computer the next time a scan is initiated. This counter can be reset in the [Device Settings](#) menu.
  - **Clean Count** — Number of scans since the scanner was cleaned. When 1,000 scans are reached, a notification will be shown on the computer the next time a scan is initiated. This counter can be reset in the [Device Settings](#) menu.
2. Scanner Details
  - **Firmware Version** — This is the scanner's firmware version number.
  - **Serial Number** — The scanner's unique identification number.
3. Software Versions
  - **Driver** — This is the version of the scanner's driver.
  - **Acuity** — This is the version of Acuity installed.
  - **OneTouch** — This is the version of OneTouch installed.

# SETUP

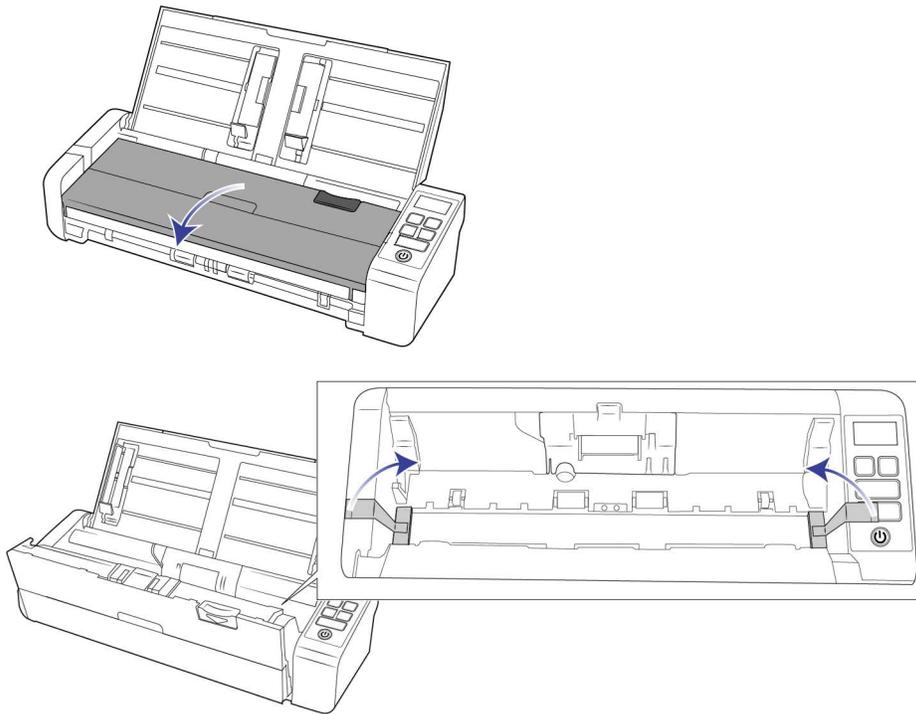
## UNPACKING THE VISIONEER® ONETOUCH™ 300

1. Remove the scanner from its protective foam and plastic bag.
2. Remove any shipping tape from the scanner as indicated in the following illustration(s).

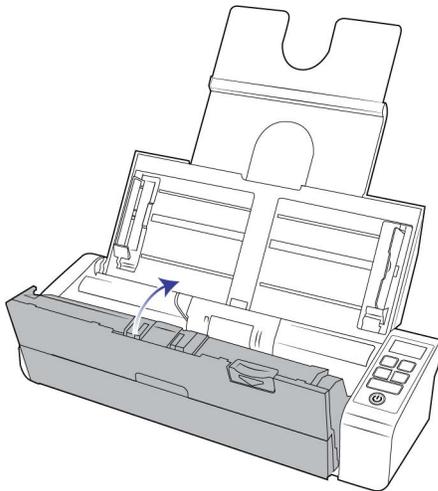


The above illustrations are for example purposes only. Your scanner's packaging may vary slightly.

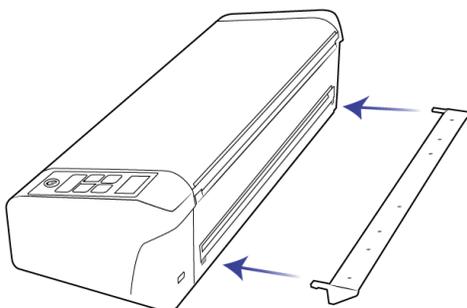
3. Open the automatic document feeder cover and remove any tape or protective foam from inside the feeder.



4. Close the feeder cover when you are finished.



5. Attach the rear feed paper guide to the scanner



## CONNECT THE POWER CORD

You can power the scanner through the standard power cord to a wall outlet, or use the USB power cord to power the scanner through a USB port on the computer.

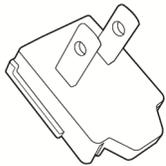
If powered by the USB connection only, the scanner will not be able to reach its maximum speed. In order to reach the maximum rated speed, the supplied power supply should be used.

### Connect the scanner power to the wall

**Note:** Only use the power supply (WA-36A24R made by APD) included with your scanner. Connecting any other type of power supply may damage your scanner, and will void its warranty.

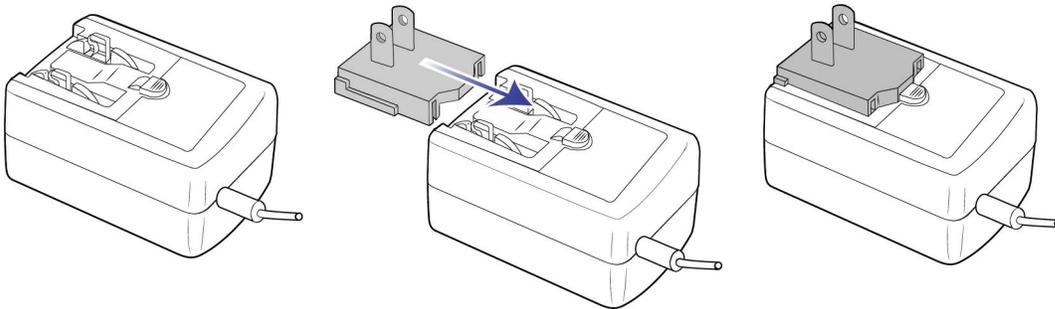
#### Assemble the power adapter:

1. Select the power plug adapter that is appropriate for the wall outlet in your country.

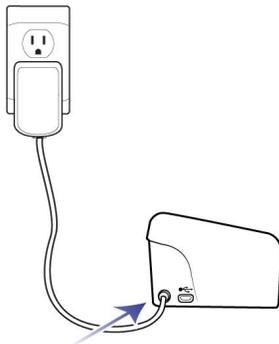


North America

2. Slide the power plug adapter into the power supply base.

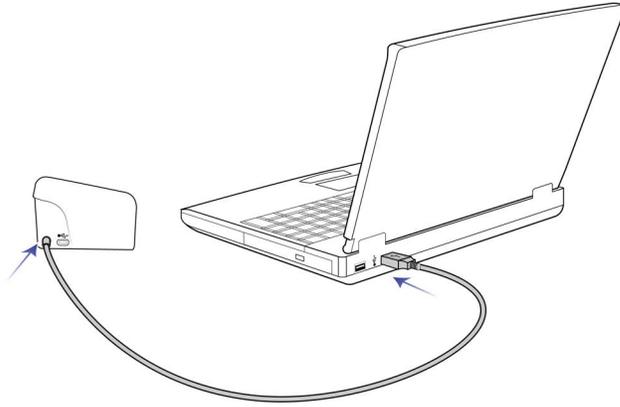


3. Plug the power supply into the power port on the scanner.
4. Plug the power cord into the power supply and into a wall outlet.



## Connect the scanner power to the PC

1. Plug the round end of the USB power cord into the power jack on the scanner.
2. Plug the flat end of the USB power cord into an available USB port on the back of the computer. We do not recommend using a USB hub to power the scanner.

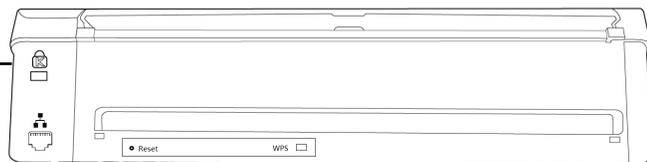


**Note:** Only use the USB power cable included with your scanner. Connecting any other type of USB power cable may damage your scanner, and will void its warranty. If you do not have your USB power cable, you can order a new one by contacting our Customer Service department. Please refer to the Technical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

## SAFETY LOCK

Your scanner may have a slot for installing a Kensington® style safety lock. This slot can be identified by the lock icon. It is to the left of the USB port on the scanner. When following the instructions in this document, make sure you connect the USB cable into the USB port which is identified by the USB symbol.

Use this slot to install a safety lock. Do not attempt to insert any other type of object.



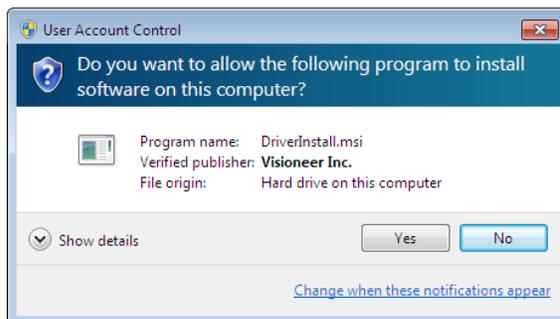
A lock is not provided with the scanner and this document does not contain instructions on purchasing and installing a safety lock. If you choose to use a safety lock, please carefully read the installation instructions provided with the lock. More information about Kensington® locks can be found at [www.kensington.com](http://www.kensington.com).

# 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 scanner you purchased. Please disregard any information about the software not applicable to your scanner.
- If your computer has AntiVirus or AntiSpyware 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 AntiVirus or AntiSpyware software before installing your scanner, 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.

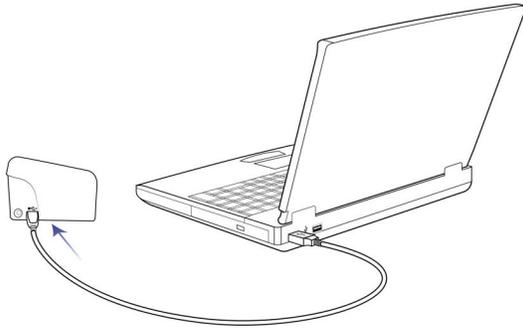


## Windows USB Driver Installation

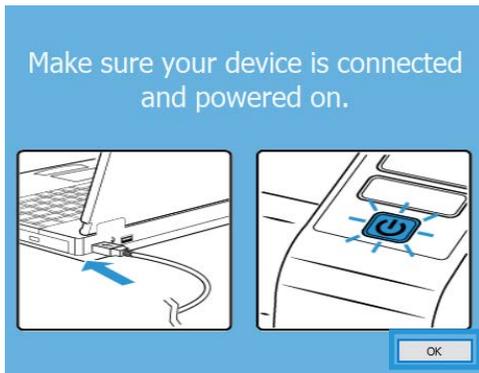
Follow these steps to install the driver to use the scanner via a USB connection to your PC. This allows only the logged in user to use the scanner.

1. Start Microsoft Windows and make sure that no other applications are running.
2. Turn on the scanner power.  
The status light comes on and flashes indicating that the scanner is receiving power.
3. Go to [www.visioneer.com/install](http://www.visioneer.com/install)
4. Launch the installer once the download is complete.

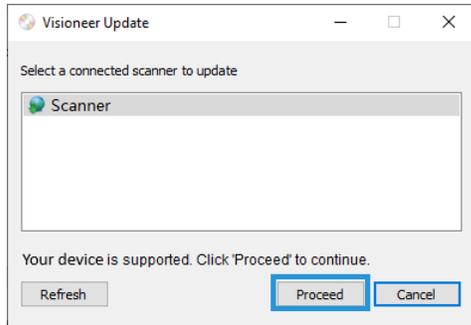
5. Plug the USB cable into the USB port on the scanner then into a USB port on the computer.



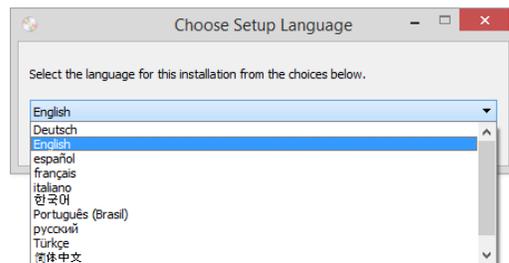
6. Click **OK**.



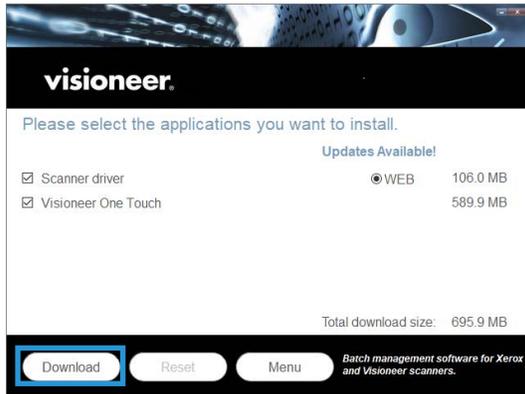
7. Select your scanner from the list. Click **Proceed**.



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



9. Make sure the boxes for **Scanner Driver** and **Visioneer OneTouch** are selected, as well as any other applications you want to install.

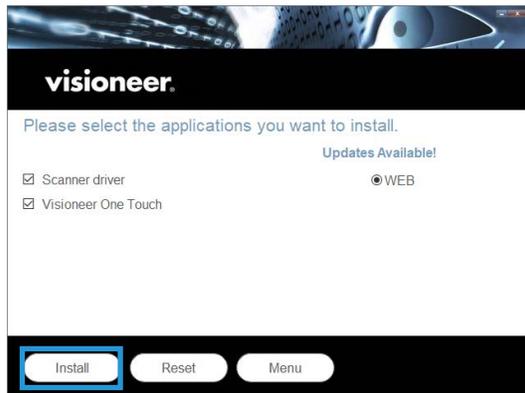


The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

10. 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.

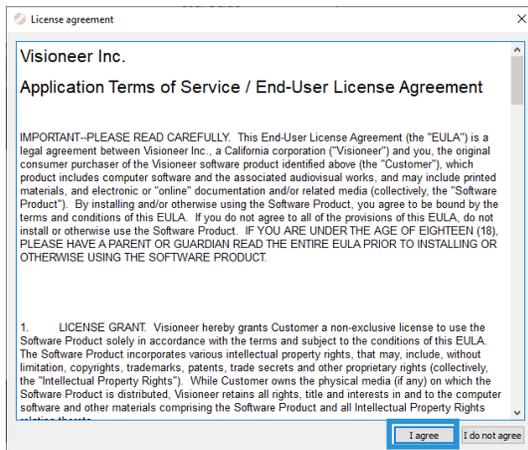
**Note:** Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed they will have to be downloaded again.

11. Once all of the software has been downloaded, click **Install**.

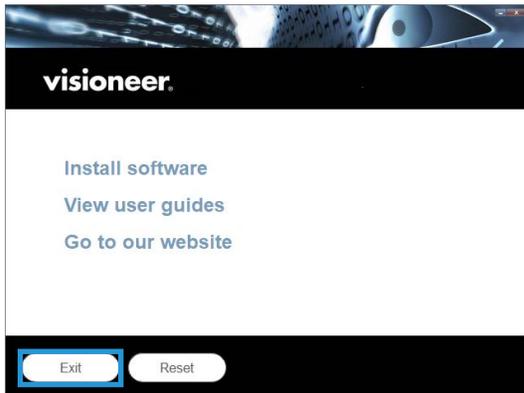


12. On the License Agreement window, read the license agreement. If you accept the terms, select **I Agree**.

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



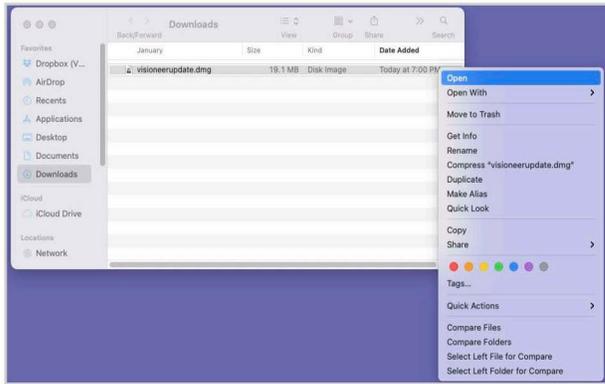
13. Once all of the software has been installed, Click **Exit**.



## MAC INSTALLATION

1. Start your computer and make sure that no other applications are running.
2. Turn on the scanner power.
3. Go to [www.visioneer.com/macinstall](http://www.visioneer.com/macinstall)

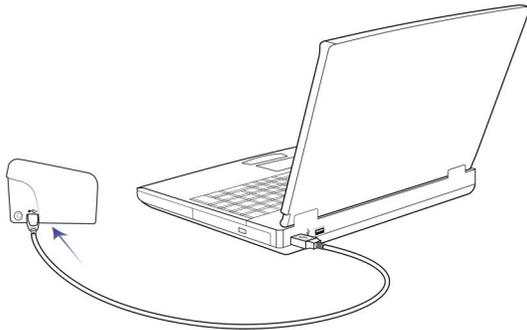
4. Launch the installer once the download is complete.



5. Double-click the VisioneerUpdate disc icon.



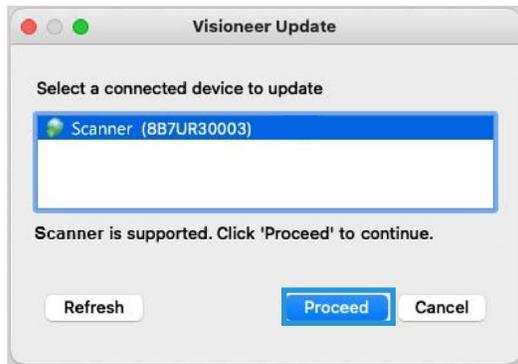
6. Plug the USB cable into the USB port on the scanner then into a USB port on the computer.



7. Click **OK**.



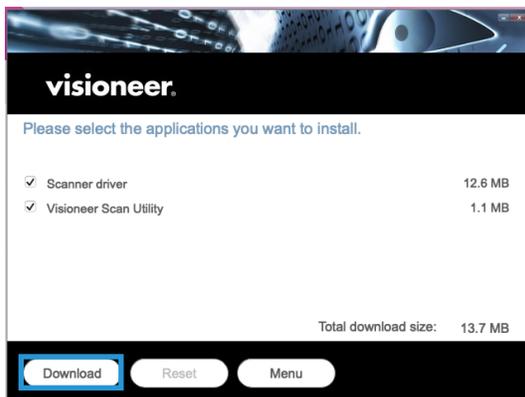
8. Select your scanner from the list. Click **Proceed**.



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



10. Make sure the boxes for **Scanner Driver** and **Visioneer Scan Utility** are selected, as well as any other applications you want to install.

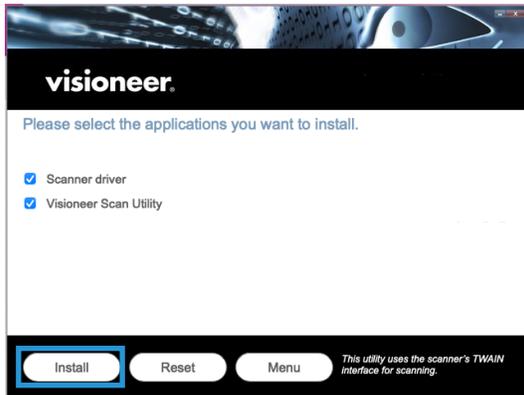


The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

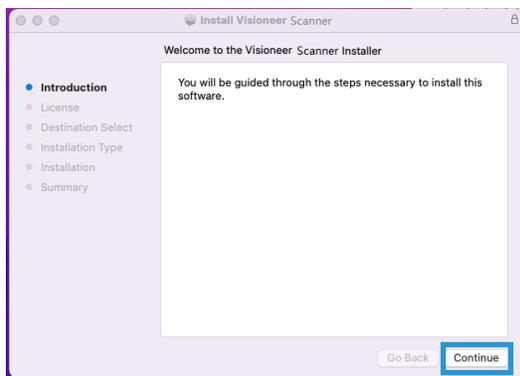
11. After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.

**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.

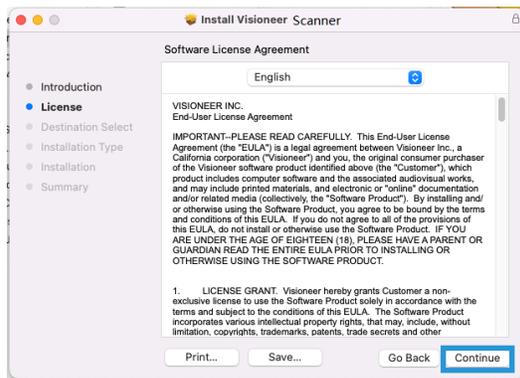
12. Once all software has been downloaded, click **Install**.



13. Click **Continue**.

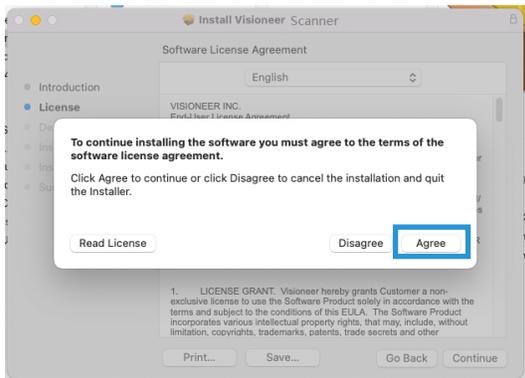


14. On the License Agreement window, read the license agreement and click **Continue**.

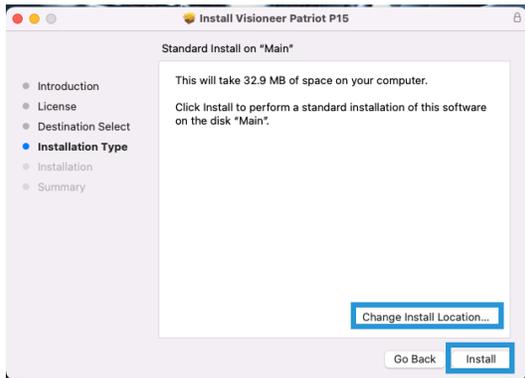


15. If you accept the terms, select **Agree** and continue with the installation.

If you choose not to accept the license agreement, close the installation window. The scanner driver will not be installed.



16. Depending on your system configuration, you may be prompted to choose a location for the installation. We recommend that you select the main disc drive and click **Install**.

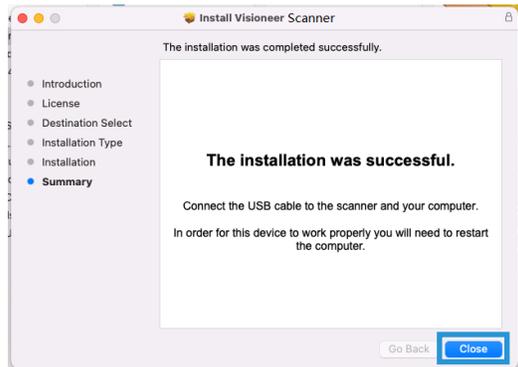


17. If you are prompted for a password, input the name and password for a user that has permission to install software on your computer.



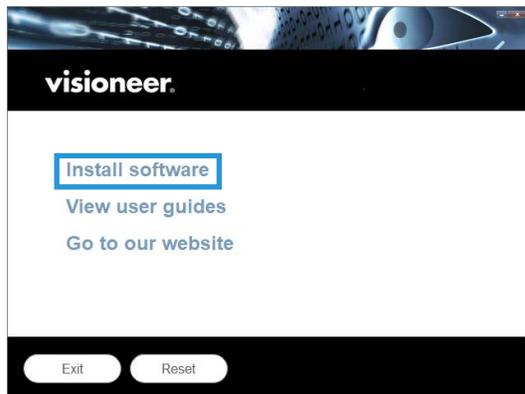
18. Click **Close** on the installation complete window.

You can now connect the scanner to your computer.



## INSTALLING ADDITIONAL APPLICATIONS

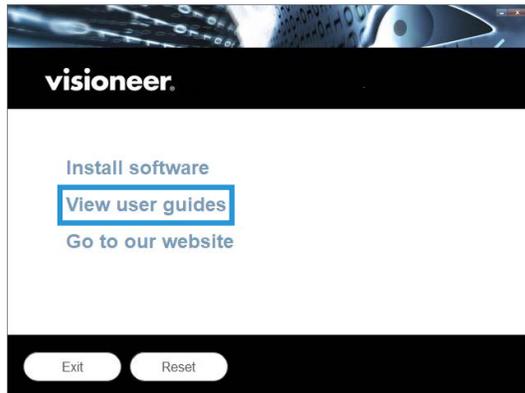
1. Once all of the software has been installed, click on **Install software**.



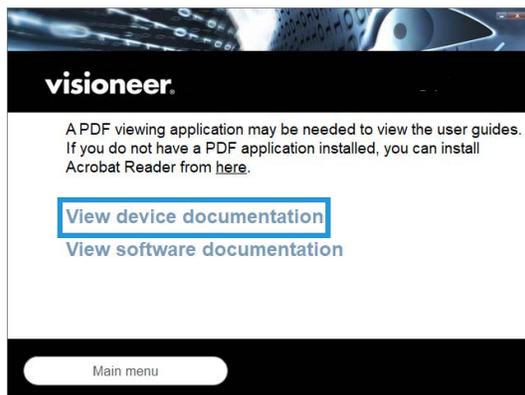
2. If a version of the software is already installed on the system, the option will be grayed out. However, if there is a newer version available, it will be possible to download and install.
3. The software will have to first be downloaded by clicking **Download**.
4. Once all software has been downloaded, click **Install**.
5. Follow the instructions on the screen to install each of the additional applications.

## VIEW THE USER GUIDES

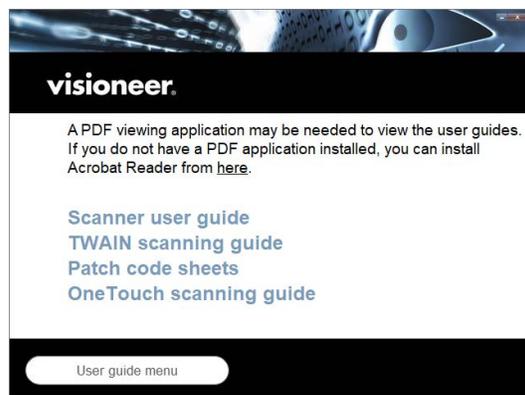
1. Once all of the software has been installed, click on **View user guides** from the Main menu.



2. Click on **View scanner documentation** to access the scanner user guide and scanning guides for OneTouch and TWAIN.



3. Click the links of the guides you want to view.



Click on the **User guide menu** button to return to the main user guide window, then select the other documentation section to view the user guides.

## REGISTER YOUR SCANNER

Registering your scanner 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 scanner.

**To register your scanner:**

You will need an active network connection to register your scanner. If you do not have network access you can contact our customer service department to register the scanner. Please refer to the Technical Support Card, that you received with the scanner, 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.vioneer.com](http://www.vioneer.com).
3. Press **Enter** on your computer's keyboard or click the option on screen to go to the web address.
4. When the Vioneer® OneTouch™ 300 scanners 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 scanner, it is located on the back or underside of the scanner.
7. After filling in the form, click on **Submit Your Registration** to complete the registration.

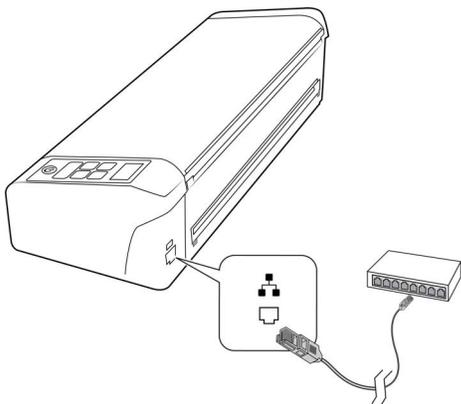


# SETTING UP WIRED AND WIRELESS NETWORK CONNECTION

Connecting the Visioneer® OneTouch™ 300 to the network allows you to scan from any device without having to install any software on your computer.

## CONNECTING TO THE NETWORK USING AN ETHERNET LAN CABLE (WIRED)

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

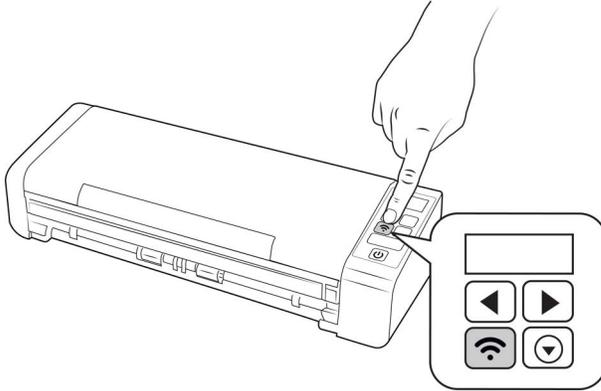


**Note:** For advanced settings, see [Network](#).

## CONNECTING TO THE SCANNER BY USING ITS WI-FI HOTSPOT

Quickly connect Wi-Fi enabled devices directly to your scanner by using the Wi-Fi Hotspot.

1. Hold the **Wi-Fi** buttons for more than three seconds to turn on the Wi-Fi Hotspot.



2. Using any Wi-Fi enabled device, find the scanner's Hotspot SSID in the list of networks, select it to connect.
3. The scanner is now available for use with the device you have just connected.

**WARNING: The connected device will be disconnected from your wireless network (if applicable) while you are connected to the scanner's Wi-Fi Hotspot.**

## CONNECTING THE SCANNER TO THE WIRELESS NETWORK

In wireless mode, your devices and scanner are connected wirelessly through a network. When connecting the scanner to a wireless network, you may need information such as an SSID (network name) and a security key (password). For details, contact your Network Administrator.

**Note:** The scanner must be connected via LAN or Wi-Fi Hotspot (10.10.10.254) to set up the connection to your Wi-Fi network.

### LAN IP address:

1. Install the Virtual Scanner Link on a Windows based computer that is connected to your network.
2. Open the Virtual Scanner Link from the Windows Start menu.
3. The main interface will open and show all of the scanners on your network.
4. To configure the Visioneer® OneTouch™ 300, either click on the IP address shown or right click the row and select **Configure**.

## Connecting the scanner to your Wireless network from the Scanner's Web Interface

1. Type the IP address in the URL field of your internet browser. Then, press **Enter** to access the scanner's web manager.

**Note:** When first accessing the web page, a login prompt will be displayed. The default username and password are both 'admin'.

2. From the scanner's web manager menu, select **Wi-Fi**.
3. Select a wireless network. Enter the network password, if requested.

**Note:** Once you are connected to the wireless network, the wired connection will be automatically disabled, and therefore the current page on the browser will cease to function.

## Connecting to the Wireless network Using WPS

You can connect the Visioneer® OneTouch™ 300 to a WPS compatible router instead of configuring the wireless network settings through the embedded web page. Please refer to the user's guide for your wireless router for instructions on how to enable WPS connection. Before continuing, confirm your wireless access point/router has the WPS or AOSS™ symbol.

**Note:** The Visioneer® OneTouch™ 300 does not support WPS connection via pin method.

1. Press the **WPS** button on your router.
2. Within 2 minutes of pressing the WPS button on your router, press and hold the **WPS** button on the Visioneer® OneTouch™ 300 for about 5 seconds.



You can now scan from your wireless computer.



# USING THE SCANNER WITH A MOBILE DEVICE

Download the iOS or Android mobile scanning app to use a mobile device with this scanner to scan and share documents.

1. Per your device, go to Google Play Store, or Apple App Store.
2. Search for 'Visioneer Mobile Capture'.
3. Install the application.

**Note:** See the Visioneer Mobile Capture User Guide, available online, for instructions.



# LOADING DOCUMENTS TO SCAN

Always remove any staples or paper clips from documents before inserting them into the scanner. 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 scanning process and get stuck in the scanner. Misuse as described here will void your scanner's warranty. Please go to [www.visioneer.com](http://www.visioneer.com), select your product, and then click the "Warranty Program" link to view the warranty terms and conditions for your scanner.



## SUPPORTED DOCUMENT TYPES

You can scan the following types of documents and cards with this scanner.

- Maximum amount of paper in the input tray
  - Approximately 20 pages of 20 lb (75–80 g/m<sup>2</sup>) new printer paper
- Document size
  - Minimum size (width x length) – 2.25 x 2 inches (57 x 51 mm)
  - Maximum size (width x length) – 8.5 x 14 inches (216 x 356 mm)
  - Maximum length with long document enabled
    - 118 inches (2997 mm) up to 300 dpi
    - 59 inches (1499 mm) at 400 dpi and higher

We recommend scanning one page at a time when the documents you are scanning are longer than 14 inches (356 mm).

- Mixed document stacks

- Scanner minimum to maximum without long document enabled

Arrange the documents so that all items are centered in the stack. The document sensor, paper separation, and feed rollers are located in the middle of the paper path. If smaller items are offset from the center they will not be detected. This will cause feeding issues and paper jams.

- Paper thickness between 13–26 lb paper (50–105 g/m<sup>2</sup>)
- Embossed plastic cards up to 1.25 mm thick
- Non-embossed plastic cards up to 1 mm thick

When scanning small pages such as Business Cards, we recommend using the front feed.

## DOCUMENTS TO AVOID SCANNING

The documents in this list can be scanned, but please note that scanning documents of this type will reduce the life of the scanner. 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 scan these document types, do not scan large batches. This type of use is not covered under the scanner warranty and alters replacement parts life expectancy.

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

- Curled, wrinkled or folded documents may cause paper jams or multiple pages being fed through the scanner 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 scanning and leave residue in the scanner.
- Extremely smooth, shiny, or highly textured paper may cause the paper feed rollers to slip across the page and cause the scanner to report a paper jam.
- Carbonless copy paper may tear while being fed through the scanner 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 scan 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 scanned images.

## UNSUPPORTED DOCUMENT TYPES

Do not scan the following types of documents as they may cause damage to the scanner.

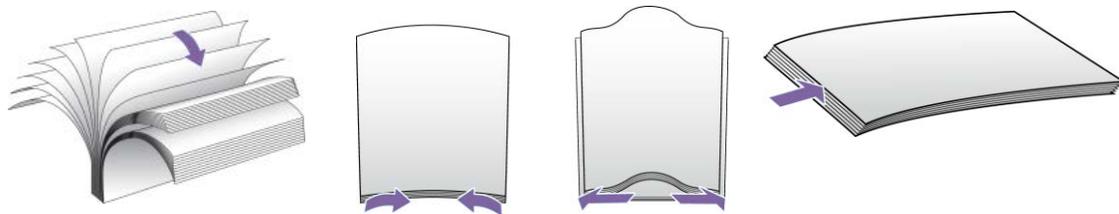
- Items outside of the specified supported sizes, thickness, and weight defined in this document.
- Non-rectangular or irregularly shaped paper will cause the scanner to detect and report document skew errors or paper jams.
- Carbon paper that will leave residue in the scanner and on the rollers that will transfer to the next set of documents scanned.
- 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.

## SCANNING FROM THE AUTOMATIC DOCUMENT FEEDER (ADF)

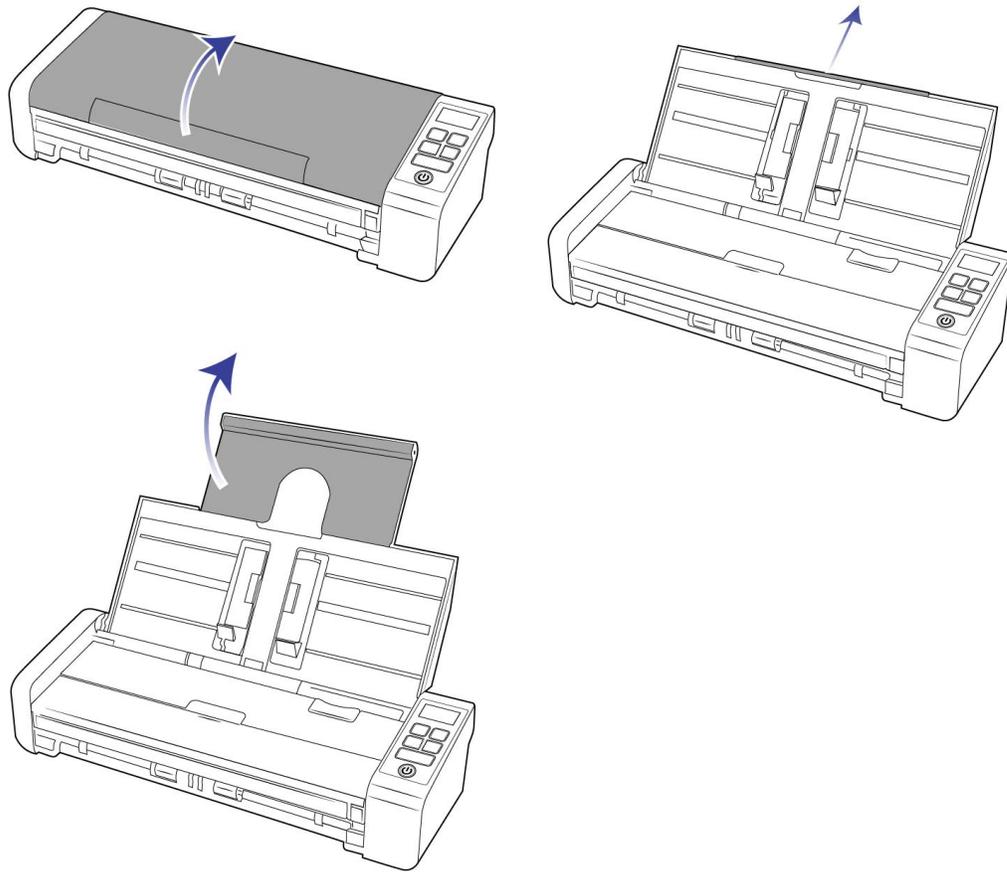
### Preparing Documents for Scanning

- Fan the documents to make sure all pages in the stack are separated.
- Bend and then flatten the document stack to make sure the horizontal edges are aligned to help prevent paper from skewing while being pulled through the scanner.
- Pinch the ends to align the leading edges slantwise to help prevent multiple pages from being fed through at a single time.

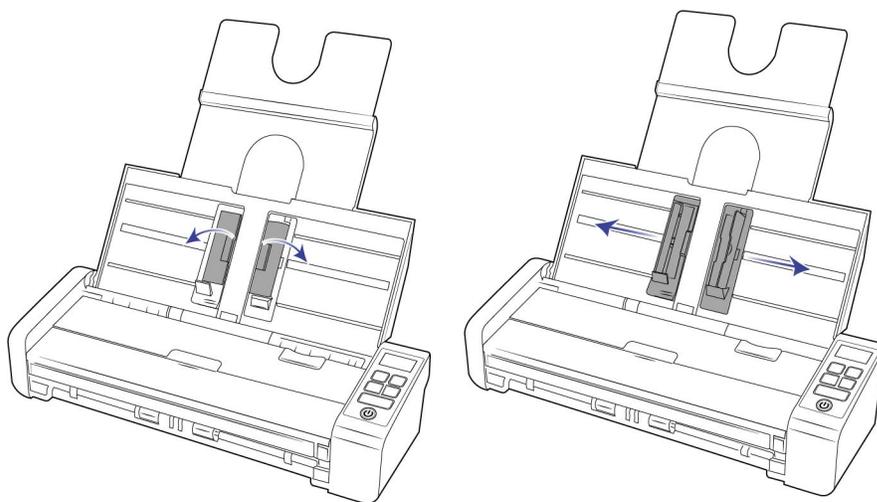


## Loading Documents

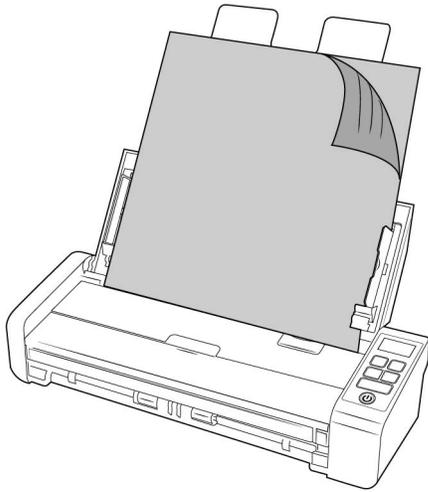
1. Pull out and flip open input tray extensions to support various document lengths.



2. Flip up the paper guides and adjust them to the width of the documents you are scanning. Extend the input tray.



3. Load the documents *face down* with their tops into the Automatic Document Feeder.



4. You can now scan the documents using the scanner buttons, OneTouch, or one of the other scanning interfaces.

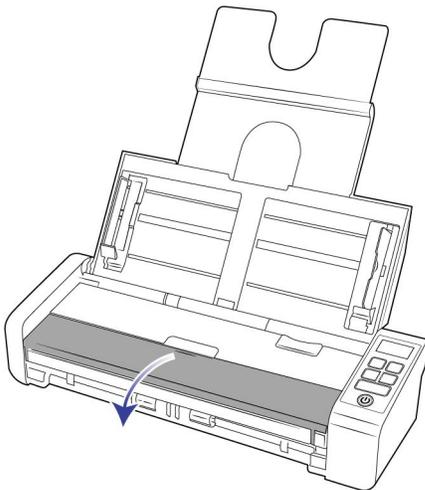
**Note:** Ensure the front feed tray is closed when scanning from the ADF to avoid pages being ejected out of order.

## SCAN FROM THE FRONT OR REAR FEED TRAY

When scanning small pages such as Business Cards, we recommend using the front feed. Also ensure that **Crop to Original** and **Straighten Image** are used.

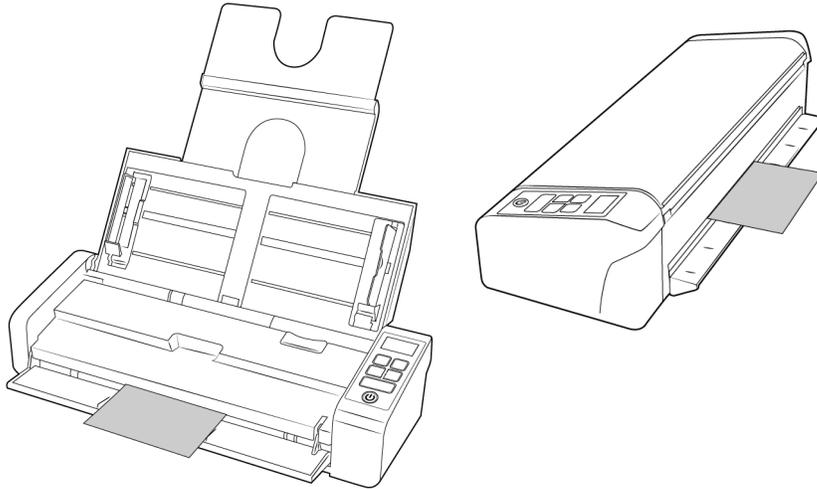
**Note:** You can only load items into the scanner from either of the feed trays or the automatic document feeder (ADF) at each scan time. The scanner will jam if you load paper into the ADF after an item has already been placed into one of the feed trays.

1. Open the front-feed tray.



2. Place an item face up, on the front or rear feed tray, aligned to the registration marks on the tray and insert it into the scanner.

**Note:** If scanning a plastic ID Card or similar, ensure the object is aligned to the plastic guides. These are designed to feed the card at a slight angle to avoid image distortion when scanning thick plastic.



3. Touch the scan button to start a scan using the OneTouch function displayed on the LCD screen.
4. By default, after the page has been scanned it will be returned back through the entrance it was fed through.

## Scan using AutoLaunch in Windows

If you want to scan from OneTouch button panel on screen, or to be able to place a page in the scanner and wait until you are ready to initiate the scan, you can turn the AutoLaunch feature off. This option is in the Application Settings for your scanner's hardware properties.

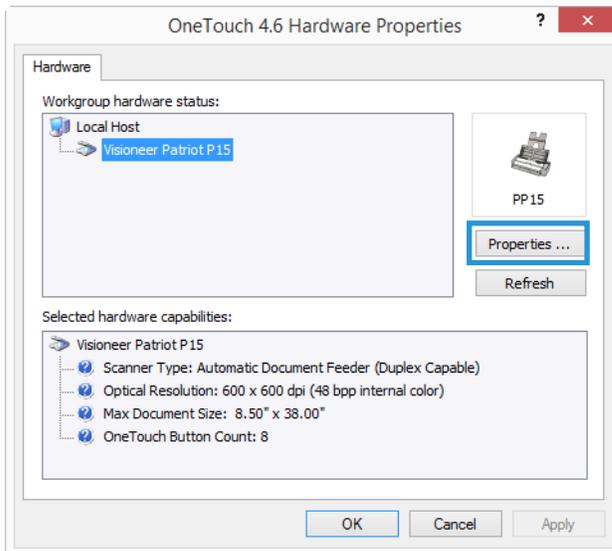
1. Click on the OneTouch icon in the Windows notification area on the right side of the screen.



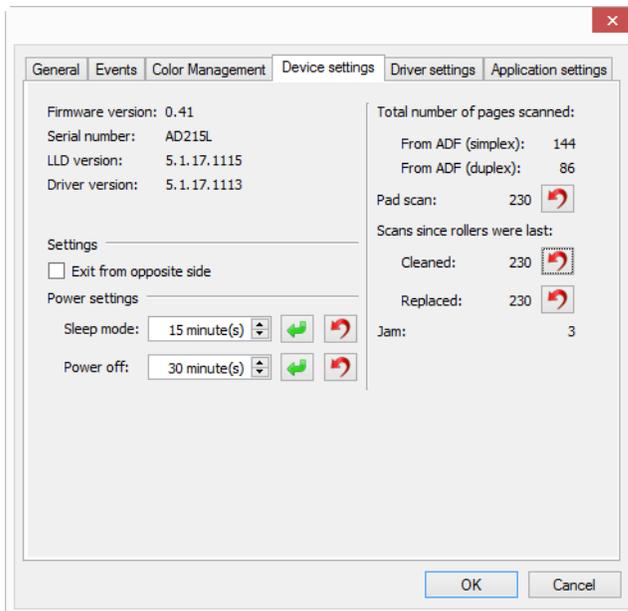
2. Click on the scanner icon to the right of the green buttons, in the title bar of the OneTouch button panel.



- Click on the **Properties** button in the hardware properties window.

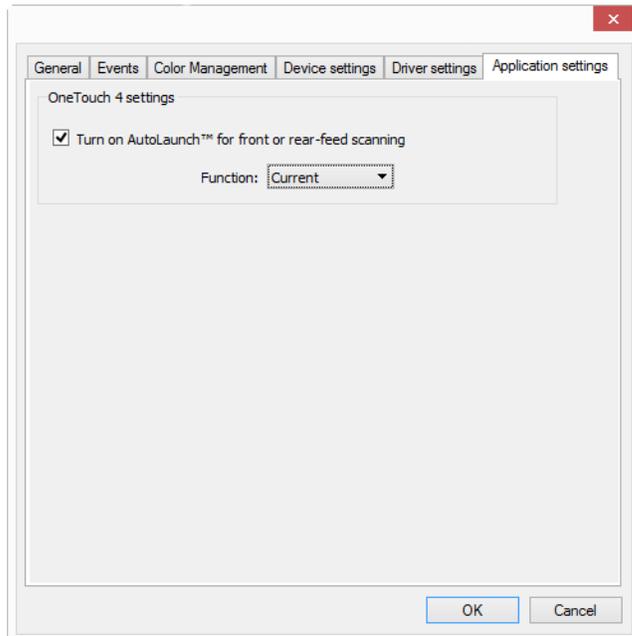


- In the scanner settings tab, select **Exit from opposite side** if you wish the scanned items to be passed through the scanner and ejected from the opposite side.



- In the Application Settings tab, click on **Turn on AutoLaunch** to enable this option.

- **Function** — select the OneTouch function number that you want to use for automatic scanning. Select Current to always use the current function number shown on the scanner display.



6. Click on **OK** to save the changes and close the window. Click on **OK** to close the Hardware Properties window.
7. Place an item face down, on the front or rear feed tray, aligned to the registration marks on the tray and insert it into the scanner.
8. The scanner pulls in the item, scans and ejects it.

## Using the Carrier Sheet

We recommend using the TWAIN interface when scanning with the carrier sheet. The **Carrier sheet mode** option applies color correction specifically tuned for processing images of documents scanned using a carrier sheet. Please refer to the TWAIN scanning guide on [www.vioneer.com](http://www.vioneer.com).

It is recommended that carrier sheet scanning is used only with the front or rear feed.

Not all scanners are supplied with a carrier sheet. Carrier Sheets can be purchased from the Parts & Accessories page for your scanner at [www.vioneer.com](http://www.vioneer.com).

**WARNING: the plastic bag for the carrier sheet poses a suffocation hazard. Keep the bag away from children.**

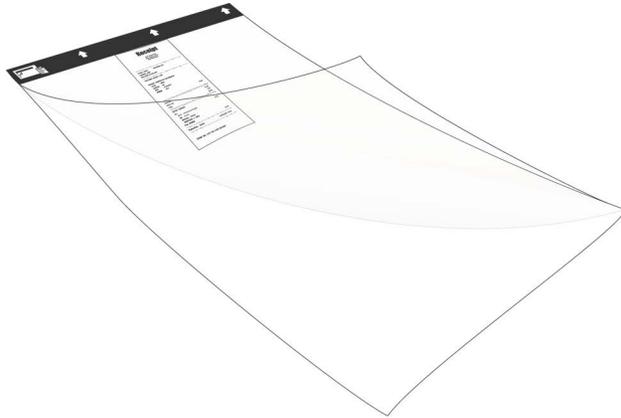
1. Take the carrier sheet out of its plastic bag.

We recommend that you keep the bag and place the carrier sheet back in the bag when you are done scanning. This will help to prevent scratches to the carrier sheet.

2. Remove the tissue paper.

3. Open the carrier sheet and place the item you want to scan in the center of the carrier sheet.

Ensure that the page is placed in the top of the carrier sheet with no visible gap. If the item you are scanning is not aligned to the centre, you may see inconsistent results or errors. It is also recommended that Crop to Original is enabled when scanning in this way.

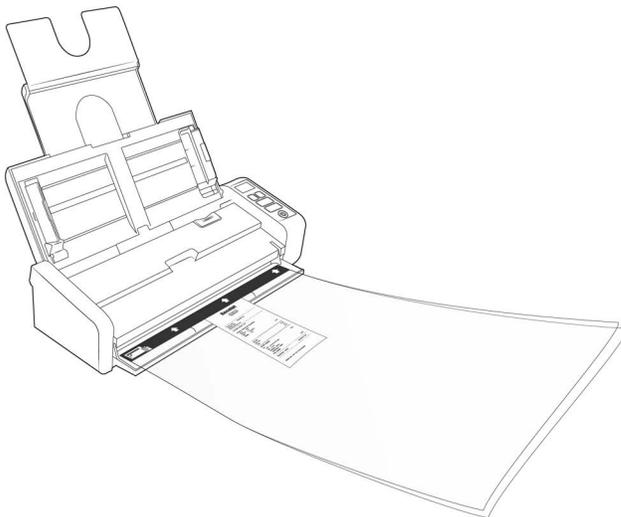


4. Open the scanner's TWAIN interface and select **Carrier sheet mode**.

- The **Carrier sheet mode** option is located on the scanner model tab in the **Document Settings** section in the TWAIN interface.



5. Place the carrier sheet in the scanner with the black edge in the paper feed slot.



- Click on the **Scan** button in the TWAIN interface.

You may need to lightly push on the carrier sheet to help guide it into the scanner if the rollers do not immediately grab the sheet.

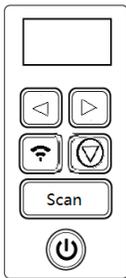
- When scanning is complete, remove the item from the carrier sheet and place the carrier sheet back in its plastic bag.

Store the carrier sheet in a place where it can remain in a flat like-new condition. Creases in the plastic can cause unusual light reflections while scanning which may appear as lines in the final image.

## SCANNING INTERFACES

### Windows

- **OneTouch Control Panel** — When you touch the Scan buttons on the control panel, it will start scanning using the settings for the OneTouch configuration number shown on the LCD screen.



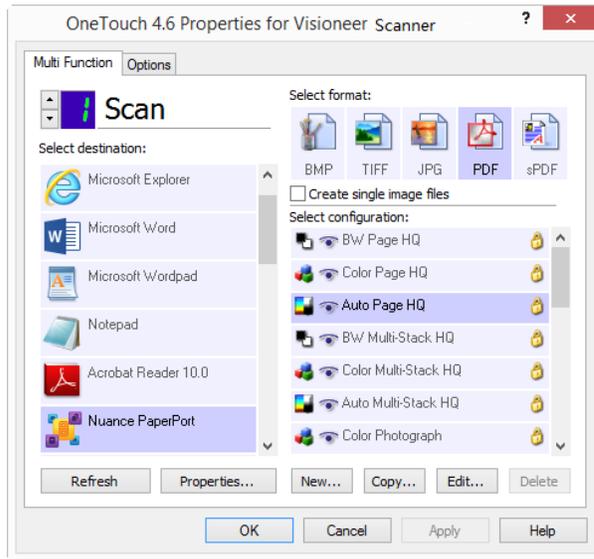
Scanner Control Panel

- **OneTouch Button Panel** — Use this scan option when you want to scan from the computer screen. Scanning from the on-screen OneTouch Button Panel is the same as selecting a scanning option on the scanner, except you click an icon that represents the function.

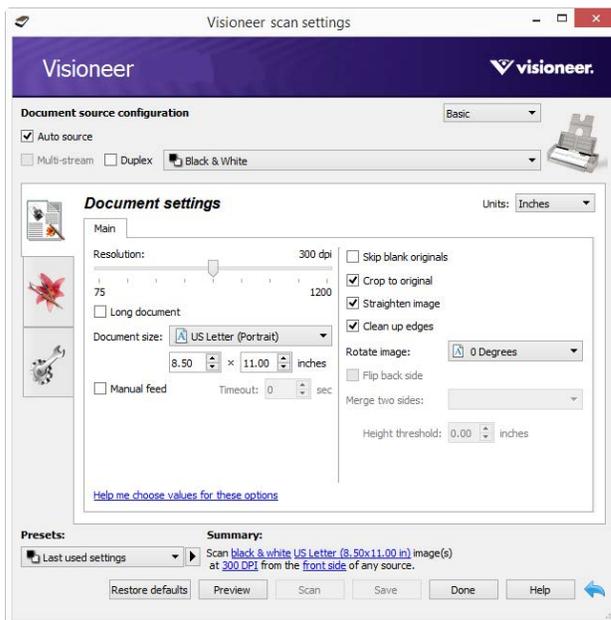


OneTouch Button Panel

Please see the OneTouch Scanning Guide on [www.visioneer.com](http://www.visioneer.com) for instructions. You can also click the **Help** button in the OneTouch Properties window to open the instructions in an Internet browser.



- **TWAIN and WIA Interface** — This option uses your scanner's TWAIN interface to scan. Select scanning options before scanning, put the document in the scanner, then click the **Scan** button in the TWAIN interface window.



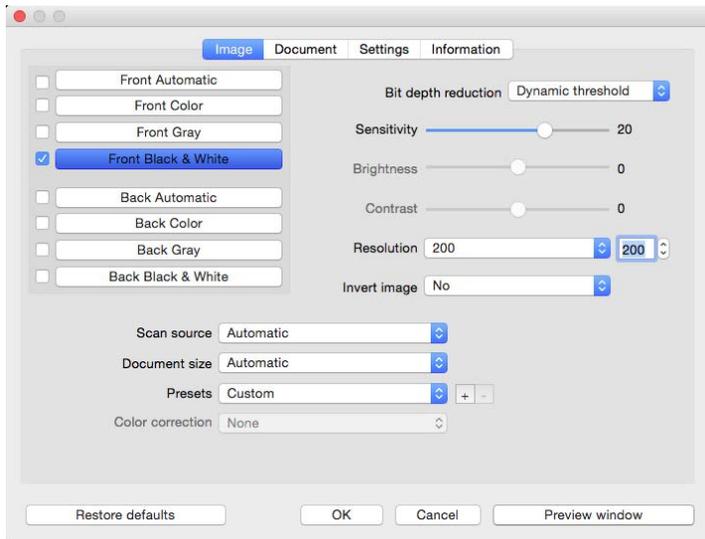
Please see the TWAIN Scanning Guide on [www.visioneer.com](http://www.visioneer.com) for instructions. You can also click the **Help** button in the TWAIN interface to open the instructions in an Internet browser.

- **ISIS Interface** — This option uses the ISIS interface for scanning. Please refer the user manual for your ISIS scanning application for instructions on scanning with the ISIS interface.

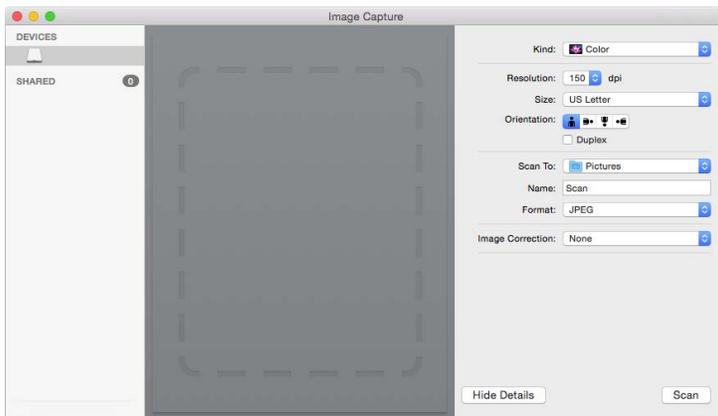
## Mac

Every scanning application will access the scanner using a different method. Please refer to the application's user guide for instructions on using the application and accessing the scanner.

- TWAIN Interface** — TWAIN is a widely recognized standard that computers use to receive images from scanners and digital cameras. The TWAIN scanning interface can be accessed from any TWAIN scanning application you have installed on the computer.



- ICA Interface** — the ICA driver has been developed to enable image transfer from devices using standard Mac applications, such as Image Capture, without the need to install additional scanning software.



# THE SCANNER'S WEB INTERFACE

## ACCESSING THE SCANNER'S WEB INTERFACE

You can access the Visioneer® OneTouch™ 300 scanner's embedded web page by typing its IP address (<http://10.10.10.254>) in an Internet browser URL or through the Virtual Scanner Link.

**Note:** When first accessing the web page, a login prompt will be displayed. The default username and password are both 'admin'.

### From the Virtual Scanner Link

1. Install the Virtual Scanner Link on a Windows based computer that is connected to your network.
2. Open the Virtual Scanner Link from the Windows Start menu.
3. The main interface will open and show all of the scanners on your network.
4. To configure the Visioneer® OneTouch™ 300, either click on the IP address shown or right click the row and select **Configure**.

## STATUS

Item	Description
<b>SSID</b>	The current network name for the Visioneer® OneTouch™ 300. This name can be changed in the <a href="#">Network</a> section.
<b>FW Version</b>	Displays the current firmware version.
<b>Connected AP</b>	The name of the access point (network/router) to which the Visioneer® OneTouch™ 300 is connected.
<b>LAN IP</b>	The IP address obtained from a wired Ethernet network.
<b>WAN IP</b>	The Wireless IP address obtained from a wireless network.
<b>Language</b>	The current language of the web page.

## SYSTEM

Item	Description
<b>Update Firmware</b>	Click the button to allow you to update the firmware on the Visioneer® OneTouch™ 300.
<b>Factory Default</b>	Clicking the button restores the network security settings to factory default.
<b>Reboot</b>	Clicking the button reboots the Visioneer® OneTouch™ 300. The network LED light turns off then on again.

### Update Firmware

If a new version of the Visioneer® OneTouch™ 300 firmware becomes available, it can be updated through the configuration web page. The new firmware .bin file should be saved to an easy to find location such as the PC desktop.

1. Click **Update Firmware**.
2. Click **Choose File** to select the location of the new firmware file.
3. When the new firmware file is selected, click **Apply**.

The firmware will be updated for the Visioneer® OneTouch™ 300. When the process is complete, the page will reload.

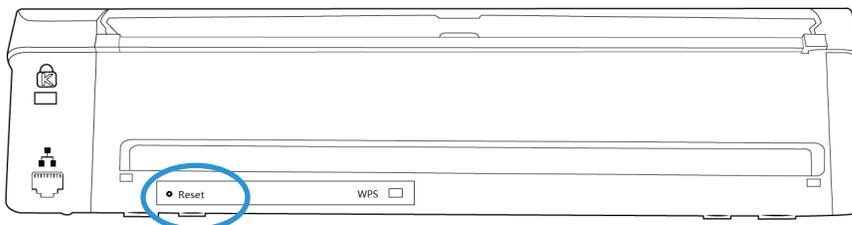
### Restoring to Factory Defaults

#### Option 1

1. Click the **Factory Default** button.
2. Click **OK** when the confirmation window opens.
3. The blue network LED will turn off.
4. Wait for about 30 seconds until the network LED turns on and starts blinking again.

#### Option 2

1. Use a ball-point pen or a push pin to press and hold the **Reset** button on the Visioneer® OneTouch™ 300 for about 5 seconds (until the blue network LED light turns off.)



2. Wait for about 30 seconds until the network LED turns on and starts blinking again.

## NETWORK

Item	Description
Network	
<b>SSID</b>	The current network name for the Vioneer® OneTouch™ 300. Use the text field to input a new network name for the Vioneer® OneTouch™ 300 and then click on <b>Apply</b> to save the change.
<b>Device</b>	The current name for the Vioneer® OneTouch™ 300 scanner. This can be changed to easily identify different devices.
<b>Time</b>	The amount of time the Vioneer® OneTouch™ 300 will remain idle before disconnecting.
<b>Connect</b>	Allows the user to choose between DHCP (Dynamic Host Configuration Protocol) and STATIC IP address assignments. DHCP is set by default and should be used if connected to a DHCP server.
Login	
<b>Account</b>	The account name for the user currently logged into the web page. The default account name is <b>admin</b> .
<b>Password</b>	Configure the password for the user logged into the web page. The default password is <b>admin</b> .

## WI-FI

Item	Description
<b>Wi-Fi</b>	Shows all of the wireless networks in range of the Vioneer® OneTouch™ 300.

### To Connect to a Wireless Network

1. Click on the wireless network you want to use.
2. Enter the network password if necessary.
3. Click on the **Connect** button.  
The connection process may take up to 60 seconds.
4. When the connection is successful, the network name you selected will display "connected".

### To Disconnect from a Wireless Network

1. In the webpage, click on the connected network name and then click **Disconnect**.

## SECURITY

Authentication Method	Encryption method
<b>Disable</b>	None

<b>Authentication Method</b>	<b>Encryption method</b>
<b>WEP</b>	Encryption type: WEP Up to four WEP keys can be set. Input a WEP in the field and then click on <b>Apply</b> .
<b>WPA-PSK</b>	Encryption type: TKIP/AES Input a pass phrase in the Pass Phrase field and then click on <b>Apply</b> .
<b>WPA2-PSK</b>	Encryption type: TKIP/AES (Pass phrase: 12345678) Input a pass phrase in the Pass Phrase field and then click on <b>Apply</b> .

# MAINTENANCE

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

## SAFETY PRECAUTIONS

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

### Do These

- Wear protective gloves when cleaning the scanner with Isopropyl rubbing alcohol. Rubbing alcohol may irritate sensitive skin.
- Only perform scanner maintenance as described in this chapter.
- Keep the scanner 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 scanner to an area that has adequate room for opening the scanner.
- If your scanner has a power cord and/or power switch, always turn off the scanner and unplug the power cord before performing maintenance, unless the maintenance instructions below specifically state to leave the scanner plugged in and powered on.
- Always unplug the USB cable from the scanner before performing maintenance, unless the maintenance instructions below specifically state to leave the scanner plugged in.
- Wear an anti-static strap to prevent electrostatic discharge when touching metal components.
- Keep all cleaning supplies, scanner 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 scanner 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 scanner in an area where there are open liquid containers.
- Never pour or spill liquid on the scanner or any of its components.

## HARDWARE PROPERTIES

You can use the scanner's properties page to keep track of scanner maintenance, change some of the hardware options, configure the scanner interface behavior, and adjust application options that may be available for your scanner.

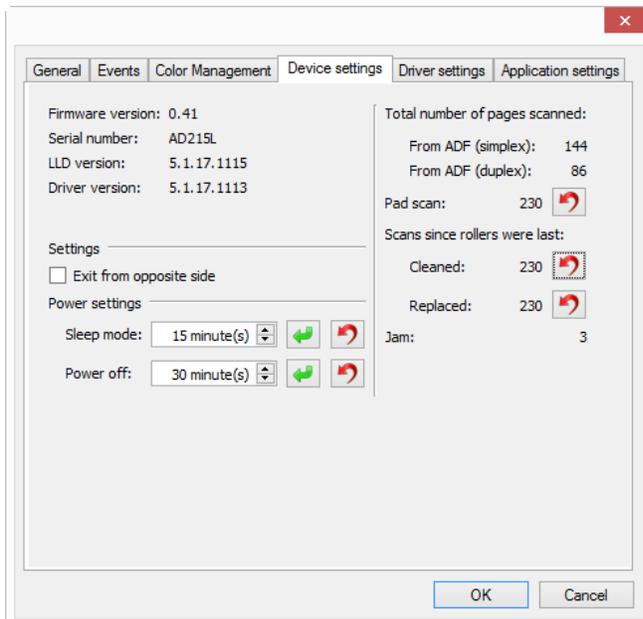
### Windows

**To open the scanner hardware properties page:**

- **Windows 7 and later** — from the Windows Control Panel, open **Hardware and Sound** and then **Devices and Printers**. Right-click on the scanner and then select **Scan properties** from the list.

### Device Settings

The Device Settings tab shows the hardware information for your scanner. The options on the Device Settings tab will be available based on whether or not the scanner hardware supports the feature. Some features described herein may not be available for the current scanner. Please disregard any information about features that you do not see in the interface for your scanner.



### Scanner Details

- **Firmware version** — this is the scanner's hardware processor version number.
- **Serial number** — the scanner's unique identification number.
- **LLD version** — the scanner's base driver version. This is not the OneTouch software revision, TWAIN or WIA driver versions.
- **Driver version** — this is the version of the scanner's TWAIN driver.

## Scanner Configuration

- **Counters** — click the reset button next to the counter you want to set back to 0.
- **Show maintenance reminders** — select this option to be notified when it is time to clean or replace the rollers. After cleaning or replacing the rollers, click the reset button next to the roller counters in this screen.

## Power Settings

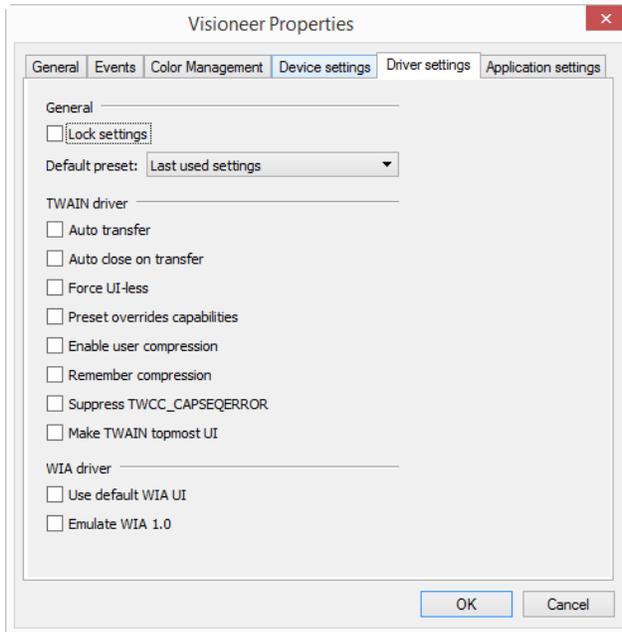
- **Sleep mode** — sleep mode is the low-power state when the scanner is not in use. You can adjust the amount of time you want the scanner to wait before it goes into low power.
  - Click the **green enter** button to save any changes in the Sleep mode field.
  - Click the **red reset** button to reset to the default timeout value.
- **Power off** — input the number of minutes you want the scanner to wait before it turns itself off.
  - Click the **green enter** button to save any changes in the power off field.
  - Click the **red reset** button to reset to the default timeout value.

## Firmware update

- **Check for update** — check the scanner's firmware version against the version included with the scanner driver. When the scanner is connected to the computer and this option is selected, or when a different scanner of the same model is connected, a notification will show indicating that the firmware version is out of date. Deselect this option to stop being notified of the different version if you do not want to update the firmware.
- **Update** — click this button to update the scanner's firmware with the latest revision provided in the driver installer. Follow the instructions on-screen to update the scanner's firmware. Do not turn off the scanner or close any on-screen dialogues while the firmware update is in process. Turning off the scanner or closing any on-screen dialogues before you are prompted could irrevocably damage the scanner and prevent it from working. The firmware update software will prompt you when it is safe to power cycle the scanner.

## Driver Settings

The options in this panel are for configuring how the TWAIN interface will behave in some scenarios. Please see the TWAIN scanning guide on [www.visioneer.com](http://www.visioneer.com) for instructions.



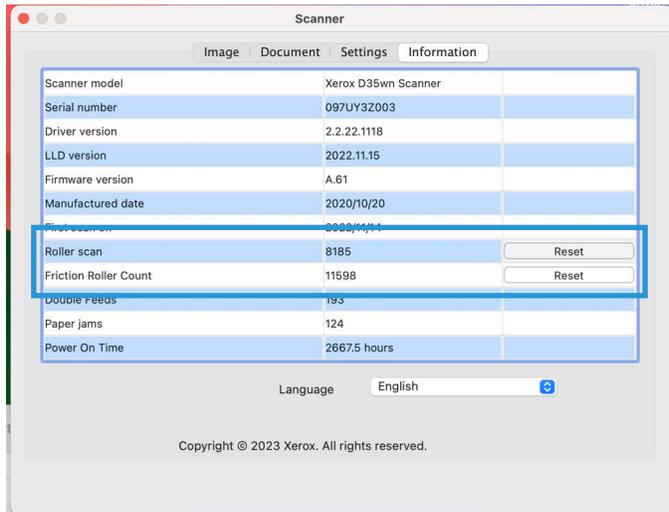
## Mac

### The Visioneer Scan Utility

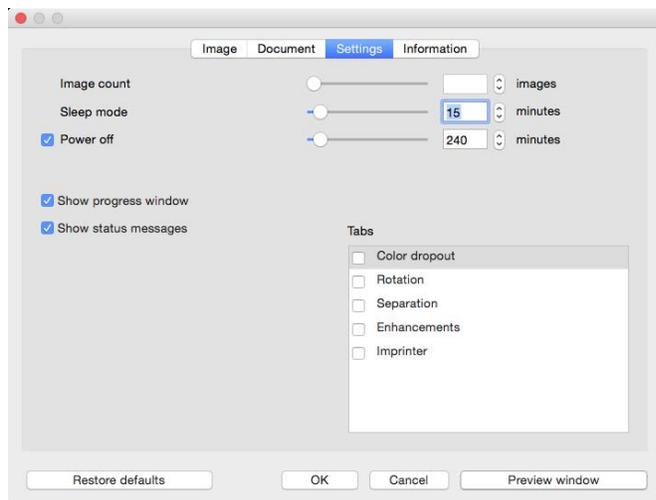
In addition to the scanner's interface, you can customize the scanner settings using the **Visioneer Scan Utility**, explained in the TWAIN Scanning Guide.

**Note:** On our website, please refer to the TWAIN Scanning Guide provided for your device: [www.visioneer.com](http://www.visioneer.com).

For example, the Information panel shows hardware information for your scanner, including controls for resetting the Roller Count. (Resetting the roller count is typically done after cleaning.)



And the Settings panel provides sleep and power off configuration settings.



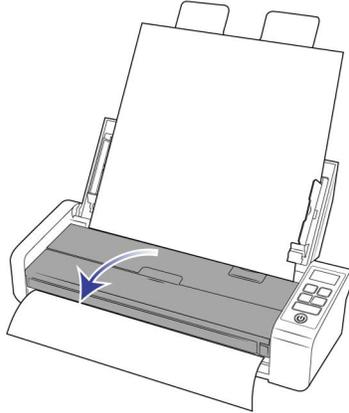
- **Image count** — set the number of images to scan before ending the scan job. When it is set to Infinite it will scan all the pages in the input tray. It can be adjusted using the slider or by entering a value in the text box.
- **Sleep mode** — sleep mode is the low-power state when the scanner is not in use. You can adjust the amount of time you want the scanner to wait before it goes into low power using the slider or by entering a value in the text box.
- **Power off** — input the number of minutes you want the scanner to wait before it turns itself off. It can be adjusted using the slider or by entering a value in the text box.
- **Show progress window** — select this option to display the progress window of the document(s) during scanning.
- **Show status messages** — select this option to show warning messages on-screen when the scanner rollers or pads have reached the end of their lifespan

## CLEARING PAPER JAMS

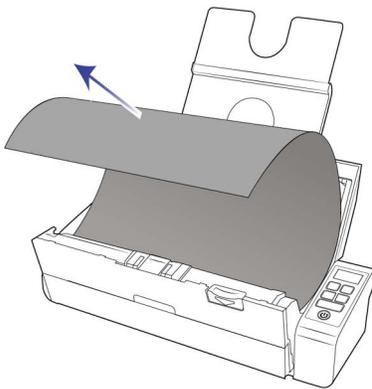
If your scanner stops scanning due to a paper jam in the Automatic Document Feeder, a warning opens after a few moments.

1. Ensure the front feed tray is closed and open the Automatic Document Feeder cover.

Do not attempt to remove a jammed page with the scanner closed.



2. Remove the jammed paper and close the cover.



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

## CLEANING THE SCANNER

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

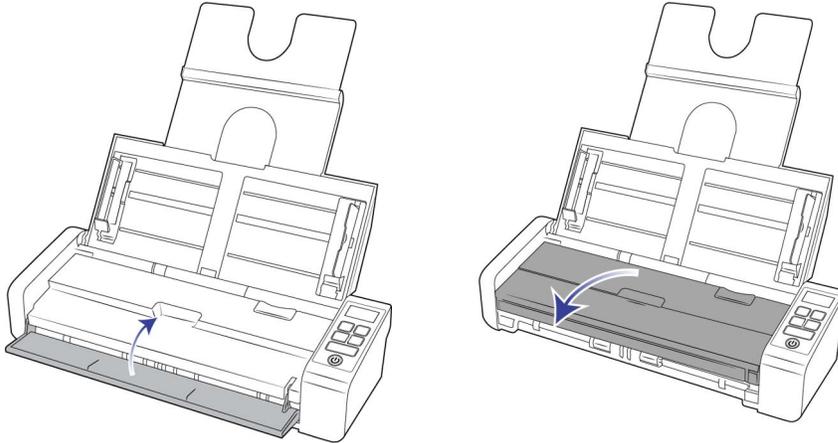
Using a soft, lint-free cloth, wipe down all plastic surfaces on the scanner.

### Cleaning Inside the Automatic Document Feeder

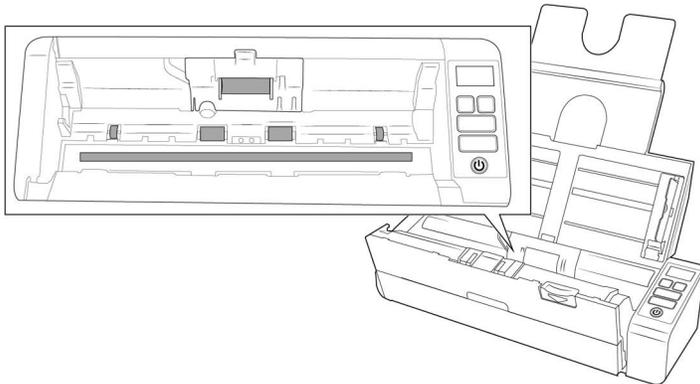
Cleaning the inside of the scanner helps to keep your scanner operating at optimum performance. You should clean the inside of the scanner at least once a week or after 1,000 pages have been scanned. If you are getting frequent paper jams, multiple pages feeding at the same time, or you're seeing lines in the scanned image, it is time to clean the scanner.

**Note:** Be careful when cleaning the rollers. All of the rollers, except the free rollers, are designed to rotate in one direction only. Do not force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and cause the scanner to feed pages incorrectly.

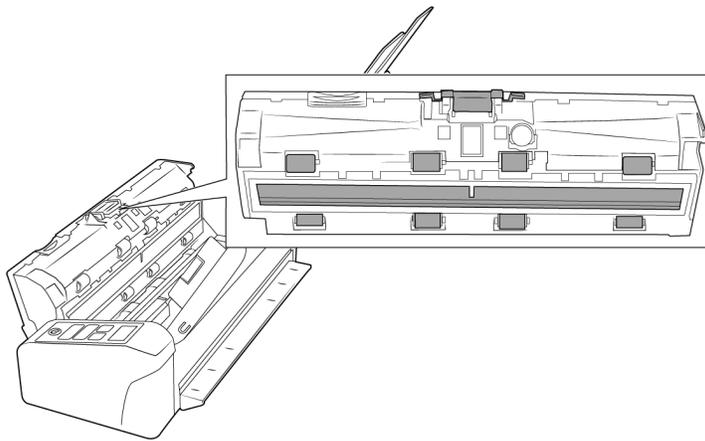
1. Wet a soft cloth with some Isopropyl rubbing alcohol (70%).
2. Ensure the front feed tray is closed and open the Automatic Document Feeder cover.



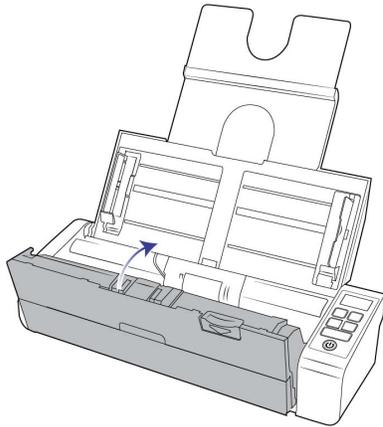
3. Wipe clean the rollers and glass in the scanner body. Rotate the rollers to clean the entire surface.



4. Wipe clean the rollers and glass in the underside of the ADF door. Rotate the rollers to clean the entire surface.



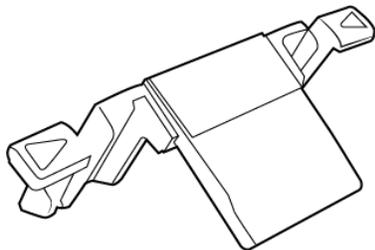
5. Close the scanner when you're finished.



## REPLACING THE SEPARATION PAD

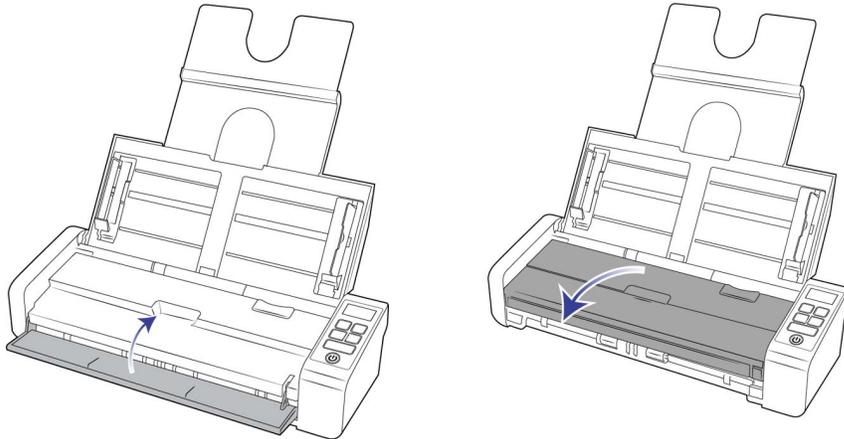
Problems with documents feeding into the ADF is an indication that the pad is wearing thin. The usage life of the ADF pad varies by what type of documents are generally scanned. Scanning large batches of heavily textured paper and embossed plastic cards will cause the ADF pad to wear faster. Large continuous batch scanning will also cause the ADF pad to wear faster. The ADF pad can be used to scan up to 10,000 pages.

Replacement parts can be purchased from the Parts & Accessories page for your scanner at [www.visioneer.com](http://www.visioneer.com).

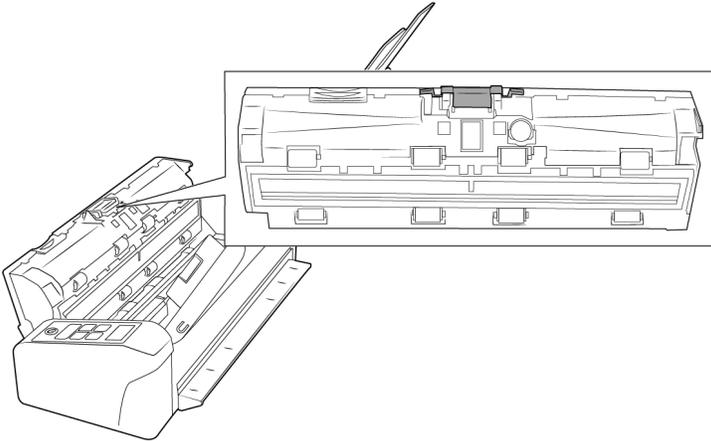


**Note:** Discard the parts as you remove them from the scanner, the parts cannot be reused and are a choking hazard.

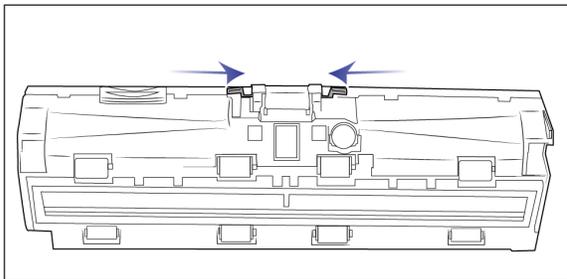
1. Ensure the front feed tray is closed and open the Automatic Document Feeder cover.



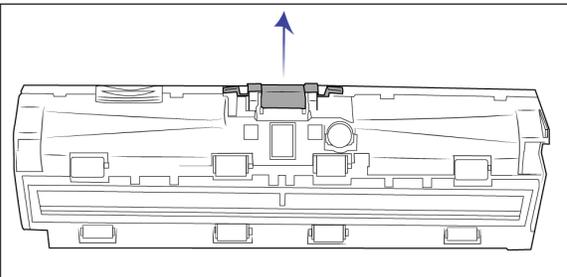
2. The ADF pad is located on the inside of the ADF door.



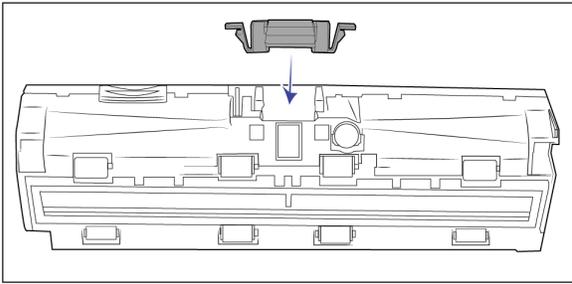
3. Squeeze the plastic clamp that holds the pad assembly in place.



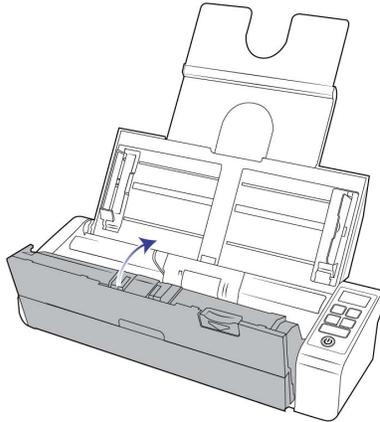
4. Lift the pad up and out of the scanner.



5. Place the new ADF pad in the scanner.



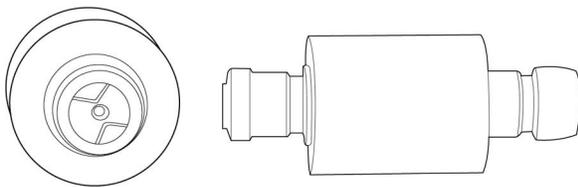
6. Press down on the ADF pad until you hear a "click" when it locks in place.
7. Close the scanner when you're finished.



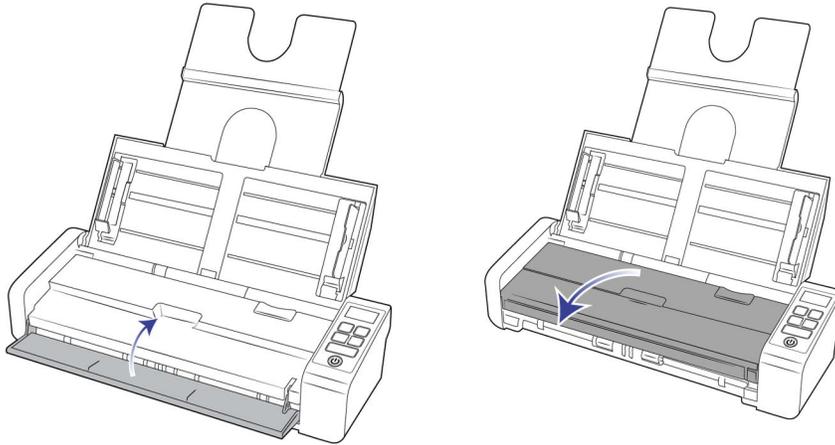
## REPLACING THE FEED ROLLER

The roller will wear out and is designed to be a user-replaceable part. A worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. Before replacing the roller you should clean it as excessive dust on the roller will make it appear worn and smooth. You cannot properly diagnose a worn roller until you have cleaned it. You should generally replace the roller every 100,000.

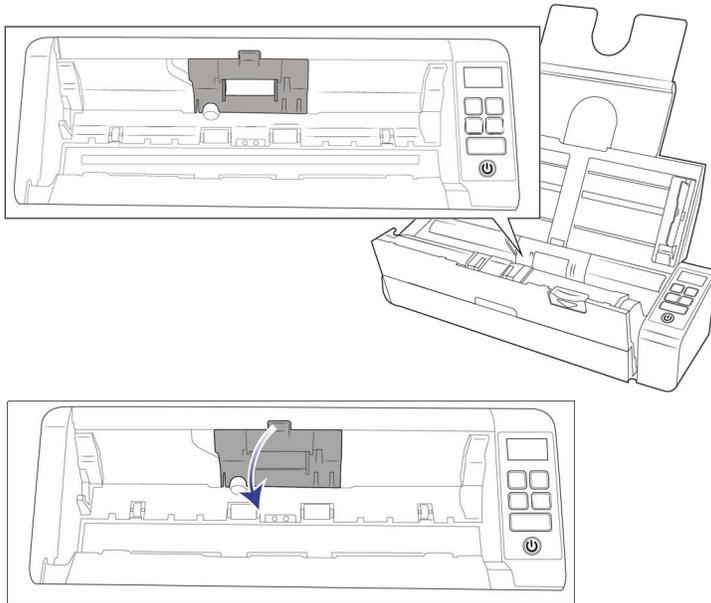
Replacement parts can be purchased from the Parts & Accessories page for your scanner at [www.visioneer.com](http://www.visioneer.com).



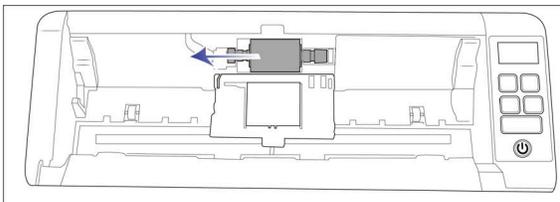
1. Ensure the front feed tray is closed and open the Automatic Document Feeder cover.



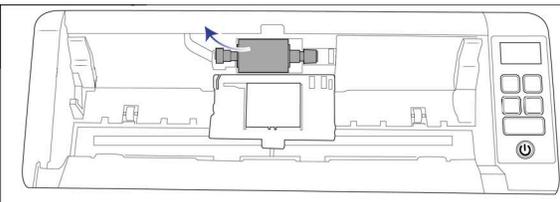
2. Locate and open the roller cover in the body of the scanner.



3. Slide the feed roller to the left.

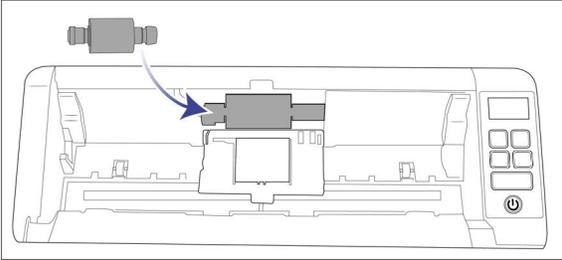


4. Remove the feed roller.



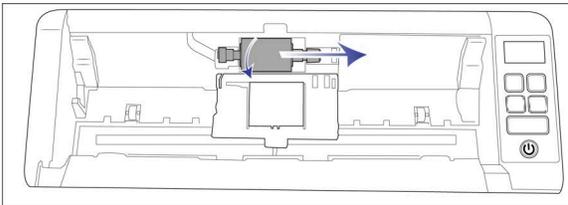
5. Take the new roller out of its packaging. Clean any dust off the roller before installing it.

6. Insert the left end of the new roller assembly into the hole in the roller channel. Angle the roller module into the roller channel.

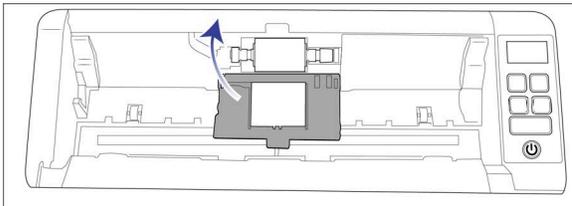


7. Slide the roller to the right.

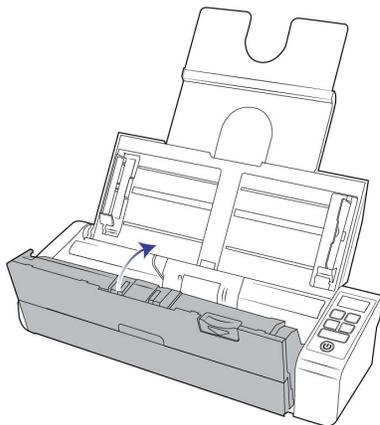
The roller will slide into place when it is aligned correctly. However, if it does not slide all the way into the housing, rotate the roller until it does.



8. Lift the roller cover and carefully push it closed to lock it in place. Make sure everything is aligned properly and the cover is fully closed. If the cover is not fully closed it will break during scanning and damage the scanner.



9. Close the scanner when you're finished.



## TROUBLESHOOTING

**Problem:** The scanner won't scan. 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 scanner's status light on?** Turn on the scanner'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 scanner directly to a wall outlet.
- **Did you restart the computer and scanner?** If the scanner gets a paper jam, or loses connection because of an error, try restarting your computer and power cycling the scanner.
- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner try plugging the scanner's USB cable directly to the back of the computer. It is not recommended that you use the scanner 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 scanner. The recommended USB cable length is 6' or less, the USB cable provided with your scanner is within this range.
- **Did you select another image source in the scanning software?** If you use multiple imaging devices with your computer, such as a camera, all-in-one printer, or another scanner, you may have selected another source for images. Make sure Vioneer® OneTouch™ 300 is selected as the scanner.

**Problem:** Why does my scanner 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 scanner driver. Please refer to [Uninstalling Your Scanner](#) for installation instructions.

**Problem:** Why won't my scanner buttons work after scanning with Windows Image Acquisition (WIA)?

After performing a scan using the WIA interface you must close the application you were using before scanning with the buttons on the scanner. This does not occur when scanning using the TWAIN or ISIS interface.

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

To resolve the problem, simply turn off the scanner 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 scanner to lose communication to the computer.

**Problem:** The installation will not complete successfully. If installation finishes, the scanner's OneTouch options do not seem to work properly.

A likely cause is that some driver programs are already installed on your computer for another scanner. They may be interfering with the installation and OneTouch options, and you need to remove those other drivers and re-install your Vioneer® OneTouch™ 300 scanner. You can remove these programs from the Windows Control Panel. Please refer to the user manual provided with your other scanner hardware for instructions about removing the driver and software for that unit.

**Problem:** My computer keeps giving me out of hard drive space error messages.

The minimum requirement of free hard drive space is for the installation of the scanner driver and basic, low resolution, scanning. High resolution scans result in files that can be over 1 gigabyte in size. Free up some space on your hard drive for the software to be able to save the scanned images.

**Problem:** The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See [Cleaning Inside the Automatic Document Feeder](#) for cleaning instructions.

**Problem:** The ADF won't feed pages properly.

A dirty or worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. First, try cleaning the rollers as described in [Cleaning Inside the Automatic Document Feeder](#). If the problem persists, the separation and/or feed rollers may need to be replaced. Please see [Replacing the Separation Pad](#) and [Replacing the Feed Roller](#).

**Problem:** If the USB cable is disconnected during a scan, the scanner does not reconnect when the USB cable is plugged back in.

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

If the scanner does not reconnect:

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

## Error Light Troubleshooting Codes

### Normal Operation

- **Steady green** — indicates the scanner is ready to scan.
- **Slow flashing green** — indicates the scanner is in low power mode.
- **Rapid flashing green** — indicates the scanner is waking up from low power mode.
- **Steady red** — the scanner is busy or it is not connected to the computer.
- **Flashing red** — the scanner is reporting an error.

### Error Codes

The status light indicates the current state of the scanner. If your scanner experiences hardware problems, the status light turns red and will flash a specific number of times, pause, and then repeat the same number of flashes. The number of flashes between pauses indicates the hardware error code. If an error occurs during scanning the LCD display will show a graphic indicating the error that has occurred.

Descriptions of the most common patterns are listed below. In all cases, you should turn off the scanner and check the scanner setup. Make sure the USB cable is plugged into the scanner and computer. Make sure the power cord is plugged into the scanner and into a wall outlet. Contact Visioneer Technical Support if you experience a different blinking pattern.

Error code	LCD Graphic	Problem Description	Solution
Blank		Scanner is not connected to the computer	A cable may be loose. Check that the scanner's cables are correctly attached to the computer. If the scanner still does not connect, re-boot the computer.
4		Paper jam	Open the ADF cover and remove the jammed page. See <a href="#">Clearing Paper Jams</a> .
5		Multi feed	More than one page is in the scanner. Make sure that an item hasn't been inserted in the front of the scanner when trying to scan from the input tray.
6		The scanner's cover is open	The ADF door is not closed all the way. Open the scanner, make sure the paper guides are properly seated in the scanner and that the roller covers are fully closed, and then close the ADF again. Push down on the lid until it locks into place.
7, 8		The lamp in the scanner body or lid has malfunctioned	This usually occurs if the power was disconnected during a scan. Turn the scanner off, then back on again. If the problem persists, turn off the scanner, re-start the computer, then turn the scanner on. If the problem continues, and your scanner's power is plugged into a surge protector or UPS battery backup, try plugging the scanner power directly into a wall outlet.
All Other Codes		An internal part in the scanner may have malfunctioned	Turn off the power to your scanner, re-boot your computer, then turn it back on. If the problem persists, contact Vioneer Technical Support.

## UNINSTALLING YOUR SCANNER

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

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

### Windows

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

- Windows 7 and later: Open Programs and Features

#### Uninstalling the scanner driver:

1. In the list of installed programs click on **Vioneer® OneTouch™ 300 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 scanner and unplug the USB cable.
5. Reboot the computer if you are prompted to do so.

Follow these instructions to remove any of the other software you installed with your scanner. Depending on the software provided with your scanner, and which applications you installed during the scanner setup, the application list may include:

- OneTouch
- OneTouch OCR module

### Uninstalling Vioneer Acuity™:

Vioneer Acuity is automatically installed when you install the scanner driver. Vioneer Acuity is a utility with advanced image processing options to instantly improve the visual clarity of anything you scan.

1. In the list of installed programs, select **Vioneer Acuity Assets**.
2. Click **Yes** when asked to confirm you want to remove the software.

Depending on the method of installation, and your scanner model, there may be multiple entries for Vioneer Acuity in the installed programs list. The additional entries in this list are the image processing libraries needed to support various scanner models. These additional items will be called “Vioneer Acuity Assets” followed by a version number. In the scenario described here, when you want to uninstall Vioneer Acuity make sure you select and uninstall Vioneer Acuity. If you uninstall one of the entries labeled as an “asset” you will still need to uninstall the main Vioneer Acuity utility.

## Mac

### Uninstalling the scanner driver:

The TWAIN driver is stored in the TWAIN Data Sources folder, and DS is its file extension.

1. Disconnect the USB cable of your device.
2. In the Finder, browse to **Macintosh HD > Library > Image Capture > TWAIN Data Sources**.
3. Delete the DS file for your device.

### Uninstalling Vioneer Scan Utility:

The Vioneer Scan Utility is in the macOS Applications folder.

1. In the Finder, browse to **Macintosh HD > Applications**
2. Delete the Vioneer Scan Utility.

The Image Capture Application (ICA) from Apple is used to transfer images from your scanner, and it is also in the macOS Applications folder. If no longer needed, then you can optionally delete it.

After deleting your files, empty the Trash contents, and restart your system.

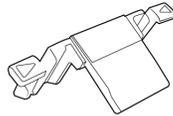
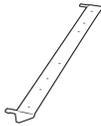
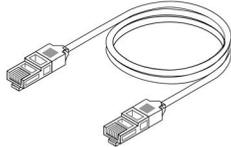
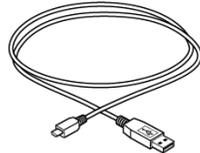
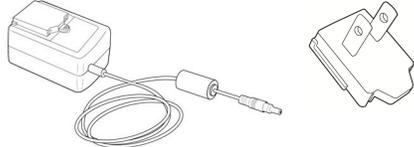
## VISIONEER® ONETOUCH™ 300 SPECIFICATIONS

<b>Scanner Specifications</b>	
<b>Document Requirements</b>	
Minimum Item Size	2.25 x 2 inches (57 x 51 mm)
Maximum Item Size	8.5 x 14 inches (216 x 356mm)
Capacity	20 pages of 20 lb printer paper (75–80 g/m <sup>2</sup> )
Paper Thickness	13–26 lbs. (50 –105 g/m <sup>2</sup> )
Plastic Card	Embossed cards up to 1.25 mm thick When scanning small pages such as Business Cards, we recommend using the front feed.
<b>General Specifications</b>	
ADF Scanning Speeds • A4 Page Size	When connected by USB Cable and USB-Power cable: • 8 pages per minute / 16 images per minute @ 200-300 dpi When connected by USB Cable and AC-Power adapter: • 20 pages per minute / 40 images per minute @ 200 dpi • 15 pages per minute / 30 images per minute @ 300 dpi
Front Feed Scanning Speeds • A4 Page Size	When connected by USB Cable and USB-Power cable: • 8 seconds per page @ 200-300 dpi When connected by USB Cable and AC-Power adapter: • 3 seconds per page @ 200 dpi • 4 seconds per page @ 300 dpi
Rear Feed Scanning Speeds • A4 Page Size	When connected by USB Cable and USB-Power cable: • 8 seconds per page @ 200-300 dpi When connected by USB Cable and AC-Power adapter: • 3 seconds per page @ 200 dpi • 4 seconds per page @ 300 dpi
Optical Resolutions	200, 300, and 600 dpi
Interpolated Resolutions	75, 100, 150, 400, 500, and 1200 dpi (these resolutions are available when Vioneer Acuity is installed)
Internal Bit Depth	48-bit color, 16-bit grayscale, 1-bit bitonal (black & white)
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex Sheetfed
Image Sensor	CIS (Contact Image Sensor)
Light Source	RGB LED lamp
Interface	Hi-Speed USB 2.0, compatible with USB 1.1
Certifications	FCC Class B, WEEE, RoHS, ENERGY STAR, UL/C-UL, CB, CE, RCM, USB-IF, Mexico Energy (CFE)
Operating Temperature	40° ~ 95° F (5° ~ 35° C without condensation)

<b>Scanner Specifications</b>	
Relative Humidity	10% ~ 90% (@35° C without condensation)
<b>Scanner Dimensions (Trays Collapsed)</b>	
Width	11.69 inches (297 mm)
Depth	4.1 inches (104 mm)
Height	2.9 inches (74 mm)
Weight	3.3 pounds (1.5 kg)
<b>Scanner Dimensions (Trays Extended)</b>	
Width	11.69 inches (297 mm)
Depth	10 inches (254 mm)
Height	10 inches (255 mm)
Weight	3.3 pounds (1.5 kg)
<b>Power Information</b>	
Power Supply	APD (WA-36A24RCN-ACAA) DC Jack, 2P, 100~240Vac, 24Vdc, 1.5A, 36W, Class 1, ENERGY STAR, RoHS
Scanner Rating	24Vdc, 1.5A
Power consumption (AC Power Cord)	≤ 11.4 Watts (during operation) ≤ 6.34 Watts (ready) < 2.0 Watts (power save after 15 minutes without scanning) ≤ 0.5 Watt (power off)
Power consumption (USB power cable)	≤ 5 Watts (during operation) ≤ 3.6 Watts (ready) ≤ 1.7 Watts (power save after 15 minutes without scanning) ≤ 0.1 Watt (power off)
<b>Cable Information</b>	
USB cable	1850 mm, 28AWG, with core, RoHS compliant
USB power cable	A Type, DC Jack, 4P, 1200 mm, 22AWG, RoHS compliant
<b>Software Information</b>	
Supported Operating Systems	<ul style="list-style-type: none"> <li>• Microsoft:                             <ul style="list-style-type: none"> <li>– 32-bit or 64-bit 7 (Service Pack 1)</li> <li>– 32-bit or 64-bit 8 / 8.1</li> <li>– 32-bit or 64-bit 10</li> </ul> </li> <li>• Mac:                             <ul style="list-style-type: none"> <li>– Apple® Mac OS X®</li> </ul> </li> </ul>
Scanner Drivers	<ul style="list-style-type: none"> <li>• Microsoft:                             <ul style="list-style-type: none"> <li>– TWAIN, WIA, ISIS</li> </ul> </li> <li>• Mac:                             <ul style="list-style-type: none"> <li>– TWAIN, ICA</li> </ul> </li> </ul>

Scanner Specifications	
Bundled Software	<ul style="list-style-type: none"> <li>• Microsoft:                             <ul style="list-style-type: none"> <li>– Visioneer® OneTouch™</li> <li>– Visioneer® Acuity Module</li> </ul> </li> <li>• Mac:                             <ul style="list-style-type: none"> <li>– Visioneer® Scan Utility</li> </ul> </li> </ul>

## VISIONEER® ONETOUCH™ 300 PARTS LIST

Part Name	Part Number	
Feed Roller	65-2521-000	
ADF Pad	57-0155-000	
Input feed tray	65-2571-000	
Ethernet Cable	35-0270-000	
USB Cable	35-0255-100	
Power Supply Power Plug Adapter	37-0100-000	



# APPENDIX A: 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. Information for the U.S. can also be found on the Electronic Industries Alliance website.

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

### European Union

#### **RoHS and WEEE Compliance**

This product is compliant with RoHS Regulations of the European Parliament and Council Directive on the Restrictions of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (2011/65/EU), and with the Waste Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU).

Some equipment may be used in both a domestic/household and a professional/business application.

#### **Professional/Business Environment**

Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures. In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.



