



ROAD**WARRIOR**[™] 4D
User's Guide
Mac Users

VISIONEER

ROADWARRIOR 4D

SCANNER USER GUIDE

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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.

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Energy Program compliance

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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.

Emergency Power Off

If any of the following conditions occur, turn off the scanner (if applicable) and disconnect the USB cable from the scanner and the computer.

- The equipment emits unusual odors or makes unusual noises.
- 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.

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WELCOME

WHAT'S IN THE BOX

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



Visioneer® RoadWarrior 4D



Carrying Bag



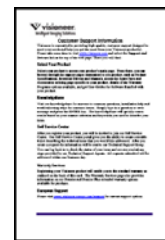
USB Cable



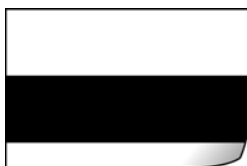
Quick Install Guide



Carrier Sheet



Technical Support Card



Calibration Page



Installation Disc(s)



Cleaning Cloth

SYSTEM REQUIREMENTS

- Apple® Mac OS X® operating system (10.9–10.13)
- 1.83 GHz or faster Intel® Core Processor
- DVD-ROM drive
- Universal Serial Bus (USB) 2.0 port (Hi-Speed USB)
- Minimum of 2 gigabyte (GB) of internal memory (RAM)
- Minimum available hard disk space:
 - 350 MB for the scanner driver

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 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.

VISIONEER® ROADWARRIOR 4D SCANNER



1. **Safety lock slot**—slot for installing a Kensington® style safety lock. (May not be available for all models).

2. **Universal Serial Bus (USB) port**—connects the scanner to the computer.
3. **Paper feed**—place an item *face up* in paper feed for scanning.
 - **Scanner lid**—can be pulled away from the scanner body to open the scanner for cleaning.
 - **Paper sensor**—the sensor in the paper feed slot. Detects when an item has been inserted in the scanner.
 - **Alignment strip**—alignment marks for common paper sizes for the paper guide.
4. **Power Button / Status light**—turns the scanner on and indicates the current state of the scanner.

UNPACK THE SCANNER

1. Remove the blue plastic strip from around the scanner.



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



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

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



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



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



Safety Lock

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

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

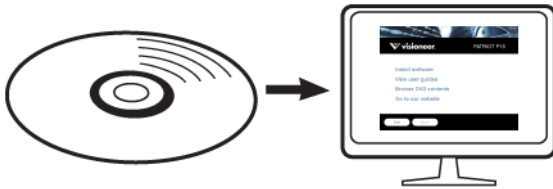


Use this slot to connect the provided micro USB cable to the scanner. Do not use any other type of USB cable. Do not attempt to install a safety lock in this port.

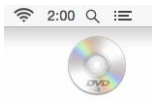
A lock is not provided with the scanner and this document does not contain instructions on purchasing and installing a safety lock. If you choose to use a safety lock, please carefully read the installation instructions provided with the lock. More information about Kensington® locks can be found at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

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 **Setup** file to start the driver installer.

The disc's Main menu window opens.

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

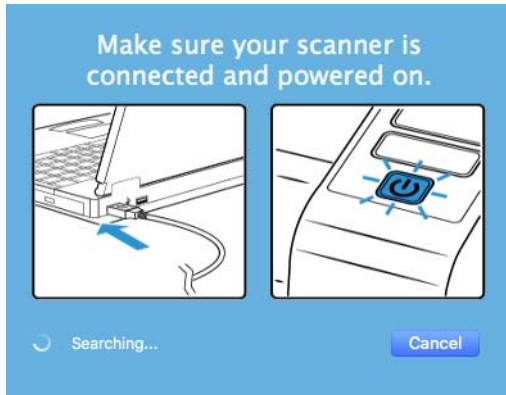
- Make sure the disc drives door is completely shut.
- Make sure the disc was inserted in the drive in the proper direction (label side up).

4. A prompt will be shown to allow the installer to search online for software updates. Select **No** to install the software on the disc only.



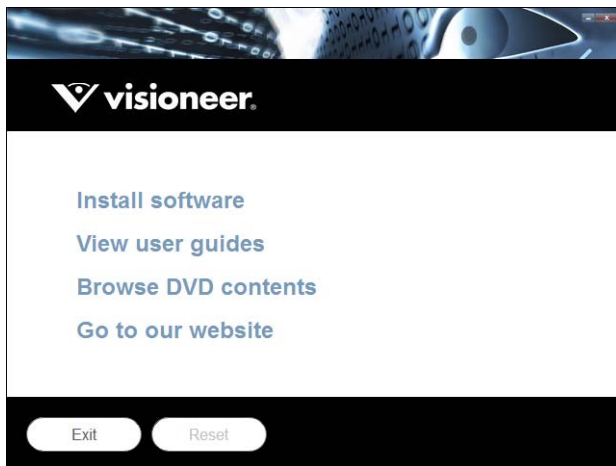
5. If online updates are approved, it will first check to see if there are newer versions of the installer.

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

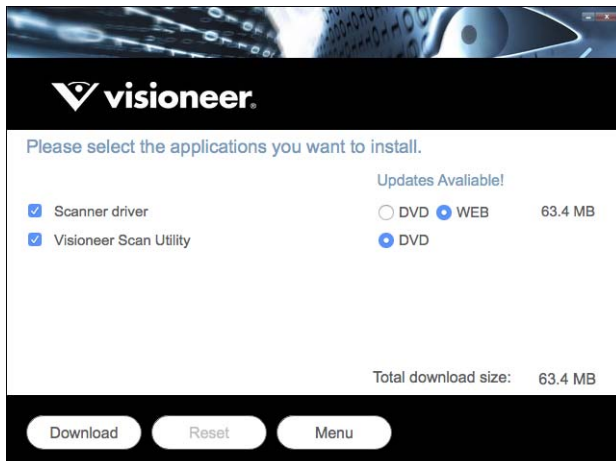


Note: Select **Cancel** to install the software on the disc only.

7. When this is complete, the Main Menu will be shown.
8. On the Main menu, select **Install software**.



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

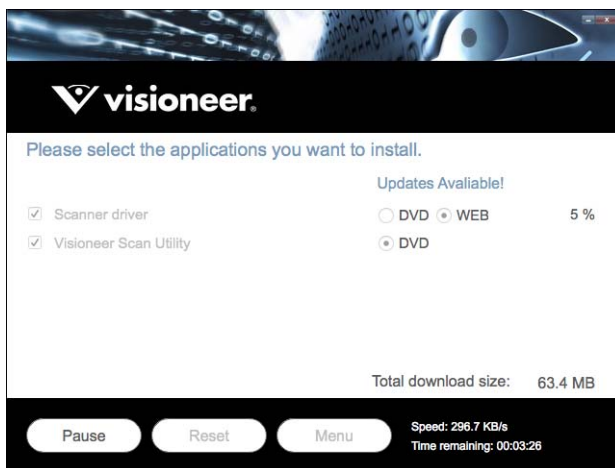


Note: The software provided with your scanner may differ slightly from the list shown in the window.

10. If a version of the software is already installed on the system, the option will be greyed out. However, if there is a newer version available on the disc or online, it will be possible to upgrade by selecting the appropriate button option.
11. If there are newer versions of the software available online, the **Web** button will be enabled. If there is no newer version then only the **DVD** button will be enabled.

Select which option to install the software from.

12. If any of the Web buttons have been selected, the software will have to first be downloaded by clicking **Download** now. The total size of the download is shown at the bottom.
13. After the download has begun, it can be paused. If changes to the selections are required, it is necessary to click **Reset** while the download is paused. This will allow the settings to be changed.



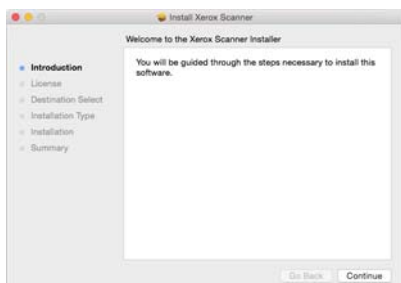
Note: Clicking the Reset button in either the Main menu or the Install menu will cause both partially completed and previously downloaded files to be deleted. In order to be installed they will either have to be downloaded again or installed from the DVD.

14. Once all software has been downloaded, click **Install** now.

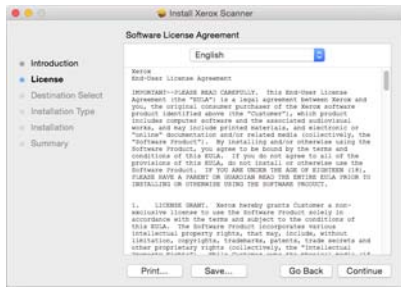
INSTALL THE DRIVER

The scanner driver installation will start first.

1. Click **Continue**.



2. On the Visioneer License Agreement window, read the license agreement. I

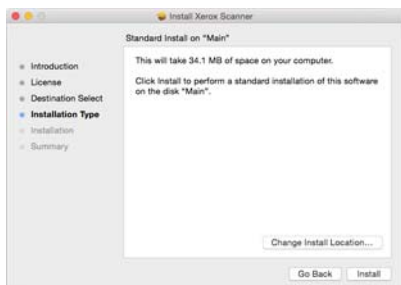


3. If you accept the terms, select **Agree** and continue with the installation.

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



4. 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**.



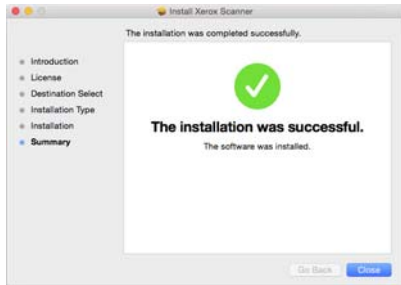
5. If you are prompted for a password, input the name and password for a user that has permission to install software on your computer.



Note: If you are using 10.13 or later, you may see a prompt that the system extension has been blocked. See page 30 for instructions.

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

You can now connect the scanner to your computer.



Technical Note: the Installation Complete screen may be blank when installing on OS X (10.9). Please close the empty screen and proceed with connecting the scanner to the computer.

Connect the USB Cable

1. 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.

2. Turn on the scanner power (if applicable).

SCANNING UTILITY

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

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. If a version of the software is already installed on the system, the option will be greyed out. However, if there is a newer version available on the disc or online, it will be possible to upgrade by selecting the appropriate button option.
3. If the software on the disc is up to date then the software will be installed from the DVD. However, if there are newer versions of the software available online, the **Web** button will be shown and selected by default.
Select the desired location to install the software from.
4. If any of the Web buttons have been selected, the software will have to first be downloaded by clicking **Download Now**.
5. Once all software has been downloaded, click **Install** now.

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

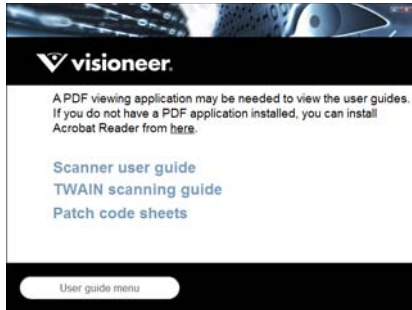
VIEW THE USER GUIDES

1. Click on **View scanner documentation** to access the scanner user guide and scanning guides for TWAIN.
 - **Scanner user guide**—Instructions for scanner setup, installation, operation, maintenance, safety, and warranty

- **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.



2. Click the links of the guides you want to view.
3. When you're finished, click **Main menu** to return to the Main menu window and click **Exit**.
4. 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 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 any 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

SUPPORTED DOCUMENT TYPES

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

- Document size
 - Minimum size (width x length) – 1.5 x 1.5 inches (38 x 38 mm)
 - Maximum size (width x length)
 - 8.5 x 32 inches (216 x 813 mm) at 100–300 dpi
 - 8.5 x 14 inches (216 x 356 mm) at 400–600 dpi
- Paper thickness between 16–32 lb paper (60–120 g/m²)
- Plastic cards
 - Non-embossed plastic cards up to 0.8 mm thick

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



Using the Carrier Sheet



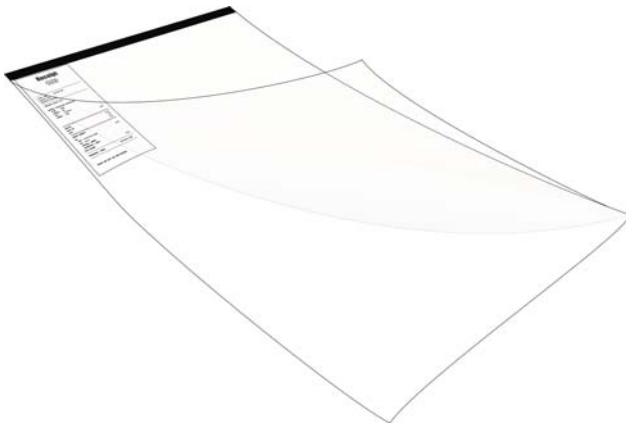
WARNING: the plastic bag for the carrier sheet poses a suffocation hazard. Keep the bag away from children.

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

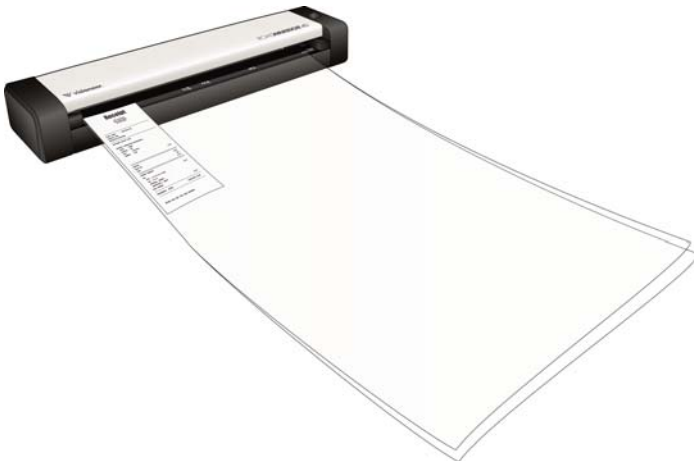
We recommend that you keep the bag and place the carrier sheet back in the bag when you are done scanning. This will help to prevent scratches to the carrier sheet.

2. Remove the tissue paper.
3. Open the carrier sheet and place the item you want to scan in the upper-left corner of the carrier sheet.

If the item you are scanning is not in the upper-left corner of the carrier sheet, you may see inconsistent results or errors.



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



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

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

DOCUMENTS TO AVOID SCANNING

The documents in this list can be scanned, but please note that scanning documents of this type will reduce the life of the scanner. Maintenance will be required more often. These types of documents will jam more frequently and damage to the original documents may occur. If you do choose to scan these document types, do not scan large batches.

Note: you can use the carrier sheet provided with the scanner to scan these document types. With the exception of carbonless copy paper and thermal paper, the carrier sheet will prevent damage to the original document and the scanner. For carbonless copy paper and thermal paper, the carrier sheet will prevent tears to the original, however due to the nature of these paper types the pressure of the rollers and/or internal temperature of the scanner may leave streaks on the page. Please see [Using the Carrier Sheet](#) on page 20.

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

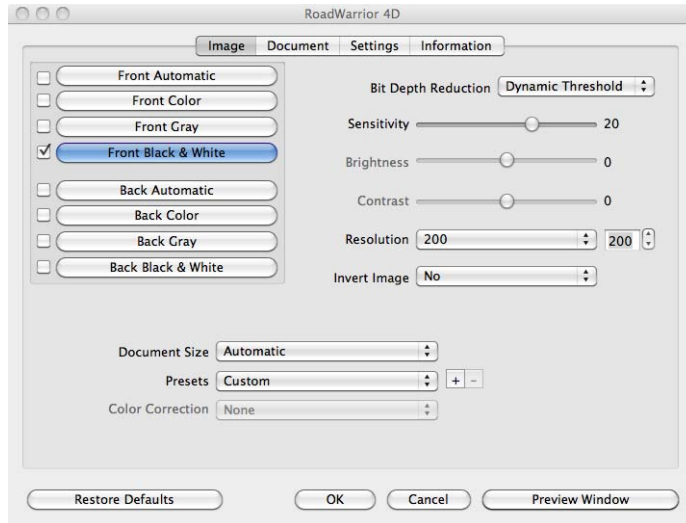
UNSUPPORTED DOCUMENT TYPES

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

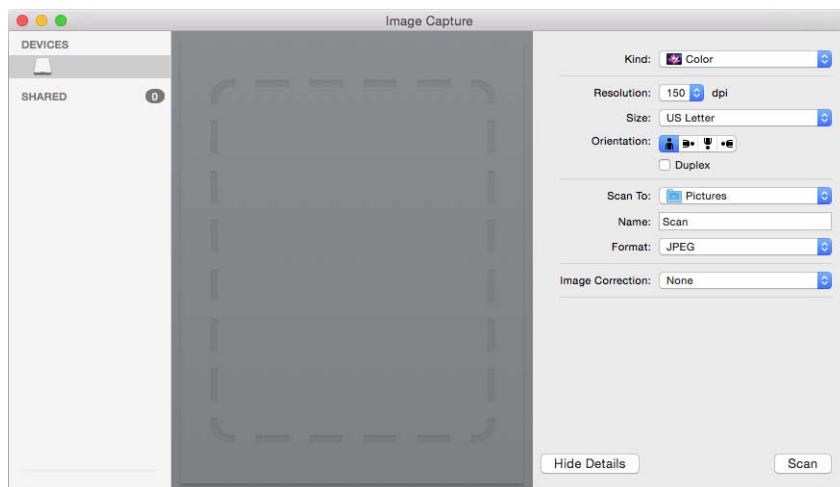
- Items outside of the specified supported sizes, thickness, and weight defined in this document.
- Non-rectangular or irregularly shaped paper will cause the scanner to detect and report document skew errors or paper jams.
- Carbon paper that will leave residue in the scanner and on the rollers that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

SCANNING INTERFACES

- **TWAIN Interface**—this option uses your scanner’s TWAIN interface to scan. The TWAIN scanning interface can be accessed from any TWAIN scanning application you have installed on the computer.



- **ICA Interface**—this option uses the Apple Mac Image Capture Application (ICA) interface to scan. You can access the ICA interface from the Image Capture application.



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.
- 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.

CLEARING PAPER JAMS

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

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

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

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



2. Remove the jammed paper and close the cover.

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



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

CLEANING THE SCANNER

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

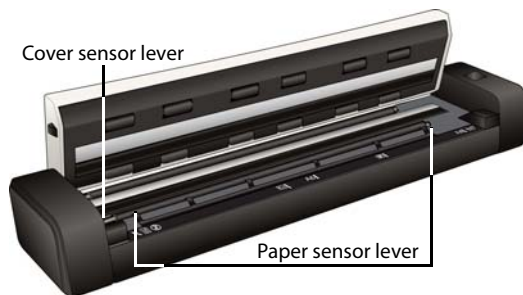
You should clean the inside of the scanner at least once a week or as needed depending on how often the scanner is used. If cleaning the scanner does not resolve any image quality issues, please follow the instructions in the next section for calibrating the scanner.

You will need the cleaning cloth provided with your scanner.



Caution: use care when cleaning the scanner to avoid damaging the sensors. The paper sensor and scanner cover sensor are plastic levers inside the scanner. They are fragile and can break.

The paper sensor lever runs along the front of the scanner. If the paper sensor becomes damaged, the scanner will no longer detect when paper has been inserted into the scanner. The cover sensor is located on the left end of the feed roller. If the cover sensor becomes damaged, the scanner will no longer detect when the cover is closed.



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

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



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



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



Additional Cleaning Method

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

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

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

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

CALIBRATING YOUR SCANNER

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

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



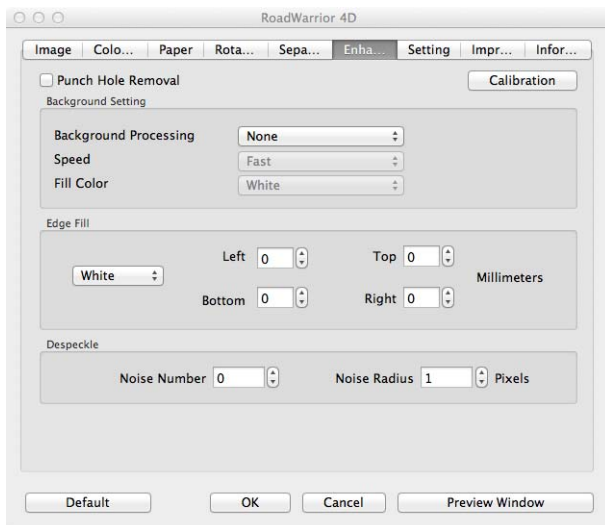
Caution: do not attempt to calibrate the scanner with any other type of document (i.e. white paper or a copy of the calibration page).

The calibration routine will fail and indicate the failed calibration by flashing a red LED on the scanner. A calibration page was included with your scanner, if you do not have one available, you can order a replacement from the Parts & Accessories page for your scanner at www.visioneer.com.

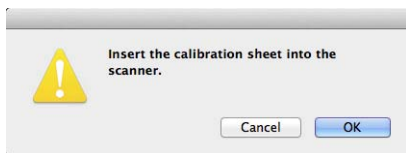
To calibrate the scanner:

1. Open the scanner’s interface.

You can open the interface from a TWAIN scanning application or the Mac® Image Capture application.



2. Click on the **Calibrate** button to start the calibration utility.



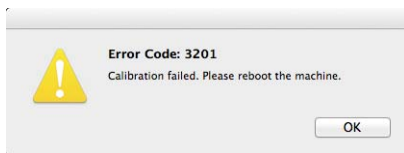
3. Place the calibration page, with the black bar *face up*, into the scanner.



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

Calibration Error

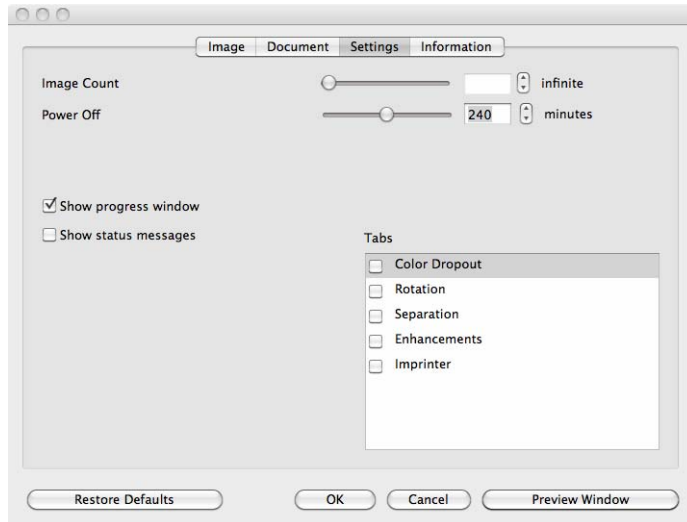
If there is an error during calibration or if the scanner should disconnect during calibration. The error will display on-screen. If you see a message that calibration failed, please run the calibration utility again.



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

SETTING AUTO POWER OFF

The scanner will automatically power off after a specified period of inactivity. Open the scanner's TWAIN interface and click on the **Settings** tab. Adjust the **Power Off** timeout field and then click on **OK** to save the changes.



When the scanner is powered off, firmly press the button on the scanner to turn the scanner on. Once the scanner is turned on, it is always on and receiving power until it automatically powers off. Pressing the scanner button will not turn off the scanner.

TROUBLESHOOTING

Problem: The scanner won't scan.

Check for one of these possible causes:

- **Are the cables loose or not plugged in securely?** Inspect the cable connections. Make sure the cables are plugged in securely.
- **Is the scanner's status light on?** The scanner will automatically power off after a specified period of inactivity. When the scanner is powered off, firmly press the button on the scanner to turn the scanner on. You can adjust the amount of time before the scanner will power off in the settings tab of the TWAIN interface. Please refer to the TWAIN scanning guide for instructions on accessing and using the TWAIN interface.
- **Did you restart the computer and scanner?** If the scanner gets a paper jam, or loses connection because of an error, try restarting your computer and power cycling the scanner.
- **Did you plug the scanner into a USB hub?** If you're using a USB hub to connect the scanner try plugging the scanner's USB cable directly to the back of the computer. It is not recommended that you use the scanner with a USB hub, if you are using a hub, the hub must have its own power supply.
- **Is the USB cable 6' or less?** If you are using a USB cable that is longer than 6' you may lose connection to the scanner. The recommended USB cable length is 6' or less, the USB cable provided with your scanner is within this range.

- **Did you select another image source in the scanning software?** If you use multiple imaging devices with your computer, such as a camera, all-in-one printer, or another scanner, you may have selected another source for images. Make sure Visioneer® RoadWarrior 4D 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 software and basic, low resolution, scanning. High resolution scans result in files that can be over 1 gigabyte in size. Free up some space on your hard drive for the software to be able to save the scanned images.

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

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

Problem: The paper jams in the scanner.

To reduce the number of paper jams, smooth and straighten the paper before scanning. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See [Cleaning the Scanner](#) on page 24 for cleaning instructions.

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

Problem: 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 driver installation fails with a notification that the system extension has been blocked.

This is due to a change made in OS 10.13 with regards to loading kernel extensions. When the notification is shown, follow these steps:

1. In the prompt, click **Open Security Preferences**.
2. Alternatively, open the **Security & Privacy** window of **System Preferences**.
3. Click **Allow** next to the notification that software from Visioneer has been blocked.
 - a. If the system has extensions from multiple developers blocked, a window will appear showing a list. Check the box next to **Visioneer**.
4. A message to reboot will be shown. This is necessary to enable the extension.

Note: The **Allow** button is only present in the Security & Privacy preferences window for 30 minutes. It reappears after the system is restarted.

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

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

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

Status Light Troubleshooting

The status light indicates the current state of the scanner:

- **Steady blue**—indicates the scanner is receiving power. When the scanner driver is installed, it also means the scanner is ready to scan.
- **Blinking blue**—indicates that the scanner is busy (e.g. when scanning or calibrating).
- **Blinking red**—indicates that there is a hardware error.

Error Codes

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






Error Code	Problem Description	Solution
4	Paper jam	Open the scanner and remove the jammed document.
6	Cover open	Make sure the scanner is fully closed after performing maintenance on the scanner or removing a jammed page. If needed, open and close the scanner again. If the problem persists, try power cycling the scanner through un-plug and re-plug of the USB cable.
8	Calibration error	This may occur if the USB cable was unplugged during calibration, the calibration was canceled, or the calibration page was not used. First, power cycle the scanner through un-plug and re-plug of the USB cable, and then restart the calibration routine. Please refer to Calibrating Your Scanner on page 26 for instructions. Make sure you have the scanner's calibration page ready when you start the calibration utility.

VISIONEER® ROADWARRIOR 4D SPECIFICATIONS

Scanner Specifications	
Document Requirements	
Minimum Item Size	1.5 x 1.5 inches (38 x 38 mm)
Maximum Item Size	8.5 x 32 inches (216 x 813 mm) at 100–300 dpi 8.5 x 14 inches (216 x 356 mm) at 400–600 dpi
Paper Thickness	16–32 lbs. (60–120 g/m ²)
Plastic Card	Non-Embossed cards up to 0.8 mm thick
General Specifications	
Scanning Speed (ADF)	8 SPP (seconds per page) @ 300 dpi ^a
Optical Resolution	600 dpi
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex single sheetfed
Image Sensor	Contact Image Sensor (CIS)
Light Source	RGB LED lamp
Interface	Hi-Speed USB 2.0
Certifications	UL/C-UL, FCC Class B, CE, CB, USB-IF, WEEE, RoHS, ENERGY STAR
Operating Temperature	50° ~ 95° F (10° ~ 35° C without condensation)
Relative Humidity	15% ~ 85% (@25° C without condensation)
Scanner Dimensions	
Width	11.5 inches (291 mm)
Depth	2.6 inches (67 mm)
Height	1.6 inches (40 mm)
Weight	1.1 pounds (0.5 kg)
Power Information	
Scanner Rating	5Vdc, 0.5A
Power consumption	≤ 2.5 Watts (during operation) ≤ 1 Watts (sleep mode) ≤ 0.5 Watt (power off)
Cable Information	
USB cable	USB A(M)/MICRO B(M),4P/5P, L=1000mm, UL2725#28AWG, CA1004020332410, LONGWELL, COLOR:BLACK, W/CORE, 80°C, RoHS
Software Information	
Supported Operating Systems	Apple Mac OS X
Scanner Drivers	TWAIN, ICA

- a. A4 / U.S. Letter page scan speed measured at 8 SPP from start of rollers engaging. Scan speed measured at 11 SPP from paper sensor detection and software initialization of scan event.

VISIONEER® ROADWARRIOR 4D PARTS LIST

Part Name	Part Number	
Carrying bag	88-0683-000	
Carrier sheet	05-0912-000	
Micro USB cable	35-0249-000	
Calibration page	05-0914-000	
Cleaning cloth	05-0913-000	

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