xerox ®

Xerox® DocuMate® 5445 / 5460
Scanner User Guide
Windows® Users

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

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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 Xerox® 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 Xerox® 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 Xerox representative for more information.

Operational Safety Information

Your Xerox® 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 Xerox® 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.

Note: Your Xerox® 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 Xerox® 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 indicted 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 back of the machine as a plug-in device. To remove all electrical power from the equipment, disconnect the power cable from the electrical outlet.

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.

Product Safety Certification

This product is certified by the following Agency using the Safety standards listed:

Standard
UL60950-1 (USA)
CSA 22.2 No. 60950-1 (Canada)
IEC 60950-1

Environmental Health and Safety Contacts

Contact Information

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

USA & Canada: 1-800-828-6571
Europe: +44 1707 353 434

Welcome

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

What's in the Box

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

Xerox® DocuMate® 5445
or
Xerox® DocuMate® 5460

Quick Install Guide
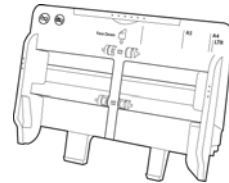
Input Tray

USB Cable
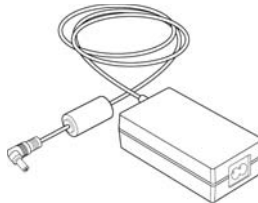
Power Supply
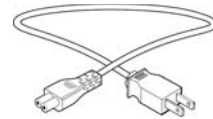
Power Cord

Technical Support Card

Warranty Card

Installation Disc

System Requirements

- Intel Pentium 4 or equivalent processor

- DVD-ROM drive capable of reading Dual Layer DVDs

- Universal Serial Bus (USB) port

- Microsoft® Windows® operating system:

    – 32-bit Windows XP (Service Pack 3)

    – 32-bit or 64-bit Windows Vista (Service Pack 2)

    – 32-bit or 64-bit Windows 7 (Service Pack 1)

    – 32-bit or 64-bit Windows 8 / 8.1

    – 32-bit or 64-bit Windows 10

- 2 gigabyte (GB) internal memory (RAM)

- Minimum available hard disk space:

    – 350 MB for the scanner driver

    – 750 MB for Visioneer OneTouch

    – 1 to 2 GB for each additional application

    Please refer page 19 for a list of the applications provided with your scanner.

- 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.

- **Warranty card**—the warranty card is provided for users in Russia and should be filled in as described on the card. For all other users, please dispose of this card in paper recycling.

The following soft-copy documentation is available on the installation disc:

- **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

- **Control sheets**—automatically adjust the scan settings when scanning using the TWAIN interface. The file contains layouts for various ISO and U.S. paper sizes. The TWAIN scanning chapter contains instructions on using these sheets while scanning.

  Make sure you print the page size that matches the size of the pages in your document stack. Also, make sure the application you are using is not set to automatically scale the page to fit on the paper in your printer.

- **File separation sheets**—automatically separate a stack of paper into two or more separate files, when scanning using the TWAIN interface.

  Make sure you print the page size that matches the size of the pages in your document stack. Also, make sure the application you are using is not set to automatically scale the page to fit on the paper in your printer.

- **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 2, 3 and T 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.

- **Nuance PaperPort user's guide**—contains detailed information using the application and managing your scanned documents.

- **Nuance OmniPage user's guide**—contains detailed instructions on using the software, including information on using Optical Character Recognition to create editable text files from the scanned documents.

The Xerox® DocuMate® 5445 / 5460 Scanner Features
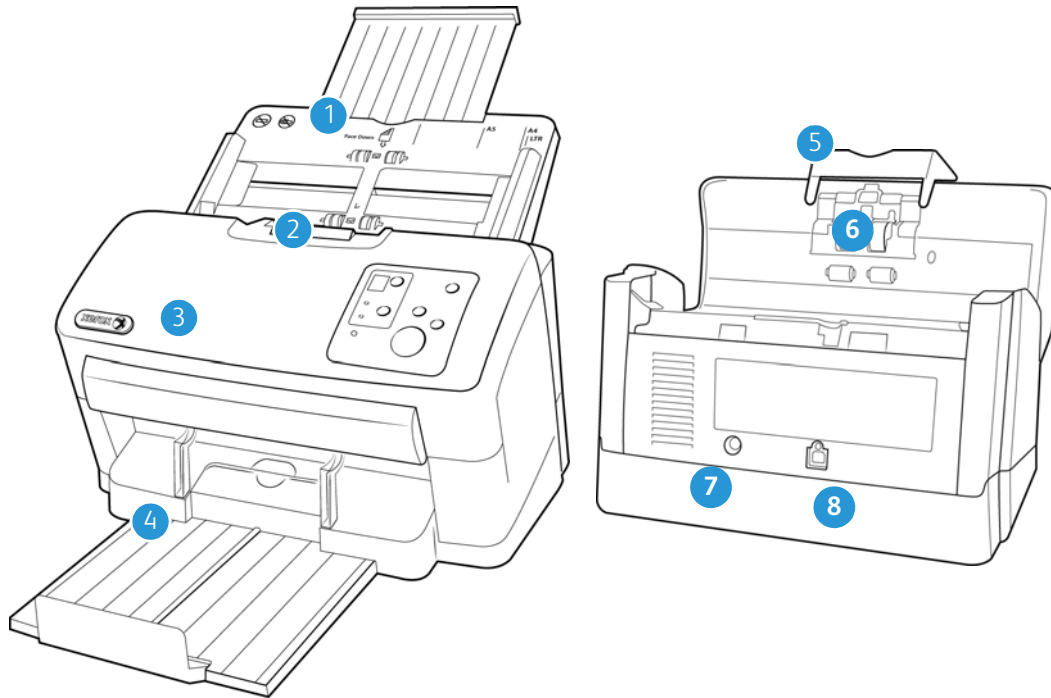
1. **Input Tray**—Holds the documents in the Automatic Document Feeder for scanning.

    –   **Paper Guides**—Slide to adjust to document width.

2. **ADF Cover Release**—Press to open the Automatic Document Feeder.

3. **Automatic Document Feeder**—Feeds documents through the scanner during scanning.

4. **Output Tray**—Holds documents after being scanned.

    –   **Exit tray extension**—extends to support various document lengths.

    –   **Exit stopper**—holds documents in the exit tray

    –   **Exit Guides**—helps to keep paper stacked nearly in the exit tray.

5. **Mixed batch card guide**—allows for scanning a mixed batch of paper and cards.

6. **Paper thickness switch**—separates the rollers to allow for scanning thick items.

7. **Power Jack**—Connect the power cord to the scanner.

8. **Universal Serial Bus (USB) Port**—Connect the scanner to the computer via the USB 2.0 cable.

Control Panel
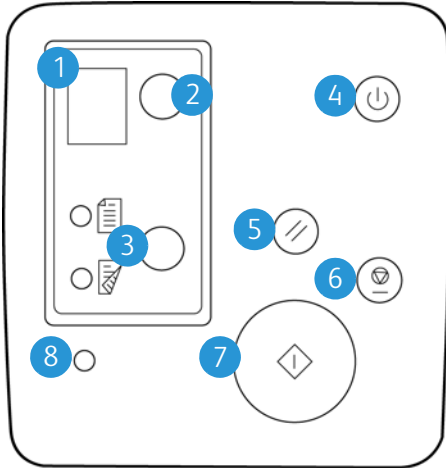
1. **LED number**—shows the OneTouch function that will be used for scanning. You can view the scan settings for that function in the OneTouch Properties window. When there is a hardware error, the LED number indicates what the hardware error code is.

2. **LED function button**—tap the button to cycle through the 9 OneTouch scanning options.

3. **Scan type function button**—tap the button to change the scan type between Simplex (one-sided) and Duplex (two-sided) scanning. The option you select here overrides the selected option in the OneTouch Properties window when you scan by pressing the green start button.

4. **Power button**—turns the scanner power on or off. Press the button to turn the scanner on. Press and hold down the button for a couple of seconds to turn the scanner off. This is the clear button on the control panel.

5. **Reset button**—returns the scan settings in TWAIN to the default settings. This is the yellow button on the control panel.

6. **Stop button**—stops the scanner when scanning. This is the red button on the control panel.

7. **Start button**—starts scanning. This is the green button on the control panel.

8. **Error light**—this light will start flashing if the scanner experiences a hardware error.

Scanner Setup

Unpack the scanner

Remove any tape from the scanner body. Use care while removing the tape, the tape holds fragile parts in place for shipping.

Note: we recommend you remove the tape from the scanner in the order indicated in the illustrations below. Also remove any protective foam from the inside of the scanner while you are removing the packaging tape.
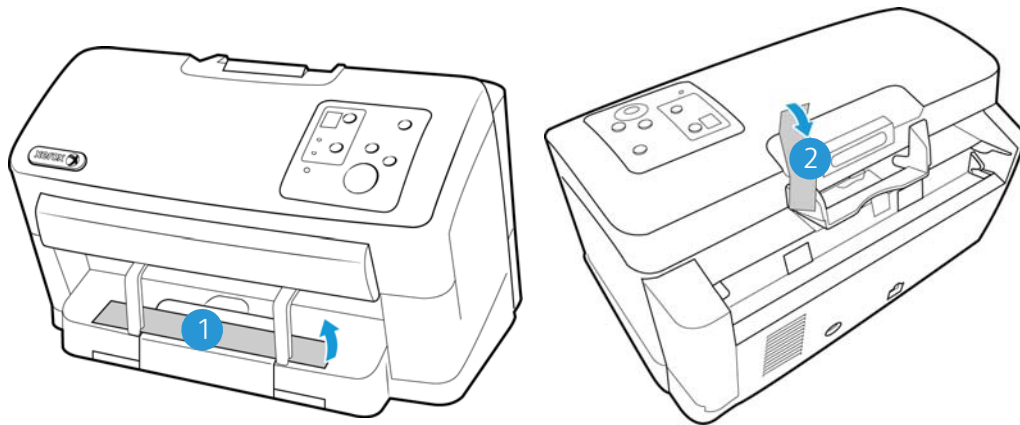
Press the ADF cover release button and open the scanner.
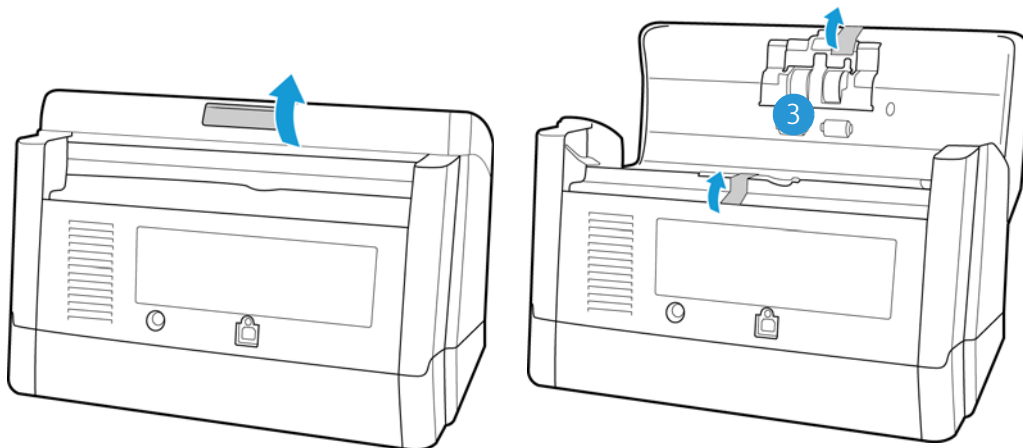
Place the scanner on a level surface near the computer.

- Keep clear space on every side of the scanner for the input and exit tray extensions, performing maintenance, and to have sufficient air flow for ventilation.
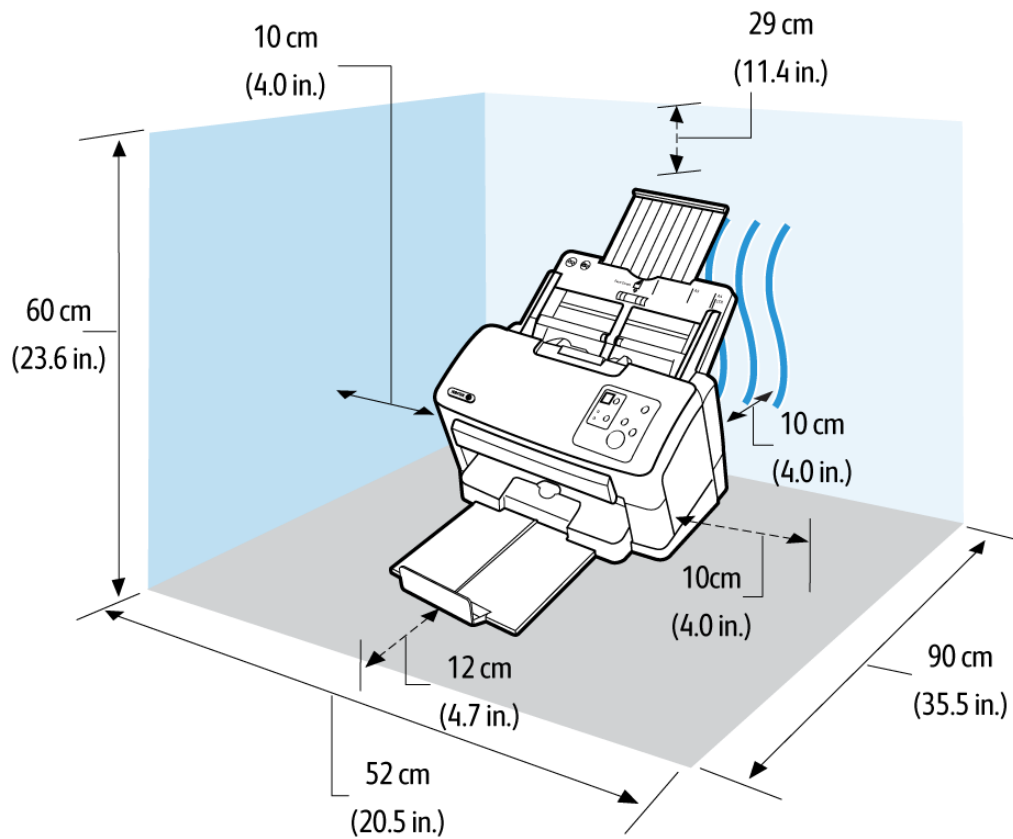
Attach the Input Tray

1. Align the tabs on the input tray with the holes in the scanner body.

2. Slide the input tray into position.

3. Push firmly on the input tray until you hear it lock in place.
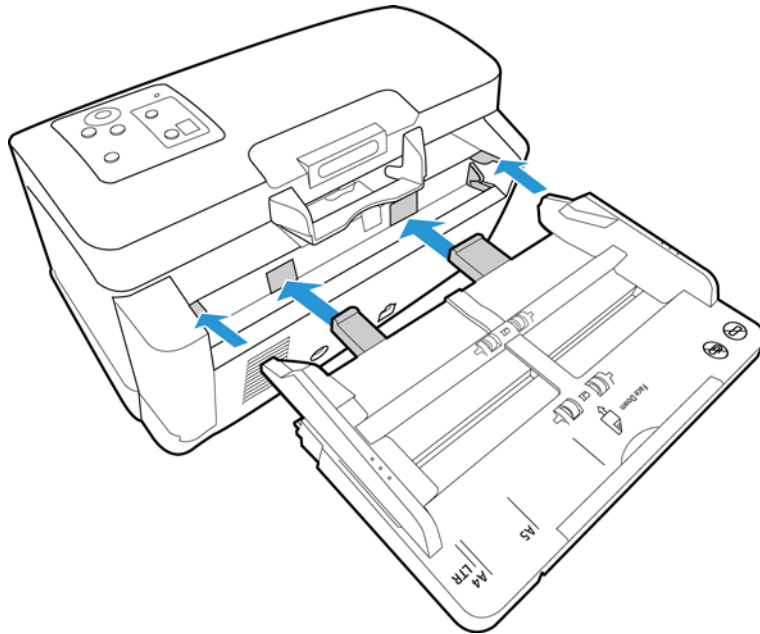
Connect the Scanner Power Cord

Note: Only use the power supply (PNLV6507Y) included with your scanner. Connecting any other type of power supply may damage your scanner, and will void its warranty.

1. Plug the power supply into the power port on the scanner.

2. Plug the power cord into the power supply and into a wall outlet.
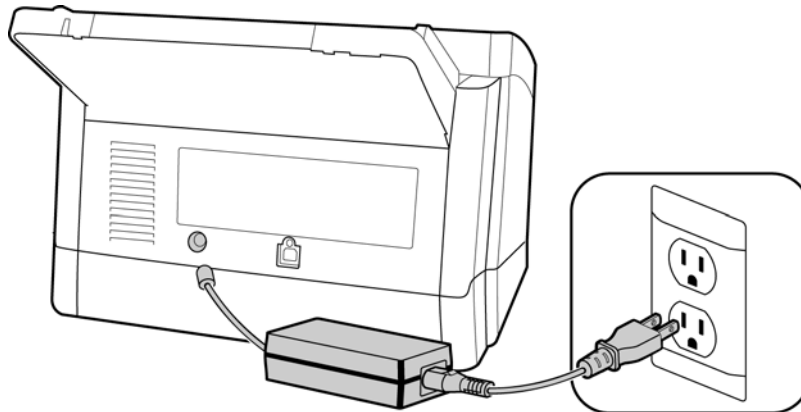
Installation

Please make sure of the following before you begin installation:

- If you are prompted to reboot during installation, please select "No". Finish installing the rest of the software, then close all open windows and reboot your computer.

- The information in this guide may cover software not provided with the scanner you purchased. Please disregard any information about the software not applicable to your scanner.

- If your computer has AntiVirus or AntiSpyware software running, you may encounter alerts or messages during installation asking you to allow the installation to proceed. Although the messages will differ based on the software your computer is running, in each case you should allow the installation to proceed if that option is available. Alternatively, you can turn off the AntiVirus or AntiSpyware software before installing your scanner, but if you do, make sure to turn it back on again when installation is finished.

- If your computer is running Windows Vista 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.
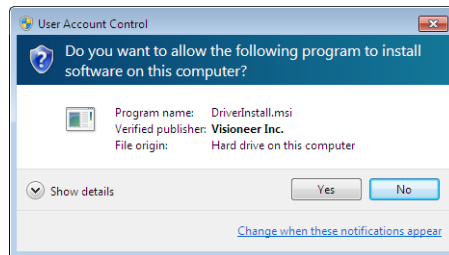
Install the Software and Connect the Scanner

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

2.   Insert the installation disc into your computer's DVD-ROM drive.

      The disc automatically starts.

3.   The Select Language window opens. Click the drop-down menu arrow and select the
      language to use. Click **OK**.
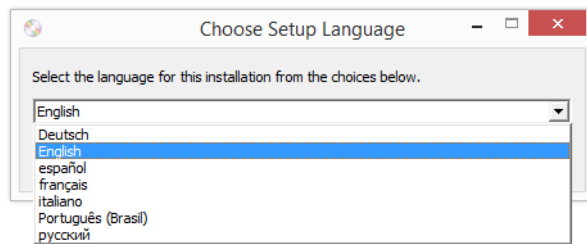
      The disc's Main menu window opens.

      Note: If the disc does not start, check the following:

      –   Make sure the disc drives door is completely shut.

      –   Make sure the disc was inserted in the drive in the proper direction (label side up).

      To launch the disc manually:

      –   Open the Windows options for your computer's disc drives.

      –   Double-click the icon for your DVD-ROM drive.

      –   The Installation menu for the disc should now open.

            If the menu does not open:

            •   From the list of files on the disc, double-click the file named setup.exe.

4. On the Main menu, select **Install software**.

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

Note: The software provided with your scanner may differ slightly from the list shown in the window.

6. Click **Install now**.

Installing the Scanner Driver

The scanner driver installation will start first.

1. The Welcome screen for the scanner driver Setup Wizard opens. Click **Next**.

Note: there may be an option in the installation window to remove any current scanning profiles. You will see this prompt if you already have a previous version of the scanner driver installed. Select the option in the installation window only if you want the existing profiles *removed*.

2. On the Xerox License Agreement window, read the license agreement. If you accept the terms, select **I Agree** then click **Next**.

    If you choose not to accept the license agreement, click **Cancel**. Click **Close** on the Installation Interrupted window.

3. The software will now be installed.

4. **Stop** when you see the "Complete the installation by connecting your hardware" window. Do not click **OK** yet. Leave the window open and proceed to the next section.
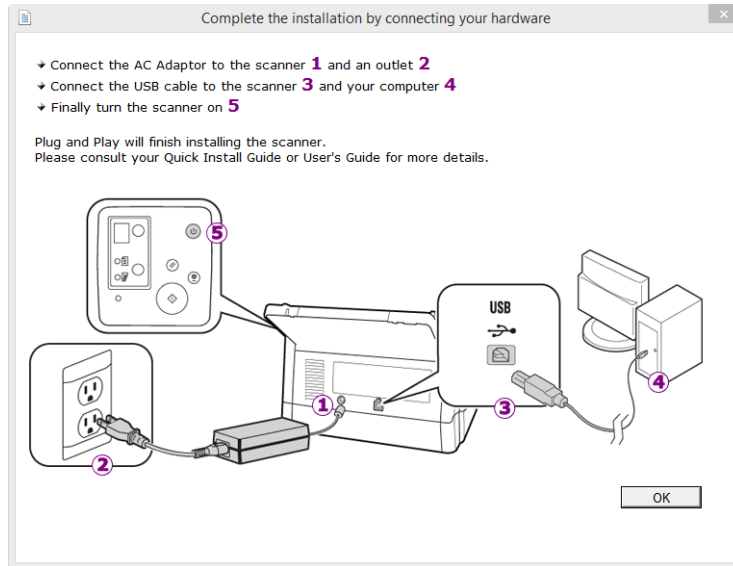
Note: If you do not see this on-screen diagram for connecting the scanner, stop and follow the instructions below.

Connect the USB Cable and Turn on the Power

1. Remove any tape from the USB cable.

2. Plug the USB cable into the USB port on the scanner then into a USB port on the computer. Check your computer's manual for USB port locations.
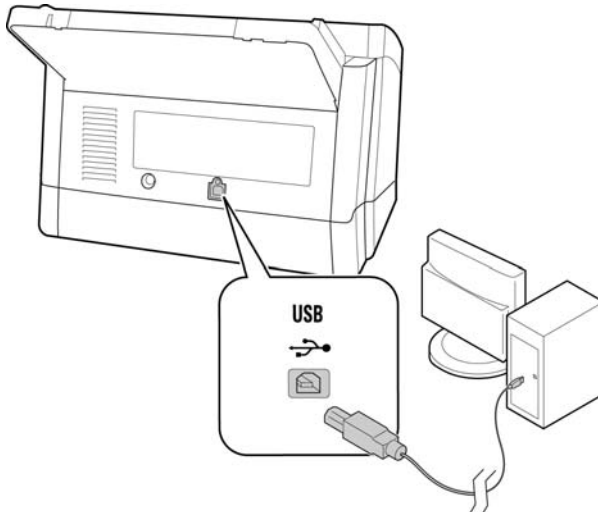
If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into either connection.

3.   Turn on the scanner power.
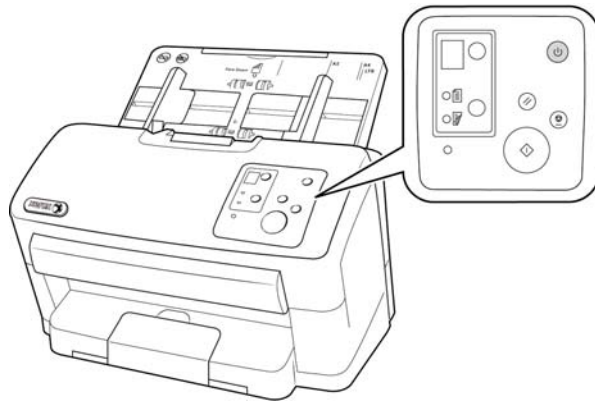
The status light comes on and flashes indicating that the scanner is receiving power.

Your computer recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software to run the scanner.

4.   When you're certain that the software has completely loaded, return to the "Complete the installation by connecting your hardware" window.
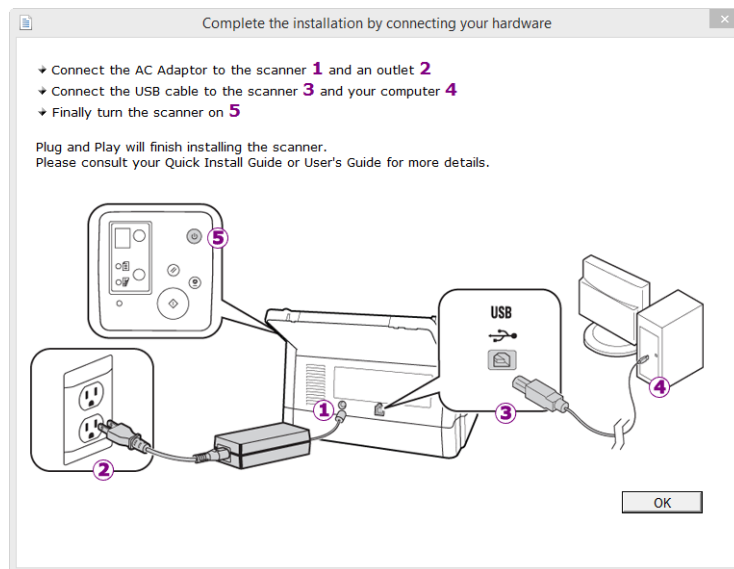
5.   Click **OK** to complete the installation process.

6. Click **Close** on the Installation Complete window to close and exit the driver installer.
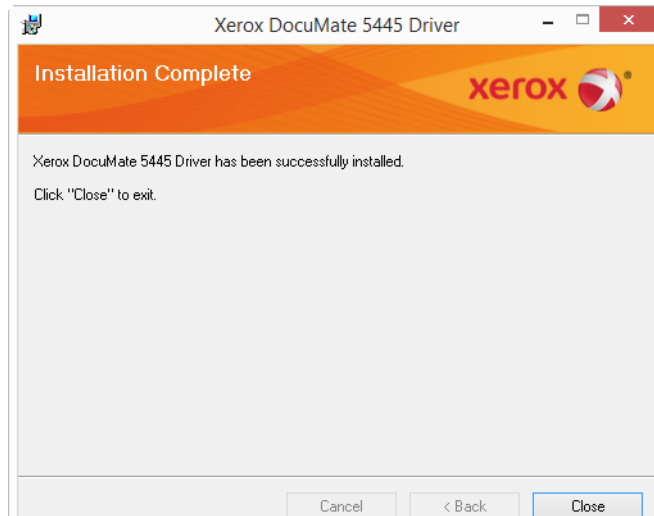
User Utility Installation

The User Utility installation will automatically start after you close the TWAIN installation. The User Utility is a software diagnostic and maintenance software that you can use for monitoring your scanner hardware.

1. On the Xerox User Utility License Agreement window, read the license agreement. If you accept the terms, select Yes to accept the agreement and continue with the installation.

    If you choose not to accept the license agreement, the installation will terminate and the User Utility will not be installed.

2. The next screen lets you choose where the installation files are going to be on your computer. Click on Browse... to change the location where the files are installed.

    We recommend that you keep the default options on this window and just click on Next to proceed with the installation.

3. The next screen lets you change the Program Files folder name and where the program appears in your Windows Start Programs list.

    The default options on this window will put the shortcut icon in your Windows All Programs list in the Xerox folder. We recommend that you keep the default options on this window and just click on Next to proceed with the installation.

4. Click on Finish on the Installation Complete window to close the installation window.

5. A shortcut icon for the User Utility will be on your Windows desktop and in the Windows Start All Programs menu.

Installing the ISIS Driver

1. You will first be prompted to select a language for the ISIS driver. The language selection on this screen only applies to the ISIS scanning interface.

   Select the language you want to use then click on Next.

2. Click on Next in the ISIS Installation Welcome window.

3. Click on Install to begin the ISIS driver installation.

4. Click on Finish to close the ISIS installation complete window.

Installing Visioneer OneTouch

The Visioneer OneTouch software installation will start automatically after you click **Close** on the driver Installation Complete window.

1. Click **Next** on the Welcome to the OneTouch Setup Wizard.

   Note: there may be an option in the installation window to remove any current scanning profiles. You will see this prompt if you already have a previous version of OneTouch installed. Select the option in the installation window only if you want the existing profiles *removed*.

2. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree** then click **Next**.

   If you choose not to accept the license agreement, the installation will terminate and OneTouch will not be installed.

3. Click **Close** on the Installation Complete window to close and exit the software installer.

Note: If you selected other software to install from the DVD the installation for that software will automatically start after you click **Close** on the Installation Complete window. Follow the instructions on-screen to install each application you selected.

Installing Additional Applications

Your scanner includes free, additional applications as described in the table below.

1. Return to the disc's Main menu and click **Install software**.

2. Select the additional applications you want to install, then click **Install now**.

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

Software	About the Software
Nuance PaperPort®	PaperPort is a document management software application. The PaperPort scanning features allow you to insert new pages into an existing file and name your file immediately after scanning. From within the PaperPort desktop you can sort your documents and move them between folders as you would through the Windows My Documents folder. You can reorder the pages in a PDF file, and unstack a document so all the pages are re-saved as individual files. PaperPort also has some basic image editing options in the PaperPort PageView, such as; adding notes to image files, modifying image colors, and touch up the image using the erase and/or auto-correct options. You can see more information about this application at www.nuance.com
Nuance OmniPage®	OmniPage Pro provides precision OCR analysis, advanced layout detection, and Logical Form Recognition™ (LFR) technology. Advanced security features quickly turn office documents and forms into over 30 different PC applications for editing, searching and sharing. Custom workflows handle large volumes of documents, and you can use its tools to print to PDF.
Nuance Power PDF	Power PDF features 100 % industry-standard PDF creation and editing plus the world's most accurate PDF conversion to editable Microsoft® Office® formats available. It also offers one-click scanning to PDF, the most advanced PDF search capabilities, excellent graphics management, document flattening and auto-removal of sensitive information. Combining unparalleled functionality, built-in intelligence and ease of use, Power PDF enables users to create, convert, edit, assemble and securely share PDF files like never before for enhanced professionalism, productivity and collaboration.

View the User Guides

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

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

   - **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

   Click on **View software documentation** to access the user guides for the software applications provided with the scanner.

   From either of these user guide windows, 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.
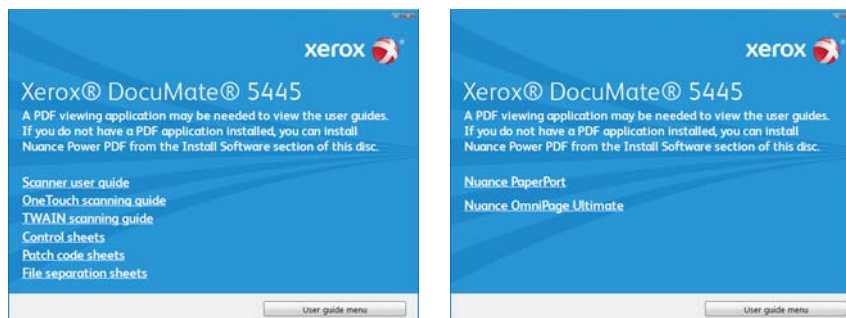
3. Click the links of the guides you want to view.

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

5. Remove the installation disc and store it in a safe place.

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

1. Open an Internet Explorer window, or any other Internet browser you have installed on your computer.

2. In the web address field type www.xeroxscanners.com.

3. Press Enter on your computer's keyboard or click the option on screen to go to the web address.

4. When the Xerox® scanners web page loads click on **Register Your Product**.

5. Fill in the registration form, all required fields have an asterisk (*).

    A valid email address is required for registration.

6. You will be asked to enter the serial number for the scanner, it is located on the back or underside of the scanner.

7. After filling in the form, click on **Submit Your Registration** to complete the registration.

Loading Documents to Scan

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

Supported Document Types

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

Acceptable Paper Documents

- The maximum amount of paper in the input tray should not exceed the maximum stack thickness indicated on the paper guides.

- Maximum amount of paper in the input tray

  – Approximately 75 pages of 20 lb (75–80 g/m²) new printer paper

- Document size

  – Minimum size (width x length) – 1.9 x 2.9 inches (48 x 71 mm).

    The minimum supported paper length is 71 mm except when scanning the acceptable card size stated below.

  – Maximum size (width x length) – Please refer to the Xerox® DocuMate® 5445 / 5460 Specifications section for this information.

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

- Mixed document stacks

  – Scanner minimum to maximum without long document enabled

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

- Paper thickness between 5 lbs to 55 lbs (19-206 g/m²)

- We recommend changing the **Document handling** speed to **Delicate** in the TWAIN interface when scanning thin paper of approximately 11 lbs (40 g/m²) or thinner. Additionally, we recommend using the slow paper feeding speed if you are scanning fragile documents.

Note: The minimum custom item size is 1.9 x 2.13 inches (48 x 54 mm). This means that you cannot scan business cards size 3.5 x 2 inches in the landscape orientation. You can place them with the short edge leading into the scanner (portrait orientation) and scan from the TWAIN interface. Select one of the rotate image options in the TWAIN interface to have the business cards rotated to the correct orientation in the final scan.

Note that if you attempt to scan business cards in the landscape orientation you will probably receive a paper jam error.

Acceptable Card Type

Card size: 3.4 x 2.13 inches (86 x 54 mm)

- Standard ID cards

  - Card size: 3.4 x 2.13 inches (86 x 54 mm)

  - Card thickness: 0.03 inches (0.76 mm)

- Embossed cards

  - A maximum of 3 cards can be loaded in the input tray.

  - The maximum height of the 3 cards stacked in the input tray should not exceed 0.2 inches (5 mm).

  - Scan the cards in the landscape (horizontal) orientation.

Use the mixed batch card guide when scanning mixed media (cards and paper) at the same time. Please refer to Using the Mixed Batch Card Guide for instructions.

Documents to Avoid Scanning

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

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

- Curled, wrinkled or folded documents may cause paper jams or multiple pages being fed through the scanner at one time.

- Perforated or punched paper that could tear when the separation roller engages.

- Coated paper or photographs where the coating can flake off during scanning and leave residue in the scanner.

- Extremely smooth, shiny, or highly textured paper may cause the paper feed rollers to slip across the page and cause the scanner to report a paper jam.

- Carbonless copy paper may tear while being fed through the scanner and the pressure of the rollers may leave streaks on the page. The chemical coating on this paper will rub off on the rollers during the scan process, increasing the frequency of miss-feeds and paper jams.

- Partially transparent paper such as tracing paper as any images from the opposite side of the page or black background will appear in the scanned images.

Unsupported Document Types

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

- Items outside of the specified supported sizes, thickness, and weight defined in this document.

- Non-rectangular or irregularly shaped paper will cause the scanner to detect and report document skew errors or paper jams.

- Carbon paper that will leave residue in the scanner and on the rollers that will transfer to the next set of documents scanned.

- Documents with hard items attached such as paper clips, binder clips, and staples.

- Documents with wet ink or white-out.

- Thermal or photosensitive paper.

- Overhead projector sheets, plastic film, camera film, and any other type of transparent or partially transparent plastic item.

- Documents that have been glued together.

- Cloth or metallic sheets.

Using the Mixed Batch Card Guide

You can use the card guide to scan most ID and credit cards without having to adjust the paper guides to fit the width of the card. The card guide helps to prevent the card from skewing while scanning a mixed batch containing both regular paper and cards.

Please note and follow these guidelines when using the mixed batch card guide:

- The input tray paper guides cannot be adjusted to less than A5 size in width.

- The total thickness of the paper stack you place in the input tray should not exceed 0.08 inches (2 mm). This is roughly equivalent to 20 pages of 20 lb (75 - 80 g/m²) printer paper.

- Place only one card at a time in the card guide.

Detach or Attach the Mixed Batch Card Guide

The card guide is pre-installed in the scanner. After removing the shipping tape lift up on the card guide to remove it from the scanner.
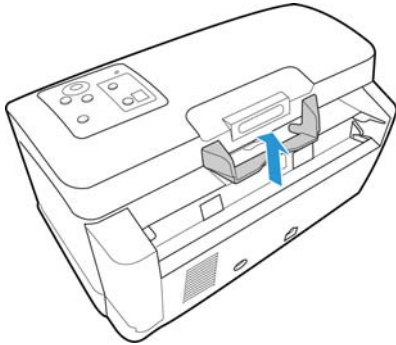
After you remove the card guide from the scanner you can attach it to the back of the input tray. Slide the paper guide into the tabs on the back of the input tray as indicated in the illustration below.
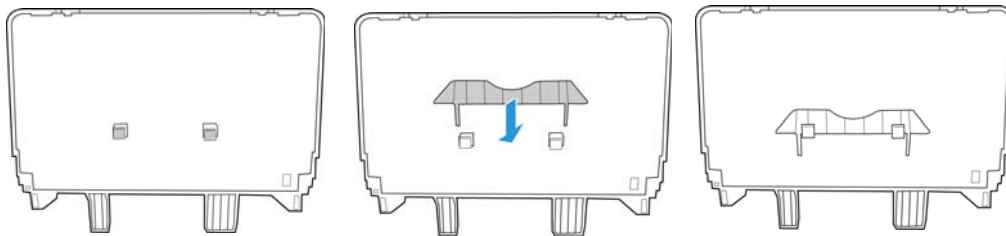
When you want to use the card guide you can attach it by sliding the tabs on the card guide into the niches on the scanner.
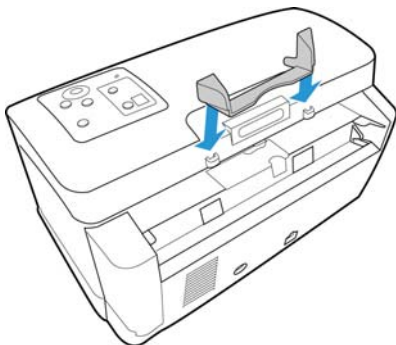
Scanning from the Automatic Document Feeder (ADF)

Preparing Documents for Scanning

- Fan the documents to make sure all pages in the stack are separated.

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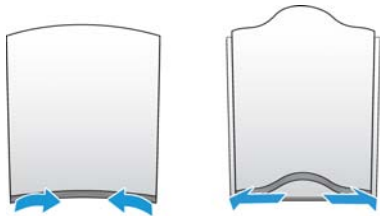
- Pinch the ends to align the leading edges slantwise to help prevent multiple pages from being fed through at a single time.

- Adjust the paper guide for the width of paper, and make sure the input and output trays are fully extended.
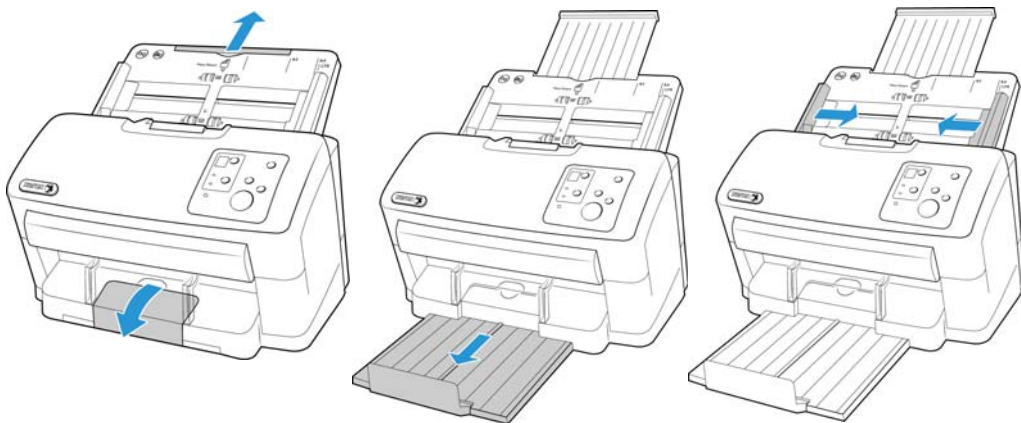
- Place the documents *face down* in the input tray. Set the leading edge of the documents as shown in the illustration below.

  Important: the paper capacity for the input tray is 75 pages of standard 20 lb printer paper. You cannot place a full stack of pages in the scanner if the card guide is installed in the scanner. Please refer to page 26 for instructions on removing and storing the card guide.

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

Scanning Thick Pages or Bound Documents

With this scanner you can scan thick paper and bound documents up to a maximum of 1 mm thick.

To scan thick items:

The double feed prevention roller has to be moved away from the feed roller before you can scan thick items. The double feed prevention roller separates the pages as the feed roller grabs and feeds the pages through the scanner. Because the double feed prevention roller has to be disengaged, you can scan only one page at a time.

1. Open the scanner.
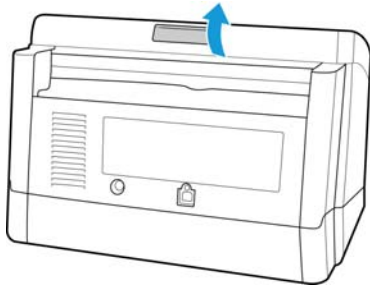
2. Locate the paper thickness switch in the underside of the ADF door.

3. Pull the paper thickness switch up as indicated in the illustration below.
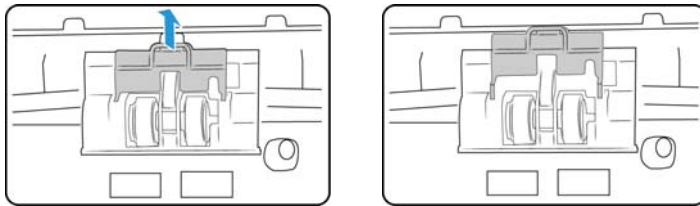
When you pull the paper thickness switch the double feed prevention roller disengages and sits back into the scanner.

4. Close the ADF door.

When you close the ADF door the double feed prevention roller will no longer touch the feed roller.

5. Place a single item in the input tray and scan.

When you are scanning thick items you cannot use the Double Feed Detection option in the scanning interface. If you leave that option enabled the scanner will report a double feed error for each page you scan.

When you are done scanning, do not forget to move the paper thickness switch back into its original position so that you can proceed with normal document scanning.

Scanning Interfaces

- **OneTouch Control Panel**—When you press the Start button on the scanner, the scanner starts scanning using the settings for the current LED number. The scanned image is then sent to a destination on your computer or network drive.

  OneTouch Button Panel—Use this scan option when you want to scan from the computer screen. Scanning from the on-screen OneTouch Button Panel is the same as selecting a scanning option on the scanner, except you click an icon that represents the function.
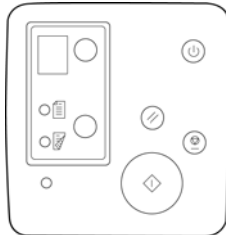
  Scanner Control Panel   OneTouch Button Panel
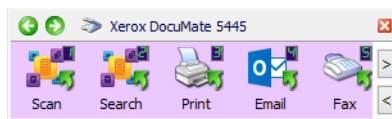
  Please see the OneTouch Scanning Guide on the installation disc for instructions. You can also click the **Help** button in the OneTouch Properties window to open the instructions in an Internet browser.
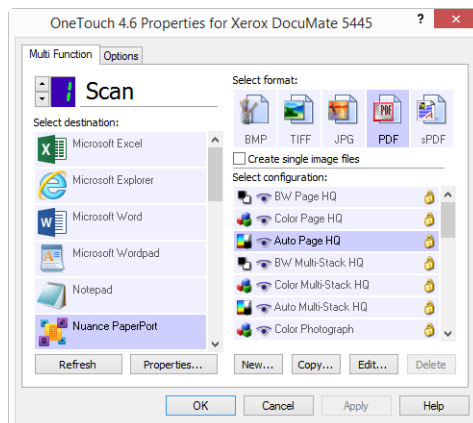
- **TWAIN and WIA Interface**—This option uses your scanner's TWAIN interface to scan. Select scanning options before scanning, put the document in the scanner, then click the **Scan** button in the TWAIN interface window.
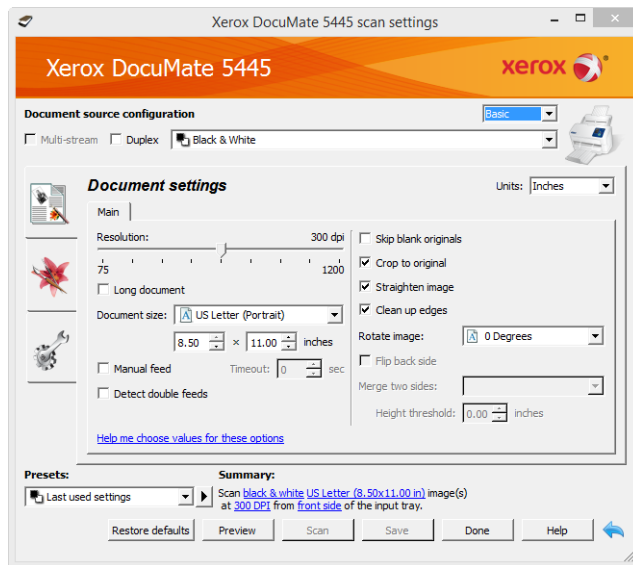
Please see the TWAIN Scanning Guide on the installation disc for instructions. You can also click the **Help** button in the TWAIN interface to open the instructions in an Internet browser.

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

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.

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.

- **Windows Vista**—from the Windows Control Panel, open **Hardware and Sound** and then **Scanners and Cameras**. Click on the scanner icon then click on the **Properties** button.

- **Windows XP**—from the Windows Control Panel when in category view, open **Printers and Other Hardware** and then **Scanners and Cameras**. Right-click on the scanner and then select **Properties** from the list.

Device Settings

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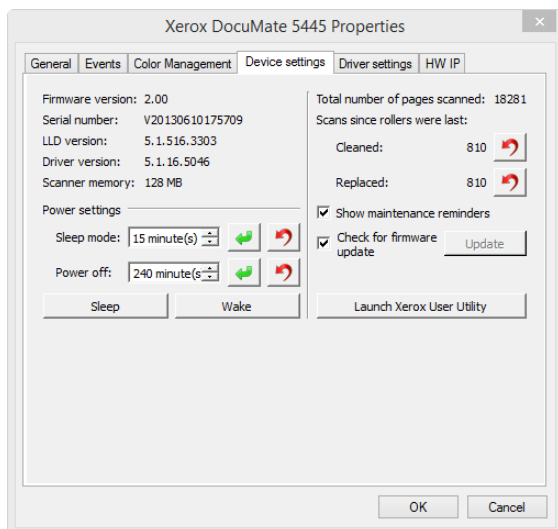
Scanner Details

- **Firmware version**—this is the scanner's hardware processor version number.

- **Serial number**—the scanner's unique identification number.

- **LLD version**—the scanner's base driver version. This is not the OneTouch software revision, TWAIN or WIA driver versions.

- **Driver version**—this is the version of the scanner's TWAIN driver.

Power Settings

Some features described herein may not be available for the current scanner.

- **Sleep mode**—sleep mode is the low-power state when the scanner is not in use. You can adjust the amount of time you want the scanner to wait before it goes into low power.

  Click the green enter button to save any changes in the Sleep mode field.

  Click the red reset button to reset to the default timeout value.

- **Power off**—input the number of minutes you want the scanner to wait before it turns itself off.

  Click the green enter button to save any changes in the power off field.

  Click the red reset button to reset to the default timeout value.

Firmware Update

This option is not available for all scanners.

- **Check for update**—check the scanner's firmware version against the version included with the scanner driver. When the scanner is connected to the computer and this option is selected, or when a different scanner of the same model is connected, a notification will show indicating that the firmware version is out of date. Deselect this option to stop being notified of the different version if you do not want to update the firmware.

- **Update**—click this button to update the scanner's firmware with the latest revision provided in the driver installer. Follow the instructions on-screen to update the scanner's firmware. Do **not** turn off the scanner or close any on-screen dialogues while the firmware update is in process. Turning off the scanner or closing any on-screen dialogues before you are prompted could irrevocably damage the scanner and prevent it from working. The firmware update software will prompt you when it is safe to power cycle the scanner.

Scanner Configuration

- **Counters**—click the reset button next to the counter you want to set back to 0.

- **Show maintenance reminders**—select this option be notified when it is time to clean or replace the rollers. After cleaning or replacing the rollers, click the reset button next to the roller counters in this screen. The amount of time between cleaning and replacing the rollers can be adjusted in the Xerox User Utility.

- **Launch Xerox User Utility**—the Xerox User Utility helps you monitor the scanner status and maintenance information. This button will be disabled if the Xerox User Utility is not installed. You can install the User Utility from the installation disc or download it from the support page for your scanner at www.xeroxscanners.com.

Driver Settings

The options in this panel are for configuring how the TWAIN interface will behave in some scenarios. Please see the TWAIN scanning guide on the installation disc for instructions.
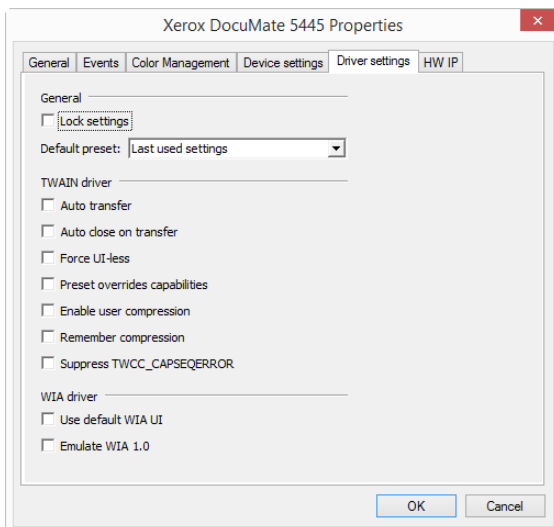
Clearing Paper Jams

Depending on the paper type, scanning results may be poor even when you scan documents that are in the list of acceptable document types on page 23.

If you are getting consistent paper jams or double feed errors please try the following:

- Reduce the number of items placed in the input tray.
- Clean the rollers and sensors as described in the section Cleaning the Scanner on page 39.
- Use the slow scanning mode in the TWAIN interface. Please refer to "Adjusting the Scan Speed" in the TWAIN interface for more information.
- Adjust the paper thickness switch and scan one page at a time. Please refer to "Manual Feed Mode" scanning in the TWAIN interface for more information.

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

1. Open the Automatic Document Feeder cover.

    Do not attempt to remove a jammed page with the scanner closed.
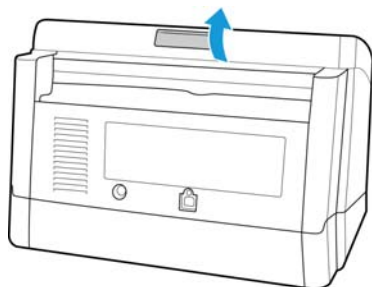
2. Remove the jammed paper and close the cover.

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

Note: If the paper jam occurs only at the exit area, remove the exit guides and then try scanning again.

To detach the exit guides:

1. Close the trays.
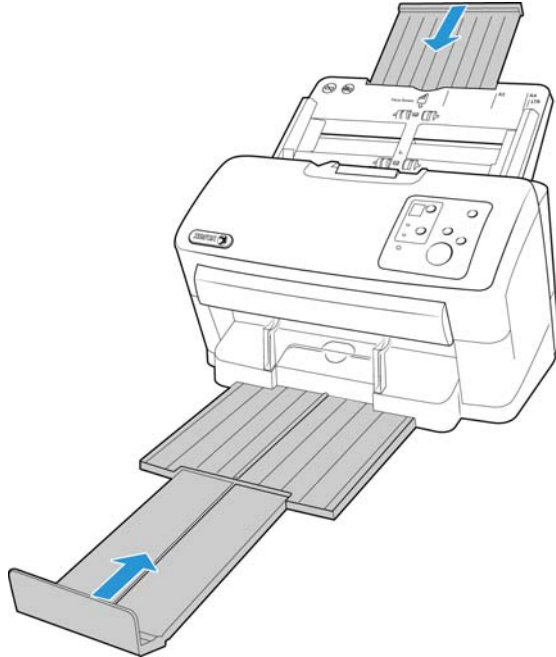
2. Remove the input tray by carefully but firmly pulling it away from the scanner.
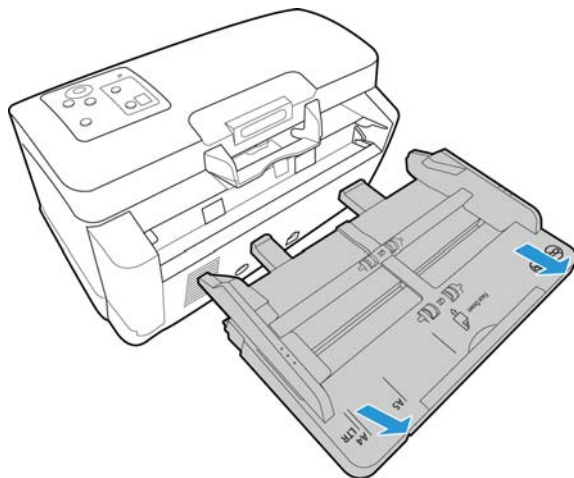
3. Place the scanner on its back.

4. Carefully and firmly pull the exit guides away from the scanner.

    The exit guides are hard plastic arms that snap on to a bar in the exit path of the scanner. Be sure to pull the exit guides straight away from the scanner. Do not bend or twist the guides while trying to detach them as it will cause the plastic to crack and break.
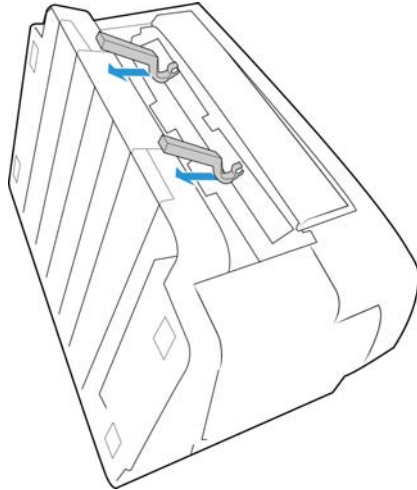
5. Set the exit guides aside where you can find them.

⚠ **WARNING: The exit guides are small enough to pose a choking hazard. Keep them in a safe place out of the reach of children.**

6. Place the scanner back in position, reattach the input tray, and adjust the exit tray for the length of the paper you want to scan. Place your documents in the input tray and try your scan again.

To attach the exit guides:

1. Close the trays. Remove the input tray by carefully but firmly pulling it away from the scanner. Place the scanner on its back.

2. Locate notches in the underside of the exit path where the guides are going to be attached.

3. Align the exit guide clips to the bar and push firmly on the guides until they snap onto the bar.
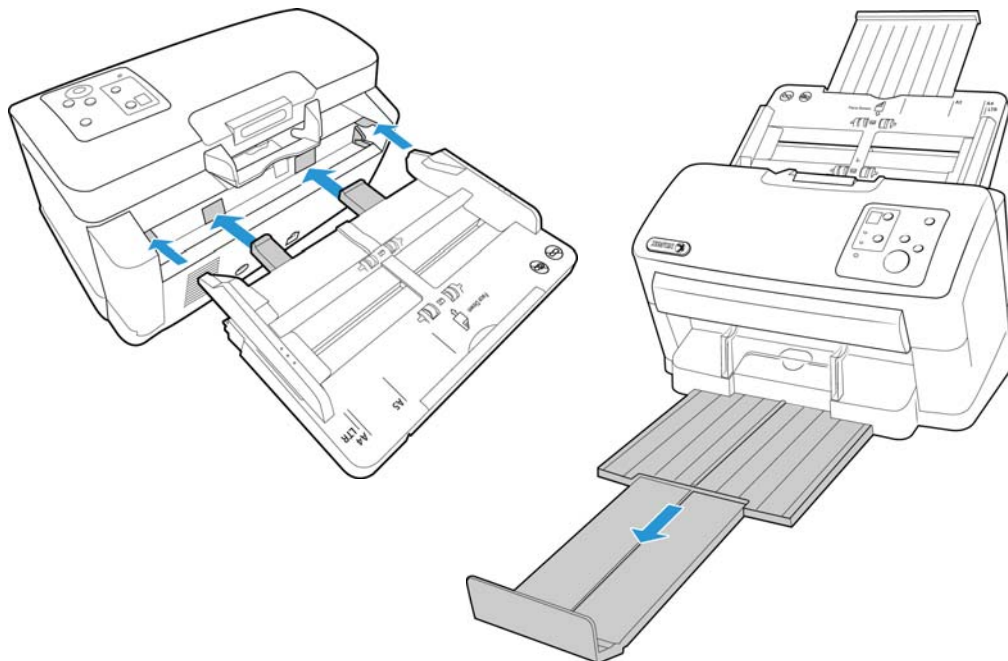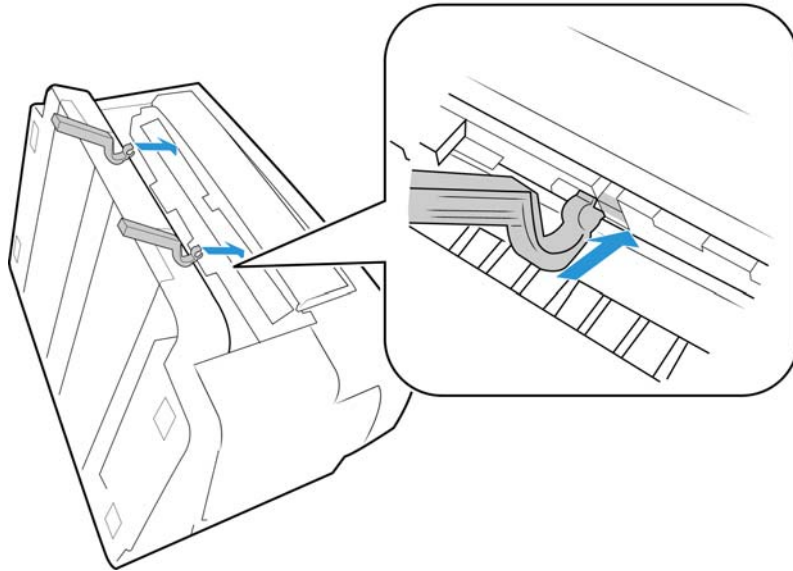
   The exit guides are hard plastic arms that snap on to a bar in the exit path of the scanner. Be sure to push the exit guides straight into the scanner. Do not bend or twist the guides while trying to attach them as it will cause the plastic to crack and break.

4. Place the scanner back in position, reattach the input tray, and adjust the exit tray for the length of the paper you want to scan.

Cleaning the Scanner

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

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

Cleaning the Outside of the Scanner

Excessive dust accumulation around and on the scanner will pull into the scanner during the scanning process and clog the ventilation openings. You should clean the outside of the scanner at least once a month to help limit the amount of dust build up in the scanner.

1. Turn off the scanner power.

2. Using a soft dusting cloth, wipe down the body of the scanner, input tray and exit area. Make sure that the input and exit slots in the scanner are also clean.

3. When you're finished, press the power button to turn the scanner back on.

Cleaning the Inside of the Scanner

Cleaning the inside of the scanner helps to keep your scanner operating at optimum performance. You should clean the inside of the scanner at least once a week or after 2,000 pages have been scanned. If you are getting frequent paper jams, multiple pages feeding at the same time, or you're seeing lines in the scanned image, it is time to clean the scanner.

When cleaning the inside of the scanner, you should clean all of the rollers, scanner glass and background plates at the same time.

Cleaning the Scanner Glass and Background Plates

The background plates are located underneath the scanner glass in both the top and bottom of the scanner. If you see a warning message that one of the background plates is dirty, simply clean the scanner glass as described here.

1. Press the ADF cover release button and open the scanner.
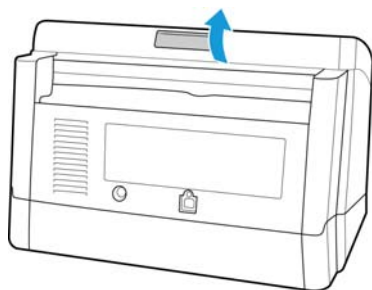
2. The following illustration shows the location of the glass in the scanner.
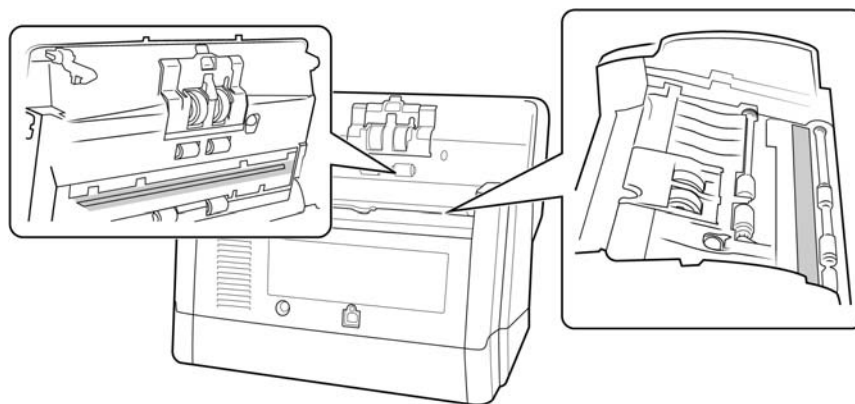
3. Using a soft, dry, lint-free cloth, gently wipe clean the scanner glass and background plates. You can use a roller cleaning paper to clean the glass plates if there is any sticky residue on the surface.

Cleaning the Double Feed Detection Sensors

You should clean these sensors as part of your standard weekly maintenance of the scanner.

Note: Do not clean the sensors with the roller cleaning paper.

Preparation
*   Turn off the scanner prior to cleaning the sensors.

- You will need a cotton swab.

Cleaning the Sensors

1. Press the ADF cover release button and open the scanner.
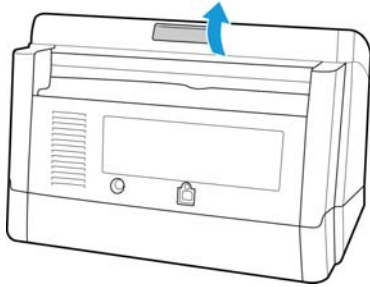
2. The following illustration shows the location of the sensors in the scanner.
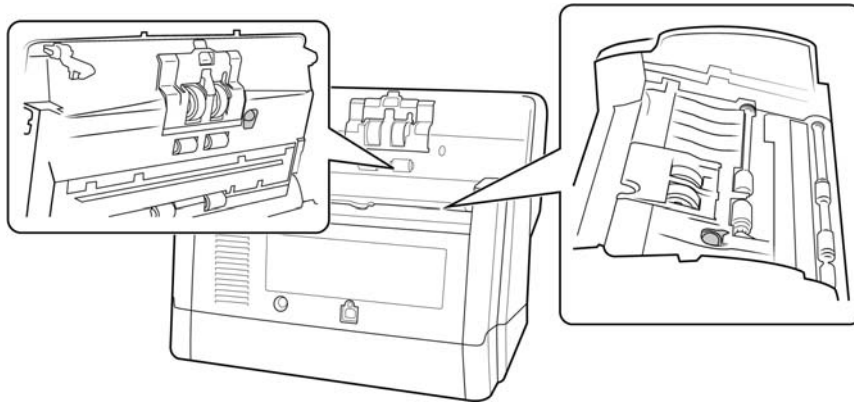
3. Carefully clean the sensors with a dry cotton swab.
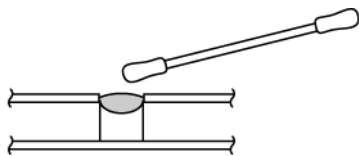
Cleaning the Rollers

Preparation

- You will need a roller cleaning paper for cleaning the rollers. Roller cleaning papers can be purchased from our website at www.xeroxscanners.com in the Parts & Accessories page for your scanner.

- Use scissors to open the roller cleaning paper bag, cutting across the dotted line.
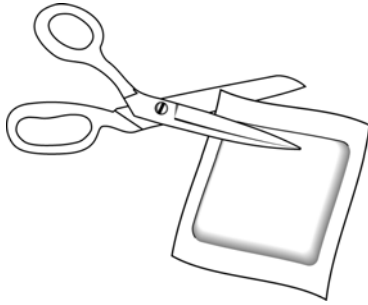
Note: When cleaning the rollers, do not rub the roller cleaning paper vigorously back and forth across the roller, this will shred the roller cleaning paper and leave debris in the scanner.

Safety Precautions

- Keep the roller cleaning paper away from fire, heaters or any open flame or heat source as any form of alcohol is flammable.
- Wear protective gloves as the roller cleaning paper may irritate sensitive skin.
- Only clean the rollers and scanning areas, as described in this section, with the roller cleaning paper.
- Do not leave the roller cleaning paper or bag where children can access it.
- Always turn off the scanner and unplug the scanner's power and USB cable prior to using the roller cleaning paper.
- Each roller cleaning paper should only be used once.

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

1. Press the ADF cover release button and open the scanner.
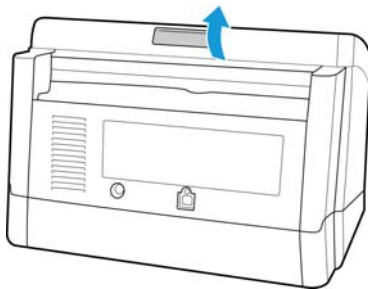
2. The following illustration shows where the rollers are located in the scanner. Use a roller cleaning paper to clean all of the rollers indicated in the illustration.
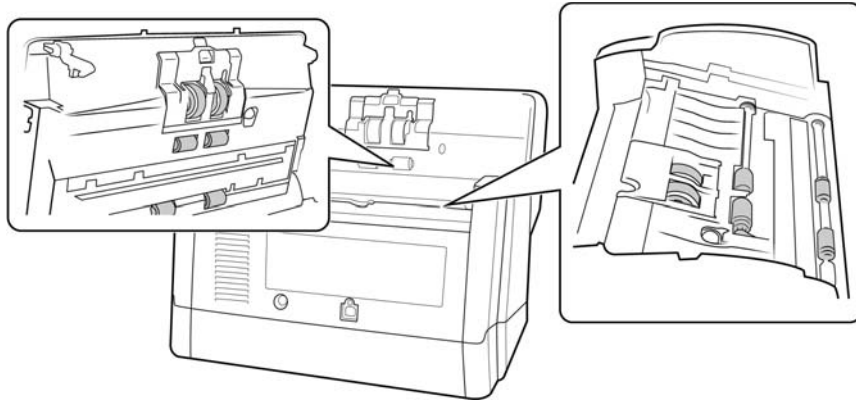
Note: Be careful when cleaning the rollers. All of the rollers, except the free rollers, are designed to rotate in one direction only. Do NOT force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and cause the scanner to feed pages incorrectly.

3. After cleaning the scanner you need to reset the roller count in the <brandcolor>User Utility. From the main screen click on Clear Counter next to the field After Clean Roller.
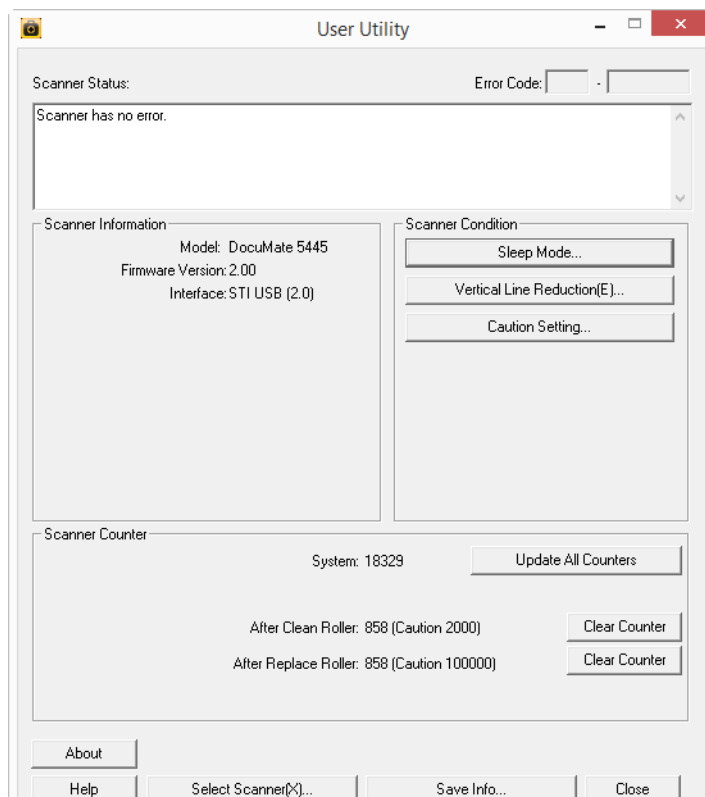
4. The clean roller count will now be reset to 0.

5. Close the User Utility.

Replacing the Rollers

The roller will wear out and is designed to be a user-replaceable part. A worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. Before replacing the roller you should clean it as excessive dust on the roller will make it appear worn and smooth. You cannot properly diagnose a worn roller until you have cleaned it. You should generally replace the roller between 160,000 and 200,000 scans.

Replacement parts can be purchased from the Parts & Accessories page for your scanner at www.xeroxscanners.com.

When replacing the rollers described in this section, you should replace all of the rollers at the same time. Do not replace just one roller and not the other. When you are finished replacing the roller, reset the roller count in the user utility as described on page 49.

Turn off the scanner power and unplug the power cord from the scanner. Press the ADF cover release button and open the scanner.
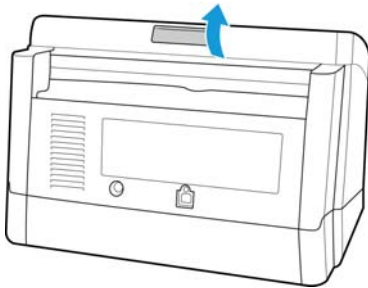
Replacing the Feed Roller
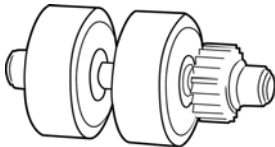
1. Locate the roller in the body of the scanner and pull open the roller cover.
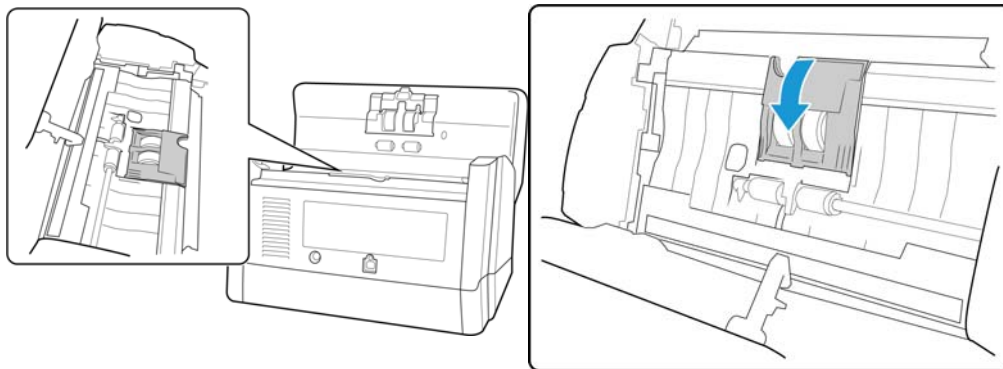
2. Remove the roller from the scanner. Angle it out and away from the gear in the scanner.
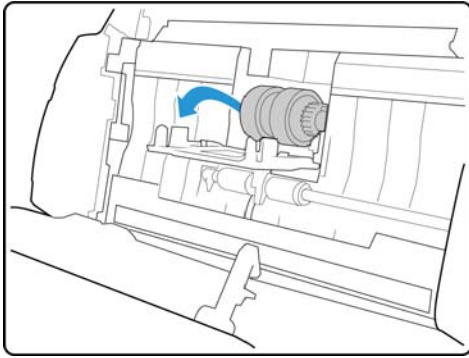
3. Insert the roller into the scanner. Align the gear on the roller with the gear in the scanner and angle the other side of the roller down into the scanner.
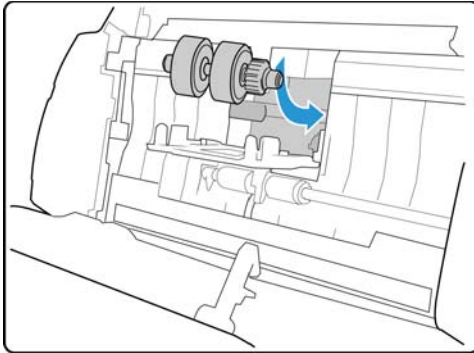
4. Close the roller cover. Press gently on both sides of the roller cover until it clicks into place.
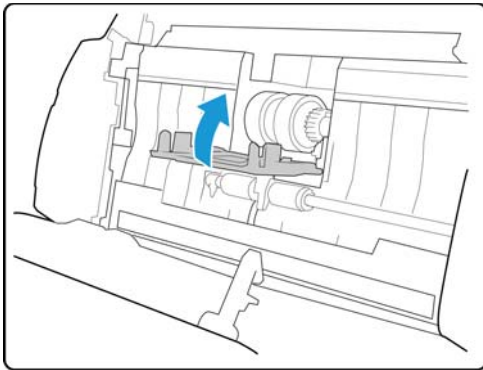
5. When you are done replacing the roller, manually rotate the roller in the direction it feeds the paper to verify that the roller is installed correctly.
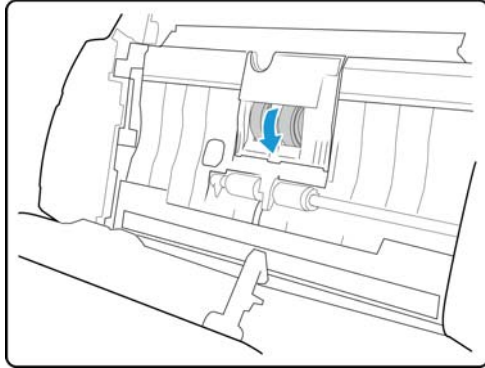
Replacing the Double Feed Prevention Roller
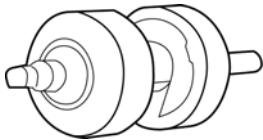
1. Locate the roller in the ADF door and pull open the roller cover.
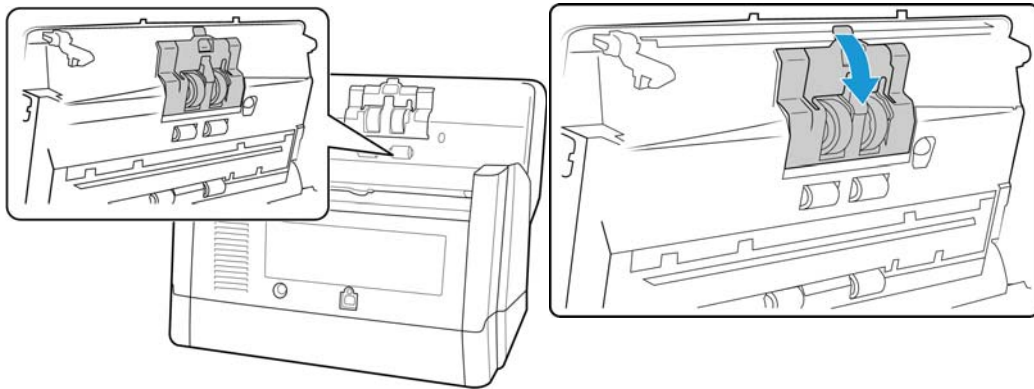
2. Remove the roller from the scanner. Slide the roller straight out from the scanner.
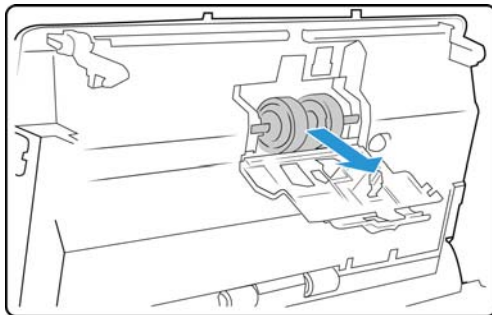
3. Insert the new roller into the scanner. Make the side of the bar with the longer groove is on the right side when looking at the scanner as indicated in the illustration below.
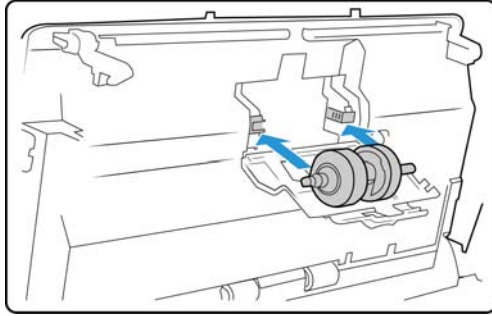
4. Close the roller cover.
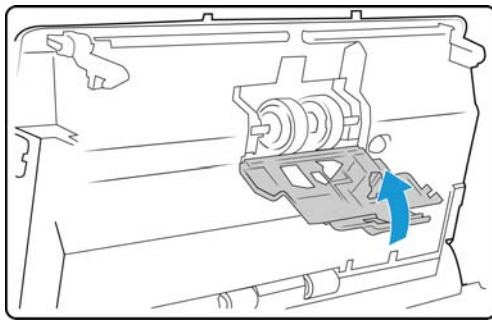
User Utility

The User Utility is a software program designed to help maintain and troubleshoot your Xerox scanner.

On installation you were prompted to place an icon on your Windows desktop. If you selected yes, simply double-click on the user utility icon to open the software.

If you do not have the User Utility icon on your desktop, follow these instructions for opening the utility from the Windows programs list:

1. Click on the start button on the Windows taskbar.

2. Click on All Programs.

3. Click on Xerox from the programs list.

4. Select User Utility to open the software.

    If you are prompted to select a scanner, make sure your scanner is selected then click on OK.

Main Screen Options

This section briefly describes the options on the main interface of the User Utility. The following sections contain detailed instructions on using some of the options in this utility.
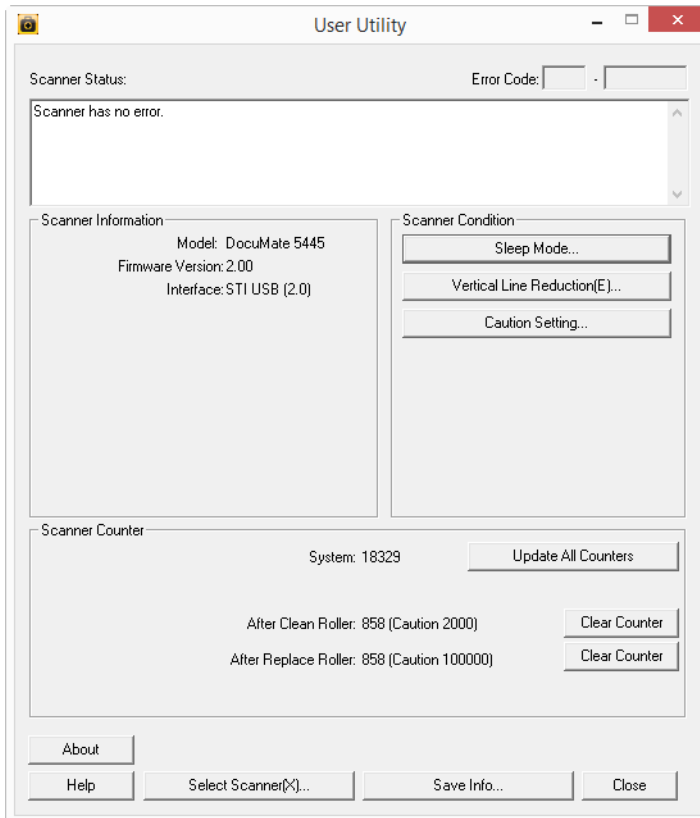
Scanner Status—this area displays the status of the scanner connected as well as error code details.

Error Code—this field displays an error code number to help you diagnosis and resolve hardware errors. Please see Scanner Error Codes on page 49 for the full list of error codes and steps to resolve the issue.

Scanner Information—this area displays the current hardware specifications of the scanner.

- **Model:** the scanner hardware model.

- **Firmware Version**: the scanner's current firmware version.

- **Memory:** the amount of memory currently installed on the scanner.

- **Interface:** the connection interface to the computer.

Scanner Condition—the options in this section relate to software settings and maintenance for the scanner.

- **Sleep Mode**: clicking on this button opens a window for you to set the time frame for your scanner to go into power saving mode. Please see "Setting Sleep Mode" on page 51 for instructions.

- **Vertical Line Reduction:** clicking on this button initiates the vertical line adjustment utility. Please see "Vertical Line Reduction" on page 52 for instructions.

- **Caution Setting:** clicking this button opens a window for you to set when to receive a notice that it is time to clean the rollers.

Scanner Counter—this section shows the number of pages scanned. Use the options in this window to keep track of maintenance performed on the scanner.

- **System:** displays the number of pages scanned through the ADF after the last counter update.

- **After Clean Roller:** displays the number of pages scanned after the last time the rollers were cleaned and the counter reset. Please see "Cleaning the Scanner" on page 39 for instructions on monitoring and changing this setting.

- **After Replace Roller:** displays the number of pages scanned after the rollers have been replaced and the counter reset. Please refer to our website www.xeroxscanners.com for spare parts options and instructions available for your scanner.

- **Update All Counters:** clicking this button updates the current count display next to the 3 fields described directly above. The counters do not update automatically during document scanning, you must click on this button to display the current count information.

- **Clear Counter:** clicking either of these buttons clears the counters back to 0 for the appropriate section.

About—click on the About button to see more information about the application.

Help—clicking on this button opens the help file.

Select Scanner—clicking on this button opens a window for you to select a different scanner if you have multiple scanners installed.

Save Info—clicking on this button opens a Windows Save As dialogue for you to save the current scanner and computer information into a .log file.

Close—clicking this button closes the User Utility.

Scanner Error Codes

The User Utility displays an error code and message in the Scanner Status field. The following table lists the codes, messages, possible causes and common resolutions.

If you are unable to resolve the issue using the troubleshooting steps in this table, please refer to the section "Troubleshooting" on page 55.

Error Code	Message	Cause	Resolution
U11 U12 U13 U14 U15 U16	A paper jam has occurred.	Paper has jammed while being fed through the scanner.	Open the scanner's door, remove documents, and then close the door. Place the documents back in the document input tray. Please see page 36 for complete instructions. If the problem persists, clean the rollers as described in the section "Cleaning the Scanner" on page 39.
U18	Paper remains in the scanner.	There is paper in the scanner.	Open the scanner's door, remove documents, and then close the door. Place the documents back in the document input tray.
U23	A multi-feed has been detected.	Two pages have fed through the scanner at the same time.	Open the scanner, remove the pages, then close the scanner. Make sure there are no pages stuck together. Restack the paper in the ADF and click Retry to continue. If problem persists, clean the rollers and sensors as described in the section "Cleaning the Scanner" on page 39.
U30	Scanner door is open! Please close the door.	A scanner access cover is open.	Verify all covers on the scanner are fully closed before scanning.
Fxx	System error occurred! Please consult with a service representative.	An unknown system error has occurred.	Reset the scanner and computer: Turn off the scanner power. Unplug the USB cable and power cable from the scanner. Reboot (restart) the computer. Plug the USB cable and power cable back into the scanner. Turn the scanner back on. If you are still unable to scan, contact Xerox Technical Support. Please refer to the Technical Support Card you received with the scanner for contact information.

Error Code	Message	Cause	Resolution
—	***Caution*** The rollers need to be cleaned. Please clean the rollers. Please select "Clear Counter" button after cleaning the rollers.	The number next to **After Clean Roller**, in the User Utility main screen, has exceeded the maximum number between cleaning.	The rollers should be cleaned every 2,000 scans, or as needed if your scanner is experiencing frequent paper feed issues. After cleaning the rollers click on Clear Counter to reset the cleaning roller count back to 0. Please refer to "Cleaning the Scanner" on page 39.
—	***Caution*** The replaceable rollers (consumable) are reaching the end of their usable life. To insure reliable operation, please replace these rollers with Roller Exchange Kit for your specific scanner. After replacing the rollers, select the "Clear Counter" button.	The number next to **After Replace Roller**, in the User Utility main screen, has exceeded the maximum number between replacement.	The rollers should be replaced every 100,000 scans, or as needed if cleaning the rollers does not improve paper feeding issues. After replacing the rollers click on Clear Counter to reset the roller replacement count back to 0.
—	***Caution*** The inside of the scanner is dirty, and requires routine cleaning. To insure reliable scanning quality, open the scanner's door, and carefully clean the scanner's conveyor and scanning glass.	The inside of the scanner is dirty.	Clean the scanner as described in the section "Cleaning the Scanner" on page 39.
—	Scanner is not connected.	The power is off, the power cord or USB cable is unplugged.	Verify cables are securely plugged into the scanner, computer and wall. If needed, reboot the computer.

Setting Sleep Mode

Your scanner has a built-in power saving feature that sets the scanner into low power when the scanner has been sitting idle for 15 minutes. This default setting conserves power and complies with the ENERGY STAR requirements. Power saving extends the life of the lamps by turning them off when not in use. Depending on your scanner model, there may also be an option to set an automatic power off waiting time.

1. Open the scanner User Utility application.

2. On the main window click on the Sleep Mode... button.

3. When the Sleep Mode window opens, select the options you want.
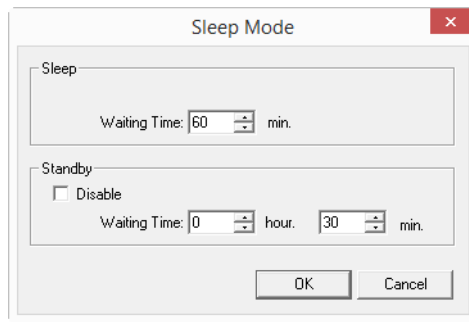
– **Waiting Time**—set the waiting time before sleep mode or power off activates when the scanner is idle. This time can be set from 1 to 60 minutes or from 15 to 60 minutes. The range of this setting differs depending on the scanner model.

• If the wait time for Power Off is shorter than the wait time for Sleep Mode, the scanner will not enter Sleep Mode.

– **(Power Off) Disable**—select this option to disable the automatic power off feature. This option may not be available for the current scanner.

4. Click OK to save the changes and close the Sleep Mode window.

Vertical Line Reduction

The vertical line reduction is used to improve the image quality of the scanned documents. If your final scanned files are of poor quality, such as perpendicular lines or the image clarity is uneven across the page, you may need to perform a vertical line reduction on the scanner.

To prepare for vertical line reduction:

• Clean the scanner rollers, image sensors, glass and reference plates, as described in the section "Cleaning the Scanner" on page 39.

• After cleaning the scanner, do a test scan and view the final image file. Do not perform a line reduction adjustment until after you clean the scanner and test scan. A line reduction adjustment performed before cleaning the scanner may result in degraded image quality.

• Have 3 sheets of clean white paper ready as the software will tell you when to insert it into the scanner.

To complete a vertical line reduction:

1. Open the scanner User Utility application.

2. On the main window click on the Vertical Line Reduction... button.

3. Click on Start Vertical Line Reduction to begin the adjustment. The utility will guide you through the rest of the steps.
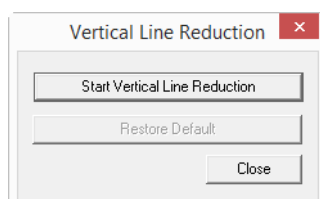
4. When prompted to clean the scanner click on OK to proceed only if you have already cleaned the scanner during preparation. Otherwise, follow the instructions on screen and clean the scanner.
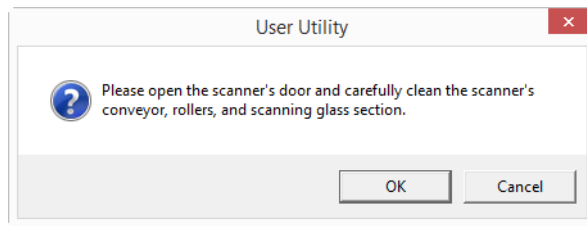
5. Place the 3 sheets of plain white paper in the scanner's input tray and then click on OK.
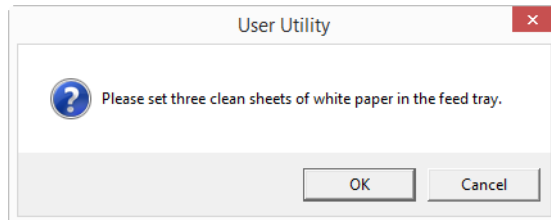
6. The scanner will pull the pages through as it sets the adjustment. This window will automatically close when the initial adjustment is complete.
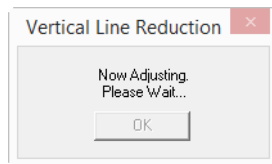
7. Depending on your scanner model, you may be prompted to put 3 sheets of clean white paper in the scanner. Place the pages in the scanner when prompted and then click on OK.
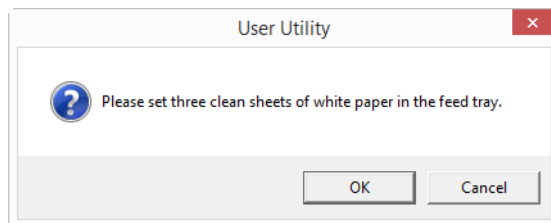
8. Click on OK to complete the line reduction adjustment.
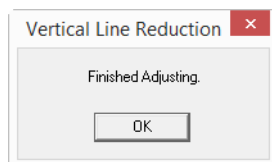
Restoring the Default Adjustment

You can reset the vertical line reduction adjustment to the factory default setting if completing an adjustment does not improve the image quality.

1. Open the scanner User Utility application.

2. On the main window click on the Vertical Line Reduction... button.

3. Click on the Restore Default button.
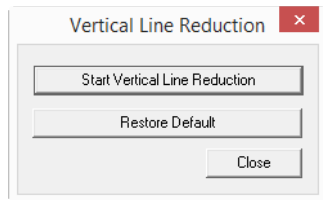
4. Click on OK to restore the factory default adjustment.

5. When the adjustment has been restored, click on OK to close the User Utility restore window.

Uninstalling Your Scanner

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

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

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

- Windows XP: Open Add/Remove Programs

- Windows Vista and later: Open Programs and Features

Uninstalling the scanner driver:

1. In the list of installed programs click on Xerox® DocuMate® 5445/5460 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 OmniPage OCR module

- Nuance PaperPort

- Nuance OmniPage

- Nuance Power PDF

Uninstalling Visioneer Acuity™:

Visioneer Acuity is automatically installed when you install the scanner driver using the installation disc. You can also download the Visioneer Acuity module from the support pages for your scanner at www.xeroxscanners.com. Visioneer 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 **Visioneer 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 Visioneer 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 "Visioneer Acuity Assets" followed by a version number. In the scenario described here, when you want to uninstall Visioneer Acuity make sure you select and uninstall Visioneer Acuity. If you uninstall one of the entries labeled as an "asset" you will still need to uninstall the main Visioneer Acuity utility.

Troubleshooting

Problem: The scanner won't scan. What's wrong?

Check for one of these possible causes:

- **Are the cables loose or not plugged in securely?** Inspect the cable connections. Make sure the cables are plugged in securely.

- **Is the scanner's status light on?** Turn on the scanner's power. If the status light doesn't come on, plug the power supply into another electrical outlet. If you are using a UPS battery back-up or power strip, try plugging the scanner directly to a wall outlet.

- **Did you restart the computer and scanner?** If the scanner gets a paper jam, or looses connection because of an error, try restarting your computer and power cycling the scanner.

- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner try plugging the scanner's USB cable directly to the back of the computer. It is not recommended that you use the scanner with a USB hub, if you are using a hub, the hub must have its own power supply.

- **Is the USB cable 6' or less?** If you are using a USB cable that is longer than 6' you may lose connection to the scanner. The recommended USB cable length is 6' or less, the USB cable provided with your scanner is within this range.

- **Did you select another image source in the scanning software?** If you use multiple imaging devices with your computer, such as a camera, all-in-one printer, or another scanner, you may have selected another source for images. Make sure Xerox® DocuMate® 5445/5460 is selected as the scanner.

Problem: The scanned images are of poor quality. What do I do?

There are various reasons why the scanned image is of poor quality. The original document may not be of good quality, the scanner glass may be dirty, or a shading adjustment may be needed.

- Try cleaning the scanner. There is glass in the body of the scanner and underneath the lid. Take a soft cloth and wipe across both pieces of glass. The section "Cleaning the Scanner" on page 39 contains thorough instructions for cleaning this part of the scanner.

- If cleaning the glass does not improve the image quality, try performing a vertical line reduction adjustment. The line reduction adjustment recalibrates the scanner. Please see the section "Vertical Line Reduction" on page 52 for instructions.

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 "Xerox® DocuMate® 5445 / 5460 Specifications" on page 57 for installation instructions.

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

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

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

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

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

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

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

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

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

Problem: The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See "Cleaning the Scanner" on page 39 for cleaning instructions.

Problem: The ADF won't feed pages properly.

A dirty or worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. First, try cleaning the rollers as described in "Cleaning the Scanner" on page 39. If the problem persists, the separation and/or feed rollers may need to be replaced. Please see "Replacing the Rollers" on page 44.

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

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

If the scanner does not reconnect:

1. Unplug the power cable from the scanner.

2. Restart your computer.

3. After the restart is complete, plug the power cable back in.
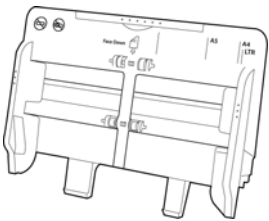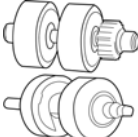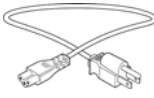
Xerox® DocuMate® 5445 / 5460 Specifications

Scanner Specifications	
Document Requirements	
Minimum Item Size	1.9 x 2.8 inches (48 x 71 mm)

Scanner Specifications		
Maximum Item Size	**Firmware version lower than 2.0** • 8.5 x 100 inches (216 x 2540 mm) **Firmware version 2.0 and higher** • Maximum page length varies by resolution		

Resolution	Xerox DocuMate 5445	Xerox DocuMate 5460
75 dpi*	8.5 x 150 inç (216 x 3810 mm)	8.5 x 195 inç (216 x 4953 mm)
100 dpi	8.5 x 150 inç (216 x 3810 mm)	8.5 x 195 inç (216 x 4953 mm)
150 dpi	8.5 x 150 inç (216 x 3810 mm)	8.5 x 195 inç (216 x 4953 mm)
200 dpi	8.5 x 150 inç (216 x 3810 mm)	8.5 x 195 inç (216 x 4953 mm)
300 dpi	8.5 x 150 inç (216 x 3810 mm)	8.5 x 195 inç (216 x 4953 mm)
400 dpi	8.5 x 150 inç (216 x 3810 mm)	8.5 x 150 inç (216 x 3810 mm)
500 dpi	8.5 x 120 inç (216 x 3048 mm)	8.5 x 120 inç (216 x 3048 mm)
600 dpi	8.5 x 100 inç (216 x 2540 mm)	8.5 x 100 inç (216 x 2540 mm)
1200 dpi*	8.5 x 100 inç (216 x 2540 mm)	8.5 x 100 inç (216 x 2540 mm)

*this is an interpolated resolution which is available with software Visioneer Acuity only.

Capacity	75 pages of 20 lb printer paper (75 - 80 gsm)
Paper Thickness	5–55 lbs. (19–206 g/m²)

General Specifications	
Scanning Speeds	Xerox DocuMate 5445 45 pages per minute / 90 images per minute @ 200 dpi Xerox DocuMate 5460 60 pages per minute / 120 images per minute @ 200 dpi
Optical Resolutions	600 dpi
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex Automatic Document Feeder (ADF)
Image Sensor	Dual CIS (Contact Image Sensor)
Light Source	White LED
Interface	Hi-Speed USB 2.0, compatible with USB 1.1
Certifications	UL, C-UL, FCC Class B, CE, CB, WEEE, RoHS, ENERGY STAR
Operating Temperature	50˚ ~ 90.5˚ F (10˚ ~ 32.5˚ C without condensation)

Scanner Specifications	
Relative Humidity	20% ~ 80% (@30˚ C without condensation)
Scanner Dimensions	
Width	12,5 inches (318 mm)
Depth	8,2 inches (208 mm)
Height	7,7 inches (196 mm)
Weight	8 pound (3,65 kg)
Power Information	
Power Supply	AC-ADAPTER (PNLV6507Y)
	DC jack, 2P, 100–240Vac, 50–60 Hz, 16Vdc/1.5A, Class II, One Core, ENERGY STAR, RoHS
Scanner Rating	16Vdc
Power consumption	≤ 25 Watt (during operation)
	≤ 8 Watt (on standby) ≤ 1 Watt (power save after 15 minutes without scanning, can be adjusted by software) ≤ 0.1 Watt (power off)
Cable Information	
AC Power Cord	US—2P, AC125V/3A or AC125V/10A, 2C*18AWG, BLACK, RoHS
	EUR(CEE)—2P, AC250V/2.5A, 2C*0.75mm2, BLACK, RoHS
	UK(BS/PSB)—3P, AC250V/2.5A, 2C*0.75mm2, BLACK, RoHS
USB cable	1500 mm, 28 AWG, RoHS compliant
Software Information	
Supported Operating Systems	Microsoft Windows
	–32-bit XP (Service Pack 3)
	–32-bit or 64-bit Vista (Service Pack 2)
	–32-bit or 64-bit 7 (Service Pack 1)
	–32-bit or 64-bit 8 / 8.1
	–32-bit or 64-bit 10
Scanner Drivers	TWAIN, WIA, ISIS
Bundled Software	Visioneer OneTouch®
	Visioneer Acuity Module
	Nuance PaperPort®
	Nuance OmniPage®
	Nuance Power PDF

Xerox® DocuMate® 5445 / 5460 Parts List

Part Name	Part Number	
Input Tray	57-0148-000	
Roller Exchange Kit Separation Roller Feed Roller	70-0567-000	
USB Cable	35-0241-000	
AC Power Cord	35-0242-000 or 35-0243-000(US) 35-0244-000 or 35-0245-000 (EUR) 35-0246-000 or 35-0246-100 (UK)	
Power Supply	37-0097-100	

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.

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 Xerox may void the user's authority to operate this equipment.

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

European Union

The CE mark applied to this product, symbolizes our declaration of conformity with the following applicable European Union Directives, as of the dates indicated:

December 12, 2006:	Council Directive 2006/95/EC as amended. Approximation of the laws of the member states related to low voltage equipment.
December 31, 2004:	Council Directive 2004/108/EC as amended. Approximation of the laws of the member states related to electromagnetic compatibility.

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

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Xerox Limited representative or by contacting:

Environment, Heath and Safety
The Document Company Xerox
Bessemer Road
Welwyn Garden City
Herts
AL7 1HE
England, Telephone +44 (0) 1707 353434

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.

Compliance Information

Product Recycling & Disposal

USA & Canada

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

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

European Union

RoHS and WEEE Compliance

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

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

Professional/Business Environment

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

ENERGY STAR for the USA

Energy Program Compliance

The Xerox® DocuMate® 5445 / 5460 is ENERGY STAR qualified under the ENERGY STAR Program Requirements for Imaging Equipment.

The ENERGY STAR and ENERGY STAR MARK are registered United States trademarks. The ENERGY STAR Imaging Equipment Program is a team effort between 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.

Xerox® equipment is preset at the factory. Your machine will be delivered with the timer for switching to Power Save Mode from the last scan set at 15 minutes.