

visioneer®

**RoadWarrior** 8DW  
Scanner User Guide

# USER GUIDE

## Visioneer® RoadWarrior 8DW

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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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# SAFETY

## SAFETY INTRODUCTION

### 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® RoadWarrior 8DW 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® RoadWarrior 8DW, 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.

**Note:** Your Visioneer® machine is equipped with an energy saving device to conserve power when the machine is not in use. The machine may be left on continuously.

**Do not do these:**

- Never use a ground adapter plug to connect the equipment to a power outlet that lacks a ground connection terminal.
- 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.
- Never place this equipment where people might step on or trip on the power cord.



**Caution: 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.**

## ELECTRICAL INFORMATION

### Warning - Electrical Safety Information

1. The power receptacle for the machine must meet the requirements stated on the data plate on the rear of the machine. If you are not sure that your electrical supply meets the requirements, please consult your local power company or an electrician for advice.
2. The socket outlet shall be installed near the equipment and shall be easily accessible.
3. Use the power cable that is supplied with your machine. Do not use an extension cord or remove or modify the power cord plug.
4. Plug the power cable directly into a correctly grounded electrical outlet. If you are not sure whether or not an outlet is correctly grounded, consult an electrician.
5. Do not use an adapter to connect any Visioneer® equipment to an electrical outlet that lacks a ground connection terminal.
6. Do not place this equipment where people might step or trip on the power cable.
7. Do not place objects on the power cable.
8. Do not override or disable electrical or mechanical interlock devices.
9. Do not push objects into slots or openings on the machine. Electrical shock or fire may result.

## Electrical Supply

- This product shall be operated from the type of electrical supply indicated on the product's data plate label. If you are not sure that your electrical supply meets the requirements, please consult your local power company for advice.



- Always connect equipment to a correctly grounded power outlet. If in doubt, have the outlet checked by a qualified electrician.



**WARNING: This equipment must be connected to a protective earth circuit. This equipment is supplied with a plug that has a protective earth pin. This plug will only fit into an earthed electrical outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace the outlet.**

## Disconnect Device

The power cable is the disconnect device for this equipment. It is attached to the side of the machine as a plug-in device. To remove all electrical power from the equipment, disconnect the power cable(s) from the electrical outlet.

## BATTERY INFORMATION

- Temperature range for safe charging and discharging of battery:
  - Charging: 0 - 45°C
  - Normal discharge: 0 - 60°C
- Over temperature protection:
  - Highest specified charging temperature: 45 ± 3°C
  - Lowest specified charging temperature: 0 ± 2°C.
- Scanner operating TMA: 40°C
- Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
- Disposal of a battery into fire or hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

## EMERGENCY POWER OFF

If any of the following conditions occur, turn off the machine 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

1. Any operator product maintenance procedures will be described in the user documentation supplied with the product.
2. Do not carry out any maintenance on this product which is not described in the customer documentation.
3. 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.
4. Use supplies and cleaning materials only as directed in this manual.
5. Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.
6. 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.

## ENVIRONMENTAL HEALTH AND SAFETY CONTACTS

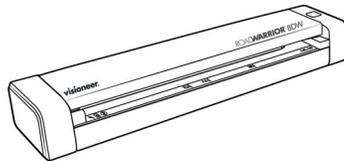
### Contact Information

For more information on Environment, Health, and Safety in relation to this Visioneer® product and supplies, please contact the following customer help lines:

# WELCOME

## 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® RoadWarrior 8DW  
Scanner



Quick Install Guide



USB C cable



Calibration Sheet

- Technical Support and Warranty Information
- Register Your Scanner Card

## SYSTEM REQUIREMENTS

- Intel i3 or equivalent CPU
- Internet access (for installation)
- An available Universal Serial Bus (USB) port
- Microsoft® Windows® operating system:
  - 32-bit or 64-bit Windows 7 (Service Pack 1)

- 32-bit or 64-bit Windows 10
- 64-bit Windows 11
- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- Minimum available hard disk space:
  - 350 MB for the scanner driver
  - 1 GB for Vioneer 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

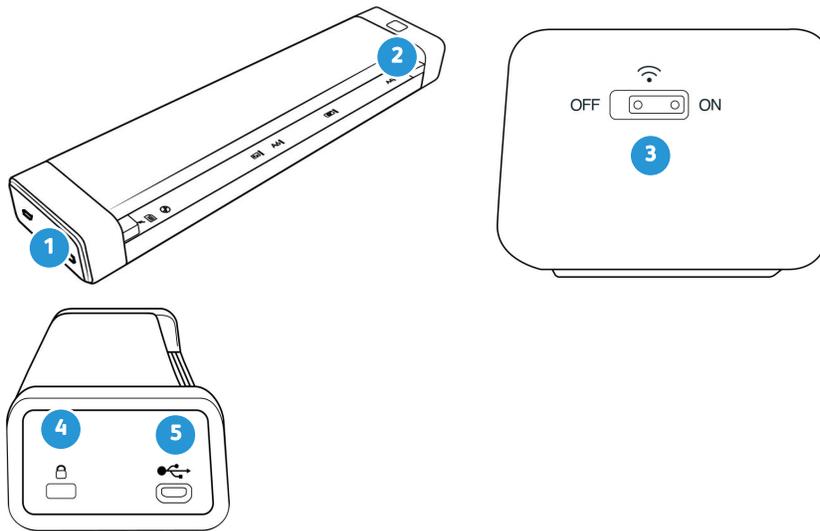
**The following printed documentation is provided in the box:**

- **Installation guide**—abbreviated scanner setup and installation instructions.
- **Technical support 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.vioneer.com](http://www.vioneer.com):**

- **Scanner user guide**—instructions for scanner setup, installation, operation, maintenance, safety, and warranty.
- **OneTouch scanning guide**—instructions for configuring and scanning using OneTouch.
- **TWAIN scanning guide**—instructions for accessing and scanning using the TWAIN interface.
- **Mobile Capture user guide**—instruction for using Vioneer Mobile Capture. User guide is available on [www.vioneer.com](http://www.vioneer.com)
- **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® ROADWARRIOR 8DW FEATURES



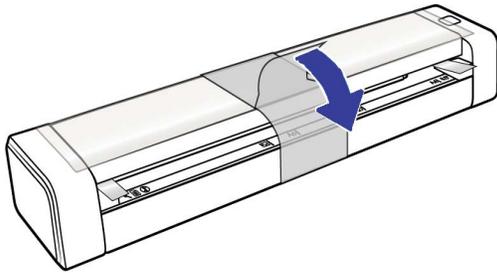
1. **Universal Serial Bus (USB) port**—connects the scanner to the computer.
2. **Paper feed**—place an item *face up* in paper feed for scanning.
  - **Scanner lid**—can be pulled away from the scanner body to open the scanner for cleaning.
  - **Paper sensor**—the sensor in the paper feed slot. Detects when an item has been inserted in the scanner.
  - **Alignment strip**—alignment marks for common paper sizes for the paper guide.
3. **Power/Scan Button**—controls the scanner and indicates the scanner status. The button behavior is described below. Please refer to [Status Light Troubleshooting](#) for information about the status light conditions.
  - Short button press (2 seconds or less)
    - Turns the scanner on when the power is off.
    - Cancels the scan when a scan is in progress.
    - Starts scanning when AutoLaunch™ is not enabled.
  - Long button press (3 seconds or more)
    - Opens the OneTouch Properties window to configure the settings for the button and AutoLaunch™.
4. **WiFi ON/OFF button**—Use this button to turn on the Wi-Fi.
5. **Safety Lock Slot**—Connect a Kensington® style safety lock.
6. **Universal Serial Bus (USB) port**—connects the scanner to the computer.



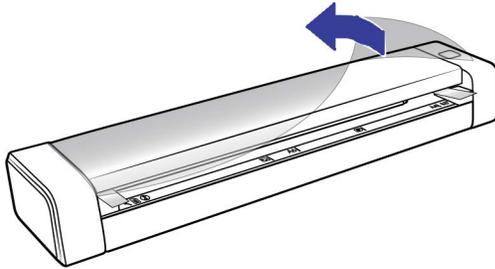
# SCANNER SETUP

## UNPACKING THE VISIONEER® ROADWARRIOR 8DW

1. Remove the plastic strip from around the scanner.

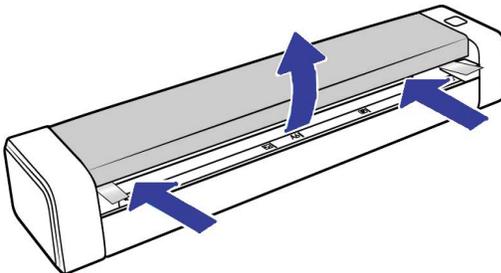


2. Remove the clear plastic film from the top of the scanner.

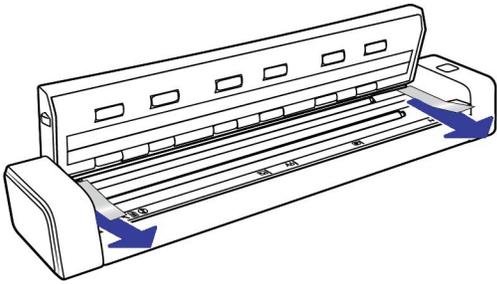


3. Place your thumbs on either side of the paper feed slot, underneath the lid of the scanner. Hold the scanner sides firmly and pull the scanner lid up to release it from the body of the scanner.

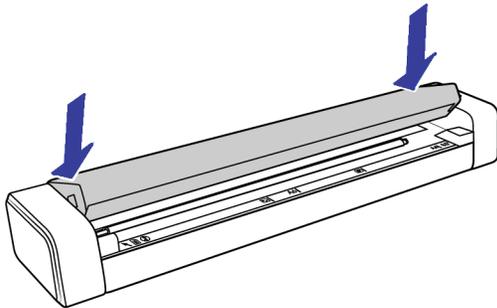
Use both hands to open the scanner, the lid is held down with locking arms on both sides of the paper feed slot. If you open only one side, you may damage the scanner lid.



4. Remove the foam strip(s) from inside the scanner.

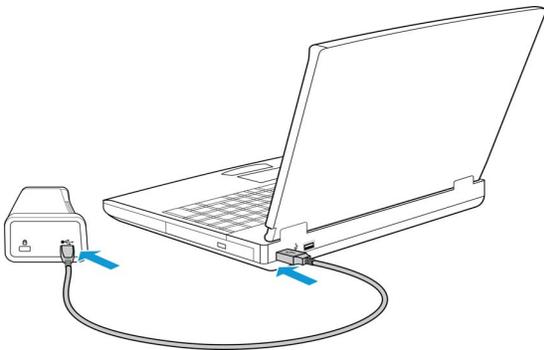


5. Gently close the scanner lid. Press down on both sides of the lid until you hear a click as the arms lock the scanner lid in place.



## CONNECT THE USB CABLE

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.

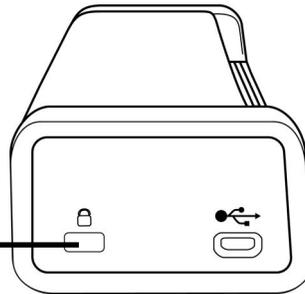


**Note:** Only use the USB power cable included with your scanner. Connecting any other type of USB power cable may damage your scanner, and will void its warranty. If you do not have your USB power cable, you can order a new one by contacting our Customer Service department. Please refer to the Technical 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).

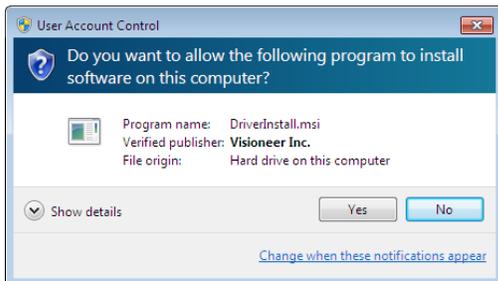


# INSTALLATION

## WINDOWS

### 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.

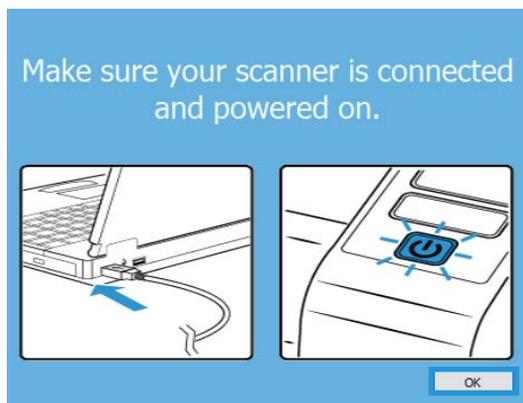


## USB Driver Installation

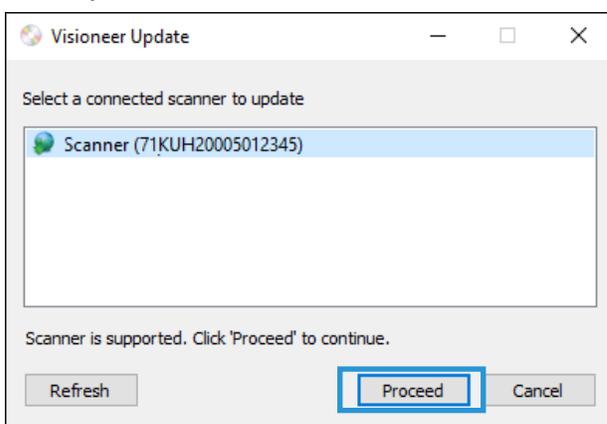
Follow these steps to install the driver to use the scanner via a USB connection to your PC. This allows only the logged in user to use the scanner.

1. Start Microsoft Windows and make sure that no other applications are running.
2. Turn on the scanner power.
3. Plug the USB cable into the USB port on the scanner then into a USB port on the computer.
4. Go to [www.visioneer.com/install](http://www.visioneer.com/install)
5. Launch the installer, once the download is complete.

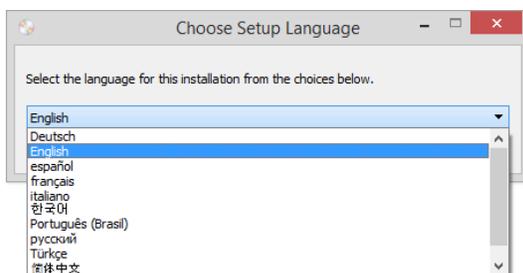
6. Click **OK**.



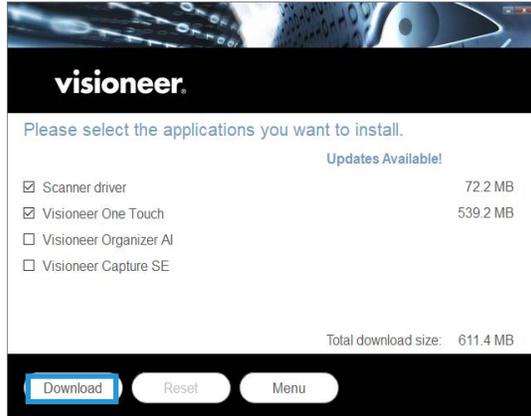
7. Select your scanner from the list. Click **Proceed**.



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 **Vioneer OneTouch** are selected, as well as any other applications you want to install.

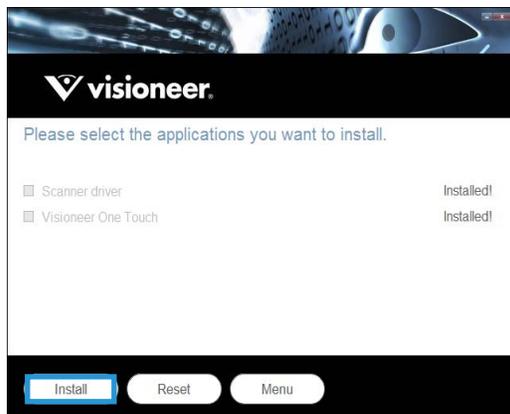


The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

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.

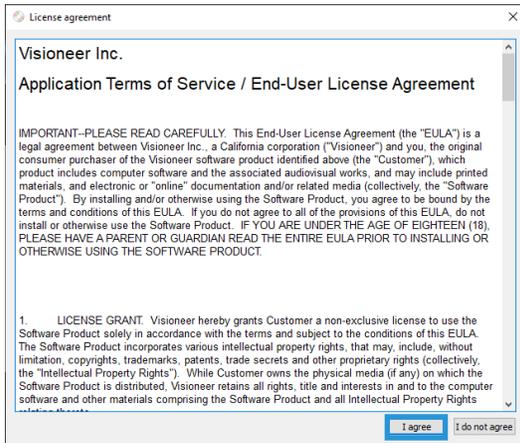
**Note:** Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed they will have to be downloaded again.

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



- On the License Agreement windows, read the license agreements. If you accept the terms, select **I Agree**.

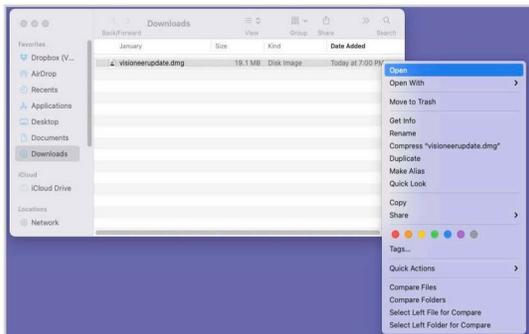
If you click **I do not agree**, the installation will terminate.



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

## MAC

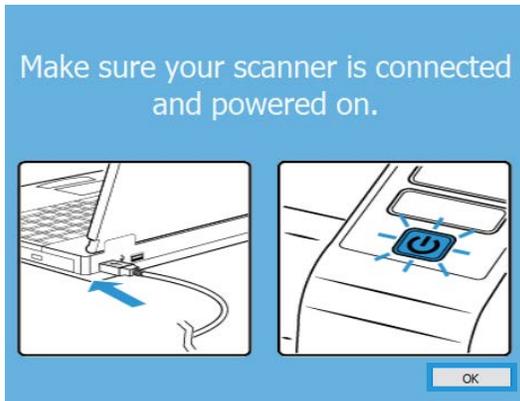
- Start the computer and make sure that no other applications are running.
- Turn on the scanner power.
- Plug the USB cable into the USB port on the scanner then into a USB port on the computer.
- Go to [www.visioneer.com/macinstall](http://www.visioneer.com/macinstall)
- Launch the installer once the download is complete.



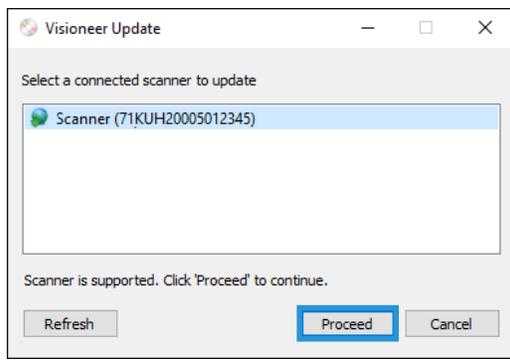
- Double-click the VisioneerUpdate disc icon.



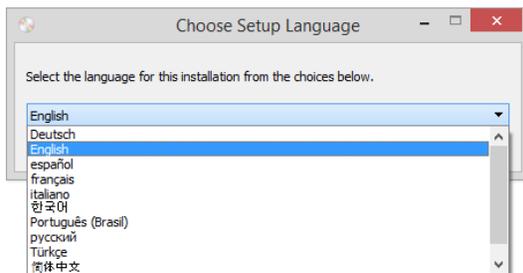
7. Click **OK**.



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

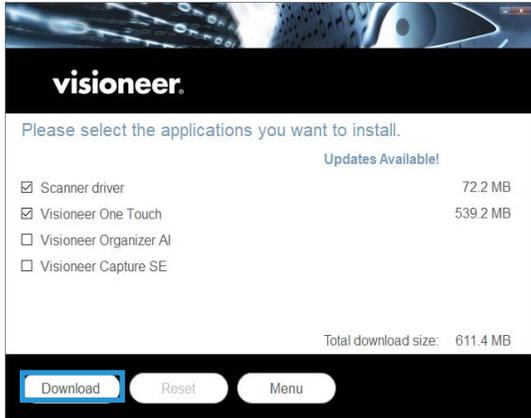


9. The Select Language window opens. Click the drop-down menu arrow and select the language to use. Click **OK**.



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

**Visioneer Scan Utility** — This utility uses the scanner’s TWAIN interface for scanning. You can select a destination folder on your computer and save the image as any one of several popular image file formats (BMP, JPG, GIF, TIF, Multi-Page TIF, PDF, Multi-Page PDF).

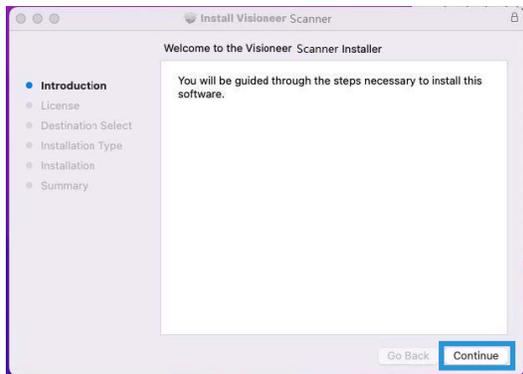


The software will have to first be downloaded by clicking **Download**. The total size of the download is shown at the bottom.

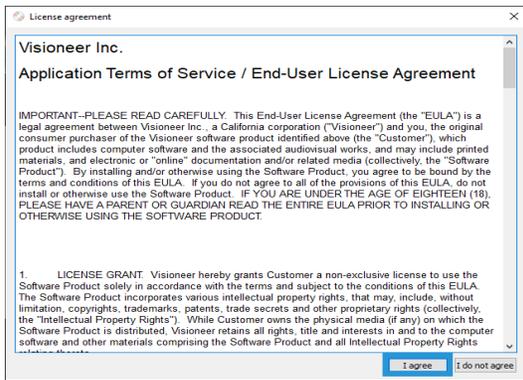
11. After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.

**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**.

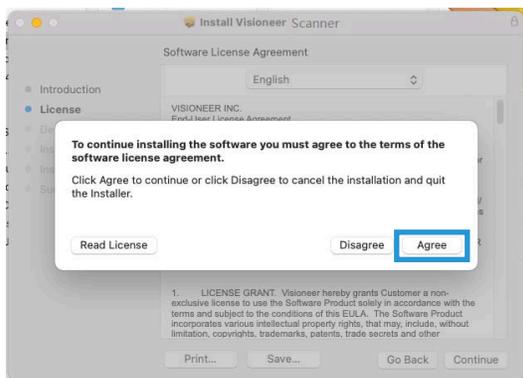


14. On the License Agreement window, read the license agreement and click **Continue**.

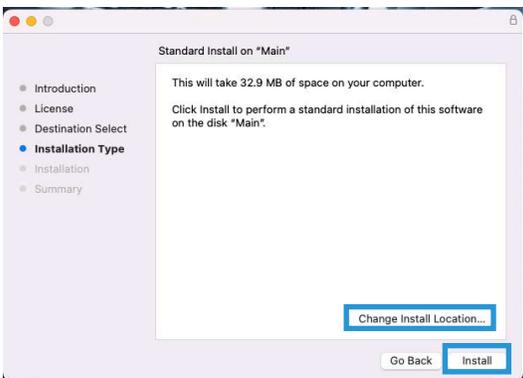


15. If you accept the terms, select Agree and continue with the installation.

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



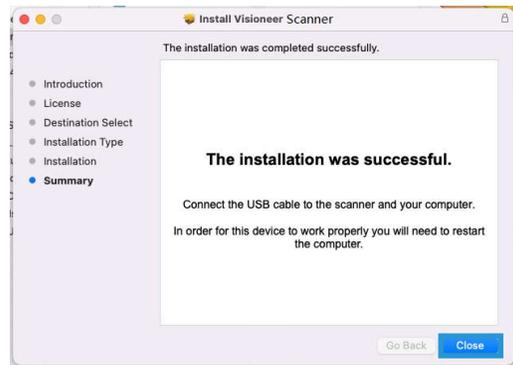
16. Depending on your system configuration, you may be prompted to choose a location for the installation. We recommend that you select the main disc drive and click Install.



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.

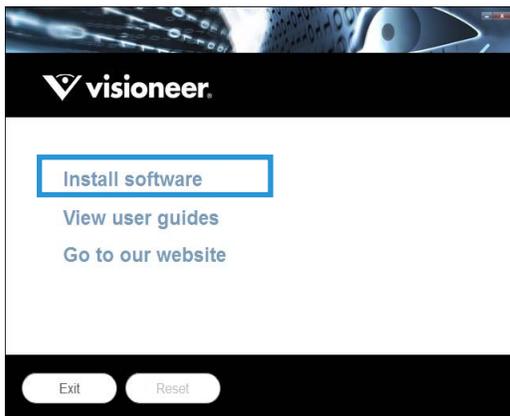


18. Click Close on the installation complete window.  
You can now connect the scanner to your computer.



## INSTALLING ADDITIONAL APPLICATIONS

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

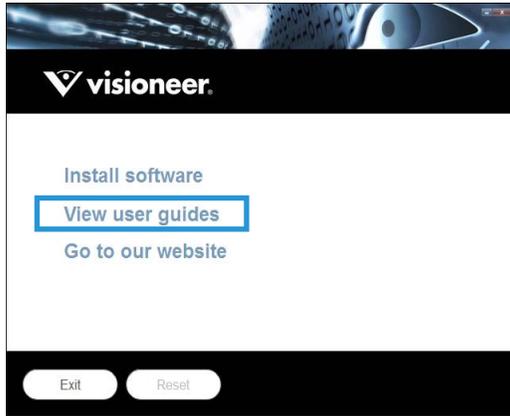


2. If a version of the software is already installed on the system, the option will be greyed out. However, if there is a newer version available, it will be possible to download and install.
3. The software will have to first be downloaded by clicking **Download**.
4. Once all software has been downloaded,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

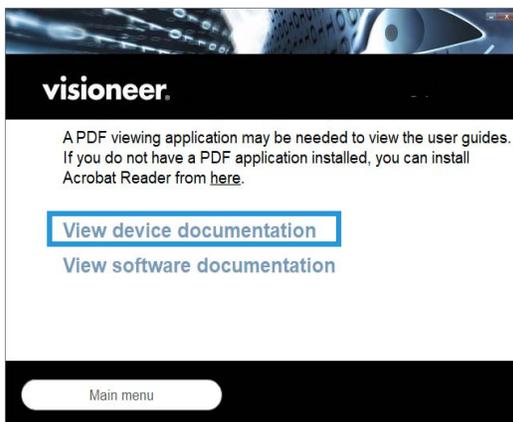
5. Follow the instructions on the screen to install each of the additional applications.

## VIEW THE USER GUIDES

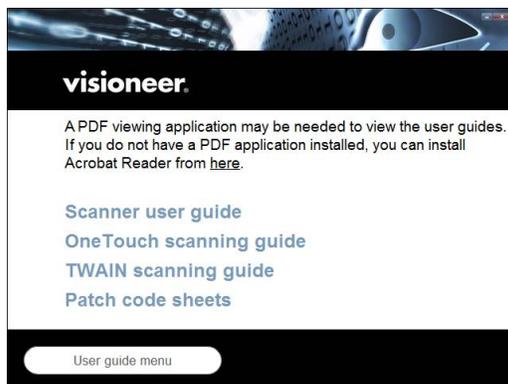
1. Once all of the software has been installed, click on View user guides from the Main menu.



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.



4. 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.

- When you're finished, click **Main menu** to return to the Main menu window and click **Exit**.

## MOBILE DEVICES

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

- Per your device, go to Google Play Store, or Apple App Store.
- Search for "Vioneer Mobile Capture" or scan the QR code with your mobile device and install the application.



**Vioneer Mobile Capture** 📄  
Scan, edit, organize and share  
Vioneer  
Designed for iPad  
Free

iOS

### Vioneer Mobile Capture



Android



- Install the application.

**Note:** See the Vioneer Mobile Capture User Guide available online for instructions ([www.vioneer.com](http://www.vioneer.com)).

## 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.

You will need an active internet connection to register your scanner. If you do not have internet 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.

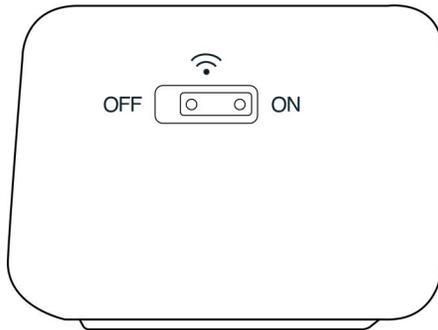
- Open an Internet Explorer window, or any other Internet browser you have installed on your computer.
- In the web address field type [www.vioneer.com](http://www.vioneer.com).
- Press Enter on your computer's keyboard or click the option on screen to go to the web address.
- When the Vioneer® scanners web page loads click on **Register Your Product**.
- Fill in the registration form, all required fields have an asterisk (\*).  
A valid email address is required for registration.
- You will be asked to enter the serial number for the scanner, it is located on the back or underside of the scanner.
- After filling in the form, click on **Submit Your Registration** to complete the registration.

# WIRELESS NETWORK CONNECTION

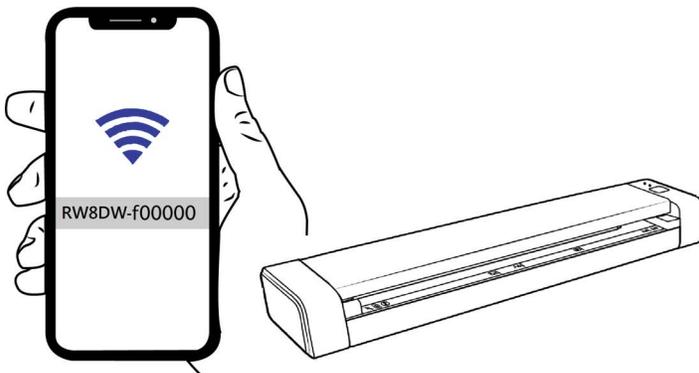
## CONNECTING TO THE SCANNER BY USING ITS WI-FI HOTSPOT

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

1. Turn on the Wi-Fi button on the scanner's side.



2. Using any Wi-Fi enabled device, find the scanner's Hotspot SSID in the list of networks, select it to connect. You may have to enter password when prompted.



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.**

# 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.



## SUPPORTED DOCUMENT TYPES

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

- Document size
  - Minimum size (width x length) – 1.5 x 1.5 inches (38 x 38 mm)
  - Maximum size (width x length) – 8.5 x 14 inches (216 x 356 mm)
  - Maximum length with long document enabled – 118 inches (2997.2 mm)
- Paper thickness between 16–32 lb paper (60–120 g/m<sup>2</sup>)
- Plastic cards
  - Non-embossed plastic cards up to 0.8 mm thick

## 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. 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.

**Note:** you can use the carrier sheet provided with the scanner to scan these document types. With the exception of carbonless copy paper and thermal paper, the carrier sheet will prevent damage to the original document and the scanner. For carbonless copy paper and thermal paper, the carrier sheet will prevent tears to the original, however due to the nature of these paper types the pressure of the rollers and/or internal temperature of the scanner may leave streaks on the page. Please see [The AutoLaunch™ feature is now turned off. Your scanner will not start scanning until you either press the button on the scanner, click on the scan button on the OneTouch button panel, or on the scanning interface from the application you are using.](#) on page 40.

- Curled, wrinkled or folded documents may cause paper jams.
- 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.
- Thermal or photosensitive paper.

## UNSUPPORTED DOCUMENT TYPES

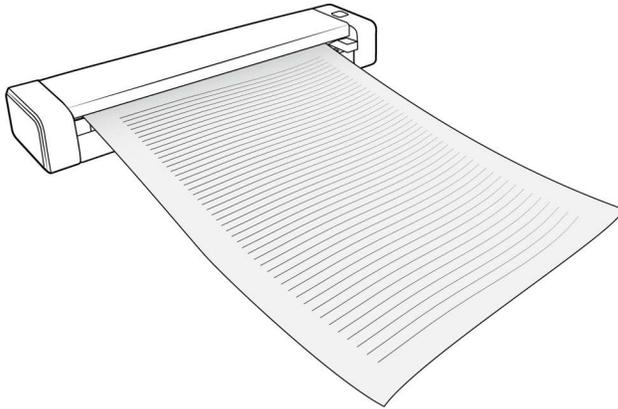
Do not scan the following types of documents as they may cause damage to the scanner.

- 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.
- 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.

## SCAN USING AUTOLAUNCH™

Based on the recommended full installation of the scanner driver and the Visioneer OneTouch software, OneTouch is your main scanning interface for using the scanner. When you insert an item into the scanner, it is automatically scanned and the image is sent to a destination location or application on your computer, or to a network drive.

1. Align a document with the alignment arrow and insert it *face up*, in the paper feed slot.



The scanner grabs the top edge of the paper and automatically begins to scan and feed the paper through the scanner.

2. A scan progress window opens and the image is sent to the selected application for the PaperIn button.



3. You can now work with the image in the Destination Application.

## CONFIGURING ONETOUCH AUTOLAUNCH™

When you installed OneTouch, the software was automatically configured with appropriate settings consisting of: a **Destination Application**, a **Scan Configuration**, and a **File Format**.

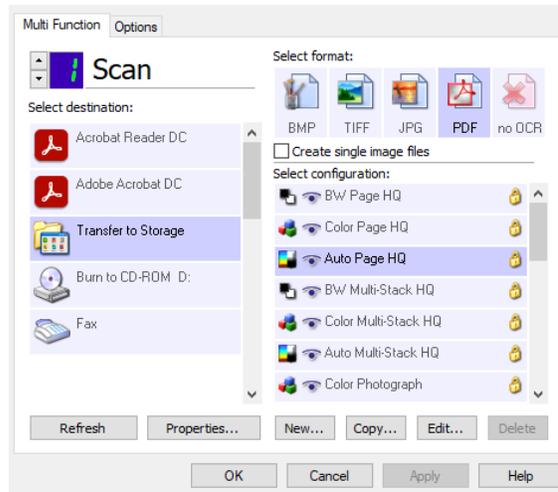
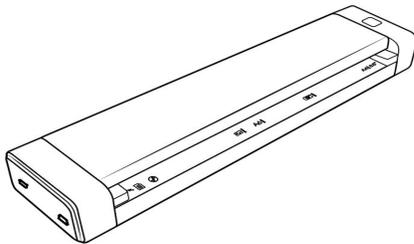
You can open the OneTouch Properties window by pressing and holding the scanner button for 3 seconds, or by opening it from the OneTouch Panel on screen.

1. Click on the OneTouch icon

- Right click on the **PaperIn** button, or single left-click on the detailed information.



Right click on PaperIn, left click on the detailed information, or press and the scanner button for 3 seconds to open the OneTouch Properties.



**Note:** Some of the options on the One Touch Properties Window are “grayed out” and are not available, these options are not appropriate for your scanner model.

### Changing the PaperIn setting:

- Click on an application name in the **Select Destination** list.
- Select a file format in the **Select Format** panel.
- Select a scanning configuration in the **Select Configuration** list.
- Click on **OK** to save the changes.
- Place a page in the scanner.
- The scanner starts scanning and sends the image to the application, with the file format and scanning configuration you specified.

**Note:** Please see the OneTouch Scanning Guide available online [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.

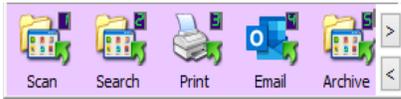
## TURN AUTOLAUNCH™ OFF/ON

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.

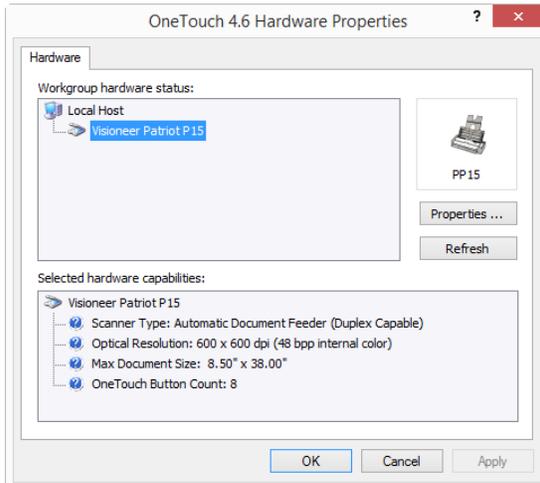
- Click on the OneTouch icon in the Windows notification area on the right side of the screen.



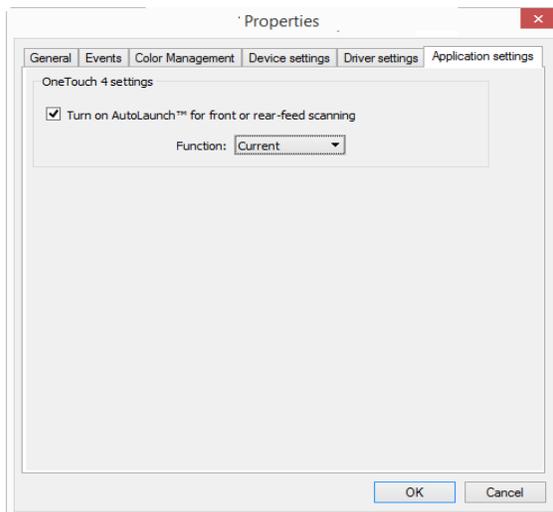
- Click on the scanner icon to the right of the green buttons, in the title bar of the OneTouch button panel.



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



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

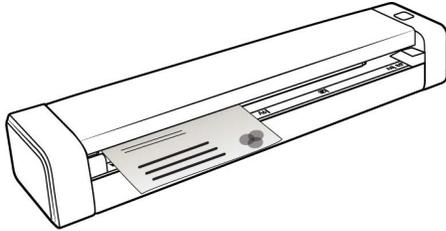


- Click on **OK** to save the changes and close the window. Click on **OK** to close the Hardware Properties window.

The AutoLaunch™ feature is now turned off. Your scanner will not start scanning until you either press the button on the scanner, click on the scan button on the OneTouch button panel, or on the scanning interface from the application you are using.

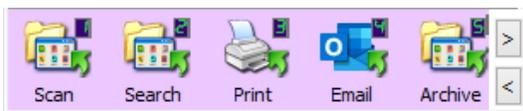
## SCANNING INTERFACES

- **OneTouch AutoLaunch™**—to use the scanner’s AutoLaunch™ feature, simply insert a document in the scanner and it is automatically scanned using predefined settings from the OneTouch software.



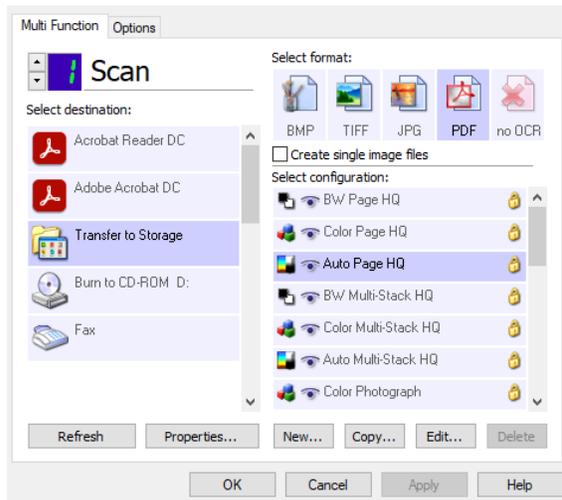
PaperIn through OneTouch AutoLaunch™

**OneTouch Button Panel**—use this scan option when you want to scan from the computer screen. This scans with the same settings as when using the AutoLaunch™ scanning feature.

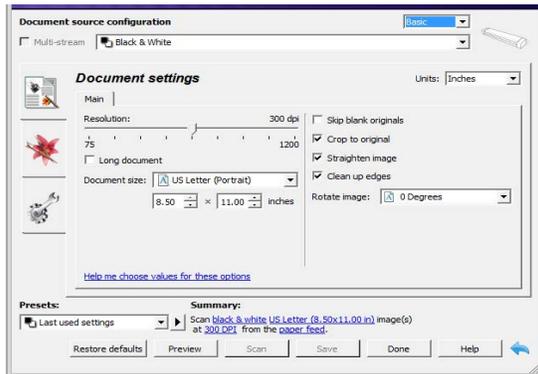


OneTouch Button Panel

Please see the OneTouch Guide available online [www.visioneer.com](http://www.visioneer.com) for instructions. You can also click the **Help** button in the OneTouch interface 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.

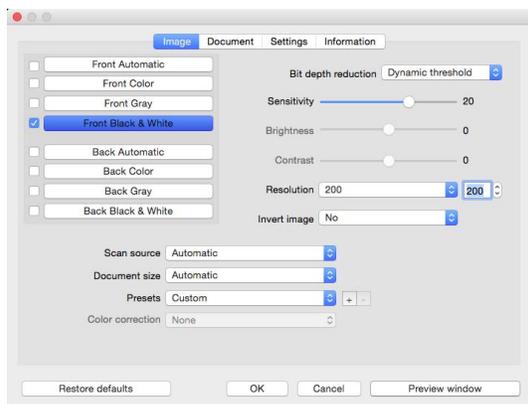


Please see the TWAIN Scanning Guide available online [www.vioneer.com](http://www.vioneer.com) for instructions. You can also click the **Help** button in the TWAIN interface to open the instructions in an Internet browser.

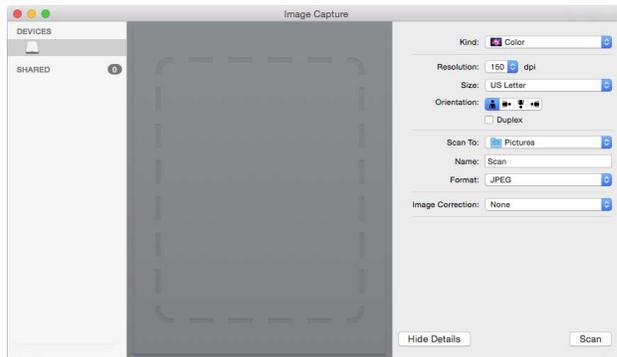
## Mac

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.

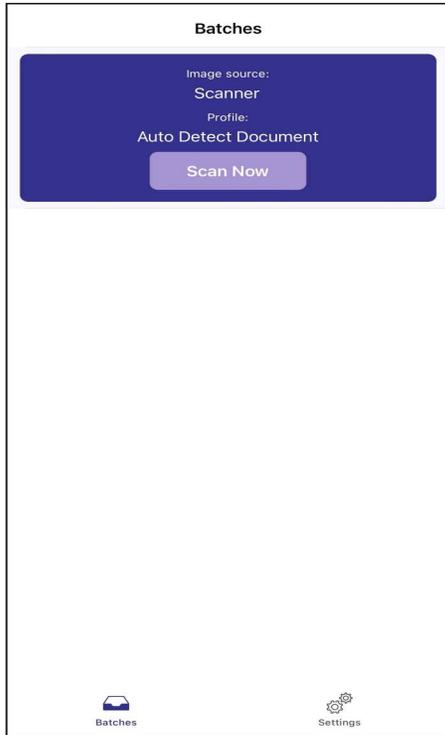


- **ICA Interface** — the ICA driver has been developed to enable image transfer from devices using standard Mac applications, such as Image Capture, without the need to install additional scanning software.

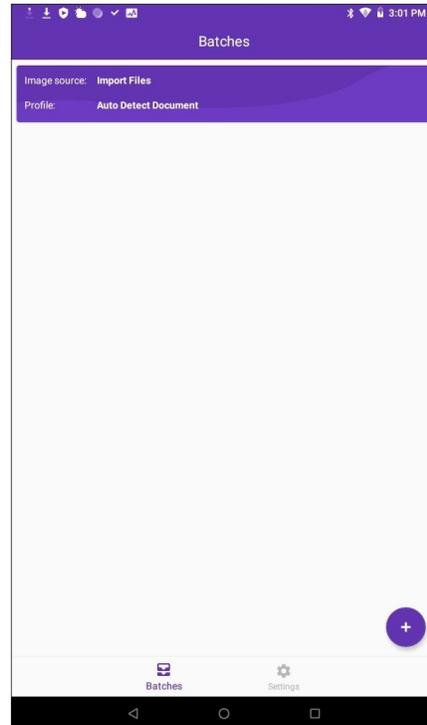


## MOBILE DEVICES

Visioneer® Mobile Capture— Allows you to use the scanner from a mobile device. Please refer to the application's user guide for instructions on using the application and accessing the scanner, [www.visioneer.com](http://www.visioneer.com)



iOS



Android



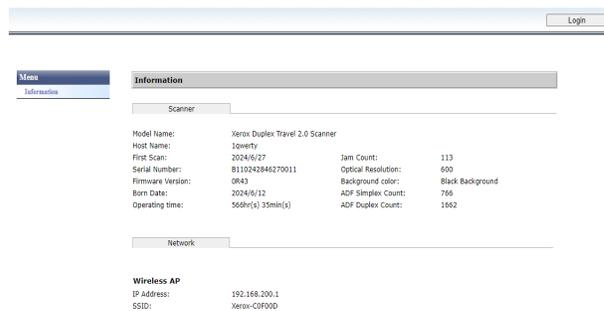
# THE SCANNER'S WEB INTERFACE

## CUSTOMIZING THE SCANNER'S CONFIGURATIONS ON THE WEB INTERFACE

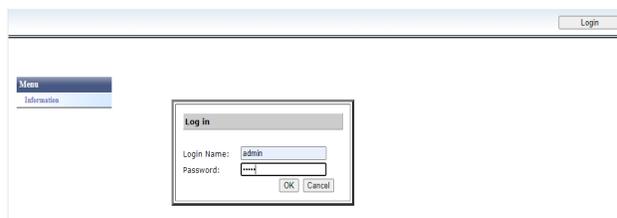
1. To access the scanner's web interface, type the IP address of the scanner in the URL field of your browser and then press enter on your keyboard.

**Note:** IP address of your Visioneer® RoadWarrior 8DW is always 192.168.200.1

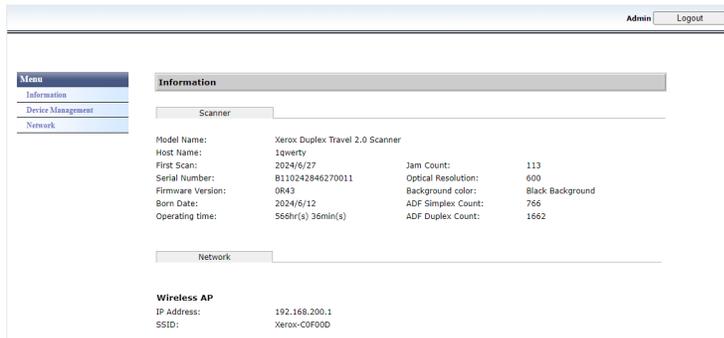
2. The scanner's embedded web page appears.



3. To access complete information of the web interface, click on the **Login** button and enter the default **Login Name: admin** and **Password: admin**. See [Changing your Login Credentials](#).



# INFORMATION



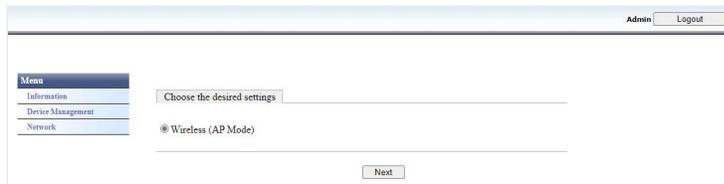
Item	Description
<b>Scanner</b>	
<b>Model Name</b>	Displays the scanner model name.
<b>Host Name</b>	Displays the product's host name.
<b>First Scan</b>	Display the date of first scan.
<b>Serial Number</b>	Displays the scanner's serial number
<b>Firmware Version</b>	Displays the currently installed firmware version.
<b>Born Date</b>	Displays the scanner's original manufacturing date.
<b>Operating time</b>	Display the operating time.
<b>Jam Count</b>	Display paper jam count.
<b>Optical Resolution</b>	Display the optical resolution.
<b>Background color</b>	Display the background color.
<b>ADF Simplex Count</b>	Display the simplex scan count.
<b>ADF Duplex Count</b>	Display the duplex scan count.
<b>Network</b>	
<b>IP Address</b>	Used to show the IP address of the product's AP (Access Point) in a wireless network environment.
<b>SSID</b>	Used to show the product's SSID (network name).

# DEVICE MANAGEMENT

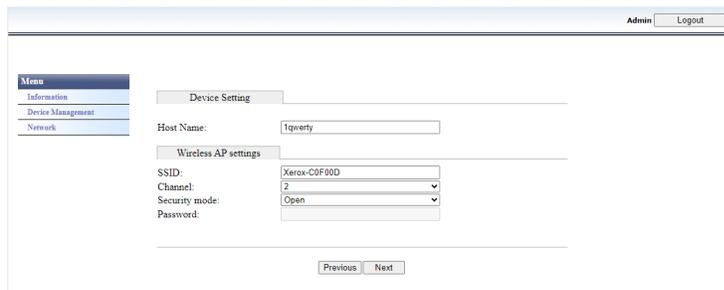


Item	Description
<b>Admin Profile</b>	
<b>Login Name</b>	Specify a login name. This will be used to access the web interface or locked files. By default, it is set to: <b>admin</b>
<b>Password</b>	Specify a password. This will be used to access the web interface or locked files. By default, it is set to: <b>admin</b>

# NETWORK



Click on **Next** to open the network settings.



## Device Settings

Displays the scanner's host name. You can customize this name.

### Changing the host name

1. From the menu go to the **Network** tab.

2. Then from its sub menu, go to the **Host Name** tab.
3. In the **Host Name** field, enter the desired display name.
4. Click **Next**.
5. Click **Export** to update the change.
6. A prompt message will appear confirming that the request was successfully processed.
7. Click **OK**.

## Wireless AP Settings

Displays the scanner's Hotspot information. You can connect Wi-Fi enabled devices directly to the scanner using this information.

Item	Description
<b>SSID</b>	Display the product's SSID (network name).
<b>Channel</b>	Allows you to select the channel count.
<b>Security Mode</b>	Allows you to select the security mode. Options: Open, WPA/WPA2-PSK
<b>Password</b>	Set the password for WPA/WPA2-PSK mode.

## CHANGING YOUR LOGIN CREDENTIALS

Your login credentials permit full access to the scanner's web manager.

To personalize these credentials do the following:

1. Login to the scanner's web interface with the default credentials:
  - **Login Name** = admin
  - **Password** = admin
2. Go to the **Device Management** tab.
3. In the **Admin Profile** section, use the **Login Name** and **Password** text boxes to enter your new credentials.

# 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.

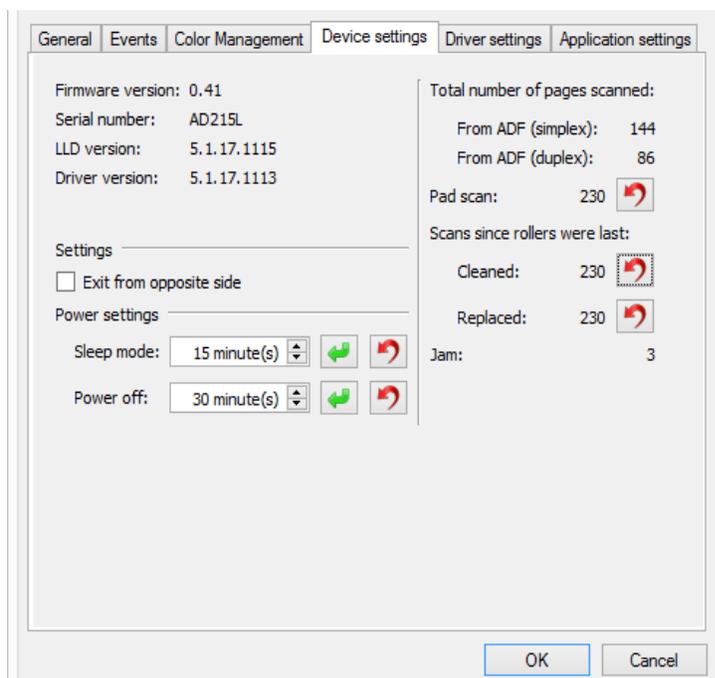
### Windows

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. 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.

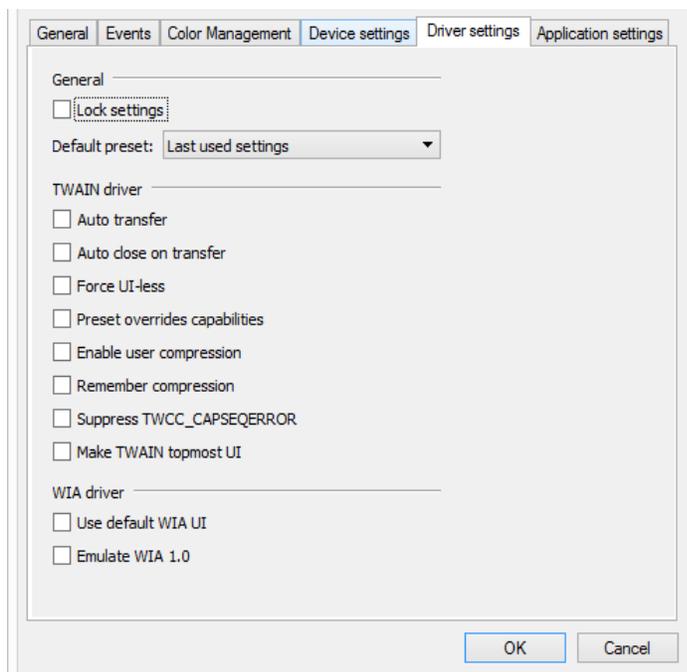
- **Scanner Settings:**

- **Calibrate**—the scanner needs to be calibrated as part of your monthly maintenance of the scanner. You will need the calibration page provided with the scanner. Click the Calibrate button to start the utility. **Follow the instructions on-screen to calibrate the scanner.**
- **Power Settings:**
  - **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.

**Note:** When the scanner is powered off, firmly press the button on the scanner to turn the scanner on. Once the scanner is turned on, it is always on and receiving power until it automatically powers off. Pressing the scanner button will not turn off 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 available online [www.vioneer.com](http://www.vioneer.com) for instructions. You can also click the **Help** button in the TWAIN interface to open the instructions in an Internet browser.



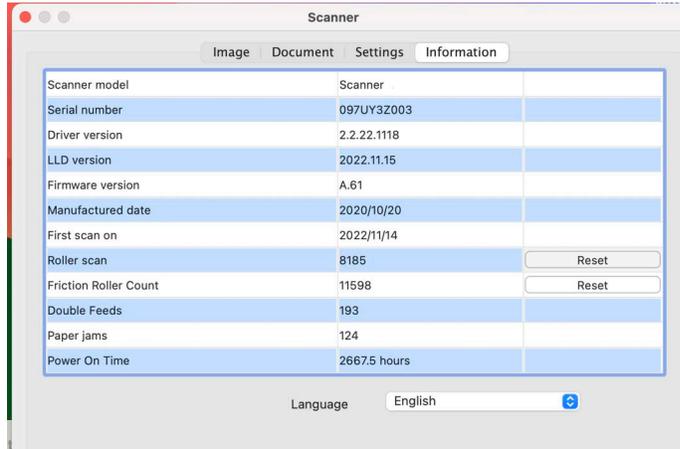
## Mac

### The Vioneer Scan Utility

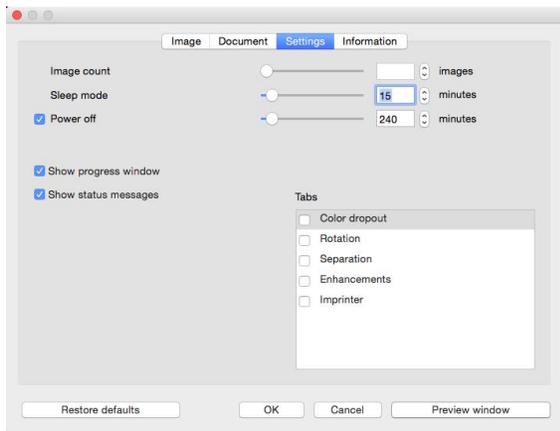
In addition to the scanner's interface, you can customize the scanner settings using the Vioneer Scan Utility, explained in the TWAIN Scanning Guide.

**Note:** On our website, please refer to the TWAIN Scanning Guide provided for your device: [www.vioneer.com](http://www.vioneer.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 the image count is set to Infinite, it will scan all the pages in the input tray. This number 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. Adjust the value by 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.

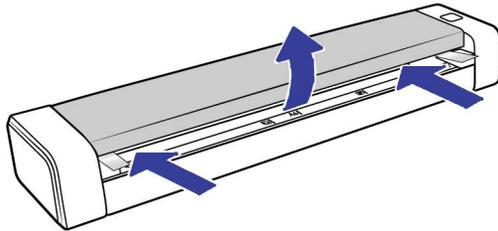
## CLEARING PAPER JAMS

If your scanner stops scanning due to a paper jam, a warning opens after a few moments.

**! WARNING: do not attempt to remove the jammed page with the scanner closed. Damage to the scanner will occur if forcing the page out of the scanner. Follow the instructions below to remove the jammed page.**

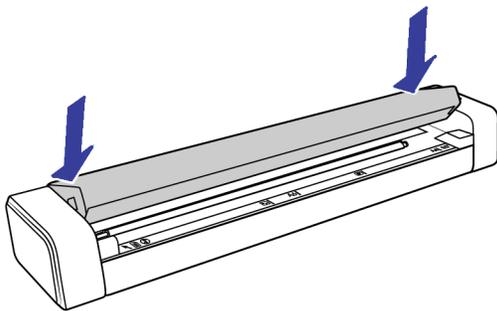
1. Place your thumbs on either side of the paper feed slot, underneath the lid of the scanner. Hold the scanner sides firmly and pull the scanner lid up to release it from the body of the scanner.

Use both hands to open the scanner, the lid is held down with locking arms on both sides of the paper feed slot. If you open only one side, you may damage the scanner lid.



2. Remove the jammed paper and close the cover.

Gently close the scanner lid. Press down on both sides of the lid until you hear a click as the arms lock the scanner lid in place.



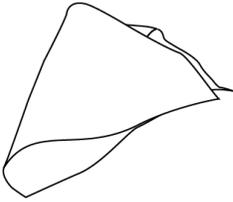
To reduce the number of paper jams, smooth and straighten the paper before scanning, and insert the paper evenly into the scanner.

## CLEANING THE SCANNER

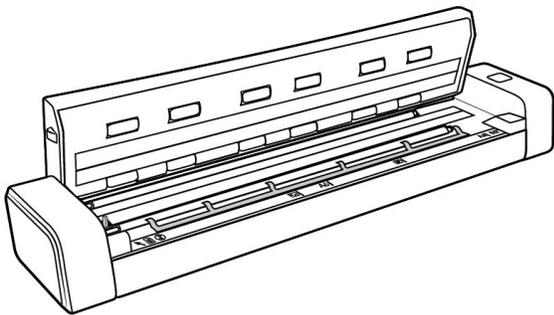
Clean the inside of the scanner to remove dust and paper debris from the scanner glass, pickup and feed rollers. Cleaning the inside of the scanner helps to keep your scanner operating at optimum performance. Dust accumulation on the rollers will prevent documents from feeding straight through the scanner,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

You should clean the inside of the scanner at least once a week or as needed depending on how often the scanner is used. If cleaning the scanner does not resolve any image quality issues, please follow the instructions in the next section for calibrating the scanner.

You will need the cleaning cloth provided with your scanner.

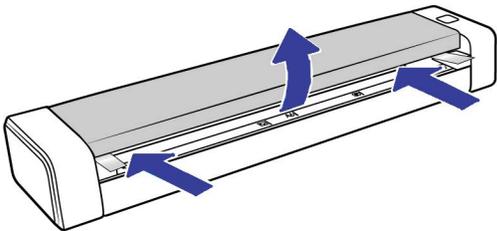


**Caution: use care when cleaning the scanner to avoid damaging the sensors. The paper sensor and scanner cover sensor are plastic levers inside the scanner. They are fragile and can break. The paper sensor lever runs along the front of the scanner. If the paper sensor becomes damaged, the scanner will no longer detect when paper has been inserted into the scanner. The cover sensor is located on the left end of the feed roller. If the cover sensor becomes damaged, the scanner will no longer detect when the cover is closed.**

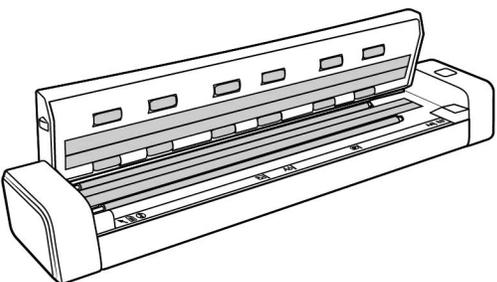


1. Place your thumbs on either side of the paper feed slot, underneath the lid of the scanner. Hold the scanner sides firmly and pull the scanner lid up to release it from the body of the scanner.

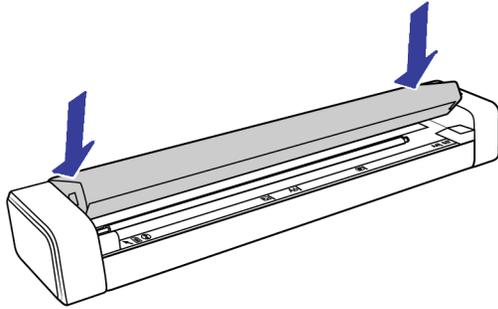
Use both hands to open the scanner, the lid is held down with locking arms on both sides of the paper feed slot. If you open only one side, you may damage the scanner lid.



2. Using the cleaning cloth, wipe down all surfaces in the scanner. Make sure to clean the glass in the underside of the scanner lid and the feed rollers in the body of the scanner.



3. Gently close the scanner lid. Press down on both sides of the lid until you hear a click as the arms lock the scanner lid in place.



## Additional Cleaning Method

The standard cleaning method for your scanner is to use the dry cleaning cloth in the scanner. If lines, smudges or blurry areas are still in the scanned image you can try cleaning the scanner with Isopropyl rubbing alcohol.

Please use caution when cleaning the scanner and take appropriate care to prevent injury, skin irritation, or damage to the scanner.

- Scanner cleaning cloth.
- A bottle of 70% solution Isopropyl rubbing alcohol.
- Protective rubber or latex gloves.
- Protective eye glasses.

Follow the instructions in the previous section to clean the scanner. However, dampen the cleaning cloth with the Isopropyl rubbing alcohol before cleaning the inside surfaces of the scanner.

## CALIBRATING YOUR SCANNER

If your scanned images have black or colored vertical lines and cleaning does not resolve the problem, this may be a sign that you need to perform a calibration.

The scanner should be calibrated as part of your monthly maintenance of the scanner. If the scanner is used daily you may need to calibrate the scanner more often. You will need to have the calibration page ready.



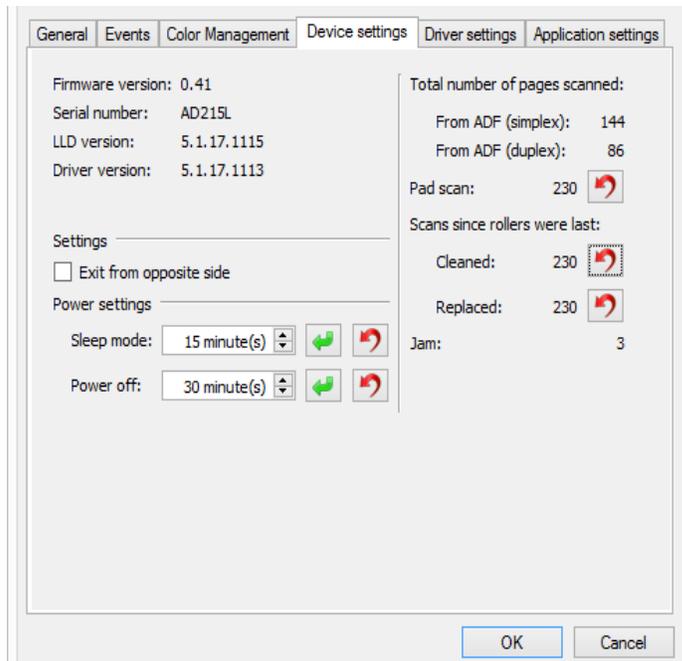
**Caution: do *not* attempt to calibrate the scanner with any other type of document (i.e. white paper or a copy of the calibration page). The calibration routine will fail and indicate the failed calibration by flashing a red LED on the scanner. A calibration page was included with your**

**scanner, if you do not have one available, you can order a replacement from the Parts & Accessories page for your scanner at [www.visioneer.com](http://www.visioneer.com).**

## Windows

### To calibrate the scanner:

1. Open the scanner's hardware properties page as described on page 51.
2. Click on the **Device Settings** tab.



3. Click on the **Calibrate** button to start the calibration utility.
4. Place the calibration page in the scanner as shown in the following image.



5. The scanner pulls in the calibration page and feeds it slowly through the paper path.
6. When calibration is complete the scanner will clear the calibration page out of the scanner. Remove the calibration page when the utility prompts you to. Do not forcefully pull the page out of the scanner, the scanner will release the page when it has fully exited out of the scanner.

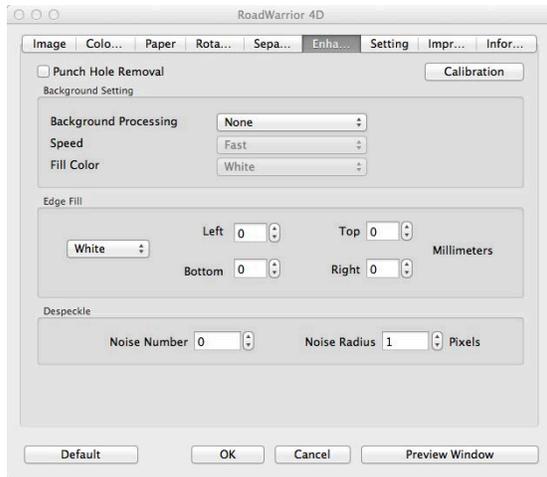
## Mac

### To calibrate the scanner:

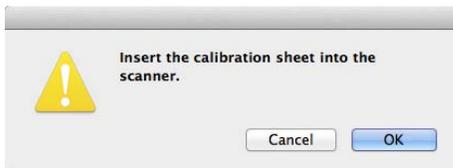
1. Open the scanner's TWAIN interface.

You can open the interface from a TWAIN scanning application or the Vioneer® Scan Utility application.

2. Click on the **Enhancements** tab.



3. Click on the **Calibration** button to start the calibration utility.



4. Place the calibration page in the scanner as shown in the following image.



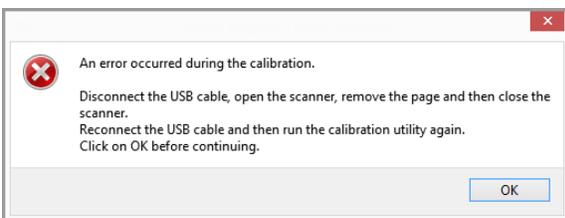
5. The scanner pulls in the calibration page and feeds it slowly through the paper path.

6. When calibration is complete the scanner will clear the calibration page out of the scanner. Do not forcefully pull the page out of the scanner, the scanner will release the page when it has fully exited out of the scanner.



## Calibration Error

If there is an error during calibration or if the scanner should disconnect during calibration. The error will display on-screen. If you see a message that calibration failed, please run the calibration utility again.



**Note:** if you attempted to calibrate the scanner with any page other than the calibration page provided with your scanner, the calibration routine will fail. You will need to power cycle the scanner, through unplug then re-plug of the USB cable, and then restart the calibration.

## TROUBLESHOOTING

**Problem:** The scanner won't scan.

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.
- **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.
- **Is the scanner's status light on?** The scanner will automatically power off after a specified period of inactivity. When the scanner is powered off, firmly press the button on the scanner to turn the scanner on. You can adjust the amount of time before the scanner will power off in the scanner's hardware properties. Open the scanner's hardware properties page as described on page 51.
- **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® RoadWarrior 8DW 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 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:** 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 software 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:** My computer keeps giving me out of memory error messages.

An "Out of memory" message may appear when scanning long pages at higher resolutions. This error is most often seen on Windows XP due to the large file size created when scanning long pages in color or grayscale at 300 dpi or higher. However, this error may occur on other operating systems as well. If you see an out of memory error message, please try adjusting the page length and/or scan resolution.

**Problem:** The paper jams in the scanner.

To reduce the number of paper jams, smooth and straighten the paper before scanning. 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 the Scanner](#) for cleaning instructions.

If the documents you are scanning are thin, fragile, or severely wrinkled, try scanning using the scanner's carrier sheet. Please refer to the Loading Documents chapter of the scanner guide for instructions.

**Problem:** My computer keeps giving me out of memory error messages.

An "Out of memory" message may appear when scanning long pages at higher resolutions. This error is most often seen on older versions of Mac OS X, due to the large file size created when scanning long pages in color or grayscale at 300 dpi or higher. If you see an out of memory error message, please try adjusting the page length and/or scan resolution.

**Problem:** The scanner is not showing in the Mac® image capture application.

To resolve the problem, simply log off then log back in or reboot your Mac®. This may occur after your computer goes into the “sleep mode” state to conserve power. 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:** Images are corrupted when scanning and saving as a GIF file format.

This is a known issue when using older versions of OS X, at this time the issue has been seen on 10.6 and 10.7 but you may see this problem on other versions of OS X as well. Please use a different file format when scanning if you are seeing corrupted image.

**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 USB cable from the scanner, and then plug it back in. If the scanner does not reconnect:

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

## Status Light Troubleshooting

The status light indicates the current state of the scanner:

- **Power/Scan Button:**
  - **Steady blue**—indicates the scanner is receiving power. When the scanner driver is installed, it also means the scanner is ready to scan.
  - **Blinking blue**—indicates that the scanner is in power-saving mode.
  - **Blinking red**—indicates that there is a hardware error.
- **Wi-Fi LED:** The LED light is solidly lit in blue color to indicate successful Wi-Fi connection in AP (Access Point) mode.
- **Battery LED:**
  - **Blinking red**—Indicates low battery.
  - **Steady Red**—Charging in progress.
  - **Steady Green**—Charging is finished.

## Error Codes

If your scanner experiences a hardware error, the status light will blink red. It will flash in a numerical sequence, pause, then repeat the same number of flashes. The number of times the light blinks between pauses indicates the error code number. The following table describes the error codes.

Error Code	Problem Description	Solution
4	Paper jam	Open the scanner and remove the jammed document.
6	Cover open	Make sure the scanner is fully closed after performing maintenance on the scanner or removing a jammed page. If needed, open and close the scanner again. If the problem persists, try power cycling the scanner through un-plug and re-plug of the USB cable.
Flashes for 10 seconds	Calibration error	<p>This may occur if the USB cable was unplugged during calibration, the calibration was canceled, or the calibration page was not used.</p> <p>First, power cycle the scanner through un-plug and re-plug of the USB cable, and then restart the calibration routine. Please refer to <a href="#">Calibrating Your Scanner</a> for instructions.</p> <p>Make sure you have the scanner's calibration page ready when you start the calibration utility.</p>

## UNINSTALLING YOUR 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

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

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® RoadWarrior 8DW 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. You can also download the Vioneer Acuity module from the support pages for your scanner at [www.vioneer.com](http://www.vioneer.com). 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.

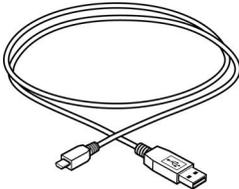
After deleting your files, empty the Trash contents, and restart your system.

## VISIONEER® ROADWARRIOR 8DW SPECIFICATIONS

Scanner Specifications	
Document Requirements	
Minimum Item Size	1.5 x 1.5 inches (38 x 38 mm)
Maximum Item Size	8.5 x 118 inches (216 x 2997 mm) up to 300 dpi 8.5 x 59 inches (216 x 1499 mm)
Paper Thickness	16–32 lbs. (60–120 g/m <sup>2</sup> )
Plastic Card	Non-Embossed cards up to 0.8 mm thick
General Specifications	
Scanning Speed (ADF)	4 SPP (seconds per page) @ 200/300 dpi <sup>a</sup>
Optical Resolutions	100, 150, 200, 300, 400, 500 and 600 dpi
Interpolated Resolutions	75 and 1200 dpi (these resolutions are available when Visioneer Acuity is installed)
Internal Bit Depth	48-bit color, 16-bit grayscale
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex single sheetfed
Image Sensor	Contact Image Sensor (CIS)
Light Source	RGB LED lamp
Interface	Hi-Speed USB 2.0
Certifications	FCC Class B, RoHS
Operating Temperature	50° ~ 95° F (10° ~ 35° C without condensation)
Relative Humidity	15% ~ 85% (@25° C without condensation)
Scanner Dimensions	
Width	12.3 inches (312 mm)
Depth	2.6 inches (66 mm)
Height	1.9 inches (49 mm)
Weight	1.3 pounds (0.6 kg)
Power Information	
Scanner Rating	5Vdc, 0.5A
Power consumption	≤ 2.5 Watts (during operation) ≤ 1 Watts (sleep mode) ≤ 0.5 Watt (power off)
Cable Information	
USB cable	USB A(M)/USB C (M)

Scanner Specifications	
Software Information	
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 10</li> <li>– 64-bit 11</li> </ul> </li> <li>• Mac                             <ul style="list-style-type: none"> <li>– Apple® Mac OS X® (11 –15)</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>
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> <li>• Mobile Devices:                             <ul style="list-style-type: none"> <li>– Visioneer® Mobile Capture for Android</li> <li>– Visioneer® Mobile Capture for iOS</li> </ul> </li> </ul>

## VISIONEER® ROADWARRIOR 8DW PARTS LIST

Part Name	Part Number	
USB C Cable	35-0273-000	
Calibration page	05-1058-000	

# APPENDIX A: REGULATORY INFORMATION

## BASIC REGULATIONS

### United States (FCC Regulations)



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

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



**WARNING: In order to allow this equipment to operate in close proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.**

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.

### Turkey (RoHS Regulation)

In compliance with Article 7 (d) We hereby certify "It is in compliance with the EEE Regulation".

("EEE yönetmeliğine uygundur")

# 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.

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

