Dear Customer,

We congratulate you on the acquisition of this innovative product from Image Access.
We at Image Access are proud of the work we do; it is the result of our extremely high standards of production and stringent quality control.

With this scanner, Image Access offers an efficient scanner which covers a wide scope of applications due to its versatility. Its integrated web based user interface makes all functions available in structured menus.

This manual is designed to lead the user through all necessary setup steps after the WideTEK 25 has been delivered.

For this reason, we ask you to read this manual attentively before starting to work with the scanner. By doing so, you will avoid errors from the beginning and you will be able to control all functions from easily.

In addition please consider the following points:

- Damages to your unit may have occurred during shipping. Please check for damages immediately after delivery of the unit. Inform your supplier if damage has occurred.
- Read and ensure that you understand the safety notes. They were developed for your protection and safety as well as to protect the unit.
- Regular maintenance conserves the high quality and safety of your WideTEK 25 scanner during the entire service life.

If you have any further questions, please feel free to contact your local dealer or Image Access directly. Our staff will be happy to help you.

For your daily work with your new scanner, we wish you success and complete satisfaction.

Regards

Your Image Access Team
About this Manual

Setup Manual

The Setup and Assembly Manual is written for technical staff with some basic mechanical as well as software skills. Many resellers will offer on-site installation; therefore, large parts or the entire setup manual might not be of interest to the reader. The access level at which the setup and adjustment processes are performed is called “Power user”. This “Power user” level is password protected from access by the normal operator.

All information about the normal operation and behavior of this device is found in the Operation Manual.

All available manuals for this device can be downloaded from our customer service portal at http://portal.imageaccess.de. Be sure to always check for the latest versions of these manuals.

This manual is divided into the sections A to F.

Section A contains the safety notes and the safety precautions. These safety precautions must be followed carefully to avoid injury to the user while working with the scanner.

Section B describes the scanner hardware and the first steps to take after the device has been delivered.

Section C describes the setup and the adjustments which can be executed with the touchscreen.

Section D describes the content and the functions of the Poweruser setup menu. A wide variety of parameters of the scanner can be set and modified in this level. It includes information about the firmware update procedure.

Section E contains information about troubleshooting and the lists of error codes and warnings.

Section F shows all technical data and necessary declarations.
Version History

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<td>September 2012</td>
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</tr>
<tr>
<td>A2</td>
<td>October 2012</td>
<td>New WideTEK logo introduced; some minor modifications.</td>
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EMC information according to the standard EN 55022

**Warning!**

This is a class A device. Operation of these 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.
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A. Safety Notes

A.1 Safety Notes

Read and ensure that you understand the safety notes. They are designed for your protection and for your safety. Follow all safety notes to avoid damage to the device.

A.1.1 Marking of Safety Notes

All safety notes are marked with a warning sign. A description of the potential hazard is found at the right side beside the warning sign.

WARNING!

<Text with description of potential hazard.>

A.2 Certification

The WideTEK 25 scanner fulfills all requirements of the following safety standards:

IEC 60950-1, International Safety Standard for Information Technology Equipment
UL 60950-1, Safety for Information Technology Equipment (US standard)
CAN/CSA C22.2 No.60950-1, Safety for Information Technology Equipment (Standard for Canada)
EN 60950-1, Safety for Information Technology Equipment (European standard)

All approval marks can be found on the type label of the device.

A.3 General Notice

This manual describes the functions of a complete equipped WideTEK 25 scanner. If your device is not equipped with all features, deviations are possible.
A.4 Safety Precautions

Warning: Please read all the safety precautions before you operate the scanner. Serious injury can occur to you or to others if you do not know how to use it safely.

Protect the scanner against the ingress of any type of moisture.

Follow all safety precautions to avoid personal injury or damage to the device.
1. Place the scanner in a clean, well-ventilated room. Do not operate the scanner in an area with poor ventilation.
2. Openings in the scanner’s housing are provided for air circulation. Do not cover or block the openings.
3. Do not place the scanner near a heat or cold emitting source such as a space heater, furnace, or air conditioning unit.
4. Do not place the scanner near any devices or electrical boxes emitting high voltage.
5. Always place the scanner on a stable surface.
6. Do not place any objects filled with liquids on the scanner. If liquid spills into the scanner it can cause damage.
   If this occurs, turn the scanner off immediately and unplug the connector of the external power supply. Contact the Image Access Technical Support.
7. Do not put any objects into any scanner housing openings unless specifically instructed to do so by Image Access Technical Support.
8. Do not disassemble the scanner. If there is a need to disassemble the scanner, please contact the Image Access Technical Support.
9. Do not use the scanner if it has been physically damaged. If this occurs, turn the scanner off and unplug the connector of the external power supply. Contact the Image Access Technical Support.
10. The scanner should be used only with the external power supply that is delivered with the scanner. If you are unsure, please contact the Image Access Technical Support.
11. Always turn the power off and unplug the external power supply from the scanner before cleaning the scanner.
12. Do not use any cleaners for the cleaning of the scanner that contain solvents, abrasives, or acids. Use a dry or damp lint free cloth for cleaning the scanner.
13. Do not spray any liquids directly onto the scanner. Spray cleaning fluids only onto the cleaning cloth and use the cloth to clean the scanner.
14. Use a damp cloth made of a soft, lint-free material to clean the scanner. Microfiber cloths are recommended.

Image Access Technical Support email address: support@imageaccess.de
B Hardware

B.1 Content on Delivery

When delivered, the scanner is placed at a Euro pallet, bordered at all sides by a stable wooden frame and covered with a wooden top cover.

Picture 1: Transport box

Remove the plastic straps and lift the cover. Remove the cushion foils, which cover the scanner.

Picture 2: Scanner covered cushion foils
Picture 3 gives an overview of the contents of the transport box.

1: Folder with
   Color Scanner Test Target CSTT-1
   Manuals
2: Cardboard box with
   Power supply and connecting cable
   Network cable to connect the scanner to an existing network
   Plastic bag with “Recovery Key”
3: Scanner WideTEK 25 in plastic protection bag
4: Plastic bag with
   3x White Reference Target WT36C-Z-01-A
   Stitching adjustment target WT36C-Z-02-A
B.1.1 Removing the Transport Box

Specially formed foam plastic inserts hold the scanner and the accessories in the transport box.

At first, remove the plastic foam inserts and the cardboard boxes out of the transport box. Start with the plastic foam elements at the corners of the scanner. Pull it out upwards. Take the cardboard boxes out of the transport box at next.

Lift the wooden frame from the pallet.

**Important!** Because of safety reasons and because of the weight of the scanner, **execute the following step always with two persons**.

Lift the scanner from pallet and place it on a flat and solid base.

The load bearing capacity of the base must correspond to the device weight. The dimensions of the base must correspond to the length and depth of the scanner.

**Note:** Keep the wooden transport box and the foam plastic inserts for future use! In case of guarantee the scanner must be sent back in the original transport box to avoid transport damages.
B.2 Transportation Locks

B.2.1 Removing the transportation locks

Attention

Before initial start-up remove the transportation locks at both sides of the device!

The transportation locks are located at the left and right bottom side of the scanner. A label is attached to each transportation lock.

The transportation locks are easily identified by their orange-colored heads. To remove, turn the transportation lock counterclockwise. Remove the transportation locks completely.

Important: Keep the transport locks for future use!

The transportation locks must be inserted before each transport to protect the camera box against damage.
B.2.2 Inserting the transportation locks

Attention

Insert the transportation locks before transporting the scanner to protect the camera box against damage.

Before inserting the transportation locks the camera box unit must be moved into transport position.

The transport position of the camera box unit is – seen from the operator’s position – at the back side of the scanner (Picture 5).

![Picture 5: Camera box in transport position](image)

When the power down sequence ends normally, the camera box unit moves to its transport position. If the camera box unit is in any other position after switching off, restart the scanner.

Turn it off again. The power down sequence moves the camera box unit to the transport position, finalizes all internal processes in the scanner and switches the device to stand-by mode.

Finally switch off the WideTEK 25 at the main power switch (see Picture 8).

Insert the transportation locks at both sides of the scanner carefully.

Always use the transportation locks which come with the scanner.

**Important:** Tighten the transportation locks only by hand. Using more force could result in damage of the camera box unit.
B.3 Device Location

Please allow a minimum of 150 mm (6 inch) from any side walls and 300 mm (12 inch) from a back wall. Leave one meter (3 feet) minimum distance from any door or entrance way. Use the illustration below as a guide.

![Picture 6: Minimum distances](image)

Do not operate the scanner in an area that has poor air circulation and/or that is non-ventilated.

Place the **WideTEK 25** on a flat and solid base. The load bearing capacity of the base must correspond to the device weight.

Choose a location that complies with the limits of temperature and humidity. Refer to the technical specification.

**Important:** Before using the **WideTEK 25** scanner in the new environment allow at least one hour for temperature adaptation.

Temperature adaptation means:

- A fast change from cold to warm environmental conditions can build up condensation inside the housing. This will result in unfavorable scanned images and could cause permanent damages to the unit.
B.4 Device Overview

The main components of the **WideTEK 25** are:

1. Internal loudspeakers
2. On/off button and status LEDs of the USB connectors.
3. Two USB connectors for storage mediums.
4. Touchscreen

B.4.1 Connectors on the Back.

1. Main power switch
2. Network cable connector
3. External power supply connector
4. Foot pedal connector
5. Serial port / Recovery key connector
6. DVI / VGA connector
B.5 Connecting to the Power Source

Before connecting the scanner to the external power supply and the power supply to the electrical outlet, check the following items:

- Ensure the electrical outlet is in perfect condition and that it is properly grounded.
- Ensure that the electrical outlet is equipped with a fuse with the proper capacity.
- The electrical outlet must be near this device and must be easily accessible.
- Inspect the power cable and ensure that it is undamaged. Use only the power cable delivered with the scanner.
- Turn the device off before plugging or unplugging any cable.

The connector for the external power supply and the main power switch are located at the right side of the back of the housing, seen from the operator’s position (i.e. from the front of the scanner).

After the power supply is connected and the main power switch is turned on, the symbol in the on/off button lights up.

Red illumination of the on/off button signals that the WideTEK 25 is in standby mode.
B.6 Connecting to the Network

Insert the network cable (delivered with the scanner) into the network cable connector (Picture 8, #2). Connect the other side of the cable to a plug-in of an existing network.

B.7 Powering up the WideTEK 25

The main power switch is found at the back of the scanner.

Picture 8 shows the position of power supply connector and main power switch.

After connecting the scanner to the external power supply, switch the main power switch to position I. When the main power switch is in position I, the on/off button will be illuminated and the scanner is in standby mode.

B.7.1 Starting the WideTEK 25 from Standby Mode

Push the red illuminated on/off button to start the scanner.

The button illumination changes to blue.

The scanner starts with self-test routines and verifies all system components. Status messages will be displayed on the touchscreen and on the TFT flat screen (if connected).

At the end of the start-up sequence, the touchscreen displays the start screen.

B.7.2 Switching the WideTEK 25 to Standby Mode

Important: Always turn off the WideTEK 25 scanner with the on/off button at the front panel!

The main power switch should only be used when the scanner is in stand-by mode and before it is disconnected from the external power supply.

To turn off the WideTEK 25 press and hold the on/off button for at least three seconds. While pressing the button, a “click” sound is audible.

The content of the touchscreen and the TFT flat screen (if connected) changes and display the message: Going to shut down now ...

Finally the screens switch off and the on/off button will be illuminated red.

B.7.3 The Help Function

To support the user when working with the scanner, a help function is integrated into the touchscreen menu. A Question Mark (?) symbol in the bottom line of the touchscreen activates the help function.

After touching the question mark, an additional window opens in the touchscreen and shows information about the menu items of the selected menu.

Touching the OK button in the help screen closes the additional window.
B.8 Maintenance

Important: While cleaning the scanner, ensure that no liquids will penetrate into the device housing.

B.8.1 Touchscreen

The touchscreen can be cleaned with a dry micro fiber cloth. Before cleaning it is recommended to turn the scanner into standby mode.

B.8.2 Surfaces

Use a soft, dampened cloth to clean the housing of the scanner. Recommended is a micro fiber cloth.

B.8.3 Glass plate

Important: Do not use any cleanser with solvents to clean the glass plate!

The glass plate of the WideTEK 25 has a special non-reflective surface coating.

Clean the glass plate with an appropriate glass cleaner and use a soft cloth. Recommended is a micro fiber cloth.

After cleaning dry the glass plate with a soft cloth.

B.9 Repair

Note: There are not any parts of the scanner which can be repaired by the user. All repairs should be done only by a trained technician.
C  Setup and Adjustment

Whenever the WideTEK 25 is setup for the first time, moved to a different location, cleaned or serviced and/or after software update; some adjustments have to be performed to guarantee maximum quality and accuracy.

Some adjustments can be executed directly via the touchscreen, e.g. the White Balance calibration.

Furthermore, the IP address can be configured and other user settings can be defined.

To enter the setup menu, tap the touchscreen at the date and time section ten times successively.

![Setup menu items]

The menu bar shows four of five available setup menus.

The small arrow in the menu Time and Date indicates that the menu bar can be scrolled to show also the fifth menu items.

Touching the Home button returns the touchscreen from the setup menu to the user menu.
C.1 White Balance

The white balance function is the most important function for consistent image quality. To ensure optimal performance, the WideTEK 25 should be calibrated in regular intervals to compensate for light degradation, variations in the paper quality of the documents to be scanned, and other long term effects.

C.1.1 Helpful information about White Balance Adjustment

The scanner has built-in light sources of known and stable quality consisting of state-of-the-art white LEDs.

In the first step, the overall sensitivity of the scanner is adjusted in such a way that the brightest area results in an almost saturated output signal. This assures that the largest density range possible is used. After this adjustment is done, the uneven light distribution on the CCD caused by the imbalance of the lamps, the ambient light introduced, the imperfections of the lens and other factors has to be compensated for.

This measurement results in a correction function which levels the brightness over the complete scan width.

The quality of the test target is of utmost importance to the result of the white balance. The test target is on reflective paper which diffuses the light. If the test target has dirt, wrinkles or anything visible to the human eye on it, the CCD will also see this and will overcompensate in these areas. Although the internal software has been programmed to eliminate these imperfections to a certain degree, it still leads to unreliable results if the target is not of the defined quality.

If the target is of defined quality, the scanner will calibrate successfully. Calibration means that the “white” of the test target in the given illumination situation produces a “white” output in the digital domain. Consequently, all scans of white paper having different properties than the test target results in brightness and possibly color shifts.

Periodically performing the white balance adjustment is recommended to ensure consistent best scan results.
C.1.2 Executing the White Balance Adjustment

The first menu item of the setup menus is the **White Balance** screen.

The touchscreen shows how to position the reference target for the calibration. The reference target is delivered with the scanner. Place the white balance test target at the upper margin of the glass plate. The test target covers the complete width of the glass plate and overlaps at the left and right margin (see Picture 11) of the glass plate.

Touch the **Calibrate** button.

The calibration sequence will be executed. While the calibration is running, a circulating symbol is displayed. The calibration sequence takes approximately 40 seconds.

At the end of the calibration sequence, the results will be displayed on the touchscreen.

To erase the stored data, touch the button **Remove white balance data**. Repeat the White Balance calibration after deleting the stored data.
C.2 IP Address

To change or define the numeric values which make up an IP address, touch the number in the respective line of IP address, gateway or netmask.

Touch the desired position in the respective row to move the cursor to that position.

To delete a digit, place the cursor right beside of the digit and press the “<=” button. It will always be deleted from right to left.

Use the numeric keypad in order to enter digits.

**Set network settings** Saves the new or modified values when pressed.

**Reset to Factory** Sets all network parameters to factory default settings.

**Reset network settings** Sets all network parameters to previously defined value when pressed. Chapter D.7.1 describes how to save the parameters.

The section beside the numeric keypad shows device information.

If no WLAN module is installed in the scanner, the line **WLAN module** shows **None**.
C.3 User Settings

The User Settings menu allows defining the touchscreen menu parameters.

**Language selector**

The currently selected language is displayed.

The touchscreen menu language can be selected by touching the selection arrow. A list opens, showing the available languages.

Touching the name of the desired language completes the selection.

*Note:* The language of the setup menu remains primarily in English.

Changing the language will be activated after touching the Home button.

**Default**

Returns all scanner settings to default values.

**Change GUI**

Opens a menu window, which shows the predefined settings (presets) and allows selecting one of these. Chapter C.3.1 provides more details.

**Configure GUI Selection**

Opens a menu window that shows all available predefined settings, with a checkbox before the name. Chapter C.3.2 describes more details.
Display standby after

Sets the time of inactivity after the external display (optional) and the touchscreen switches to standby. The touchscreen and the external display turn to black.

They will return after pressing the standby button or touching the touchscreen.

Screen saver after

Sets the time of inactivity after the screen saver is activated.

Device standby after

Sets the time of inactivity after the scanner switches to standby mode. Click at the selection arrow and select the value from the list.

It is recommended to restart the scanner after changing the standby settings.
C.3.1 Change GUI

The Change GUI menu shows all predefined settings (presets). By default, the presets Easy and Expert are defined.

Selecting App Selection switches the touchscreen to the system start screen. Here the user can select between the Scan2Net Kiosk application and App Selection screen.

The App Selection screen shows the presets and the apps which are available on the scanner.

After selecting one of the presets, the scanner starts with the selected preset.

To return to the previous screen without selecting any preset, touch the Back button.

C.3.2 Configure GUI Selection

All presets are displayed. The checkbox in front of each entry defines whether the respective preset is displayed in the Change GUI screen.

After selecting the desired presets, touch the Back button to return to the previous screen.
C.4 Time and Date

![Time and Date screen]

To change the time or date value, touch the value in the respective row.

Touch the desired position in the respective row to move the cursor to that position.

To delete a digit, place the cursor right beside of the digit and press the “<=” button. It will always be deleted from right to left.

Use the numeric keypad in order to enter digits.

**Store time and date:** Saves the modified values when pressed.

**Reset time and date:** Sets the values to default values when pressed.
C.5 Testsuite

The **Testsuite** menu delivers information about the following parameters:

- **Foot pedal status:**
  - Active = Foot pedal connected
  - Inactive = No foot pedal connected

- **Temperature of CPU core 0 and CPU core 1.**

- **Available voltages for the mainboard and at the mainboard:**
  - Input voltage of the external power supply
  - Voltage, generated on the mainboard
  - Voltage, available from the keyboard connector.
C.6 User Preset

By default, two presets are defined.

**Easy**  
Contains only the basic elements of the kiosk application. This preset only allows modifying a few parameters.

**Expert**  
Contains all elements of the kiosk application and allows control over all scanner parameters.

C.6.1 Creating user defined presets

User defined presets can be created in a few steps.

**Create**  
Opens a screen with a keyboard. Enter the name for the new preset.

↑  
Shifts the keyboard between upper case and lower case letters.

←  
Deletes the character left from the cursor.

123 / abc  
Shifts the keyboard between numeric and letter layout. All special characters remain at the same position.

← or →  
Moves the cursor while typing in the input field.

**Apply**  
Saves the new preset.

**Cancel**  
Returns to the former screen.
Configure Touch this button to define the elements that will be displayed with the preset in the kiosk application.

The touchscreen changes from the setup menu to the kiosk application.

The status section on the right side of the kiosk application shows the message: Configure GUI

C.6.1.1 Activating a function in the menus

Select a menu from the menu list on top of the touchscreen.

Touch one of the displayed buttons or controller near the respective title and hold for at least three seconds. Release the button.

A small additional window opens, showing in three lines

- the title of the selected button or controller,
- the action called by the button,
- the buttons Ready and Cancel in the last line.

The first line always shows Disable <name of the selected function>.

Touch the selection arrow in the first line to change to Enable. This will show the available functions in the second line.

Touch the selection arrow in the second line to show the available list of functions.
Selecting functions with the extension (a) will select automatically between button, controller or list when the function is displayed at the touchscreen.

Functions with the extension (b) will always display a button at the touchscreen.

Touch **Ready** to save the selected function.

Touch **Cancel** to abort.

**C.6.1.2 Saving the functions of the preset**

After selecting the desired controller and buttons, return to the setup menu.

Touch the date and time section 10 times.

Change to the **User Presets** menu (see Picture 10).

Touch the **Save** button. This will save the preset with the defined name.

**C.6.1.3 Deleting a preset**

Select the preset to be deleted from the list.

Touch the **Delete** button. The preset will be deleted.
To enter the **Poweruser** level, start your browser and enter the IP address of the scanner.

![Start screen](Picture 20: Start screen)

The start screen shows three symbols, which lead to the main categories of the Scan2Net user interface.

- **Launch Scan Application** changes to the main screen of the scanner interface.
- **Setup Device** changes to the setup menu. Starting with the following chapter, the basics of the scanner configuration will be described.
- **Information** shows a list of basic information about the scanner, e.g. serial number, the firmware version, the IP address and many more.

Select **Setup Device** to open the Setup menu.
D.1 Setup Menu

The Setup screen shows three buttons to select the login level. The access to the levels **Poweruser** and **Admin** are password protected.

The button **Launch Scan Application** starts the Scan2Net scan application.

The button **Back** returns to the former screen.

![Login level screen](image)

**Picture 21: Login level screen**

D.1.1 Selecting the Login Level

**User**

This level allows the user to get some status information from the scanner. These are e.g. the firmware version, the remaining lamp operating time, system information, and many more. Furthermore it allows setting a few basic parameters.

**Poweruser**

Password protected level. This level allows setting an extended range of system parameters and to execute some adjustments. It includes all parameters of the **User** level.

**Admin**

Password protected level. This level allows setting all system parameters and to configure the scanner in detail.

Access to the **Admin** level is limited for trained technicians. It includes all parameters of the **User** level and the **Poweruser** level.
D.1.1.1 Navigating through the menus

The bottom line of each screen shows two buttons at the right side:

- **Setup Menu**
  - Returns to the login screen.
- **Launch Scan Application**
  - Switches to the main screen of the integrated Scan2Net user interface

In each selection menu screen below the parameter to be set, the following button is displayed:

- **Back to Main Menu**
  - Returns to the **Poweruser** main menu (Picture 22).

The log file section (**Adjustments & Support** ➔ Log Files) contains two more buttons:

- **Download**
  - Downloads the currently displayed log to a text file with the extension "log".
- **Back to Log File Menu**
  - Returns to the previous menu, where the desired log file can be selected.

If data files can be selected and transferred within a menu, the menu contains the button

- **Send File**
  - Transfers the selected data file to the scanner, e.g. if a firmware update is executed.

To install an option, a unique key code must be entered. The respective menu contains the button

- **Apply**
  - Transfers the unique key code of the option to the scanner.

Screens which show the result of measurements show the following buttons:

- **New Values**
  - Repeats the measurement and shows the result.
D.2 Poweruser Login Level

For the following setup steps choose the login level **Poweruser**.

Default user name and default password for this login level are "Poweruser".

**Note:** Please consider that both the user name as well as the password is written with case-sensitive letters. The first letter of both the user name and the password are written upper case.

The person having access to this level can change the password and thereby limit access to normal operators.

The main menu screen for the **Poweruser** level opens. The main menu is separated in several sections.

The subsequently described settings broaden the functionality of the scanner or activate additional functions.
D.3 Base Settings

The Base Settings section contains the basic parameters of the scanner.

D.3.1 User Settings

Please notice: The description of the User Settings can be found in the operation manual, chapter The Setup Screen.

The number of parameters in the User Settings section is extended in the Poweruser level by two parameters.

The parameters are Display and Show Warnings.

All other parameters are identical to the parameters displayed in the User Settings login level.
D.3.1.1 Display

Use the function Display to define the resolution of the external monitor (optionally installed) and to select an ICC profile.

![Image: Display parameters]

**Picture 23: Display parameters**

If an external monitor is connected to the scanner, the matching resolution for the monitor can be selected from a list.

To change the resolution, click the selection arrow in the line **Display Resolution**.

Select the desired resolution from the list.  
Restart the scanner to activate the setting.

To link an ICC profile to the monitor, click the selection arrow in the line **ICC Profile**.

The ICC profiles available will be displayed. Select the desired profile.  
Restart the scanner to activate the setting.
D.3.1.2 Show Warnings

Use the function **Show Warnings** to set warning messages on or off in the Scan2Net user interface.

If **Yes** is selected, warning messages will be displayed if an error occurs.

If **No** is selected, the warnings messages will be suppressed.
D.3.2 Network Configuration

The section Network Configuration is divided into nine subsections.

The Network Configuration start screen is the IPv4 (Network Interface 0) screen, which is described in chapter D.3.2.2. The following description starts with the IP Configuration Method screen.

D.3.2.1 IP Configuration Method

The function IP Configuration Method allows the operator to select between two methods of IP configuration of the scanner.

![IP Configuration Method](image)

**Picture 25: IP Configuration Method**

**Manual**
- Allows setting the IP address, subnet mask, and default gateway manually; corresponding to the network where the scanner will be used.
- After modifying the above named values, the connection to the scanner must be restored with the new data.

**DHCP**
- Sets the values for IP address, subnet mask, and default gateway automatically, depending on the existing network where the scanner is installed.
- A DHCP server must be accessible in the network. For detailed information, ask the network administrator of the local network before selecting the DHCP method.
- When selecting DHCP the connection to the scanner is lost. The connection to the scanner must be restored with the new data.

**Important for the next steps:**

After changing the network settings, enter the new IP address of the scanner in your browser and reopen the Poweruser main menu as previously described.
D.3.2.2 IPv4 (Network Interface 0)

The function IPv4 (Network Interface 0) allows the operator modifying the parameters for the “Network Interface 0”. This is the primary network and is used for communication with external network devices.

![Settings of IPv4 (Network Interface 0)](image)

The screen shows the parameters for “Network Interface 0”.

**IP address**
Enter the IP address which should be used by the scanner.

**Subnet Mask**
Enter the value for the subnet mask.

**Default Gateway**
Enter the value for the gateway. In most cases this is the IP address of the scanner.

After modifying the network parameters, click on the **Apply** button to transfer the new settings to the scanner. The scanner is now accessible with its new IP address.

**Note:** After changing the IP address the connection to the scanner gets lost. Enter the new IP address in your browser to get re-connected with the scanner. Depending on the browser used, it is necessary to delete the browser’s cache before the scanner is accessible.
D.3.2.3 IPv4 (Network Interface 1)

The function **IPv4 (Network Interface 1)** allows the operator modifying the parameters for the “Network Interface 1”. This is the secondary network and used for communication with internal network devices, e.g. the WLAN module.

The screen shows the parameters for the “Network Interface 1”.

The IP address 10.0.0.50 is pre-configured for the communication with the WLAN module. Default IP address of the WLAN module: 10.0.0.1.

**IP address** Enter the IP address for the “Network Interface 1”.

**Subnet Mask** Enter the value for the subnet mask.

**Default Gateway** Enter the value for the gateway.

After modifying the network parameters, click on the **Apply** button to transfer the new settings to the scanner. The “Network Interface 1” is now accessible with its new IP address.

**Note:** Depending on the browser used, it is necessary to delete the browser cache before the scanner is accessible.
D.3.2.3.1 Solving a routing conflict in a network

As said before, the “Network Interface 0” is used for the communication with external networks; “Network Interface 1” is used for the internal communication with the WLAN module.

If the scanner should be operated in an existing network that is configured in the IP address range 10.0.0.x/24 or 10.0.x.x/16 and a host with the IP address 10.0.0.1 is used in this network, a routing conflict will occur.

In the following example the IP address of the WLAN module will be changed to the IP address 172.16.0.1.

To solve the routing conflict, the following steps must be executed in the described order:

1. Note the network settings of the existing network, in which the scanner should be integrated.
2. The “Network Interface 0” parameters of the scanner must be set temporarily to the factory values. This can be done directly from the touchscreen (see chapter C.2).
   - IP address: 192.168.1.50
   - Subnet mask: 255.255.255.0
   - Default gateway: 192.168.1.50
3. Connect the scanner directly with a PC. The network parameters of the PC must allow accessing a network with the address range 192.168.1.x.
4. Start the scanner and select the **Poweruser** setup level.
6. Set the DHCP client range to 172.16.0.51 – 172.16.0.251. Click the **Apply** button.
7. Select Base Settings ➔ Network Configuration ➔ Wireless LAN (LAN Interface). See chapter D.3.2.7. Set the parameters for the WLAN module as follows:
   - IP address: 172.16.0.1
   - Subnet mask: 255.255.255.0
   - Default gateway: 172.16.0.1
   Click the **Apply** button. The connection to the WLAN module gets temporarily lost.
8. Select Base Settings ➔ Network Configuration ➔ IPv4 (Network Interface 1). See chapter D.3.2.3. Set the parameters for “Network Interface 1” as follows:
   - IP address: 172.16.0.50
   - Subnet mask: 255.255.255.0
   - Default gateway: 172.16.0.50
   Click the **Apply** button. The connection between WLAN module and scanner is now accessible.
9. Select Base Settings ➔ Network Configuration ➔ IPv4 (Network Interface 0). See chapter D.3.2.2. Enter the previously noted parameters according to the network in which the scanner should be used.
D.3.2.4 **Domain Name Server**

This section defines the parameters for the **Domain Name Server**.

![Network Configuration](image)

**Picture 28: Domain Name Server parameters**

- **Domain Name**  
  Enter the domain name here.

- **Primary DNS Server**  
  Enter the address of the primary DNS server here.

- **Secondary DNS Server**  
  Enter the address of the secondary DNS server here.
D.3.2.5 SMB Settings

This section defines the parameters for the SMB Settings.

![Picture 29: SMB Settings]

**Note:** The default settings are recommended.

**SMB Hostname**
Enter an SMB host name to identify the scanner in the network. Default is the MAC address of the scanner.

**SMB Workgroup**
Enter the SMB workgroup in which the scanner is installed.

**WINS Server**
If a WINS server is used, enter the IP address of the server or \<Server name> here.

**Use NTLMv2 Authentication**
Select either Yes or No.
D.3.2.6 Wireless LAN (Basic Settings)

Use the function Windows LAN (Basic Settings) to define the basic settings for the WLAN module.

Note: This menu is displayed only if a WLAN module is installed and if the settings for IPv4 (Network Interface 1) and Wireless LAN (LAN Interface) fit together.

![Wireless LAN Basic Settings](image)

Note: The default settings are recommended.

**Band**

Click on the selection arrow to open the list.
Select from the list the desired band for the WLAN communication.

**SSID**

Enter a name to identify the WLAN of the scanner.

**Channel Number**

*Auto*: Recommended setting. Uses the channel with the best data transfer performance.
To use a specific channel, click the selection arrow and select the desired channel from the list.

**Broadcast SSID**

The broadcast SSID is set automatically.

After modifying the WLAN parameters, click on the **Apply** button to transfer the new settings.
Follow the note regarding the reboot sequence.
D.3.2.7 Wireless LAN (LAN Interface)

Use the function **Wireless LAN (LAN Interface)** to define the network parameter for the Wireless LAN module.

**Note:** This menu is displayed only if a WLAN module is installed and if the settings for **IPv4 (Network Interface 1)** and **Wireless LAN (LAN Interface)** fit together.

The screen shows the parameters for the WLAN module.

- **IP address**
  - Enter the IP address of the WLAN module.

- **Subnet Mask**
  - Enter the value for the subnet mask.

- **Default Gateway**
  - Enter the value for the gateway.

After modifying the network parameters, click on the **Apply** button to transfer the new settings to the scanner. The scanner is now accessible with its new IP address.
D.3.2.8 Wireless LAN (Security)

Use the function Wireless LAN (Security) to define the parameters for wireless LAN security.

**Note:** This menu is displayed only if a WLAN module is installed and if the settings for IPv4 (Network Interface 1) and Wireless LAN (LAN Interface) fit together.

![Picture 32: Wireless LAN (Security)](image)

The screen shows the parameters for wireless LAN security.

**Encryption**

- None: No encryption, no security.
- WPA 2: Recommended. Encryption according to the WPA 2 standard, high security.

**Pre-Shared Key Format**

Select between **Passphrase** and **HEX** (64 characters).

**Pre-Shared Key**

Enter a string as pre-shared key here.

After modifying the parameters, click on the **Apply** button to transfer the settings to the scanner.
D.3.2.9  Wireless LAN (DHCP)

Use the function Wireless LAN (DHCP) to define the range of IP addresses that can be used by the WLAN module for DHCP access.

Note: This menu is displayed only if a WLAN module is installed and if the settings for IPv4 (Network Interface 1) and Wireless LAN (LAN Interface) fit together.

Click in the corresponding fields and enter the start IP address and the end IP address to define the address range that can be used.
D.3.3 Adjust Time & Date

The section **Adjust Time & Date** is divided into four subsections.

The **Adjust Time & Date** start screen is the **Manual Adjustment** screen. The following description starts with the **Time Format** screen.

To set the time correctly for the scanner, execute the adjustments in the following order.

Select the time zone. See chapter D.3.3.2.
Set your local time with the manual adjustment. See chapter 0.
Establish a connection to an NTP server. See chapter D.3.3.4.
D.3.3.1 Time Format

The time shown in the headline of the Scan2Net user interface can be displayed in either 12h or 24h format.

Click on the selection arrow and select the desired time format. The differences between 12h and 24h format are shown below.

**Picture 34: Time Format**

Click on the selection arrow and select the desired time format. The differences between 12h and 24h format are shown below.

<table>
<thead>
<tr>
<th>Time Format 12h</th>
<th>Time Format 24h</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display from 00:00 to 11:59</td>
<td>Display from 00:00 to 11:59</td>
</tr>
<tr>
<td>Display from 12:00 to 23:59</td>
<td>Display from 12:00 to 23:59</td>
</tr>
</tbody>
</table>
D.3.3.2 Time Zone

Use the function **Time Zone** to define the time zone for the internal clock of the scanner.

Click on the selection arrow. A list opens.

Select the desired time zone from the list. The list will close and the selected setting is effective immediately.
D.3.3.3 Manual Adjustment

Use the function Manual Adjustment to set time and date to be displayed in the headline of the Scan2Net user interface.

To set a value, click on the selection arrow beside the respective value.

Select from the list. The new value will be transferred directly to the system clock and is displayed in the headline of the Scan2Net interface.
D.3.3.4 NTP Server

Use the function **NTP Server** to define the address of time server.

![NTP Server setting](image)

**Picture 37: NTP Server setting**

To connect to a NTP server, the scanner must have a connection to the internet. Ask your network administrator for special information concerning your local network.

Enter the address of the NTP server in the line **NTP server**. It is a necessary requirement that your local network enables the scanner to connect with the internet.
D.3.4 Sound System

The section **Sound System** is divided into three subsections.
The **Sound System** start screen is the Set Volume screen.

D.3.4.1 Set Volume

Use the function **Set Volume** to set the loudspeakers volume of the scanner.

![Picture 38: Set Volume](image)

A screen opens and shows a graphic to symbolize the volume.
Click on the percentage value to change the volume level. The color of the graphic will change depending on the selected volume level.

<table>
<thead>
<tr>
<th>Volume level</th>
<th>Up to 30%</th>
<th>40% to 60%</th>
<th>70% or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume bar color</td>
<td><img src="image" alt="Volume 100%" /></td>
<td><img src="image" alt="Volume 90%" /></td>
<td><img src="image" alt="Volume 80%" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td><img src="image" alt="Volume 100%" /></td>
<td><img src="image" alt="Volume 90%" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td><img src="image" alt="Volume 100%" /></td>
<td><img src="image" alt="Volume 80%" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td><img src="image" alt="Volume 100%" /></td>
<td><img src="image" alt="Volume 80%" /></td>
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<td><img src="image" alt="Volume 100%" /></td>
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<td><img src="image" alt="Volume 100%" /></td>
<td><img src="image" alt="Volume 80%" /></td>
</tr>
<tr>
<td></td>
<td></td>
<td><img src="image" alt="Volume 100%" /></td>
<td><img src="image" alt="Volume 80%" /></td>
</tr>
</tbody>
</table>

To return to the previous screen click the button **Back to Main Menu**.
D.3.4.2 Sound Files

Use the function **Sound Files** to list the sounds which are linked to system events.

![Picture 39: Sound Files list](image)

Scroll to the bottom of the list to search and upload new sounds to the scanner.

![Picture 40: Upload new sound files](image)

Click on the button **Search** to search the directories of your local PC and/or your network for sound files.

Click on the button **Send File** to upload the selected file to the scanner. After uploading, the file will be displayed in the list.

Click on the trash can icon to delete the file.
D.3.4.3 Link Events

Use the function **Link Events** to change the sounds linked to system events.

![Link Events list](image)

**Picture 41: Link Events list**

The list of links contains thirteen events.

The sound file that is listed at each event is dependent on the language set for the scanner.

To identify the language of the sound file, an identifier can be added to the file name. For example “en” marks sound files in English language or “de” marks sound files in German language.

Independent from the language selected for the scanner, every sound file can be linked to every event.

Click on the selection arrow beside the sound file name. A list with all available sound files opens.

Select the desired sound file from the list.

Click on the loudspeaker symbol to play the sound.
D.3.5 Install Options

The section **Install Options** shows all available options for the scanner.

After clicking on **Install Options** a screen opens and lists all options which are available for the scanner. Please be patient as it will take a moment to actualize the list.

![Options List](image)

**Picture 42: Options List**

To activate an option, a unique key must be entered. The key is valid only with one specific scanner and cannot be transferred to another scanner.

The software keys can be purchased at the Image Access Customer Service Portal. Visit the URL [portal.imageaccess.de](http://portal.imageaccess.de) and enter the data for your scanner to get the available keys.

Enter the key in the respective line and click on **Apply**.

After activating the option, its color turns to “Green”, which indicates active options.
D.4 Updates & Uploads

In the section Updates & Uploads several updates can be initiated, screensavers can be defined and installed and Java applications can also be installed. The PDF cover sheet can be uploaded and activated here as well.

D.4.1 Update Scanner Firmware

Upload a new firmware version to the scanner.

![Picture 43: Update Scanner Firmware](image)

The Image Access Customer Service Portal (CSP) at [portal.imageaccess.de](http://portal.imageaccess.de) offers firmware updates for every Scan2Net scanner. In order to download the appropriate firmware version update for your scanner, you must be a registered user. Log in to the CSP with your personal login name and password.

Select **Actions → S2N Device Updates** to download the current firmware version.

Follow the steps described on the website. Download the ZIP archive of the current firmware version to your local PC.

The ZIP archive contents:

- Three “txt” files with information concerning the installation, the release notes and the version number.
- One “tar” archive with the firmware

**Important:** Never unpack the “tar” archive file!

*Always* send the complete ZIP archive to the scanner!
In the screen **Update Scanner Firmware** (see Picture 43) click on the selection arrow beside “Post update behavior” of the scanner from the list.

Select **Reboot** from the list. This will start the scanner automatically after the firmware update sequence is completed.

Browse your local PC and select the previously downloaded firmware update file.

Click the button [Send File] to transfer the selected firmware file to the scanner.

**Important:** Do not switch off the scanner while executing the firmware update!

Transferring the firmware file can take a couple of minutes, depending on the network performance. While the update is running, no messages will be displayed on the screen.

After the firmware is successfully updated, the screen displays a summary.

To finalize the update process, the scanner must be rebooted. This is done automatically if **Post Update Behavior** is set to **Reboot**.

If **Shutdown** is selected, the scanner powers down at the end of the firmware update.

When restarting after a firmware update, the scanner reboots with factory default settings.

**Note:** A White Balance adjustment must always be executed after a firmware update.

See chapter C.1 for more information about the White Balance adjustment.

All installed options will stay active.
D.4.2 ICC Profiles

The section **ICC Profiles** is divided into the subsections **Scanner Profile**, **Monitor Profiles**, and **Printer Profiles**.

ICC profiles are integrated in the image file data. First of all, download the respective ICC profile for the device to your local PC.

D.4.2.1 Scanner Profile

The ICC profile loaded at **Scanner Profile** adapts the color space between scanner and image editing software.

Select **Scanner Profile** to upload an ICC profile to the scanner.

![Scanner Profile](image)

**Picture 44: Scanner Profile**

- **Search** Click the button to search the directories of your local PC and/or your network for ICC profile files.
- **Send File** Click the button to load the selected file to the scanner.

After uploading, the ICC profile will be displayed.

Activating the ICC profile:

Select **Embedded ICC Profiles = Yes** in section **Options** of the Scan2Net user interface.
To delete the ICC profile, click on the “Delete” symbol.

To get information about the ICC profile, click on the information symbol.
D.4.2.2 Monitor Profiles

The ICC profile will be adapted to the image data displayed at the external monitor of the Bookeye 4 scanner.

Select **Monitor Profiles** to upload an ICC profile for the external monitor.

![Picture 47: Monitor Profiles](image)

- **Delete**
  
  Click on the “Delete” symbol to delete the ICC profile.

- **Search**
  
  Click the button to search the directories of your local PC and/or your network for ICC profile files.

- **Send File**
  
  Click the button to load the selected file to the scanner.

After uploading, the ICC profile will be displayed.

**D.4.2.2.1 Selecting the ICC profile to be used**

Select section **User Settings**, function **Display** (see chapter D.3.1.1) and select the ICC profile as described.
Click on the information symbol to get information about the ICC profile.

**D.4.2.2.2 Activating the ICC profile**

To activate the ICC profile for the external monitor, select the menu **Viewer & Job Control** in the touchscreen and mark the checkbox for the **ICC Profile**.

![Touchscreen menu, ICC profile selected](image)
D.4.2.3 Printer Profiles

The ICC profiles for printers adapt the color space of the scanner to the color space of the printer used with the scanner.

Select Printer Profiles to upload an ICC printer profile.

![Image of Printer Profiles]

**Search**
Click the button to search the directories of your local PC and/or your network for ICC profile files.

**Send File**
Click the button to load the selected file to the scanner.

After uploading, the ICC profiles will be displayed.

![Image of ICC Profiles List]

**Delete**
To delete the ICC profile, click on the “Delete” symbol in the line of the ICC profile to be deleted.
To get information about an ICC profile, click the information symbol in the line of the respective ICC profile.

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#### D.4.2.3.1 Selecting the ICC profile to be used

In the S2N user interface of the scanner click on the link **Options** below the button **Copy**. The **Printer Preset** window opens. Click on **Printing Enhancements**.

Select **Color Matching → ICC Profile**. The additional line **ICC Profile** is added to the menu below **Color Matching**. Click on the selection arrow. All installed ICC profiles will be listed. Select the desired ICC profile from the list.

---

**Picture 52: Printer profile information**
D.4.3 Touchscreen / Desktop

These functions are temporarily not available.
D.4.4 Java Apps

This section enables installing and selecting Java applications for special user-defined tasks.

The installed Java Apps are listed on the screen.

To delete a Java App from the list, click on the “Delete” symbol at the right side of the line.

To get information about the Java App, click on the information symbol in the line of the Java App.

Click on the Search button to search the directories of your local PC and/or your network for a Java Application file.

Click on Send File to transfer the selected file to the scanner.
D.5 Adjustments & Support

D.5.1 Adjustments

The Adjustment screen shows the links to the optical adjustments.

![Picture 54: Adjustment start screen](image)

The optical adjustment of the WideTEK 25 contains one menu item:

The section **White Balance Adjustments** contains two buttons.

- **White Balance** Executes the white balance measurement
- **Brightness Correction** Sets the level for the brightness correction.
D.5.1.1 White Balance

The white balance function is the most important function for consistent image quality. To ensure optimal performance, the WideTEK 25 should be calibrated in regular intervals to compensate for light degradation, variations in the paper quality of the documents to be scanned, and other long term effects. For more information about the white balance adjustment see chapter C.1.1.

Click on the button [White Balance].

![Picture 55: White Balance start screen]

Place the test target (delivered with the scanner) as shown on the glass plate of the scanner. Because of its dimensions, the test target overlaps at the left margin and at the right margin of the glass plate.

Click on the [Next Step] button to start the measurement. The measurement can take up to 40 seconds. While the measurement is executed, the screen shows a running symbol.
After completing the measurement, the screen shows the results.

Note: It is normal that the measurement will return different values each time the measurement is repeated. The lens motor has a very high resolution and the best focal point has to be found in the already large focal range, therefore a variation of 50 – 100 in values is normal.
D.5.1.2 Brightness Correction

The brightness correction function does not perform any measurements; it only allows setting a correction factor for the brightness. The interval of the correction factor is ± 2 dB.

Picture 57: Brightness Correction

Click on the selection arrow.

The list of the available values will be displayed.

Click at the desired correction factor. The correction factor will be effective immediately.
D.5.2 Log Files

D.5.2.1 Show Log Files

While working with the scanner, the activities will be logged in several log files.

<table>
<thead>
<tr>
<th>Log file</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTP Log</td>
<td>FTP transfers will be logged with all transfer data.</td>
</tr>
<tr>
<td>SMTP Log</td>
<td>SMTP transfers will be logged with all transfer data.</td>
</tr>
<tr>
<td>Update Log</td>
<td>All firmware updates will be logged.</td>
</tr>
<tr>
<td>SMB Log</td>
<td>SMB transfers will be logged with all data.</td>
</tr>
<tr>
<td>Copy Log</td>
<td>The data transfer between scanner and printer will be logged.</td>
</tr>
<tr>
<td>USB Log</td>
<td>The data transfer to connected USB devices will be logged.</td>
</tr>
<tr>
<td>Web Log</td>
<td>The data transfer to a target in the internet will be logged.</td>
</tr>
<tr>
<td>Scanner Log</td>
<td>All system activities of the scanner will be logged.</td>
</tr>
<tr>
<td>Billing Log</td>
<td>All billing relevant data will be logged.</td>
</tr>
</tbody>
</table>

All logs can be saved as ASCII files.
Click on the button for the desired log file to view its contents.

![Log file content](image)

**Picture 59: Log file content**

Depending at the selected log file, the amount of information varies.

Click on the Download button to save the content of the log file.

A dialog box opens where the operator can select between saving and opening the log file. If the operator selects saving, the file will be saved in ASCII format, which can be opened with any text editor program.

The "Scanner log" file has the most comprehensive content and gives a good overview of the scanner activities.

### D.5.2.2 Stitching Log enabled

This log file is only available with the flat bed and large format scanners.

The log file is a ZIP archive and contains information to analyze the stitching algorithm. It is password protected and cannot be opened by the user.

In case of an error the ZIP archive should be sent to the Image Access support. It will help to analyze the error and to find a solution.
D.5.3 Scan Test Targets

For system analysis and troubleshooting, three test targets can be used. The CSTT test target and the IT8 test target included with the scanner.

D.5.3.1 Scan CSTT Test Target

Click on the respective button to select the CSTT test target for the scan sequence.

Picture 60: Available test target

The next screen shows the position of the CSTT test target at the glass plate.

Picture 61: Example for test target position

Note: The printed side of the test target must be placed on the glass plate!
Place two CSTT test targets on the glass plate as shown at the screen.

Click on the **Next Step** button to start scanning the test targets. The test sequence will take approximately 30 seconds.

After scanning, the image will not be displayed.

A small window – depending on the browser used for scanning – opens.

Select between opening the image with an appropriate software application and saving the image.

The default image name contains the test target name, the device type and the serial number of the scanner.

Picture 62 shows as example the window of the Mozilla Firefox browser.

![Image of Mozilla Firefox browser window]

**Picture 62: Request after scanning the test target**

The file name contains the following information:

**CSTT-WT25-600-0019999c96fe**

- **CSTT**: Test target name.
- **WT25-600**: Device type, here WT25-600
- **0019999c96fe**: Serial number of the scanner.

This information is helpful for service technicians to find the scanner specific data in the database.

The test target image contains information which allows analysis of the current settings of the scanner and comparison with the factory settings.
D.5.3.2 Scan UTT Test Target

Click on the respective button to select the UTT test target for the scan sequence.

**Note:** The UTT test target is **not included** with the scanner.

![Picture 63: UTT test target on glass plate](image)

The procedure is the same as described with the CSTT test target.

The resulting image differs in the name because of the other test target.

D.5.3.3 Scan IT8 Test Target

Click on the respective button to select the IT8 test target for the scan sequence.

![Picture 64: IT8 test target on glass plate](image)

The procedure is the same as described with the CSTT test target.

The resulting image differs in the name because of the other test target.
D.5.4 Network Analyzer

This menu allows to test the network performance and to view the packet statistics.

Picture 65: Network analyzer start screen

D.5.4.1 Perform Speed Test

Click on **Perform Speed Test** to check the date transfer speed.

Picture 66: Network Analyzing Parameters

Target Address: Enter an IP address which can be accessed from the scanner to test the data transfer speed.

Packet Count: Click on the selection arrow to set the number of transferred packets.

Perform Now: Starts the test sequence.

Back To Net Test Menu: Returns to the network analyzer start screen.

Back To Test Suite: Returns to the **Poweruser** level main menu (Picture 22).
The result of the measurement is displayed at the next screen.

![Measured Time](image)

**Picture 67: Measured Time**

The bar graphic shows the three values:
- **Minimum**: The fastest transfer time between the scanner and the target address.
- **Average**: The average time for all transferred packets.
- **Maximum**: The maximum transfer time during the test.

Depending at the transfer time, the color of the bar changes.

**D.5.4.2 Network Packet Statistics**

**Packet Statistics**

Shows the current network packet statistics.

![Packet Statistics](image)

**Picture 68: Packet Statistics values**
D.6 Administrative Settings

D.6.1 Wake up Remote Host

If an external PC is used with the scanner, it can be helpful to start the PC at the same time when the scanner starts.

This can be automatized by activating the **Wake up Remote Host** function.

![Picture 69: Wake up Remote Host](image)

The requirements for using this function:

- In the BIOS of the external PC the function “Wake on LAN” must be activated.
- It may be necessary to update the BIOS of older PCs for this function to be available.
- The main power of the external PC must be active, but the PC can be in “Power save” mode.

Enter the MAC address of the network card of the PC in the line “Hardware address”. Select “Yes” at the line “Wake up remote host at PowerOn”.

D.6.2  Change Password

It is recommended to modify the password often, to protect the limited access to the **Poweruser** level.

Click on **Change Password**.

![Change password menu](image)

**Select Level**

Click on the selection arrow to open the list of log-in levels. Select the log-in level, for which the password should be changed.

**New Password**

Enter the new password.

**Retype New Password**

Type the new password again.

**Note:** The system checks the syntax (upper and lower case) of the password.

Click on **Clear Fields** to clear the fields where the password can be entered.

Click on **Apply** to send the new password to the scanner.

The screen returns to the start screen of the **Poweruser** level.
D.6.3 Backup Settings

To store the current settings of the scanner, a ZIP archive file can be created.

Click on [Backup Setting] to create the ZIP archive.

Depending on the browser used, a small window opens at the bottom line of the current window or a separate window opens. Picture 71 shows the small window at the bottom when using the "Internet Explorer 9".

![Picture 71: Small window at bottom line with inquiry for action]

- **Open**: Opens a window and shows the contents of the ZIP file. The ZIP file contains a directory which is named according to the scanner device type and its serial number. The directory can be opened but all files therein are password protected and cannot be opened.

- **Save**: Saves the ZIP file with an automatically generated file name. The contents of the small window change after saving. The buttons in the small window allow opening the ZIP file, the directory of the ZIP files or opens the download lists in a separate window.

- **Save as**: Save the ZIP file. The desired file name can be entered before saving.

- **Save and open**: Saves the ZIP file and opens a window which shows the contents of the ZIP file.

The ZIP archive contains printer specific settings, mail addresses for the data transfer via SMTP or the network settings for SMB network share.

Using this function is recommended in order to have the current settings available after the scanner has been reset to factory defaults (chapter D.7.2).
D.6.4 Restore Settings

With this function, the ZIP file stored with the “Backup Settings” function can be loaded to the scanner.

Click on **Restore Settings**.

To find the ZIP archive, click on **Search** and browse the directory structure to find the desired ZIP archive file.

Click on **Send File** to upload the file to the scanner.

After restoring the scanner settings, the screen shows a message and reminds the operator to perform a White Balance sequence.
D.6.5 Lock Web App

This function locks the Scan2Net user interface.

When the Scan2Net user interface is locked, the scanner can only be controlled by the touchscreen or by external software.

**Important:** The user interface can only be unlocked from the **Administrator** level.

![Picture 74: Enter password to lock the Scan2Net user interface](image)

**New Password**

Enter the new password.

**Retype New Password**

Type the new password again.

**Note:** The system checks the syntax (upper and lower case) of the password.

Click on **Clear Fields** to clear the fields where the password can be entered.

Click on **Apply** to send the new password to the scanner.
D.7  Resets & Default Values

D.7.1  Set Scanner Defaults
This function enables saving settings for color mode, resolution, document mode as well as network parameters and other parameters. When powering up, the scanner starts with the saved settings.

To modify the settings, switch to the Scan2Net user interface and set all parameters to the desired values.

Return to the Poweruser level.

Click on **Set Scanner Defaults** to execute.

All settings defined in the Scan2Net user interface will be active when the scanner starts.

The parameters defined for the output controls in the lower part of the S2N user interface (see Operation Manual, chapter C “Software Operation”) will not be saved.

D.7.2  Reset Factory Defaults
This function sets all parameters back to factory settings.

The settings defined for printer output or the connections defined in SMB configuration or the stored email addresses and other parameters will be erased and replaced by universal entries.

Click on **Reset Factory Defaults** to execute the function.

D.7.3  Reset Scanner Defaults
Resets all scanner parameters to the values which were set before with the function **Set Scanner Defaults**.

Click on **Reset Scanner Defaults** to execute the function.

D.7.4  Reset Hardware Defaults
This function resets the hardware parameters to the values which were defined during the basic setup when assembling the scanner.
E Troubleshooting

Disconnect the power cable before doing any maintenance to the device.

E.1 Recovery Function

The recovery function helps to set all device parameters to factory defaults after a fatal system breakdown.

The recovery key is necessary to invoke the recovery procedure.

A recovery key is delivered with every device; it is marked with the label Recovery.

Picture 75: Recovery Key

**Important:** The recovery function resets the IP address to the factory default value of 192.168.1.50. It may be necessary to use the crossover cable and change the network settings on the local computer.

E.1.1 Important Notes Before Recovering to Factory Defaults

The steps described in the following should only be executed after a fatal system breakdown!

Write down the values for the IP address, subnet mask and gateway of the device before starting the recovery sequence.

After recovering to the factory default values, a firmware update has to be executed! Make sure an update file is available on the local computer.

After recovering to the factory defaults, all adjustment procedures described in the previous sections have to be executed again!
E.1.2 How to Recover to Factory Defaults

**Important:** The scanner must be in stand-by mode before inserting the recovery key.

**Picture 76: Connectors on the back of the scanner**

1. Main power switch
2. Network cable connector
3. External power supply connector
4. Foot pedal connector
5. Serial port / Recovery key connector
6. VGA and DVI video output connector

Plug the recovery key into the **Recovery key connector** (detail 5 in the above picture) at the connector panel.

Push the on/off button in the front panel to start the scanner.

The device will start and, after it has found the recovery key to be present in the port, it will automatically execute the recovery sequence. All viable system data will be restored and necessary repair steps will be taken without the need of any user interaction.

**Note:** The recovery sequence can last some minutes. While the recovery sequence is running, **no message** will be displayed.

When the recovery sequence has finished, the device will power down automatically.

**Important:** Do not switch off the device at any time during the recovery procedure!

- Unplug the recovery key after the device has powered down.
- Power up the device and launch the scan application in your browser.
  
The IP address of the device has the factory default value: 192.168.1.50
• Change the network parameters to the values which were used before running the recovery sequence.
  
  Select **Setup Device** ➔ **Poweruser**. Locate the section **Base Settings** and click the button **Network Configuration**.
  
  Enter the values for the IP address, the subnet mask, and the default gateway as described in chapter D.3.2 Network Configuration and its sub-chapters.
  
  Click the **Apply** button.
  
  Reconnect to the scanner using the new IP address.

• Select **Setup Device** ➔ **Poweruser**.
  
  Locate the section **Updates & Uploads** and click the button **Update Scanner Firmware**. Perform the firmware update.

• After the firmware update, the software adjustment for the device must be performed.

  Select **Setup Device** ➔ **Poweruser**. Locate the section **Adjustments & Support** and click the button **Adjustments**. Perform all adjustments in this section by clicking the appropriate buttons.
# E.2 Troubleshooting

Fields with a light blue background need the power user access level. All other fields are available to all users.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image is darker than expected.</td>
<td>The test target, which is used for the white balance procedure, is much brighter than the document.</td>
<td>Go to the <strong>White Balance</strong> function. Modify the <strong>Brightness Correction</strong> setting.</td>
</tr>
<tr>
<td>Image is brighter than expected.</td>
<td>The test target, which is used for the white balance procedure, is much darker than the document.</td>
<td>Go to the <strong>White Balance</strong> function. Modify the <strong>Brightness Correction</strong> setting.</td>
</tr>
<tr>
<td>Image is darker on one side than on the other side.</td>
<td>The electronics gear is out of sync.</td>
<td>Exercise the <strong>Scan Start</strong> procedure.</td>
</tr>
<tr>
<td>Image has horizontal stripes or streaks.</td>
<td>Improper white balance.</td>
<td>Exercise the <strong>White Balance</strong> procedure.</td>
</tr>
<tr>
<td>Image shows a color shift towards red (tint).</td>
<td>The target used for white balance is more blue than the scanning target.</td>
<td>Go to the RGB adjustments and lower the gain on red.</td>
</tr>
<tr>
<td>Image shows a color shift towards blue (tint).</td>
<td>The target used for white balance is more red than the scanning target.</td>
<td>Go to the RGB adjustments and lower the gain on blue.</td>
</tr>
</tbody>
</table>
E.3 Error Codes and Warnings

The scanner does report error conditions on the display and through the API. Some errors are only sent to the API.

A green problem description signals that operation of the scanner is still possible although the error will have an influence on the behavior or quality of the scanner.

A problem description in red marks an error which will stop the scanner and inhibits further scanning.

E.3.1 Error Codes

<table>
<thead>
<tr>
<th>Error #</th>
<th>Error message shown in the display</th>
<th>Error message sent to application</th>
<th>Problem description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scanner in use.</td>
<td></td>
<td>An attempt to access the scanner was made from a different application.</td>
</tr>
<tr>
<td>2</td>
<td>Invalid session ID.</td>
<td></td>
<td>An attempt to access the scanner with an invalid session ID was made.</td>
</tr>
<tr>
<td>4</td>
<td>Invalid password</td>
<td></td>
<td>The stop button was pressed during the operation.</td>
</tr>
<tr>
<td>5</td>
<td>E05 S2N BOARD</td>
<td>S2N board failure</td>
<td>The S2N board is either not found or found defective. Make sure board is sitting correctly on the motherboard.</td>
</tr>
<tr>
<td>7</td>
<td>USER BREAK</td>
<td>Stop button pressed.</td>
<td>The stop button was pressed during the operation.</td>
</tr>
<tr>
<td>8</td>
<td>User timeout</td>
<td></td>
<td>The function ended because of a time out</td>
</tr>
<tr>
<td>9</td>
<td>Warming up</td>
<td></td>
<td>The device is still warming up and cannot be used.</td>
</tr>
<tr>
<td>10</td>
<td>Invalid setting value.</td>
<td></td>
<td>The value sent to the device is invalid.</td>
</tr>
<tr>
<td>11</td>
<td>Setting does not exist.</td>
<td></td>
<td>The settings does not exist.</td>
</tr>
<tr>
<td>12</td>
<td>Invalid user docsize.</td>
<td></td>
<td>The size of the user format is invalid.</td>
</tr>
<tr>
<td>14</td>
<td>Invalid resolution or color mode.</td>
<td></td>
<td>Either the resolution or the color mode is invalid.</td>
</tr>
<tr>
<td>20</td>
<td>E20 MOTOR 1 (O) SCAN DRIVE</td>
<td>Motor 1 (Scan drive): End switch permanently open.</td>
<td>The home position switch is permanently open. The mechanics of the corresponding motor could be blocked or the switch/cable is defective.</td>
</tr>
<tr>
<td>21</td>
<td>Error 21 Motor 1: Transport locked</td>
<td>Motor 1 / PCI 1 (Box drive): Transport locked</td>
<td></td>
</tr>
</tbody>
</table>
## Error codes, part 2

<table>
<thead>
<tr>
<th>Error #</th>
<th>Error message shown in the display</th>
<th>Error message sent to application</th>
<th>Problem description</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td></td>
<td>File format not supported.</td>
<td>The specified file format is not supported or it is invalid in combination with the color mode.</td>
</tr>
<tr>
<td>31</td>
<td></td>
<td>Preview not possible</td>
<td>The application specified an invalid preview scale. Not all scale factors are allowed with all image sizes.</td>
</tr>
<tr>
<td>32</td>
<td></td>
<td>Invalid color conversion</td>
<td>The application changed the color depth between scanning and image transfer and a conversion between these modes is not possible. Example: scan in binary, then changed color mode to truecolor.</td>
</tr>
<tr>
<td>33</td>
<td></td>
<td>No image available</td>
<td>The application attempted to get an image from the scanner and there was no scan since the device was turned on.</td>
</tr>
<tr>
<td>55</td>
<td>E55 WRONG S2N HW CCD PORTS</td>
<td>Wrong S2N board detected (not enough CCD ports)</td>
<td>The S2N board found is not the right one for this device. Error can occur after a repair/exchange. Exchange with correct board.</td>
</tr>
<tr>
<td>56</td>
<td>E56 WRONG S2N HW REVISION NOT OK</td>
<td>Wrong S2N Board detected (Revision not OK)</td>
<td>The S2N board found is not the right one for this device. Error can occur after a repair/exchange. Exchange with correct board.</td>
</tr>
<tr>
<td>56</td>
<td>Error 56: S2N Board: wrong revision</td>
<td>Wrong S2N Board detected (Revision not OK)</td>
<td>The S2N board found is not the right one for this device. Error can occur after a repair/exchange. Exchange with correct board.</td>
</tr>
<tr>
<td>60</td>
<td>Error 60: General camera error</td>
<td>General camera error.</td>
<td>General error on the CCD camera board. Check power, cables and S2N-PCI board.</td>
</tr>
<tr>
<td>61</td>
<td>Error 61: Camera 1 failed</td>
<td>Camera 1 failed</td>
<td>Initializing of camera 1 failed. Check power, cables and S2N-PCI board.</td>
</tr>
<tr>
<td>65</td>
<td>Error 65: Camera 1 data bus error</td>
<td>Camera 1 data bus error.</td>
<td>Test data transfer to camera failed. Check cables / connectors to camera 1 and S2N-PCI board.</td>
</tr>
<tr>
<td>66</td>
<td>Error 66: Camera 2 data bus error</td>
<td>Camera 2 data bus error.</td>
<td>Test data transfer to camera failed. Check cables / connectors to camera 2 and S2N-PCI board.</td>
</tr>
<tr>
<td>69</td>
<td>Error 69: ADC error camera 1</td>
<td>Camera 1 adc error.</td>
<td>Test data transfer through analog digital converter failed. Check cables / connectors to camera 1.</td>
</tr>
</tbody>
</table>
### Error codes, part 3

<table>
<thead>
<tr>
<th>Error #</th>
<th>Error message shown in the display</th>
<th>Error message sent to application</th>
<th>Problem description</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>Error 70: ADC error camera 2</td>
<td>Camera 2 adc error.</td>
<td>Test data transfer through analog digital converter failed. Check cables / connectors to camera 2.</td>
</tr>
<tr>
<td>75</td>
<td></td>
<td>General keyboard error</td>
<td>General keyboard error. Check keyboard and cables.</td>
</tr>
<tr>
<td>80</td>
<td>E80 BAD LAMP CONFIG</td>
<td>Bad lamp config</td>
<td></td>
</tr>
<tr>
<td>81</td>
<td>E81 BAD DEVICE CONFIG</td>
<td>Bad device configuration</td>
<td></td>
</tr>
<tr>
<td>99</td>
<td>Internal error.</td>
<td>Internal error.</td>
<td>The firmware has detected an internal error of unknown cause.</td>
</tr>
</tbody>
</table>

### E.3.2 Warnings

<table>
<thead>
<tr>
<th>Warning #</th>
<th>Warning shown in the display</th>
<th>Warning sent to application</th>
<th>Problem description</th>
</tr>
</thead>
<tbody>
<tr>
<td>130</td>
<td>E130 Foot Pedal 1\nSWITCH PERM.CLOSED</td>
<td>Foot Pedal 1: Switch permanently closed</td>
<td>The contact of foot pedal 1 is permanently closed or defective.</td>
</tr>
<tr>
<td>144</td>
<td></td>
<td>Light level is low</td>
<td>The light level is found to be low during the white balance function.</td>
</tr>
<tr>
<td>145</td>
<td>Camera adjustment required</td>
<td>Camera adjustment required</td>
<td></td>
</tr>
<tr>
<td>160</td>
<td>W160 NO WHITE BALANCE DATA</td>
<td>No white balance data</td>
<td>No white balance data was found. Perform white balance.</td>
</tr>
<tr>
<td>180</td>
<td></td>
<td>Deskew failed</td>
<td>The deskew function failed. Reposition document.</td>
</tr>
<tr>
<td>181</td>
<td></td>
<td>Stitching2D: out of memory.</td>
<td></td>
</tr>
<tr>
<td>182</td>
<td></td>
<td>Stitching2D: bad matching.</td>
<td></td>
</tr>
</tbody>
</table>

### E.3.3 Information

<table>
<thead>
<tr>
<th>Info. #</th>
<th>Information shown in the display</th>
<th>Information sent to application</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td>CREATING RECOVERY PART...</td>
<td>Creating Recovery Partition</td>
<td>While creating the recovery partition, the scanner cannot be accessed.</td>
</tr>
</tbody>
</table>
### F.1 Scanner Specifications

#### Optical System

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum document width</td>
<td>25 x 18.5 inch / 635 x 470 mm</td>
</tr>
<tr>
<td>Optical / interpolated resolution</td>
<td>1200 x 600 dpi / 1200 x 1200 dpi</td>
</tr>
<tr>
<td>Camera type</td>
<td>Two tricolor CCDs, encapsulated and dust-proof</td>
</tr>
<tr>
<td>Color depth</td>
<td>12 bit grayscale (internal resolution)</td>
</tr>
<tr>
<td></td>
<td>36 bit color (internal resolution)</td>
</tr>
<tr>
<td>Sensor resolution</td>
<td>45,000 pixels (2x 22,500)</td>
</tr>
<tr>
<td>Scan modes</td>
<td>24 bit color, 8 bit indexed color</td>
</tr>
<tr>
<td></td>
<td>8 bit grayscale, bitonal, enhanced halftone</td>
</tr>
<tr>
<td>Scan accuracy</td>
<td>Better than ± 0.1% over the max. scan area</td>
</tr>
</tbody>
</table>

#### Illumination

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light source</td>
<td>Two lamps with 108 white LEDs/lamp</td>
</tr>
<tr>
<td>Warm-up time</td>
<td>None. Maximum brightness after switch-on.</td>
</tr>
<tr>
<td>Temperature dependence</td>
<td>None</td>
</tr>
<tr>
<td>UV / IR emission</td>
<td>None</td>
</tr>
<tr>
<td>Lifetime</td>
<td>50,000 hours (typ.)</td>
</tr>
</tbody>
</table>

#### Glass plate

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical load (maximum)</td>
<td>10 kg</td>
</tr>
</tbody>
</table>

**Important:** Do not exceed the maximum load!

### F.2 Ambient Conditions

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temperature</td>
<td>5 to 40 °C / 40 to 105 °F</td>
</tr>
<tr>
<td>Storage temperature</td>
<td>0 to 60 °C / 32 to 140 °F</td>
</tr>
<tr>
<td>Relative humidity</td>
<td>20 to 80% (non-condensing)</td>
</tr>
<tr>
<td>Noise level</td>
<td>50 dB(A) (Operating)</td>
</tr>
<tr>
<td></td>
<td>35 dB(A) (Standby)</td>
</tr>
</tbody>
</table>
F.3 Electrical Specifications

External Power Supply

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage</td>
<td>100 – 240 V AC</td>
</tr>
<tr>
<td>Frequency</td>
<td>47 – 63 Hz</td>
</tr>
<tr>
<td>Inrush current</td>
<td>120 A max / 264 V AC</td>
</tr>
<tr>
<td>Efficiency</td>
<td>87 %</td>
</tr>
<tr>
<td>Operating temperature</td>
<td>0 to 65 °C / 32 to 149 °F</td>
</tr>
<tr>
<td>Operating humidity</td>
<td>10 to 93 % RH, non-condensing</td>
</tr>
<tr>
<td>ECO standard</td>
<td>CEC level V</td>
</tr>
</tbody>
</table>

Scanner

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage</td>
<td>24 V DC</td>
</tr>
<tr>
<td>Current</td>
<td>Max. 5 A</td>
</tr>
</tbody>
</table>

Power Consumption

<table>
<thead>
<tr>
<th>Mode</th>
<th>Power Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleep</td>
<td>≤ 0,5 W</td>
</tr>
<tr>
<td>Power down</td>
<td>2,5 W</td>
</tr>
<tr>
<td>Ready to scan</td>
<td>55 W</td>
</tr>
<tr>
<td>Scanning</td>
<td>90 W</td>
</tr>
</tbody>
</table>

F.4 Dimensions and Weight

Scanner outer dimensions

<table>
<thead>
<tr>
<th>Dimensions (H x W x D)</th>
<th>225 x 760 x 795 mm (H x W x D)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.9 x 29.9 x 31.3 inch</td>
</tr>
</tbody>
</table>

Weight of scanner

| Weight                 | 45 kg                           |

Dimensions of transport box (palette)

<table>
<thead>
<tr>
<th>Dimensions (H x W x D)</th>
<th>450 x 1200 x 1000 mm (H x W x D)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17.7 x 47.3 x 39.4 inch</td>
</tr>
</tbody>
</table>

Total shipping weight

| Weight                 | 79 kg                           |
F.5 CE Declaration of Conformity

The undersigned, representing the manufacturer:
Image Access GmbH
Hatzfelder Strasse 161 – 163
42281 Wuppertal, Germany

herewith declares that the

Product: WideTEK 25-600 Scanner
Model Designation: WT25–XXX
(XXX represents the device version number and configuration details)
Serial number: All

is in conformity with the following European standards and IEC directives:

Safety:
Low Voltage Directive (Safety) 2006/95/EEC as per

CAN/CSA C22.2 No. 60950-1 2007, Ed:2 Rev:2011/12/19
EMC:
EN 55022:2010
EN 61000-3-3:2008
EN 55024:2010
EN 61000-4-2:2009
EN 61000-4-4:2004 + A1:2010
EN 61000-4-5:2006
EN 61000-4-6:2009
EN 61000-4-11:2004

Wuppertal, April 2012

Thomas Ingendoh, President and CEO
F.6  FCC Declaration of Conformity

Responsible party:

Image Access GmbH
Hatzfelderstrasse 161 – 163
42281 Wuppertal, Germany

Product: WideTEK 25-600
Model Designation: WT25 –XXX
(XXX represents the device version number and configuration details)
Serial number: All

This device complies with FCC 47, Part 15, Class A and ICES-003, Class A.

The test setup f ≤ 1000 MHz and test was done according to
Compliance with CISPR 22 is being used to demonstrate conformity with FCC DoC requirements. This conforms with FCC Part 15.107(e) and 15.109(g).

The test setup F> 1000 MHz and test was done according to
ANSI C63.4: 2009

NOTE: This equipment has been tested and found to comply with the limits for a class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. Operation of these 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.

Wuppertal, 19.04.2012

Thomas Ingendoh , President and CEO
For your notes