visioneer®

PATRIOT™ D40

Scanner User's Guide

Mac OS X® Users

Visioneer Patriot D40 Scanner User Guide

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

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Visioneer's Limited Product Warranty

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

Restricted Rights Legend

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

RoHS and WEEE Compliance

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

United States (FCC Regulations)

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

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

ENERGY STAR for the USA

Energy Program compliance

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

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

Visual Display

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

Class 1 LED

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

Product Recycling & Disposal

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

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

Safety

Notices and Safety

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

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

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

Operational Safety Information

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

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

Do these:

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

Do not do these:

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

Emergency Power Off

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

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

Maintenance Information

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

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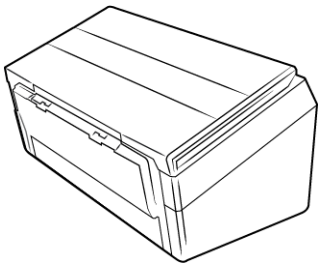
Welcome

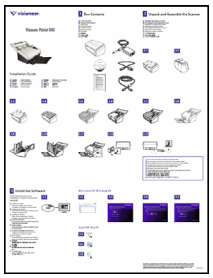
Your new Visioneer® scanner can quickly scan stacks of single-sided or double-sided pages and place their electronic images on your computer.

What's in the Box

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



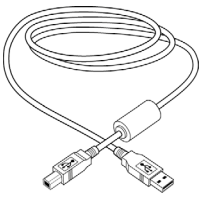
Visioneer® Patriot D40



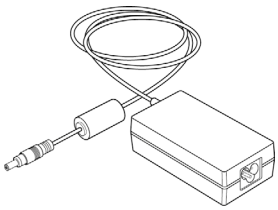
Quick Install Guide

Technical Support Card

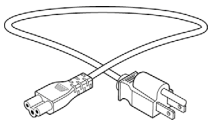
Installation Disc



USB Cable



Power Supply



Power Cord

System Requirements

- Apple® Mac OS X® operating system (10.6 – 10.11)
- 1.83 GHz or faster Intel® Core Processor
- DVD-ROM drive capable of reading Dual Layer DVDs
- An available Universal Serial Bus (USB) port

- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- 350 MB minimum of free hard disk space

DOCUMENTATION

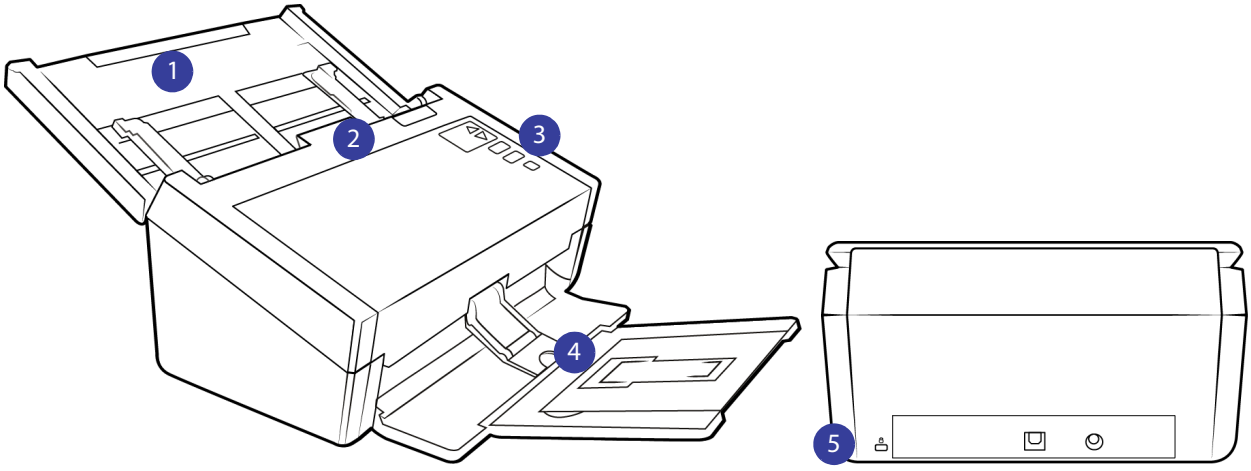
The following printed documentation is provided in the box:

- **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.

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

- **Scanner user guide**—instructions for scanner setup, installation, operation, maintenance, safety, and warranty. The instructions in this guide cover how to properly use the scanner and perform maintenance. Please refer to your scanning application's user guide or help file for instructions on how to access the scanner's interface, scan and save files.
- **TWAIN scanning guide**—instructions for scanning using the TWAIN interface. This guide describes the options available in the TWAIN interface. Please refer to your scanning application's user guide or help file for instructions on how to access the scanner's interface, scan and save files.

THE VISIONEER® PATRIOT D40 SCANNER FEATURES



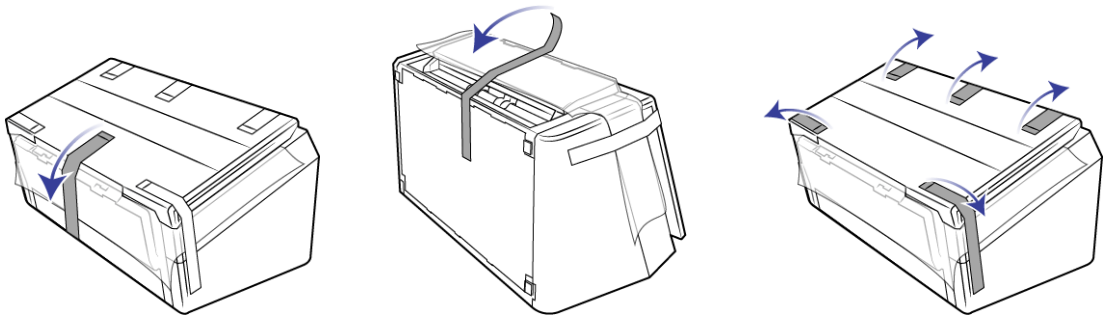
1. **Input Tray**—Holds the documents in the Automatic Document Feeder for scanning.
   - **Extension**—Pull out to support various document lengths.
   - **Paper Guide Switch**—Push up to allow the paper guides to adjust wider for dot matrix printer paper.
   - **Paper Guides**—Slide to adjust to document width.
2. **Automatic Document Feeder**—Feeds documents through the scanner during scanning.

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

3. **Status Light** / **Power Button**—Turns the scanner's power on/off and indicates the scanner's status.
4. **Output Tray**—Holds documents after being scanned.
   - **Paper Stop** (Short Documents)—Flip up to keep short items stacked neatly in the output tray after scanning. Slide to adjust to the length of the scanned documents.
   - **Extension**—Flip out to support various document lengths.
   - **Paper Stop** (Regular Documents)—Flip up to keep regular documents stacked neatly in the output tray after scanning.
5. **Connections**—Scanner connection ports.
   - **Safety Lock Slot**—Connect a Kensington® style safety lock.
   - **Universal Serial Bus (USB) Port**—Connect the scanner to the computer via the USB 2.0 cable.
   - **Power Jack**—Connect the power cord to the scanner.

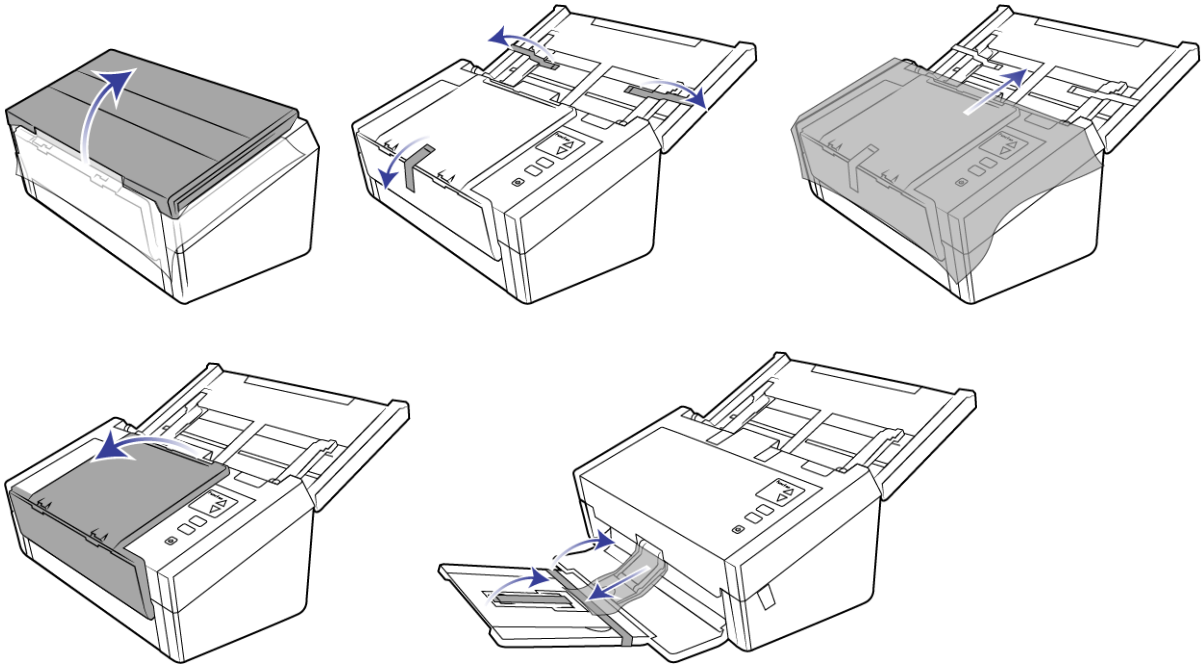
Scanner Setup

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



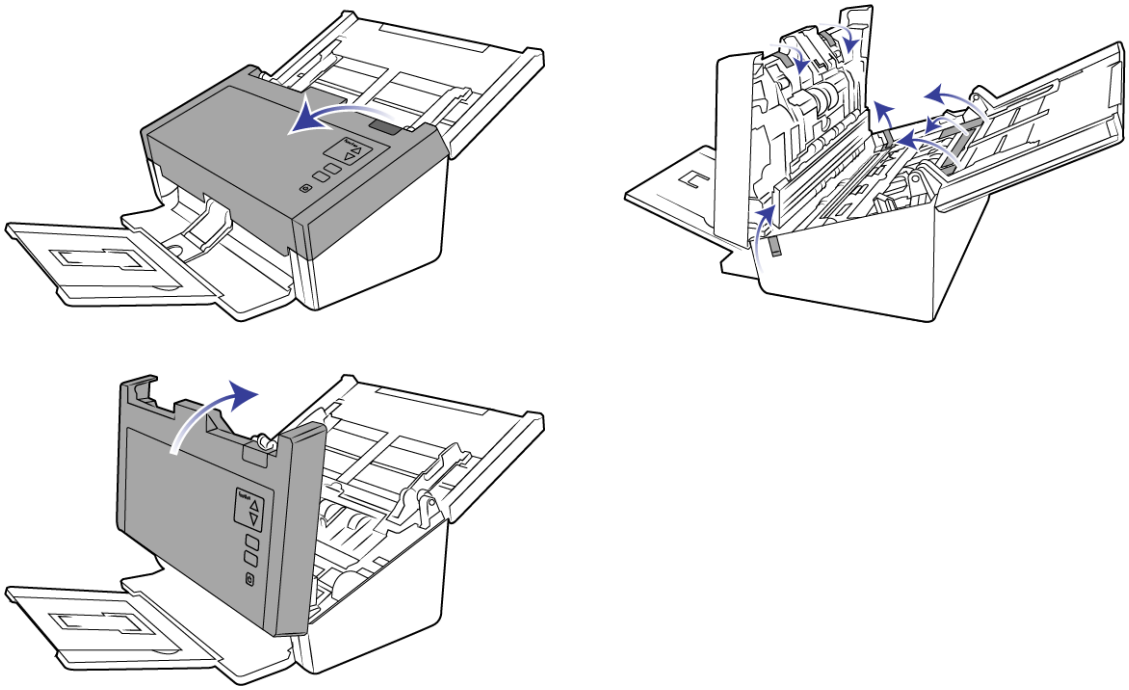
The above illustrations are for example purposes only. Your scanner's packaging may vary slightly.

3. Lift the input tray up from the scanner. Pull the output tray down from the scanner body. Remove any shipping tape from the input and output trays.



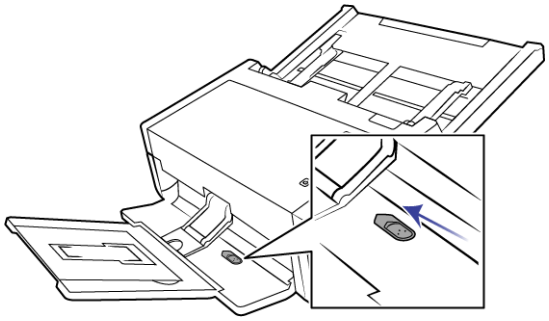
The above illustrations are for example purposes only. Your scanner's packaging may vary slightly.

4. Open the automatic document feeder cover and remove any tape or protective foam from inside the feeder. Close the feeder cover when you are finished.



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

5. Slide the release switch in the output tray if you want it to lay flat on the desk.

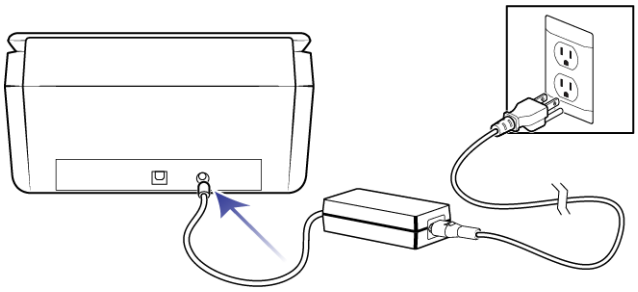


CONNECT THE POWER CORD

Note: Only use the power supply (DA-48M24 made by APD) 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.

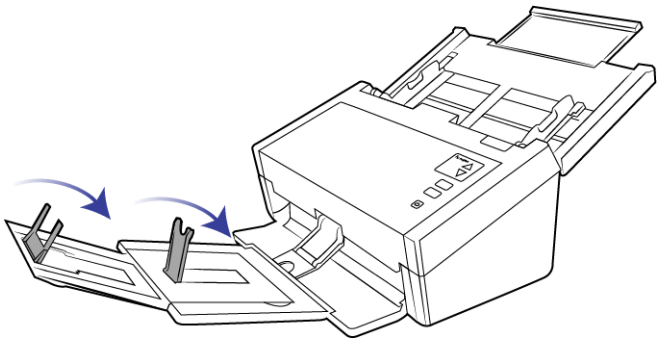
2. Plug the power cord into the power supply and into a wall outlet.



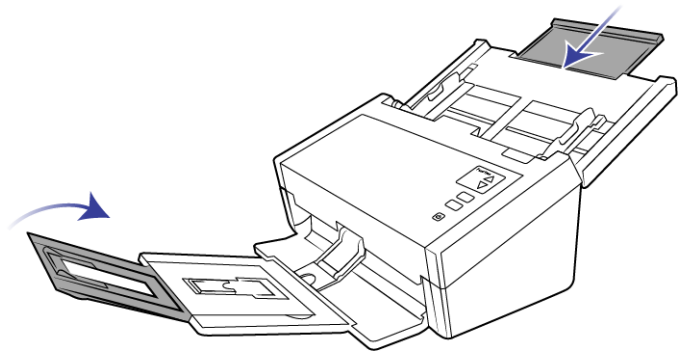
MOVING OR REPACKING THE SCANNER

If you want to move or repack the scanner, please follow the instructions in this section to prevent damage to the scanner's input and output tray.

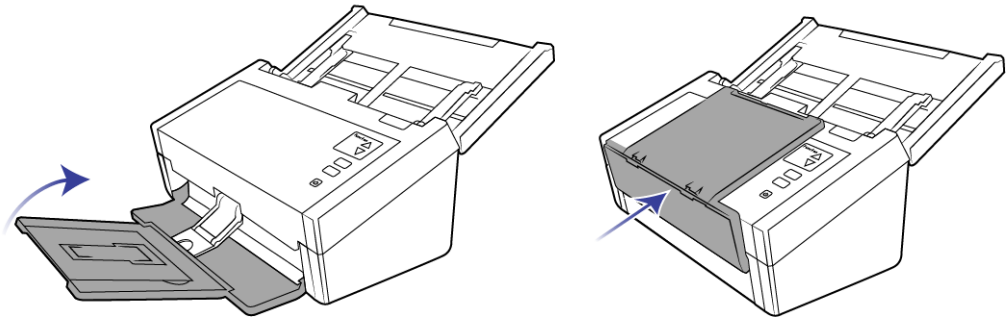
1. Lower the paper stop.



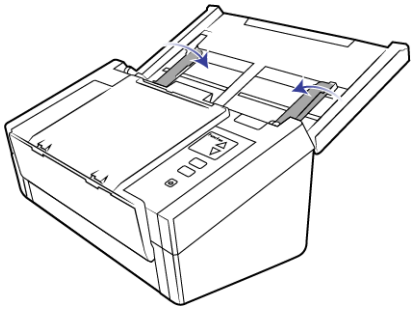
2. Close the input and output tray extensions.



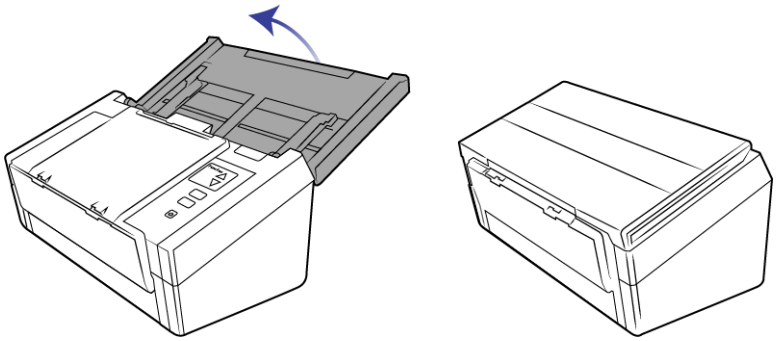
3. Lift the output tray up and fold it against the scanner. Press on the output tray until it clicks in place.



4. Flip the paper guides closed so that they are flat against the input tray.

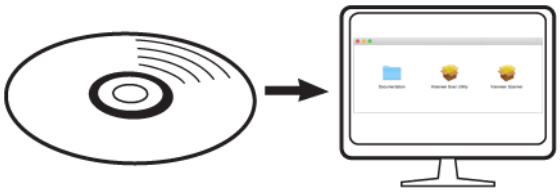


5. Close the input tray.

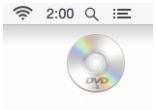


INSTALLATION

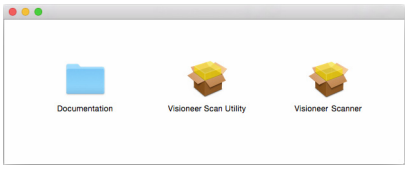
1. Insert the installation disc into your computer's DVD-ROM drive.



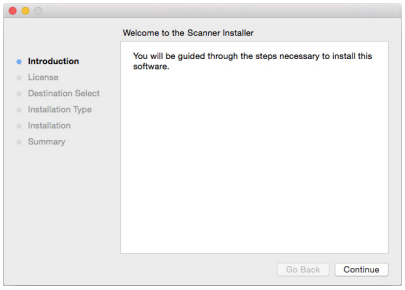
2. Double-click the disc icon that appears on the desktop.



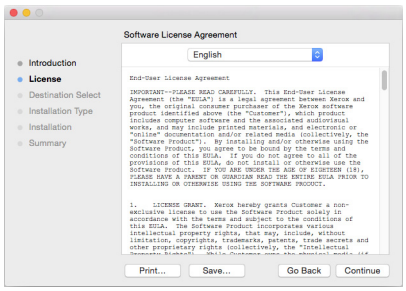
3. Double-click the **Visioneer Scanner** file to start the driver installer.



4. Click **Continue**.

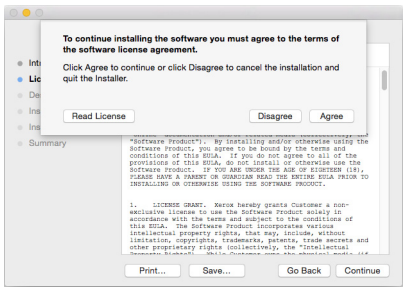


5. On the Visioneer License Agreement window, read the license agreement. Click **Continue**.

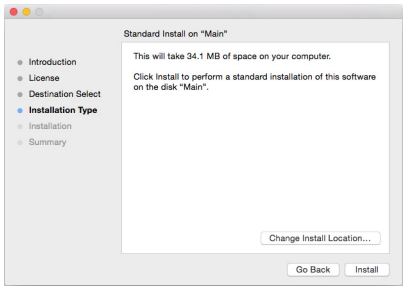


6. If you accept the terms, select **Agree** and continue with the installation.

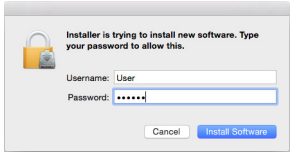
   If you choose not to accept the license agreement, close the installation window. The scanner driver will not be installed.



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

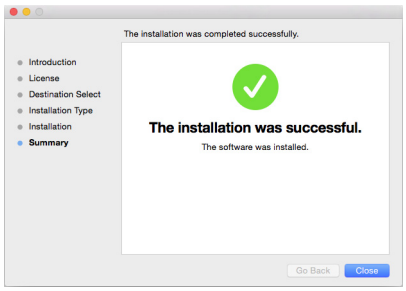


8. If you are prompted for a password, input the name and password for a user that has permission to install software on your computer.



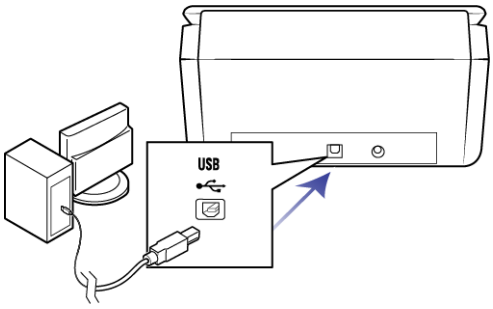
9. Click **Close** on the installation complete window.

   You can now connect the scanner to your computer.



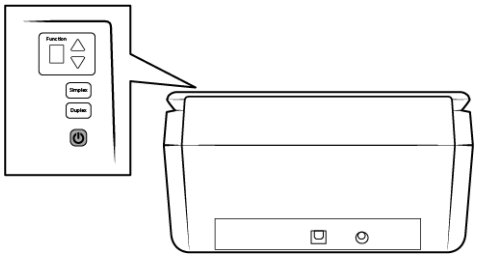
Connect the USB Cable and Turn on the Power

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.

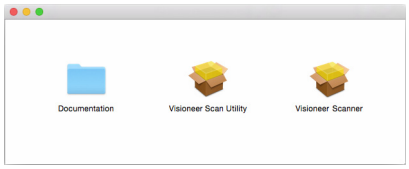


   The status light comes on and flashes indicating that the scanner is receiving power.

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

VISIONEER SCAN UTILITY

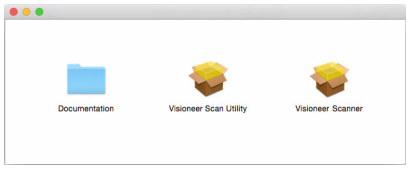
From the Finder window for the installation disc, double-click on the installer package for the **Visioneer Scan Utility**. Follow the instructions on the screen to install the application.



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

VIEW THE USER GUIDES

From the **Finder** window for the installation disc, double-click on the **Documentation** folder.



REGISTER YOUR SCANNER

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

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

1. Open Safari or any other Internet browser you have installed on your computer.
2. In the web address field type www.visioneer.com.
3. Press Enter on your computer's keyboard or click the option on screen to go to the web address.
4. When the Visioneer® 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.visioneer.com, select your product, and then click the "Warranty Program" link to view the warranty terms and conditions for your scanner.

Supported Document Types

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

- Maximum amount of paper in the input tray
  - Approximately 80 pages of 20 lb (75–80 g/m²) new printer paper
- Document size
  - Minimum size (width x length) – 3 x 2.5 inches (76 x 64 mm)
  - Maximum size (width x length) – 8.5 x 14 inches (216 x 356 mm)
  - Maximum length with long document enabled
    - 118 inches (2997 mm) up to 300 dpi
    - 59 inches (1499 mm) at 400 dpi and higher

    We recommend scanning one page at a time when the documents you are scanning are longer than 14 inches (356 mm).
- Mixed document stacks
  - Scanner minimum to maximum without long document enabled

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

- Paper thickness between 7–110 lb paper (27–413 g/m²)
- Embossed plastic cards up to 1.25 mm thick
- Non-embossed plastic cards up to 1 mm thick

DOCUMENTS TO AVOID SCANNING

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

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

- Curled, wrinkled or folded documents may cause paper jams or multiple pages being fed through the scanner at one time.
- Perforated or punched paper that could tear when the separation roller engages.
- Coated paper or photographs where the coating can flake off during scanning and leave residue in the scanner.
- Extremely smooth, shiny, or highly textured paper may cause the paper feed rollers to slip across the page and cause the scanner to report a paper jam.
- Carbonless copy paper may tear while being fed through the scanner and the pressure of the rollers may leave streaks on the page. The chemical coating on this paper will rub off on the rollers during the scan process, increasing the frequency of miss-feeds and paper jams.
- Partially transparent paper such as tracing paper as any images from the opposite side of the page or black background will appear in the scanned images.

UNSUPPORTED DOCUMENT TYPES

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

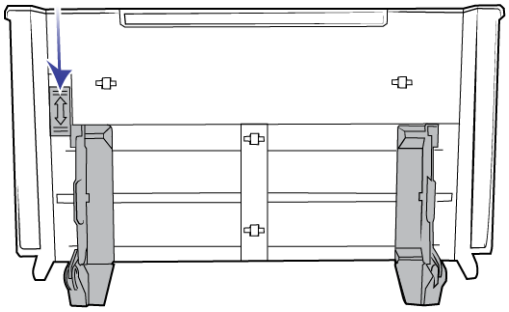
- Items outside of the specified supported sizes, thickness, and weight defined in this document.
- Non-rectangular or irregularly shaped paper will cause the scanner to detect and report document skew errors or paper jams.
- Carbon paper that will leave residue in the scanner and on the rollers that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

- Documents that have been glued together.
- Cloth or metallic sheets.

SCANNING FROM THE AUTOMATIC DOCUMENT FEEDER (ADF)

Scanning Regular Documents

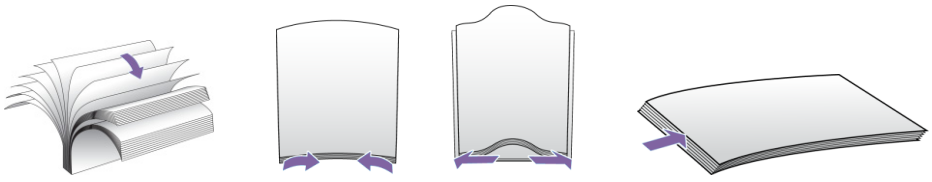
Make sure the paper guide switch is in the correct position for scanning regular documents, as indicated in the following illustration.



When the paper guide switch is in the down position, the paper guides can be adjusted to a maximum of 8.5 inches (216 mm) wide. If the paper guides are adjusted wider than the maximum for regular paper, documents may skew excessively during scanning.

Preparing Documents for Scanning

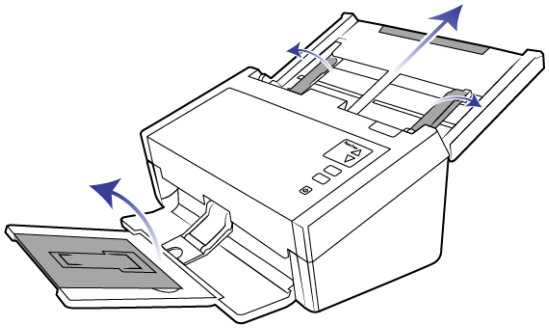
- Fan the documents to make sure all pages in the stack are separated.
- Bend and then flatten the document stack to make sure the horizontal edges are aligned to help prevent paper from skewing while being pulled through the scanner.
- Pinch the ends to align the leading edges slantwise to help prevent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



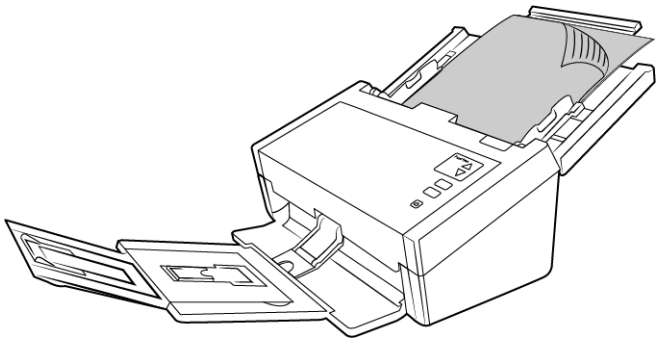
Loading Documents

1. Make sure the paper guide switch is in the down position.

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



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

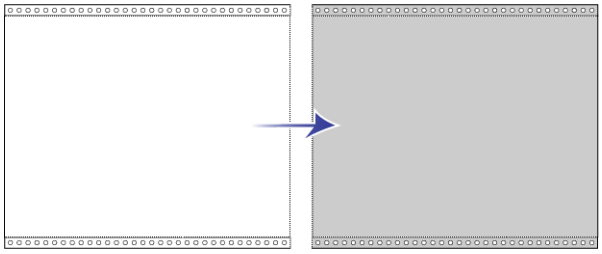


4. You can now scan the documents using the scanner buttons, OneTouch, or one of the other scanning interfaces.

Scanning Dot Matrix Printer Paper

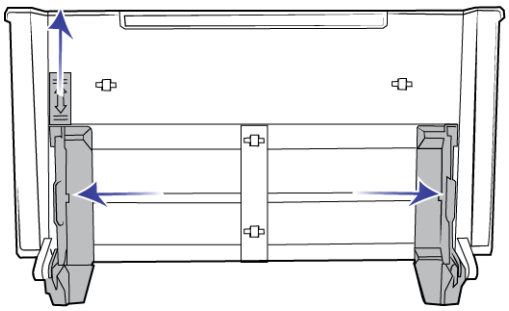
With the Visioneer® Patriot D40 you can scan dot matrix printer paper without removing the perforated sides from the page.

1. Separate the pages so that you have a stack of single pages.

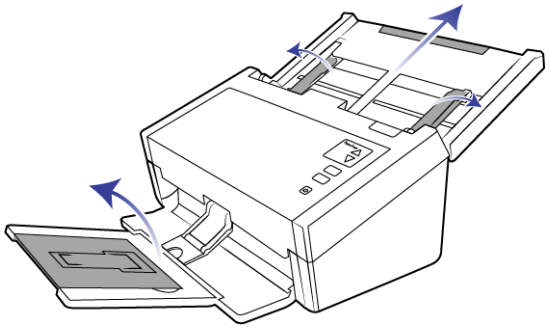


Do not place a stack of connected paper in the input tray. The paper will tear when the separation roller attempts to separate the current page from the rest of the stack. If you want to scan a long document of dot matrix paper, try placing the document stack on the desk behind the input tray. Close the input tray extension and place the leading page in the input tray.

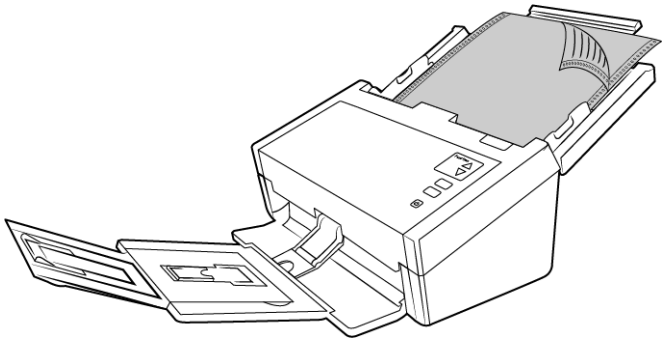
2. Slide the paper guide switch up and then adjust the paper guides.



3. Flip up the paper guides, extend the input and output trays.



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

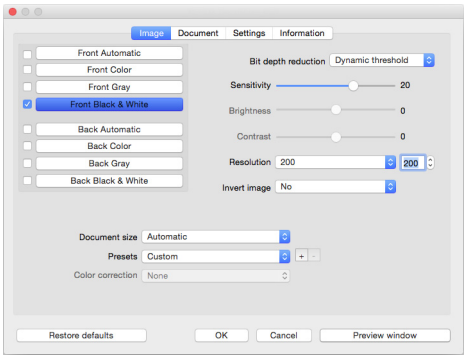


5. You can now scan the documents using the scanner buttons, OneTouch, or one of the other scanning interfaces.

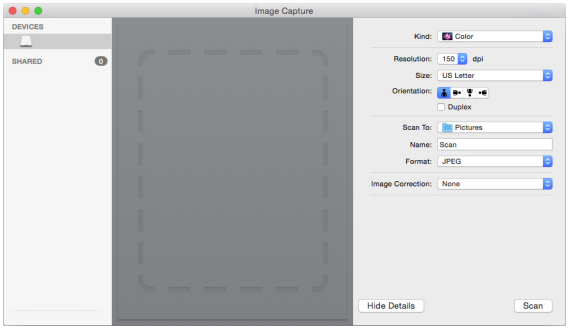
SCANNING INTERFACES

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

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



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



Maintenance

This section contains information about maintenance, troubleshooting, 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.

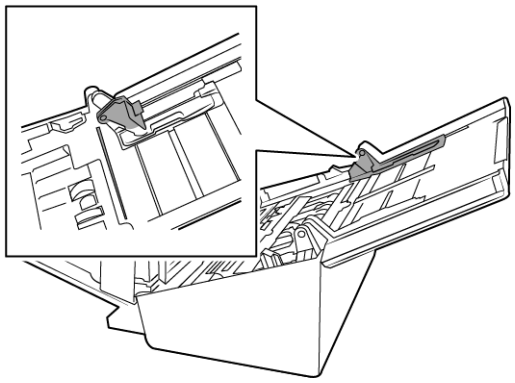
Do Not Do These

- 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.

ADJUSTING THE PAPER GUIDES

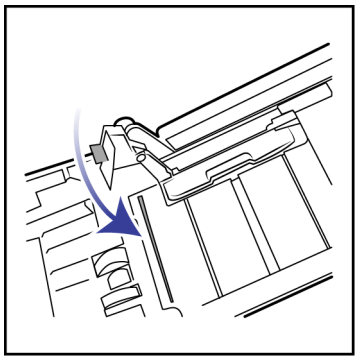
The paper guides are designed to release from the channel in the scanner body. This prevents damage to the paper guides while performing maintenance or removing the input tray. When following the instructions in this section for troubleshooting and maintaining the scanner, please make sure the paper guides are fully seated before closing the scanner.

Check the position of the paper guides in your scanner compared to the following illustration. If the end of the paper guide is flipped over similar to the image, follow the instructions below for properly seating the paper guides.

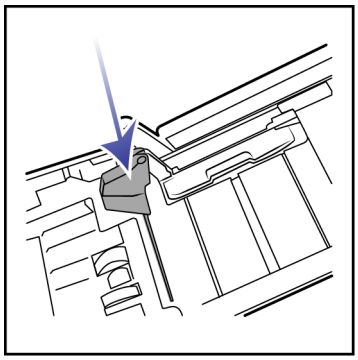


To reset the paper guides:

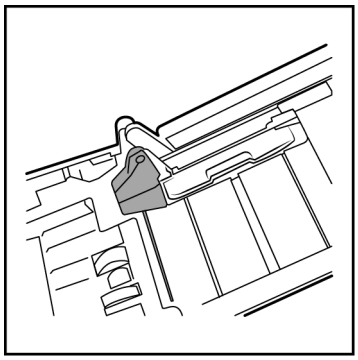
1. Rotate the end of the paper guide and align the tab with the channel in the scanner.



2. Gently press on the paper guide to lock the paper guide in the scanner.



3. You can close the scanner when both paper guides are properly seated in the scanner.

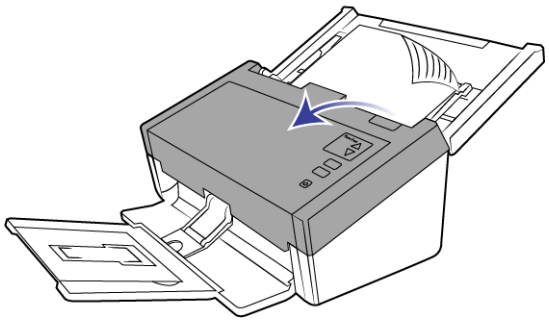


CLEARING PAPER JAMS

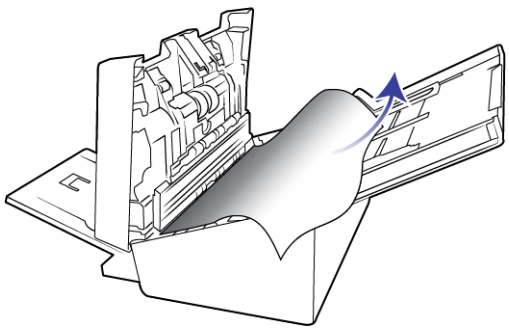
If your scanner stops scanning due to a paper jam in the Automatic Document Feeder, a warning opens after a few moments.

1. Open the Automatic Document Feeder cover.

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



2. Remove the jammed paper and close the cover.



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

CLEANING THE SCANNER

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

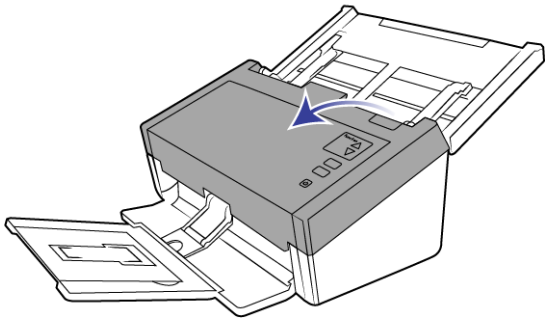
Using a soft, lint-free cloth, wipe down all plastic surfaces on the scanner.

Cleaning Inside the Automatic Document Feeder

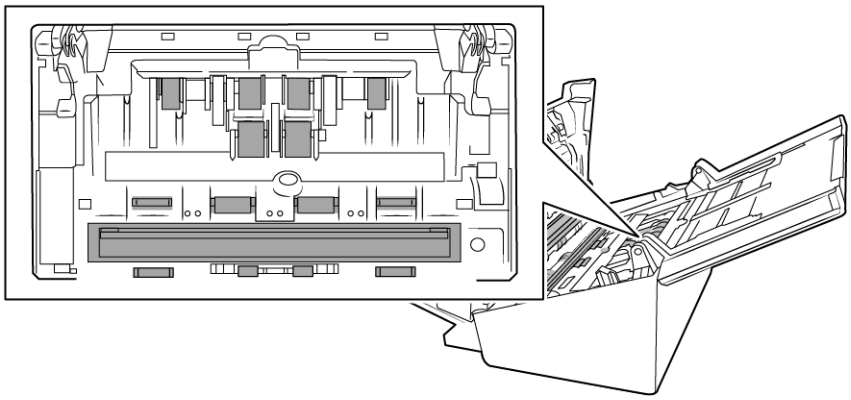
Cleaning the inside of the scanner helps to keep your scanner operating at optimum performance. You should clean the inside of the scanner at least once a week or after 1,000 pages have been scanned. If you are getting frequent paper jams, multiple pages feeding at the same time, or you're seeing lines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

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

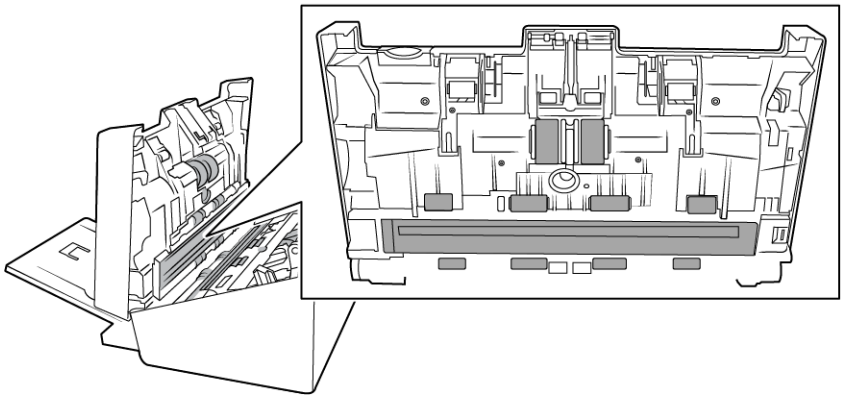
1. Wet a soft cloth with some Isopropyl rubbing alcohol (70%).
2. Open the Automatic Document Feeder cover.



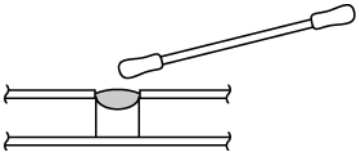
3. Wipe clean the rollers and glass in the scanner body. Rotate the rollers to clean the entire surface.

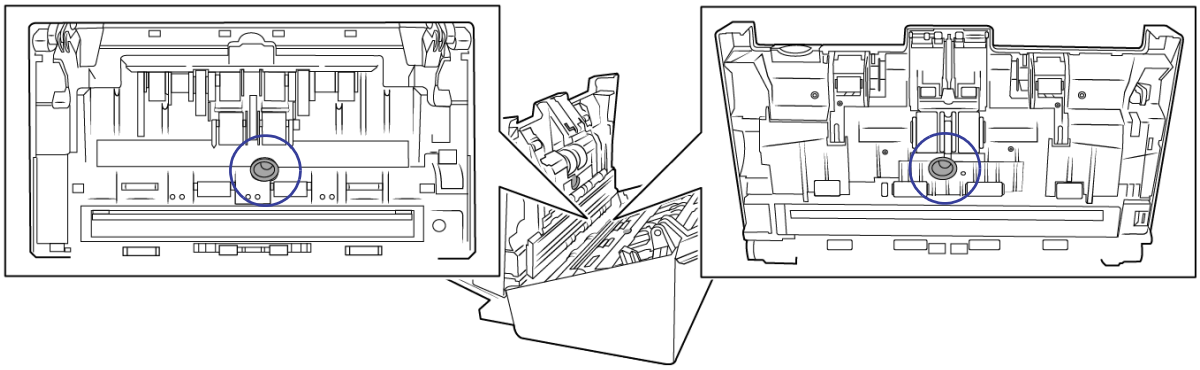


4. Wipe clean the rollers and glass in the underside of the ADF door. Rotate the rollers to clean the entire surface.

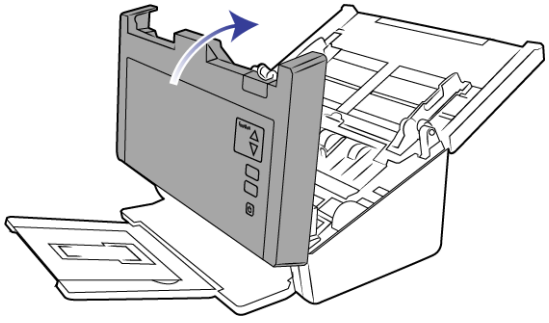


5. Using a clean, dry cotton swab, brush away any dust on the double feed detection sensors.





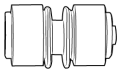
6. Close the scanner when you're finished.



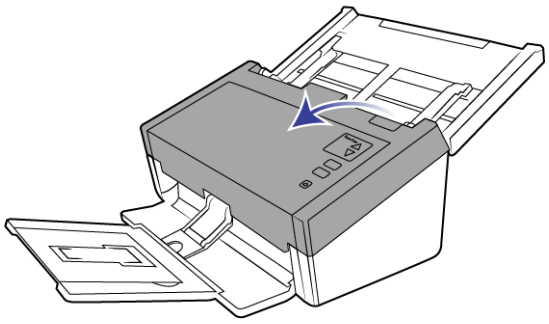
REPLACING THE SEPARATION ROLLER

The roller will wear out and is designed to be a user-replaceable part. A worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. Before replacing the roller you should clean it as excessive dust on the roller will make it appear worn and smooth. You cannot properly diagnose a worn roller until you have cleaned it. You should generally replace the roller between 80,000 and 100,000 scans.

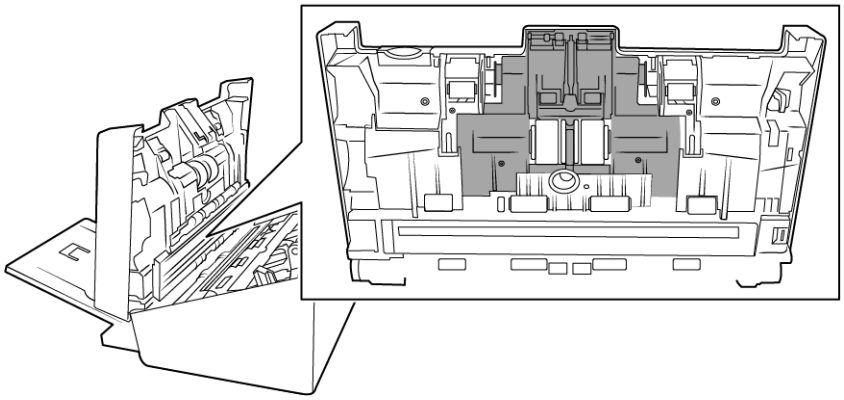
Replacement parts can be purchased from the Parts & Accessories page for your scanner at www.visioneer.com.



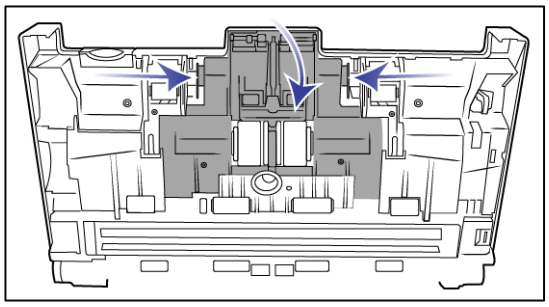
1. Open the scanner.



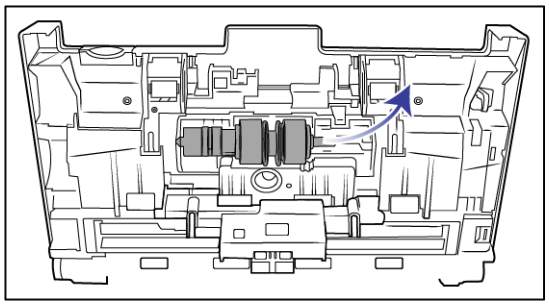
2. Locate the roller cover in the ADF door.



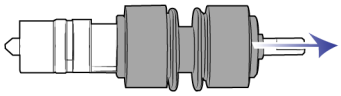
3. Pinch the sides of the roller cover and pull it down to access the roller.



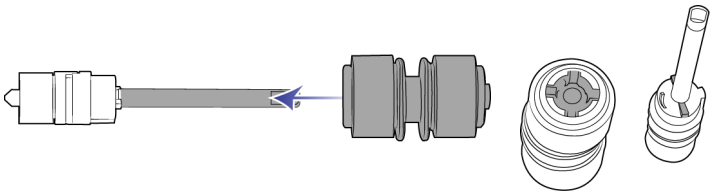
4. Carefully angle the roller up and out of the scanner.



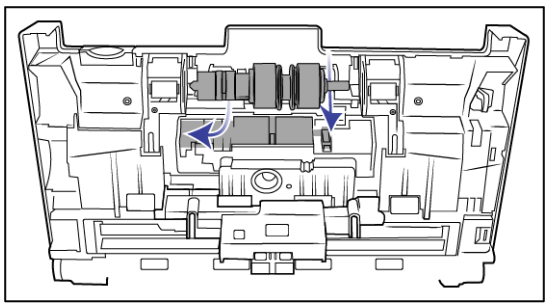
5. Remove the replaceable roller from the bar.



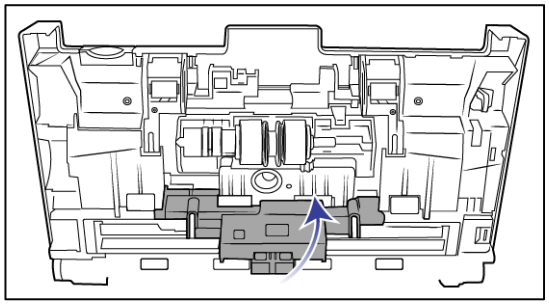
6. Discard the roller, it cannot be repaired or reused.
7. Take the new roller out of its packaging. Clean any dust off the roller before installing it.
8. Slide the new roller onto the bar. Make sure the struts on the bar line up to the slots in the end of the roller.

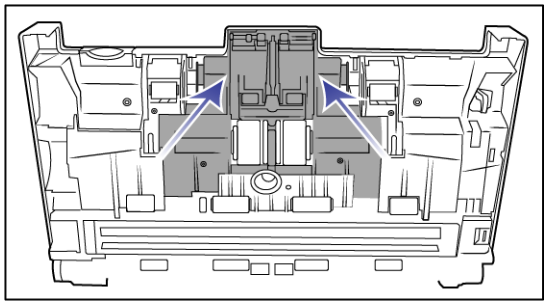


9. Insert the round end of the roller into the slot in the scanner. Carefully lower the roller into the scanner. Make sure the groove on the right side of the roller is aligned so that it slides in place into the U-shape of the bracket.

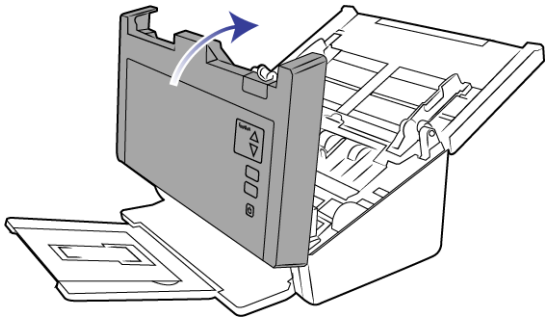


10. Lift the roller cover and carefully push it closed to lock it in place. Make sure everything is aligned properly and the cover is fully closed. If the cover is not fully closed it will break during scanning and damage the scanner.





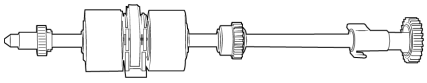
11. Close the scanner when you're finished.



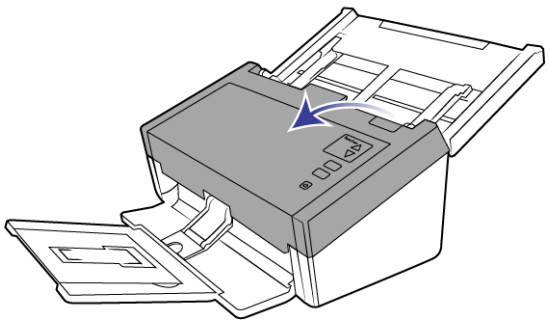
REPLACING THE FEED ROLLER

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

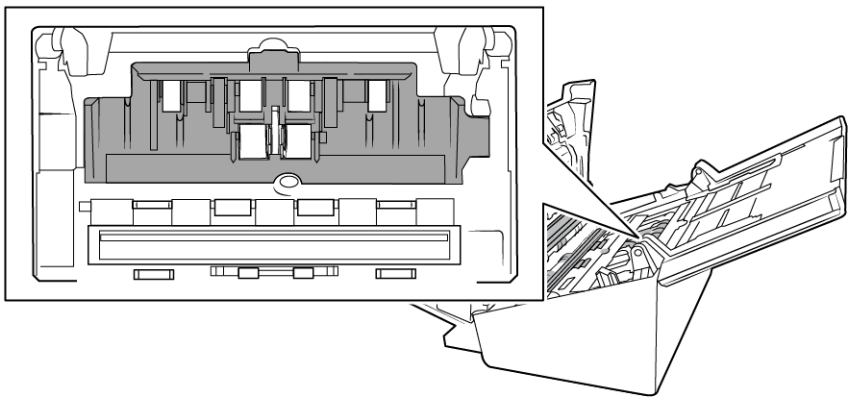
Replacement parts can be purchased from the Parts & Accessories page for your scanner at www.visioneer.com.



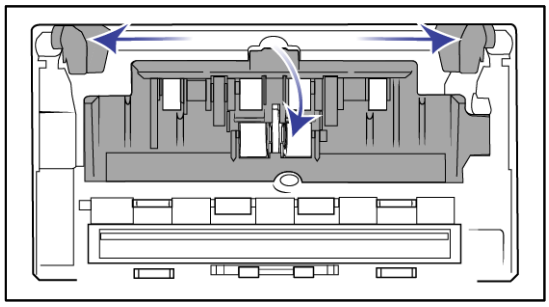
1. Open the Automatic Document Feeder cover.



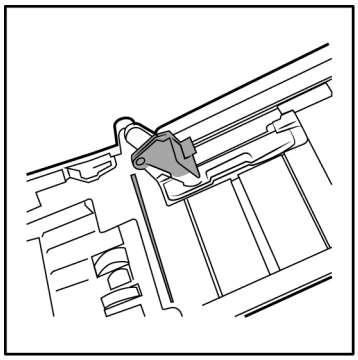
2. Locate the roller cover in the body of the scanner.



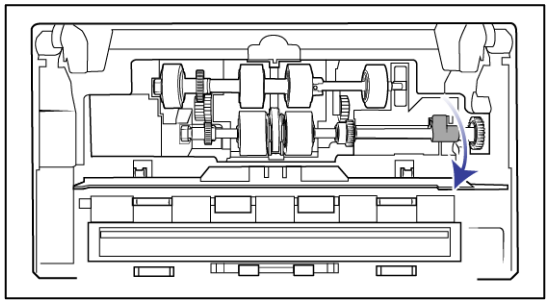
3. Move the paper guides to the side and then pull the feed roller cover away from the scanner.



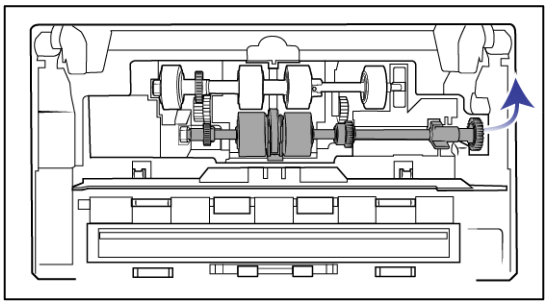
Note: if the paper guides are in front of the roller cover when you open it, they will automatically release from the scanner body. If this happens, follow the instructions on page 20 for resetting the guides in the scanner.



4. The lower roller is held in place with a lock tab that rotates to lock and unlock it. To unlock the tab, rotate it until the small lock flange is completely free.

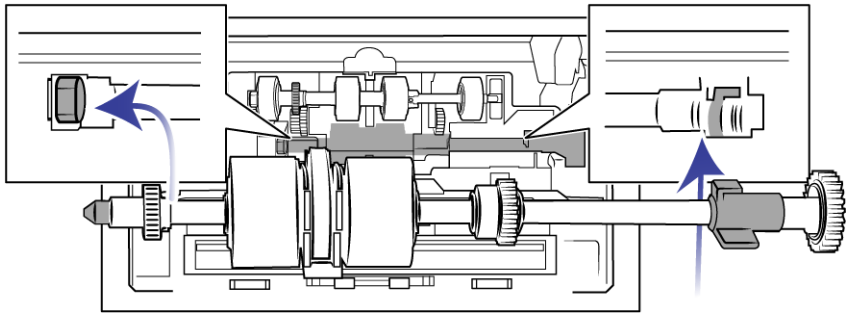


5. Carefully angle the roller up and out of the scanner and then discard it, it cannot be repaired.



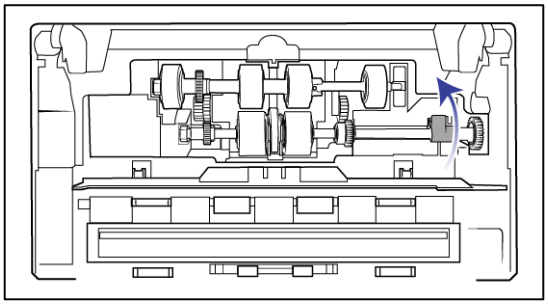
6. Take the new roller out of its packaging. Clean any dust off the roller before installing it.
7. Insert the left end of the new roller assembly into the hole in the roller channel. Angle the roller module into the roller channel. Align the tab on the lock flange with the slot in the scanner.

   Make sure the belt on the roller is facing you and that the gears on the roller module properly align to the gears in the scanner. Hold the roller module in the scanner while you lock it in place.

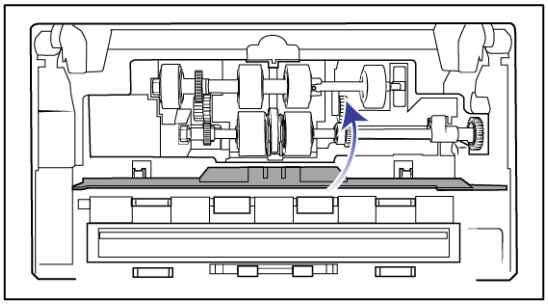


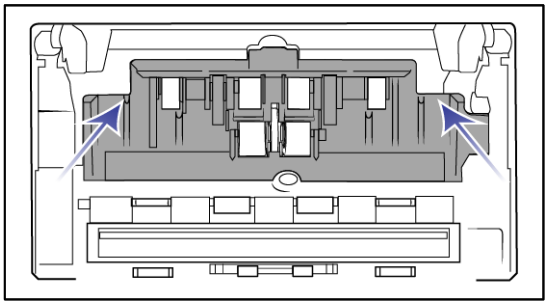
8. Rotate the locking tab into the slot in the scanner. Push on the lever until it clicks in place and locks the roller in the scanner.

   The lock will “click” into place when it is secure. However, if it does not rotate easily into the housing, make sure the flange is properly seated in its latch.

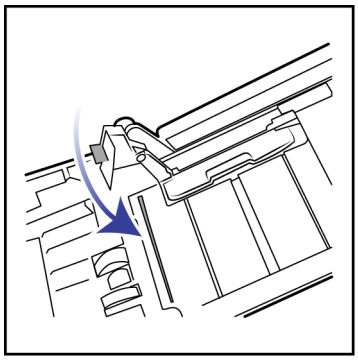


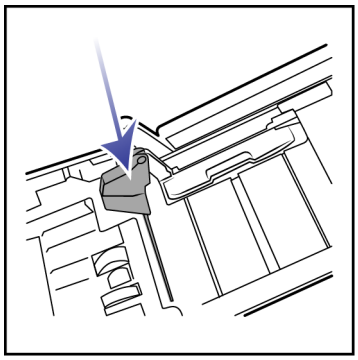
9. Lift the roller cover and carefully push it closed to lock it in place. Make sure everything is aligned properly and the cover is fully closed. If the cover is not fully closed it will break during scanning and damage the scanner.

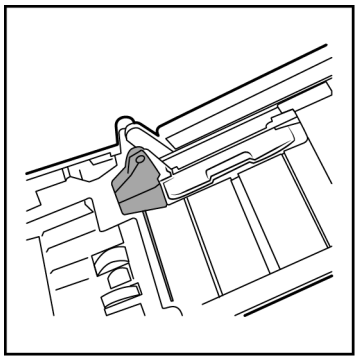




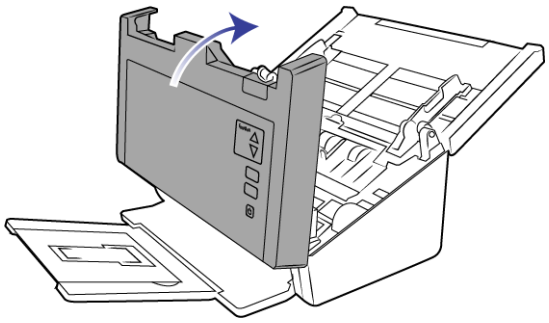
10. Make sure the paper guides are properly seated in the scanner.







11. Close the scanner when you're finished.



TROUBLESHOOTING

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

Check for one of these possible causes:

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

- **Is the scanner's status light on?** Turn on the scanner's power. If the status light doesn't come on, plug the power supply into another electrical outlet. If you are using a UPS battery back-up or power strip, try plugging the scanner directly to a wall outlet.
- **Did you restart the computer and scanner?** If the scanner gets a paper jam, or 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 Visioneer® Patriot D40 is selected as the scanner.

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

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

Problem: Images are corrupted when scanning and saving as a GIF file format.

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

Problem: The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See Cleaning Inside the Automatic Document Feeder on page 22 for cleaning instructions.

Problem: The ADF won't feed pages properly.

A dirty or worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. First, try cleaning the rollers as described in Cleaning Inside the Automatic Document Feeder on page 22. If the problem persists, the separation and/or feed rollers may need to be replaced. Please see Replacing the Separation Roller on page 24 and Replacing the Feed Roller on page 26.

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

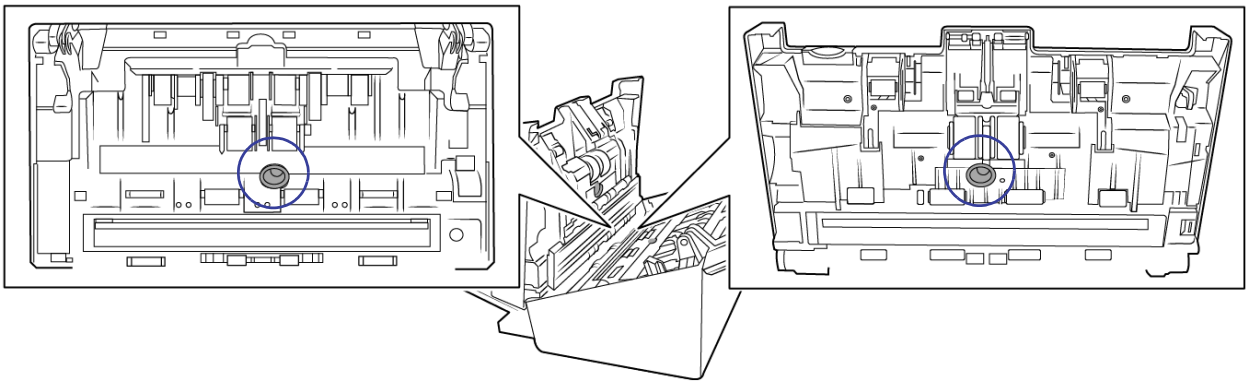
Unplug the power cable from the scanner, and then plug it back in.

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.

Problem: The scanner reports a Double Feed error when there is only one page in the scanner.

Try cleaning the double feed detection sensor. Dust on the sensor may prevent the sensor from working properly.



Error Light Troubleshooting Codes

Normal Operation

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

Error Codes

The status light indicates the current state of the scanner. If your scanner experiences hardware problems, the status light turns red and will flash a specific number of times, pause, and then repeat the same number of flashes. The number of flashes between pauses indicates the hardware error code. The LED display will also flash an “E” then the error code number that matches the status light’s blinking pattern.

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

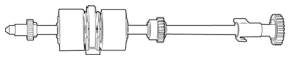
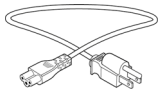
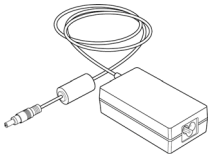
Error Code	Problem Description	Solution
0	Scanner is not connected to the computer (The LED does not flash "E" and the status light remains blue.)	A cable may be loose. Check that the scanner's cables are correctly attached to the computer. If the scanner still does not connect, re-boot the computer.
4	Paper jam	Open the ADF cover and remove the jammed page. See Clearing Paper Jams on page 21.
5	Multiple paper feed	Multiple pages have fed through the scanner at one time. Open the ADF door and remove the pages from the scanner. Make sure the pages are not stuck or taped together before loading them in the ADF. If the problem persists, clean the scanner as described in Cleaning Inside the Automatic Document Feeder on page 22.
6	The scanner's cover is open	The ADF door is not closed all the way. Open the scanner, make sure the paper guides are properly seated in the scanner and that the roller covers are fully closed, and then close the ADF again. Push down on the lid until it locks into place.
7, 8	The lamp in the scanner body or lid has malfunctioned	This usually occurs if the power was disconnected during a scan. Turn the scanner off, then back on again. If the problem persists, turn off the scanner, re-start the computer, then turn the scanner on. If the problem continues, and your scanner's power is plugged into a surge protector or UPS battery backup, try plugging the scanner power directly into a wall outlet.
All Other Codes	An internal part in the scanner may have malfunctioned	Turn off the power to your scanner, re-boot your computer, then turn it back on. If the problem persists, contact Visioneer Technical Support.

VISIONEER® PATRIOT D40 SPECIFICATIONS

Scanner Specifications	
Document Requirements	
Minimum Item Size	3 x 2.5 inches (76 x 64 mm)
Maximum Item Size	8.5 x 118 inches (216 x 2997 mm) up to 300 dpi 8.5 x 59 inches (216 x 1499 mm) at 400 dpi and higher
Capacity	80 pages of 20lb printer paper (75–80 g/m^2)
Paper Thickness	7–110 lbs. (27–413 g/m^2)
Plastic Card	Embossed cards up to 1.25 mm thick
General Specifications	
Scanning Speeds	40 pages per minute / 80 images per minute @ 200 dpi
Optical Resolutions	200, 300, and 600 dpi
Interpolated Resolutions	75, 100, 150, 400, 500, and 1200 dpi
Internal Bit Depth	48-bit color, 16-bit grayscale, 1-bit bitonal (black & white)
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex Automatic Document Feeder (ADF)

Scanner Specifications	
Image Sensor	CCD (Charge-Coupled Device)
Light Source	White LED lamp
Interface	Hi-Speed USB 2.0, compatible with USB 1.1
Certifications	FCC Class B, RoHS, ENERGY STAR
Operating Temperature	40° ~ 95° F (5° ~ 35° C without condensation)
Relative Humidity	10% ~ 90% (@35° C without condensation)
Scanner Dimensions (Trays Collapsed)	
Width	12.5 inches (316 mm)
Depth	7.5 inches (191 mm)
Height	6.6 inches (168 mm)
Weight	9.2 pounds (4.2 kg)
Scanner Dimensions (Trays Extended)	
Width	12.5 inches (316 mm)
Depth	26.8 inches (680 mm)
Height	9.5 inches (239 mm)
Weight	9.2 pounds (4.2 kg)
Power Information	
Power Supply	APD (DA-48M24) DC Jack, 3P, 100~240Vac, 24Vdc, 2A, 48W, Class 1, ENERGY STAR, RoHS
Scanner Rating	24Vdc, 2.0A
Power consumption	≤ 24 Watts (during operation) ≤ 8 Watts (ready) ≤ 2.5 Watts (power save after 15 minutes without scanning) ≤ 0.5 Watt (power off)
Cable Information	
AC Power Cord	US,3P,7A/125V, L=1800mm, 3C*18AWG, BLACK, LONGWELL (PH8BIEDJF0AA05B), RoHS EUR.(CEE),2P+G. BASE,16A/250V,L=1800mm,3Cx0.75mm2,BLACK, LONGWELL (PG8B9CIJG0A-05B),RoHS UK(BS/PSB),3P,3A/250V,L=1800mm,3C*0.75mm2,BLACK, LONGWELL (PG8B9X3JG0A-05B), RoHS
USB cable	1850 mm, 28AWG, with core, RoHS compliant
Software Information	
Supported Operating Systems	Apple® Mac OS X®
Scanner Drivers	TWAIN, ICA
Bundled Software	Visioneer® Scan Utility

VISIONEER® PATRIOT D40 PARTS LIST

Part Name	Part Number	
Feed Roller	65-2457-000	
Separation Roller	65-2459-000	
USB Cable	35-0117-000	
AC Power Cord	35-0103-000 (US) 35-0104-000 (EUR) 35-0105-000 (UK)	
Power Supply	37-0095-000	

Appendix A: Copy Regulations

United States

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

- 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.

- Adjusted Compensation Certificates for Veterans of the World Wars.
- Obligations or Securities of any Foreign Government, Bank, or Corporation.
- 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.
- Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)

- Passports. (Foreign Passports may be photographed.)
- Immigration Papers.
- Draft Registration Cards.
- 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.
- 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.)
- 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.

- Current bank notes or current paper money.
- Obligations or securities of a government or bank.
- Exchequer bill paper or revenue paper.
- 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.
- 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).
- 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.
- 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.
- 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.
- 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.

INTELLIGENT SCANNING SOLUTIONS

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