

Xerox[®] DocuMate[®] 3120

User Guide



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Safety

Safety Introduction

Notices and Safety

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

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



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

Operational Safety Information

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

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

Do these:

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

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

Do not do these:

- Never use a ground adapter plug to connect the equipment to a power outlet that lacks a ground connection terminal.
- Never attempt any maintenance function that is not specifically described in this documentation.
- Never remove covers or guards that are fastened with screws. There are no operator serviceable areas within these covers.
- Never locate the machine near a radiator or any other heat source.
- Never override or “cheat” any of the electrical or mechanical interlock devices.
- Never place this equipment where people might step on or trip on the power cord.



Caution: This device is not intended for use in the direct field of view at visual display workplaces

To avoid incommoding reflections at visual display workplaces this device must not be placed in the direct field of view.

Electrical Information

Warning - Electrical Safety Information

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

Electrical Supply

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



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

! WARNING: This equipment must be connected to a protective earth circuit

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

Disconnect Device

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

Emergency Power Off

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

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

Maintenance Information

1. Any operator product maintenance procedures will be described in the user documentation supplied with the product.
2. Do not carry out any maintenance on this product which is not described in the customer documentation.

3. Do not use aerosol cleaners. The use of cleaners that are not approved may cause poor performance of the equipment, and could cause a dangerous condition.
4. Use supplies and cleaning materials only as directed in this manual.
5. Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.
6. Do not perform any maintenance procedures unless you have been trained to do them by an authorized local dealer or unless a procedure is specifically described in the user manuals.

Product Safety Certification

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

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

Environmental Health and Safety Contacts

Contact Information

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

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

Welcome

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

What's in the Box

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



Xerox® DocuMate 3120



Quick Install Guide



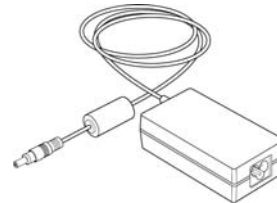
Technical Support Card



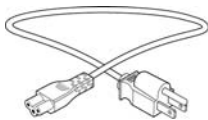
Warranty Card



USB Cable



Power Supply



Power Cord



Replacement ADF Pad



Windows™ Installation Disc

System Requirements

Pentium 4 PC or AMD equivalent with:

- A DVD-ROM drive
- An available Universal Serial Bus (USB) port
- Microsoft® Windows® operating system:
 - 32-bit Windows XP (Service Pack 2)
 - 32-bit or 64-bit Windows Vista (Service Pack 1)
 - 32-bit or 64-bit Windows 7
 - 32-bit or 64-bit Windows 8 / 8.1

The scanner is compatible with Service Pack 3 for Windows XP, Service Pack 2 for Windows Vista, and Service Pack 1 for Windows 7.

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

A VGA or SVGA Monitor:

- The recommended settings for your monitor are:
 - Color quality of 16-bit or 32-bit
 - Resolution set to at least 800 x 600 pixels

Refer to your Windows documentation for instructions on setting the color quality and resolution for the monitor.

Documentation

The following printed documentation is provided in the box:

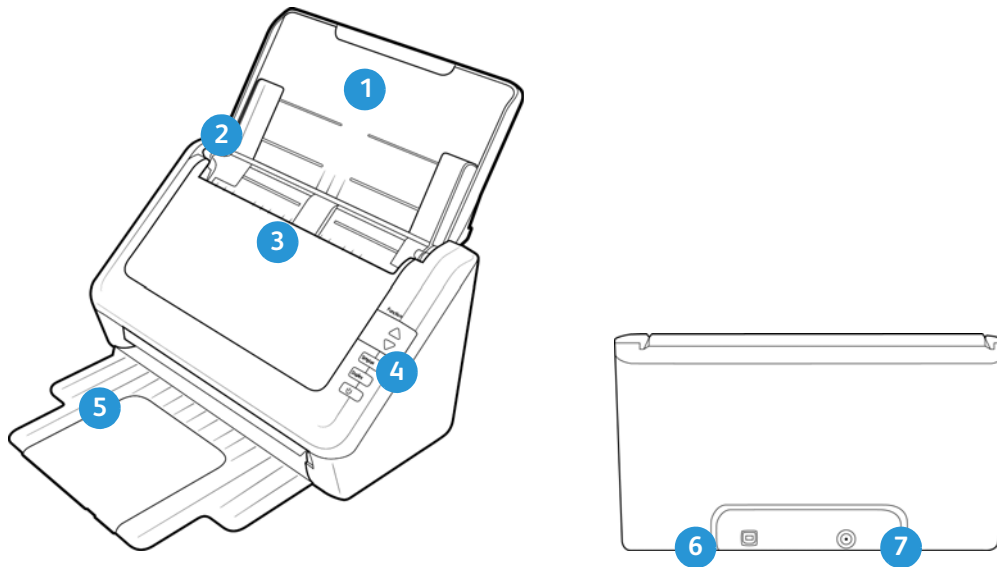
- **Installation guide**—abbreviated scanner setup and installation instructions.
- **Technical support card**—contact information for technical support and customer service, and a brief overview of our standard product warranty.
- **Warranty card**—the warranty card is provided for users in Russia and should be filled in as described on the card. For all other users, please dispose of this card in paper recycling.

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

- **Scanner user guide**—instructions for scanner setup, installation, operation, maintenance, safety, and warranty
- **OneTouch scanning guide**—instructions for configuring and scanning using OneTouch
- **TWAIN scanning guide**—instructions for accessing and scanning using the TWAIN interface
- **Nuance PaperPort user's guide**—contains detailed information using the application and managing your scanned documents.

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

Xerox® DocuMate 3120 Scanner

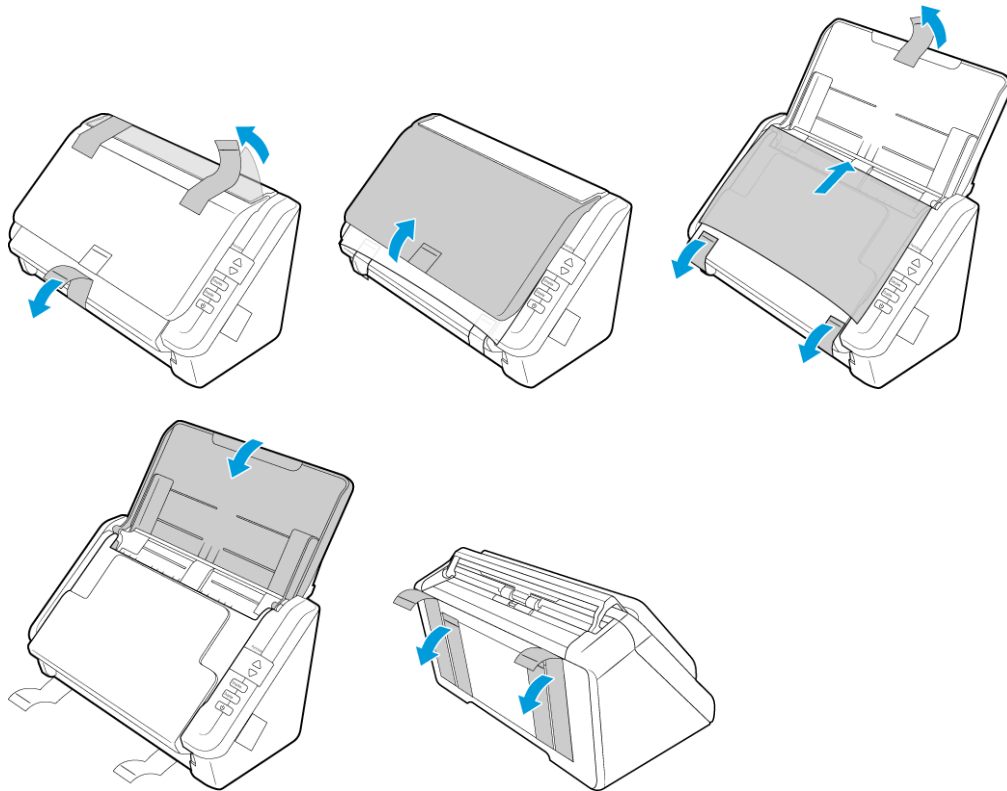


1. **Input Tray**—Holds the documents in the Automatic Document Feeder for scanning.
2. **Paper Guides**—Guides adjust to support various document widths.
3. **Automatic Document Feeder**—Feeds documents through the scanner during scanning. Pull to open the Automatic Document Feeder.
4. **Control panel**—OneTouch scanning controls.
 - **LED Number**—Shows the current scan setting for the Simplex and Duplex buttons.
 - **Function buttons**—Selects the scan setting for the OneTouch buttons. Press the up or down arrow to cycle through the settings.
 - **Duplex button**—Press to scan double-sided documents.
 - **Simplex button**—Press to scan single-sided documents.
 - **Status light / Power Button**—Turns the scanner's power off and shows the scanner's status.
5. **Output Tray**—Holds documents after being scanned. Unfolds to support various document lengths.
6. **Universal Serial Bus (USB) port**—Connects the scanner to the computer.
7. **Power jack**—Connects the power cord to the scanner.

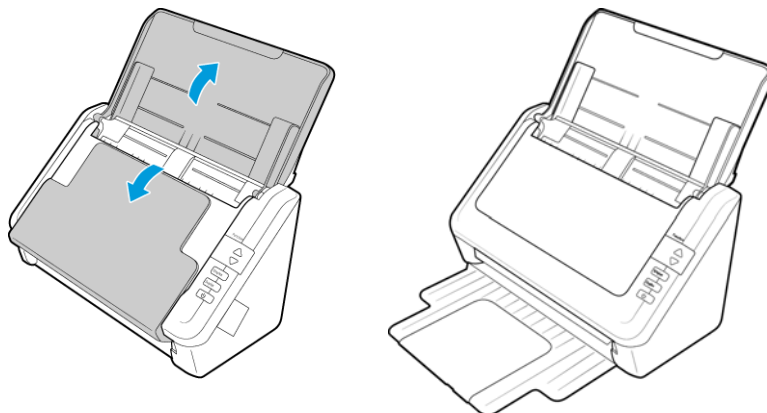
Scanner Setup

Unpack and Assemble the Scanner

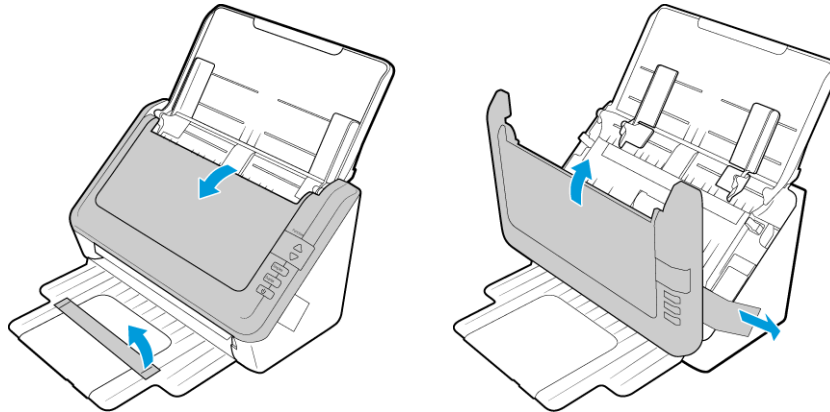
1. Remove the scanner from its protective foam and plastic bag.
2. Remove any shipping tape from the scanner, input tray and output tray.



3. Lift the input tray up from the scanner. Pull the output tray down from the scanner body. It will snap in place when it is down all the way.



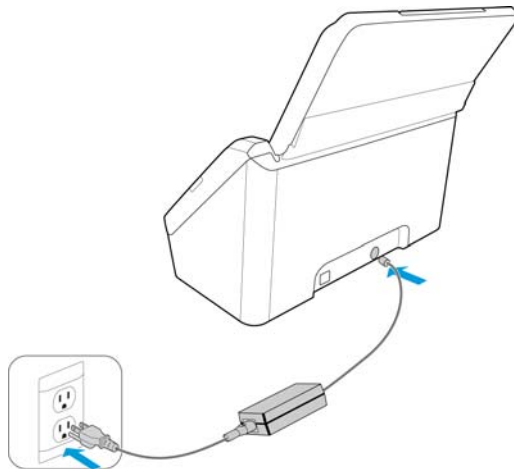
4. Open the automatic document feeder cover and remove any tape or protective foam from inside the feeder. Close the feeder cover when you are finished.



Connect the Power Cord

Note: Only use the power supply (DA-24C24 made by APD) included with your scanner. Connecting any other type of power supply may damage your scanner, and will void its warranty.

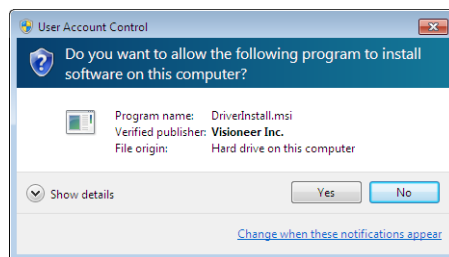
1. Plug the power supply into the power port on the scanner.
2. Plug the power cord into the power supply and into a wall outlet.



Installation

Please make sure of the following before you begin installation:

- If you are prompted to reboot during installation, please select "No". Finish installing the rest of the software, then close all open windows and reboot your computer.
- The information in this guide may cover software not provided with the scanner you purchased. Please disregard any information about the software not applicable to your scanner.
- If your computer has AntiVirus or AntiSpyware software running, you may encounter alerts or messages during installation asking you to allow the installation to proceed. Although the messages will differ based on the software your computer is running, in each case you should allow the installation to proceed if that option is available. Alternatively, you can turn off the AntiVirus or AntiSpyware software before installing your scanner, but if you do, make sure to turn it back on again when installation is finished.
- If you already have a scanner connected to your computer, it is recommended that you remove that scanner's driver program prior to installing your Xerox® scanner. You can remove these programs from the Windows Control Panel. Please refer to the user manual provided with your other scanner hardware for instructions about removing the driver and software for that unit.
- If your computer is running Windows Vista or later, you may see the Windows User Account Control screen asking you to confirm system changes. Click the Yes button to allow the installation to proceed.



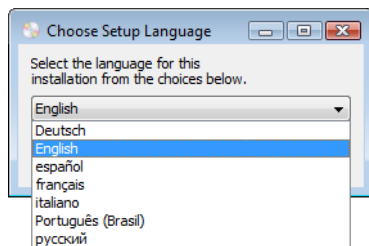
Install the Software and Connect the Scanner

1. Start Microsoft Windows and make sure that no other applications are running.
2. Insert the installation disc into your computer's DVD-ROM drive.



The disc automatically starts.

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



The disc's Main menu window opens.

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

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

To launch the disc manually:

- Open the Windows options for your computer's disc drives.
- Double-click the icon for your DVD-ROM drive.
- The Installation menu for the disc should now open.

If the menu does not open:

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

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



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



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

6. Click **Install now**.

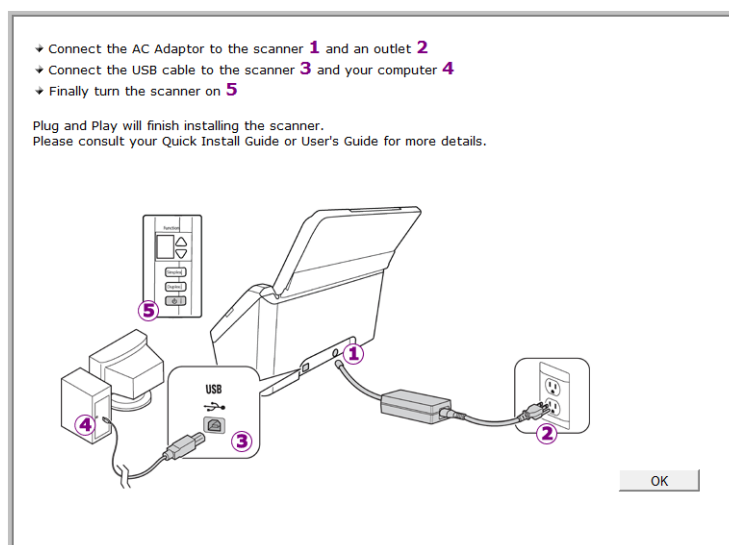
Installing the Scanner Driver

The scanner driver installation will start first.

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



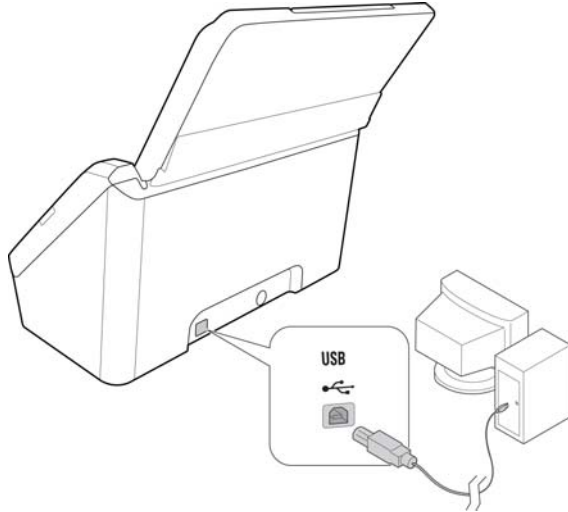
2. On the Xerox License Agreement window, read the license agreement. If you accept the terms, select **I Agree** then click **Next**.
If you choose not to accept the license agreement, click **Cancel**. Click **Close** on the Installation Interrupted window.
3. The software will now be installed.
4. **Stop** when you see the “Complete the installation by connecting your hardware” window. Do not click **OK** yet. Leave the window open and proceed to the next section.



Note: If you do not see this on-screen diagram for connecting the scanner, stop and follow the instructions below.

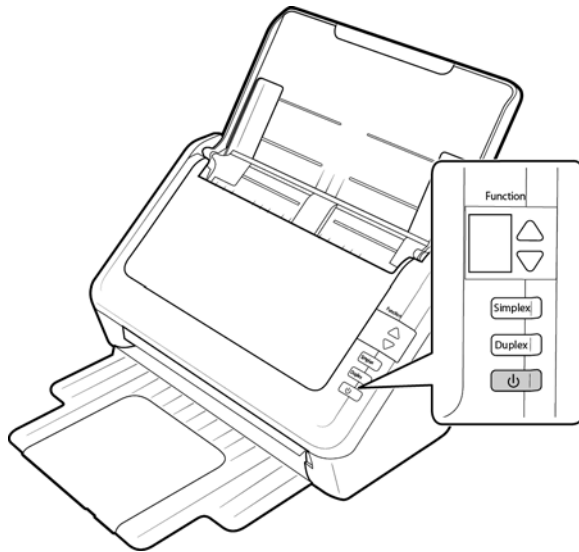
Connect the USB Cable and Turn on the Power

1. Remove any tape from the USB cable.
2. Plug the USB cable into the USB port on the scanner then into a USB port on the computer. Check your computer's manual for USB port locations.



If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into either connection.

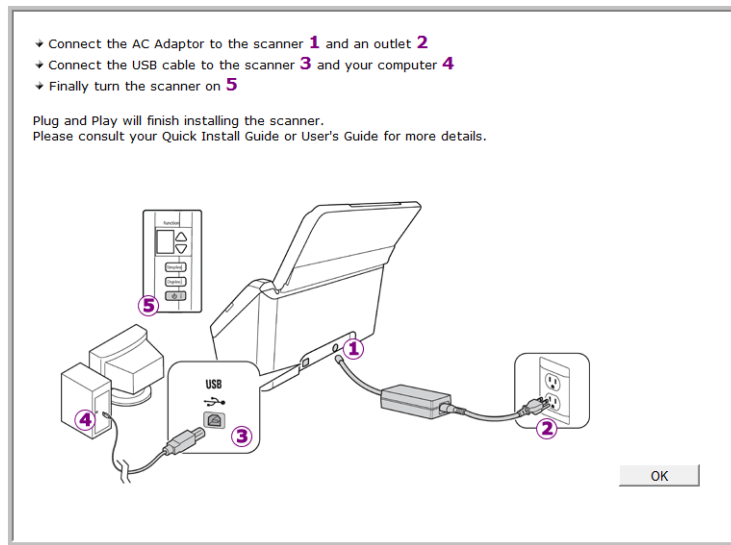
3. Turn on the scanner power.



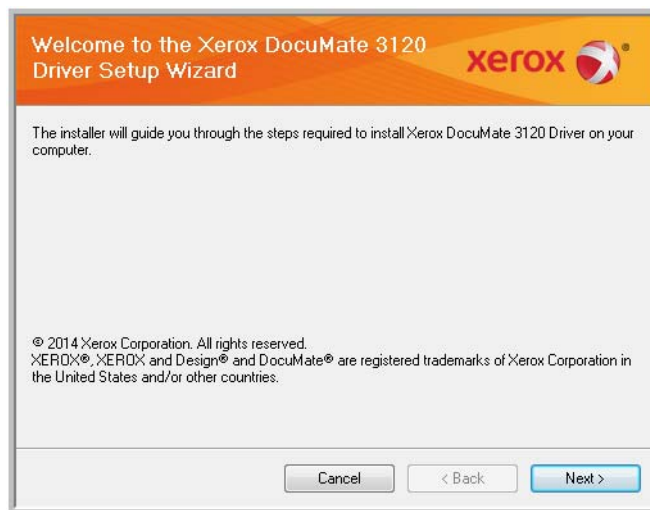
The status light comes on and flashes indicating that the scanner is receiving power.

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

- When you're certain that the software has completely loaded, return to the "Complete the installation by connecting your hardware" window.



- Click **OK** to complete the installation process.
- Click **Close** on the Installation Complete window to close and exit the driver installer.



Installing Visioneer OneTouch

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

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



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

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

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

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

Installing Additional Applications

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

1. Return to the disc's Main menu and click **Install software**.
2. Select the additional applications you want to install, then click **Install now**.



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

Software	About the Software
Nuance PaperPort®	PaperPort is a document management software application. The PaperPort scanning features allow you to insert new pages into an existing file and name your file immediately after scanning. From within the PaperPort desktop you can sort your documents and move them between folders as you would through the Windows My Documents folder. You can reorder the pages in a PDF file, and unstack a document so all the pages are resaved as individual files. PaperPort also has some basic image editing options in the PaperPort PageView, such as; adding notes to image files, modifying image colors, and touch up the image using the erase and/or auto-correct options.
Nuance OmniPage®	OmniPage Pro provides precision OCR analysis, advanced layout detection, and Logical Form Recognition™ (LFR) technology. Advanced security features quickly turn office documents and forms into over 30 different PC applications for editing, searching and sharing. Custom workflows handle large volumes of documents, and you can use its tools to print to PDF.
Nuance PDF Converter	PDF Converter Professional 7 features 100% industry-standard PDF creation and editing plus the world's most accurate PDF conversion to editable Microsoft® Office® formats available. It also offers one-click scanning to PDF, the most advanced PDF search capabilities, excellent graphics management, document flattening and auto-removal of sensitive information. Combining unparalleled functionality, built-in intelligence and ease of use, PDF Converter Professional 7 enables users to create, convert, edit, assemble and securely share PDF files like never before for enhanced professionalism, productivity and collaboration.

View the User Guides

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



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

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

From either of these user guide windows, click on the **User guide menu** button to return to the main user guide window, then select the other documentation section to view the user guides.



Scanner documentation window



Software documentation window

3. Click the links of the guides you want to view.
4. When you're finished, click **Main menu** to return to the Main menu window and click **Exit**.
5. Remove the installation disc and store it in a safe place.

Register Your Scanner

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

To register 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 an Internet Explorer window, or any other Internet browser you have installed on your computer.
2. In the web address field type www.xeroxscanners.com.
3. Press Enter on your computer's keyboard or click the option on screen to go to the web address.
4. When the Xerox® scanners web page loads click on **Register Your Product**.
5. Fill in the registration form, all required fields have an asterisk (*).
A valid email address is required for registration.
6. You will be asked to enter the serial number for the scanner, it is located on the back or underside of the scanner.
7. After filling in the form, click on **Submit Your Registration** to complete the registration.

Loading Documents to Scan

Always remove any staples or paper clips from documents before inserting them into the scanner. Staples and paper clips can jam the feed mechanism and scratch the internal components. Also remove any labels, stickers, or Post-It™ notes that may come off during the scanning process and get stuck in the scanner. Misuse as described here will void your scanner's warranty.



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 50 pages of 20 lb (75–80 g/m²) new printer paper
- Document size
 - Minimum size (width x length) – 3 x 2 inches (76 x 51 mm)
 - Maximum size (width x length) – 8.5 x 38 inches (216 x 965 mm)

We recommend scanning one page at a time when the documents you are scanning are longer than 14 inches (356 mm).
- Paper thickness between 7–110 lb paper (28–400 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.

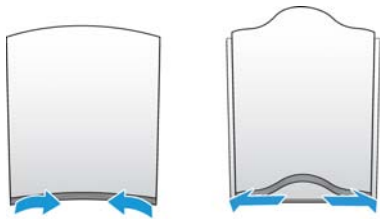
Scanning from the Automatic Document Feeder (ADF)

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.



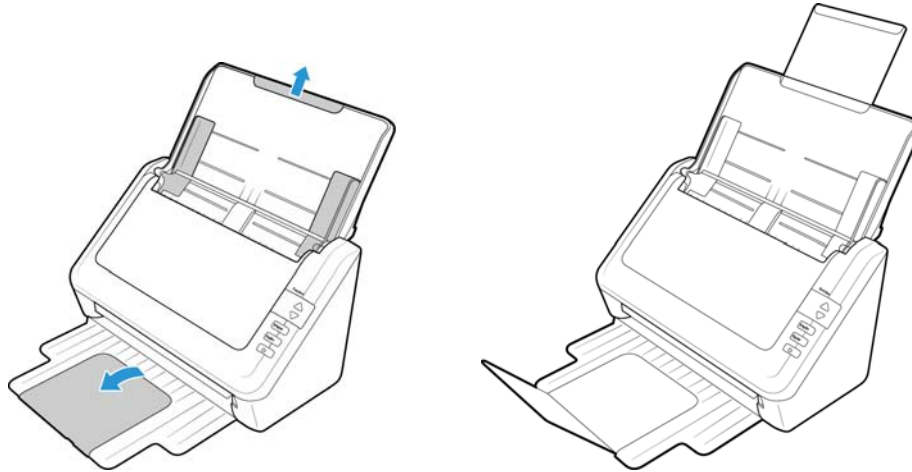
- Pinch the ends to align the leading edges slantwise to help prevent multiple pages from being fed through at a single time.



Loading Documents

1. Adjust the paper guide for the width of paper, and make sure the input and output trays are fully extended.

Make sure the bottom of the tray is down all the way before scanning. If the tray isn't fully seated in position, paper feeding from the input tray may jam in the scanner.



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

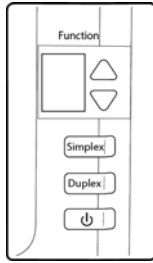


3. You can now scan the documents using the scanner buttons, OneTouch, or one of the other scanning interfaces.

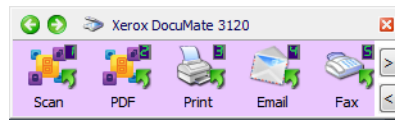
Scanning Interfaces

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

OneTouch Button Panel—Use this scan option when you want to scan from the computer screen. Scanning from the on-screen OneTouch Button Panel is the same as selecting a scanning option on the scanner, except you click an icon that represents the function.

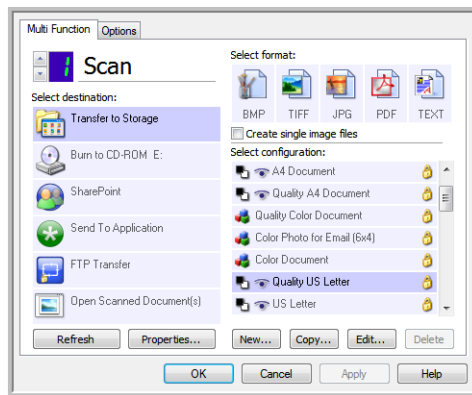


Scanner Control Panel

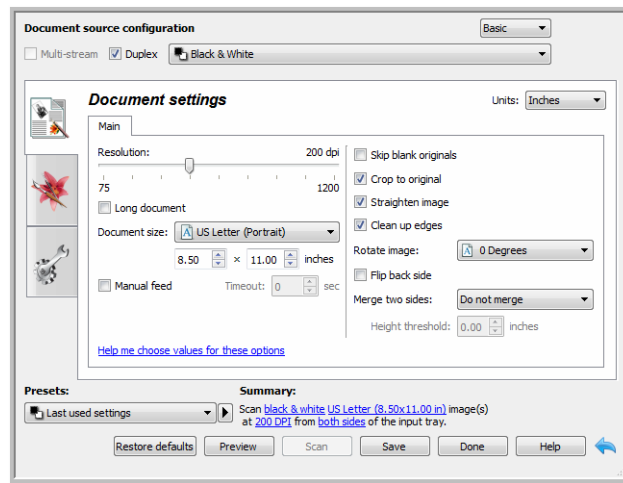


OneTouch Button Panel

Please see the OneTouch Scanning Guide on the installation disc for instructions. You can also click the **Help** button in the OneTouch Properties window to open the instructions in an Internet browser.



- **TWAIN and WIA Interface**—This option uses your scanner's TWAIN interface to scan. Select scanning options before scanning, put the document in the scanner, then click the **Scan** button in the TWAIN interface window.



Please see the TWAIN Scanning Guide on the installation disc for instructions. You can also click the **Help** button in the TWAIN interface to open the instructions in an Internet browser.

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

Maintenance

This section contains information about maintenance, troubleshooting, uninstalling, scanner specifications, and spare parts.

Safety Precautions

When servicing the scanner you should take the following precautions to ensure your safety and prevent damage to the scanner.

Do These

- Wear protective gloves when cleaning the scanner with Isopropyl rubbing alcohol. Rubbing alcohol may irritate sensitive skin.
- Only perform scanner maintenance as described in this chapter.
- Keep the scanner and cleaning supplies away from any open flame or heat source as any form of alcohol is flammable.
- Always read the instructions in each section carefully, the instructions are specific to the part you are installing or servicing.
- Move the scanner to an area that has adequate room for opening the scanner.
- If your scanner has a power cord and/or power switch, always turn off the scanner and unplug the power cord before performing maintenance, unless the maintenance instructions below specifically state to leave the scanner plugged in and powered on.
- Always unplug the USB cable from the scanner before performing maintenance, unless the maintenance instructions below specifically state to leave the scanner plugged in.
- Wear an anti-static strap to prevent electrostatic discharge when touching metal components.
- Keep all cleaning supplies, scanner parts and accessories out of the reach of children.

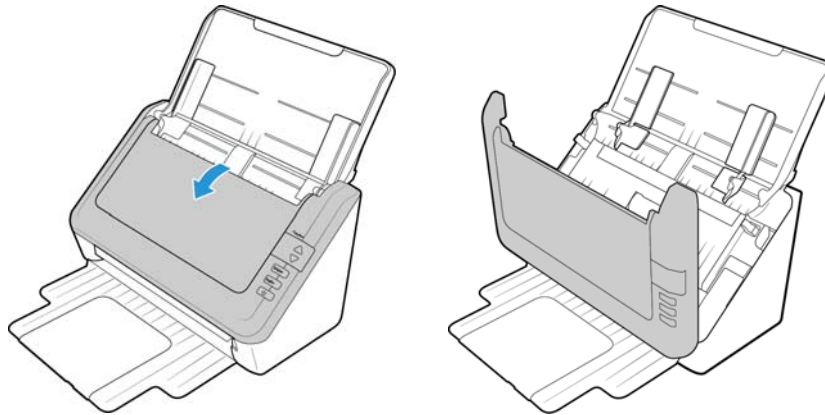
Do Not Do These

- Never attempt installation of any part not described in this manual.
- Never service the scanner near a radiator or any other heat source.
- Never use aerosol sprays or compressed air, or attempt to lubricate parts with an oil or silicon spray.
- Never service the scanner in an area where there are open liquid containers.
- Never pour or spill liquid on the scanner or any of its components.

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.



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.

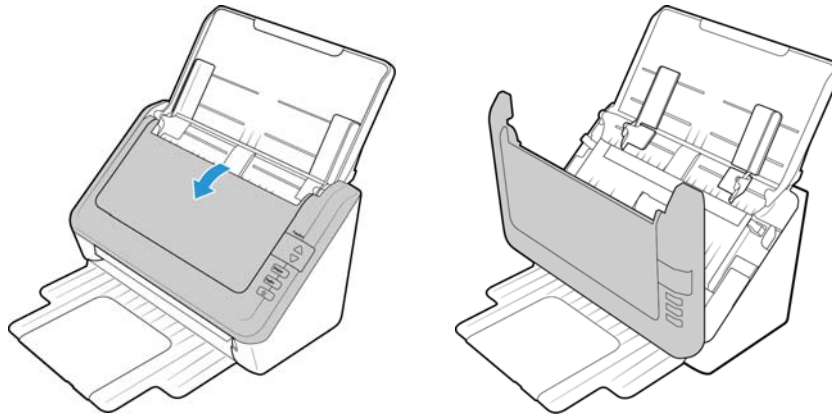
Cleaning the Scanner

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.

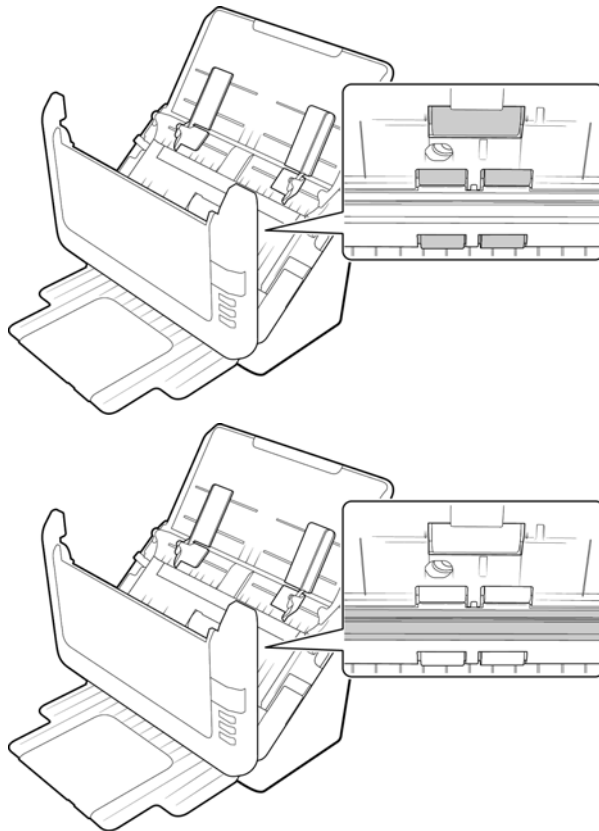
Note: Be careful when cleaning the rollers. All of the rollers, except the free rollers, are designed to rotate in one direction only. Do not force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and cause the scanner to feed pages incorrectly.

1. Wet a soft cloth with some Isopropyl rubbing alcohol (95%).

2. Open the Automatic Document Feeder cover.

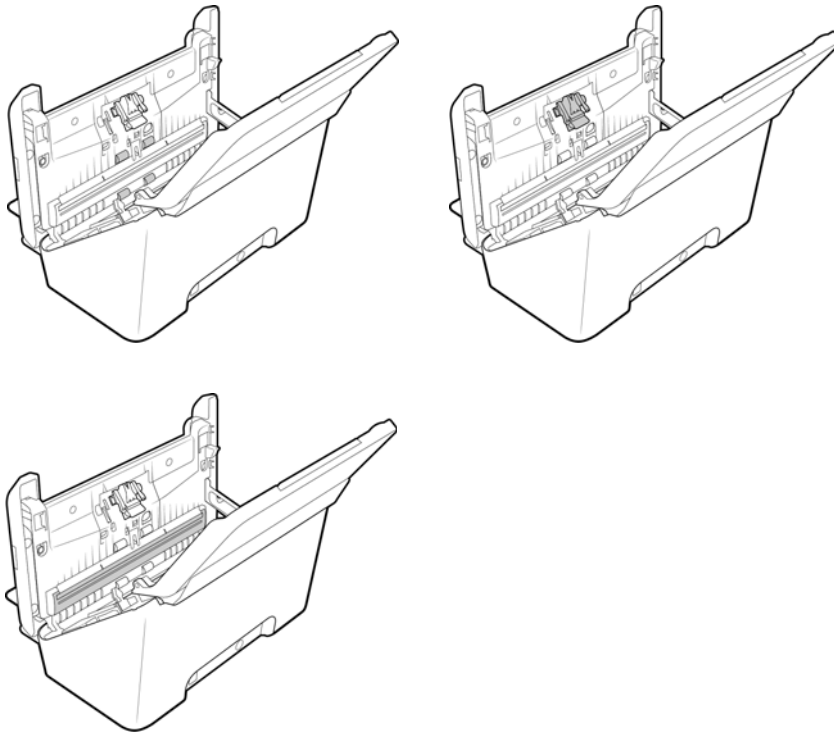


3. Wipe clean the feed rollers and scanner glass in the scanner body.

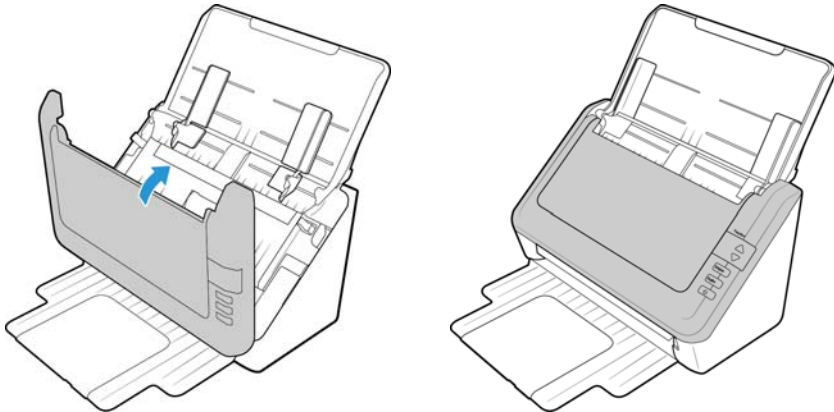


4. Wipe clean the free rollers, ADF pad, and scanner glass in the under side of the ADF door.

5. Be careful not to snag the cloth on the spring arms of the ADF pad.



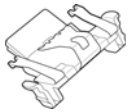
6. Close the scanner when you're finished.



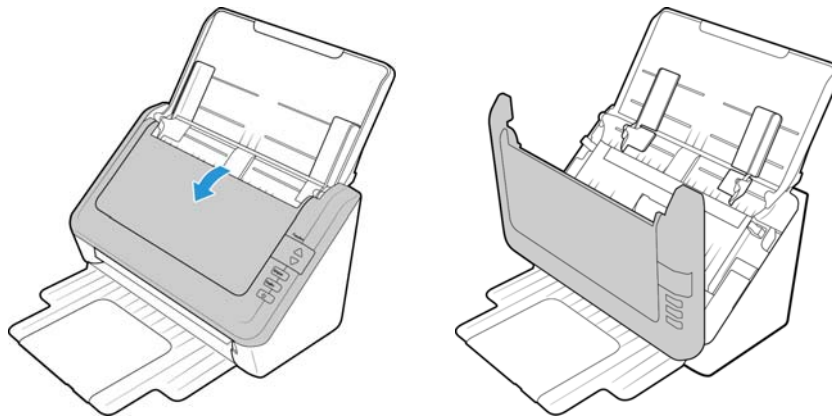
Replacing the ADF Pad Assembly

Problems with documents feeding into the ADF is an indication that the pad is wearing thin. The ADF pad can be used to scan up to 30,000 pages. The usage life of the ADF pad varies by what type of documents are generally scanned. Scanning large batches of heavily textured paper and embossed plastic cards will cause the ADF pad to wear faster. Large continuous batch scanning will also cause the ADF pad to wear faster.

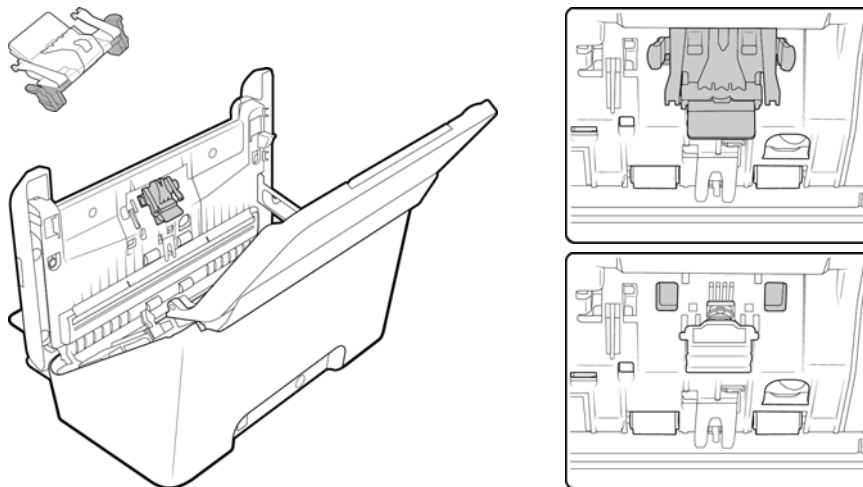
You received a replacement pad in the original scanner box, you can also order a new one. Replacement parts can be purchased from the Parts & Accessories page for your scanner at www.xeroxscanners.com.



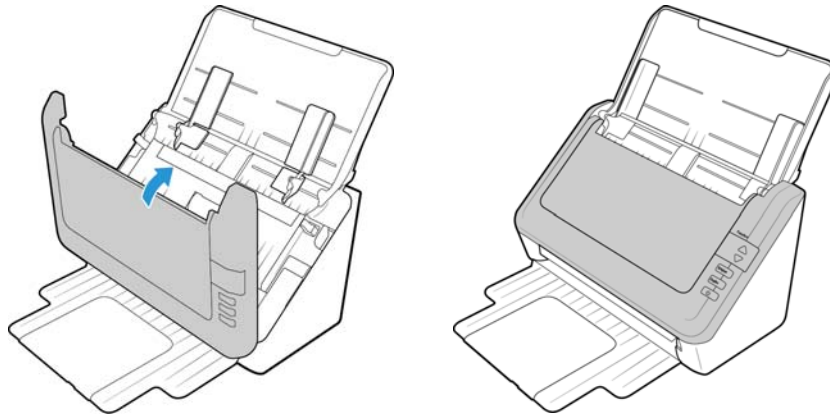
1. Open the Automatic Document Feeder cover.



2. Squeeze the plastic clamps that hold the pad assembly in place and lift the pad up and out. Reverse the procedure to replace the new pad into its slots.



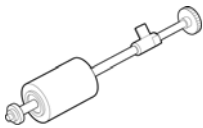
3. Close the scanner when you're finished.



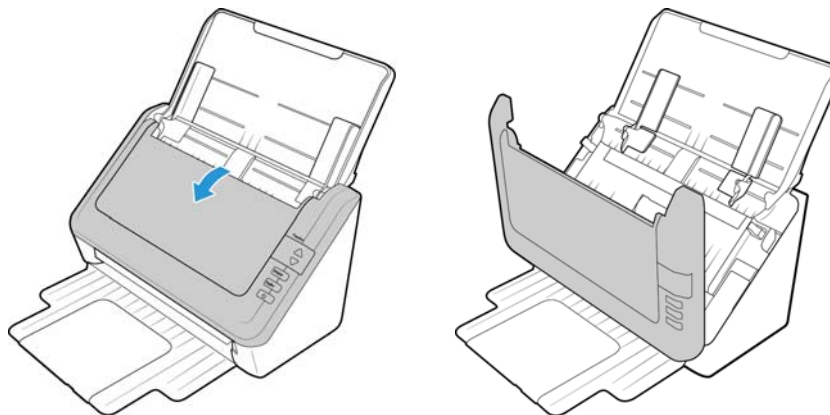
Replacing the Roller Assembly

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.

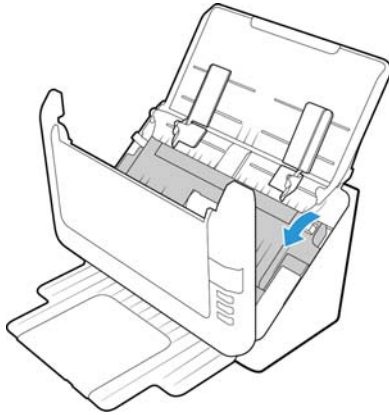
Replacement parts can be purchased from the Parts & Accessories page for your scanner at www.xeroxscanners.com.



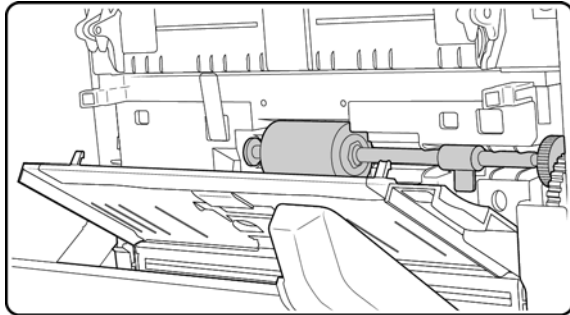
1. Open the Automatic Document Feeder cover.



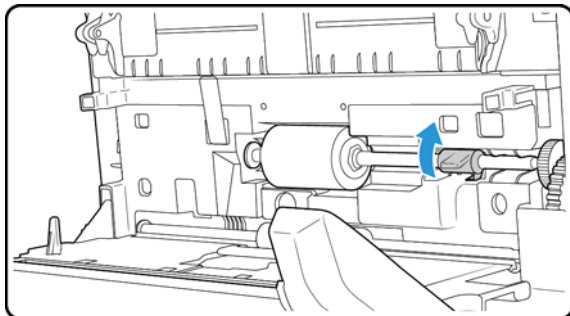
2. Pull the paper guide away from the scanner.



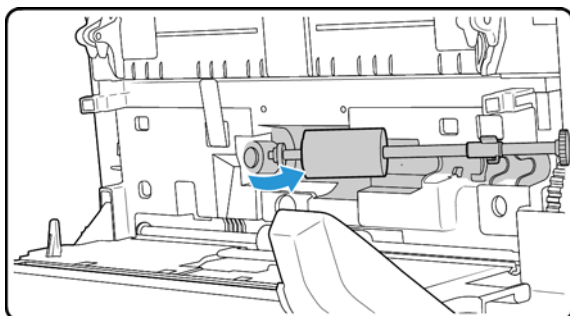
3. The replaceable roller is located behind the paper guides.



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

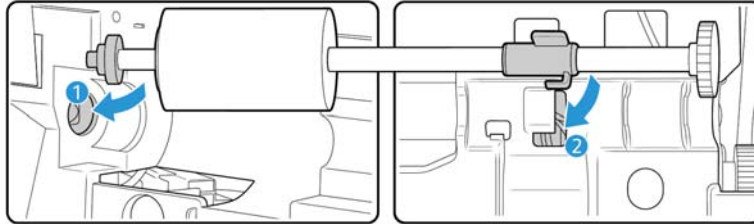


5. Remove the roller from the scanner and discard it, it cannot be repaired.



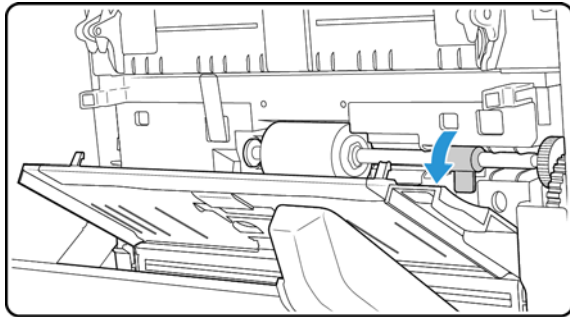
6. Before installing the new roller, clean any dust that may have gotten on it during shipping.

7. Insert the left end of the new roller assembly into the hole in the ADF cover. Angle the roller into the scanner and align the lock tab with the slot in the scanner.

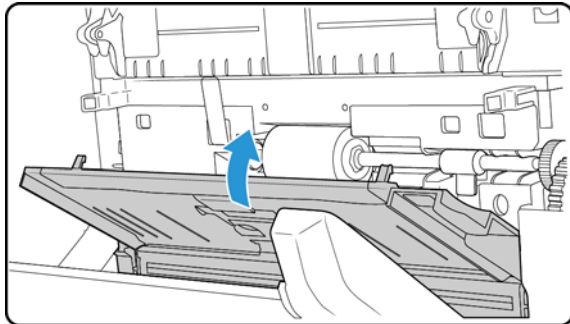


8. Rotate the lock tab into the scanner. Press down on the lock flange to lock the roller into the scanner.

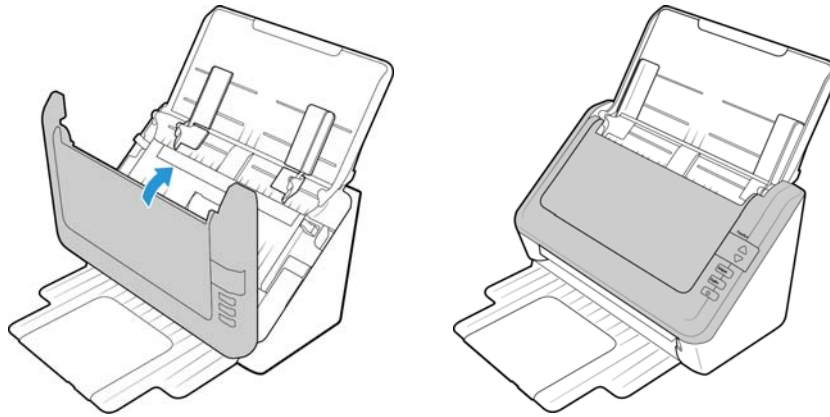
The lock will “click” into place when it is secure. However, if it does not rotate easily into the housing, make sure the flange is properly seated in its latch.



9. Lift the paper guide up to the back of the scanner and press gently on the paper guide until it snaps into place.



10. 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 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 Xerox® DocuMate 3120 is selected as the scanner.

Problem: Why does my scanner not function after performing a system restore on Windows?

The system restore process may have corrupted some of the driver components. It is recommended that you reinstall your scanner driver. Please refer to "Uninstalling Your Scanner" on page 35 for installation instructions.

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

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

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

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

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

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

A likely cause is that some driver programs are already installed on your computer for another scanner. Or you previously had another Visioneer or Xerox® scanner and that driver program is still on your computer. They are interfering with the installation and OneTouch options, and you need to remove those other drivers and re-install your Xerox® scanner. Please see the documentation that you received with the other scanner for the steps to remove its driver programs.

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

The minimum requirement of 350MB 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: When using "Create single image files" not all of the pages scanned are sent to the destination I chose.

There are a limited number of times that an application can open. When "Create single image files" is selected and you are scanning to a destination application, each side of the page scanned will open a new instance of that application. If you want to have an image open in an application immediately, limit your scan batch to less than 5 pages.

Alternatively, you can set your destination to be a folder location on your computer or network using "Transfer to Storage". Select any file format and then scan a large batch of papers. At the end of scanning, the driver will immediately save all pages scanned to that folder location without opening an application.

Problem: I have selected "Skip Blank Originals" but not all of the blank pages have been removed.

If you are scanning light weight paper, such as 16lb or 18lb printer paper, the scanner may be picking up faint images through the paper and the driver will not drop those pages out of the final file. The "Skip Blank Originals" result will vary based on the DPI range and paper weight. Generally 100 dpi or 150 dpi produces the best results.

Problem: I tried to 'Repair' the OneTouch application by using the 'Change' function through the Add/Remove Program within the Control Panel and was not able to repair it.

1. Before attempting to repair OneTouch, unplug the USB cable connected to the scanner.
2. Perform the Change/Repair function again. If you are asked for the Install DVD, insert the disc into the DVD-ROM player and click OK.
3. When prompted, plug the USB cable back into the scanner.
4. When the installation process finishes, click OK on the Complete The Installation window, and then click Close.
5. Reboot your computer.

Problem: OneTouch no longer functions after installing Internet Explorer 7 on Windows XP.

This is a known issue where OneTouch stops responding when Internet Explorer 7 is installed after the scanner. To resolve the issue:

1. Open the Windows Add/Remove Programs feature from the Control Panel.
2. Find Windows Internet Explorer 7 and uninstall it using the change/remove options. Follow the wizard through a complete removal of the Internet Explorer 7 software.
3. Find OneTouch and uninstall it using the change/remove options. Follow the wizard through a complete removal of the OneTouch program.
4. Unplug your scanner's USB cable from the computer.
5. Reboot your computer.
6. Install Internet Explorer 7.
7. Install your scanner driver.

Problem: I am getting an error message that OCR fails every time I try to scan using the OCR features from OneTouch.

Anti-SpyWare software that is set to always run may interfere with the driver functionality. It is recommended that you temporarily disable or suspend the automatic protection feature during scanning. After scanning is complete and your file has been saved, turn the auto-protect feature back on. You do not need to close the Anti-SpyWare software.

Problem: With AutoCrop to Original selected, sometimes I get blank pages, or pages with lines.

The pages were probably scanned in crooked, or skewed. To use AutoCrop to Original, the pages must be scanned in straight. Adjust the paper guides on the scanner so pages feed in straight.

Problem: The paper jams the ADF.

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller can make it appear worn and will cause issues feeding paper. See "Cleaning the Scanner" on page 24 for cleaning instructions.

Problem: The ADF won't feed pages properly.

A dirty or worn ADF pad assembly or dirt on the roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. Try cleaning the roller first. See "Cleaning the Scanner" on page 24. If that doesn't solve the problem, the pad assembly may need to be replaced. It is user replaceable. See "Replacing the ADF Pad Assembly" on page 27 for the steps to replace the pad.

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: Paper jams when it begins scanning from the input tray.

Make sure the front feed tray is closed, and that an item isn't already in the scanner fed in from the front.

Problem: The scans from the input tray are always crooked.

Make sure to align the paper guides to the edges of the paper. If you are scanning small items that are smaller than the paper guides' minimum adjustment, scan these items from the front feed tray instead.

Error Light Troubleshooting Codes

Normal Operation

- **Steady blue:** indicates the scanner is ready to scan.
- **Steady red:** the scanner is busy or it is not connected to the computer.
- **Blinking 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 blink a specific number of times, the status light will blink red, and the LED flashes an "E" then the error code number.

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 Xerox 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 24.
6	The scanner's cover is open.	The ADF door is not closed all the way. Open the scanner then close it again. Push down on the lid until it locks into place.
All Other Codes	An internal part in the scanner may have malfunctioned.	Turn off the power to your scanner, then turn it back on. If the problem persists, re-boot your computer. If the problem still persists, contact Xerox Technical Support.

Uninstalling Your Scanner

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

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

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

- Windows XP: Open Add/Remove Programs
- Windows Vista and later: Open Programs and Features

Uninstalling the scanner driver:

1. In the list of installed programs click on Xerox® DocuMate® 3120 driver.
2. Click the **Change/Remove** or **Uninstall** button.
3. Click **Yes** when asked to confirm that you want to remove the driver.

When the driver uninstallation is complete the progress window will automatically close.

4. Turn off the scanner and unplug the USB cable.
5. Reboot the computer if you are prompted to do so.

Follow these instructions to remove any of the other software you installed with your scanner. Depending on the software provided with your scanner, and which applications you installed during the scanner setup, the application list may include:

- Visioneer OneTouch
- Visioneer OneTouch OmniPage OCR module
- Nuance PaperPort
- Nuance OmniPage
- Nuance PDF Converter

Uninstalling Visioneer Acuity™:

Visioneer Acuity is automatically installed when you install the scanner driver using the installation disc. You can also download the Visioneer Acuity module from the support pages for your scanner at www.xeroxscanners.com. Visioneer Acuity is a utility with advanced image processing options to instantly improve the visual clarity of anything you scan.

1. In the list of installed programs select **Visioneer Acuity Assets**.
2. Click **Yes** when asked to confirm you want to remove the software.

Depending on the method of installation, and your scanner model, there may be multiple entries for Visioneer Acuity in the installed programs list. The additional entries in this list are the image processing libraries needed to support various scanner models. These additional items will be called "Visioneer Acuity Assets" followed by a version number. In the scenario described here, when you want to uninstall Visioneer Acuity make sure you select and uninstall Visioneer Acuity. If you uninstall one of the entries labeled as an "asset" you will still need to uninstall the main Visioneer Acuity utility.

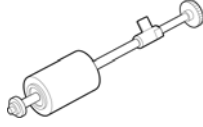


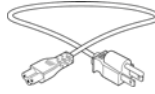

Xerox® DocuMate 3120 Specifications

Scanner Specifications	
Document Requirements	
Minimum Item Size	3 x 2 inches (76 x 51 mm)
Maximum Item Size	8.5 x 38 inches (216 x 965 mm)
Capacity	50 pages of 20lb printer paper (75–80 g/m ²)
Paper Thickness	7–110 lbs. (28–400 g/m ²)
Plastic Card	Embossed cards up to 1.25 mm thick
General Specifications	
Scanning Speeds	20 pages per minute / 40 images per minute @ 200 dpi
Optical Resolution	600 dpi
Output Bit Depth	24-bit color, 8-bit grayscale, 1-bit bitonal (black & white)
Scan Method	Duplex Automatic Document Feeder (ADF)
Image Sensor	Dual CIS (Contact Image Sensor)
Light Source	Dual RGB LED lamps
Interface	Hi-Speed USB 2.0, compatible with USB 1.1
Certifications	UL, C-UL, FCC Class A, CE, CB, EAC(CU), USB-IF, WEEE, RoHS, ENERGY STAR
Operating Temperature	50° ~ 95° F (10° ~ 35° C without condensation)
Relative Humidity	10% ~ 85% (@35° C without condensation)

Scanner Specifications	
Scanner Dimensions	
Width	11.2 inches (284 mm)
Depth	6.7 inches (170 mm)
Height	6.5 inches (165 mm)
Weight	5.1 pounds (2.3 kg)
Power Information	
Power Supply	APD (DA-24C24) DC Jack, 3P, 100~240Vac, 24Vdc, 1A, 24W, Class 1, ENERGY STAR, RoHS
Scanner Rating	24Vdc, 1.0A
Power consumption	≤ 24 Watts (during operation) ≤ 5.3 Watts (on standby) ≤ 2.9 Watts (power save after 15 minutes without scanning) ≤ 0.5 Watt (power off)
Cable Information	
AC Power Cord	US(UL/CSA)—3P, 7A/125V, L=500mm, 3C*18AWG, BLACK, PH8B2EDJFOA-018, RoHS UK(BSI/PSB)—3P, 2.5A/250V, L=500mm, 3C*0.75mm ² , BLACK, PG8B9XHJZ0A-018, RoHS EUR(CEE)—2P, 16A/250V, L=1800mm, 3C*0.75mm ² , BLACK, PG8B9CIJG0A-05B, RoHS
USB cable	1850 mm, 28AWG, with core, RoHS compliant
Software Information	
Supported Operating Systems	Microsoft Windows –32-bit XP (Service Pack 3) –32-bit or 64-bit Vista (Service Pack 2) –32-bit or 64-bit 7 (Service Pack 1) –32-bit or 64-bit 8 / 8.1
Scanner Drivers	TWAIN, WIA, ISIS
Bundled Software	Visioneer OneTouch® Visioneer Acuity Module Nuance PaperPort® Nuance OmniPage® Nuance PDF Converter

Xerox® DocuMate 3120 Parts List

Please use the following part names and numbers when ordering replacements for your Xerox® DocuMate 3120 scanner.

Part Name	Part Number	
Roller	57-0145-000	
ADF Pad	57-0144-000	
USB Cable	35-0118-000	
AC Power Cord	35-0226-000 (US) 35-0228-000 (UK) 35-0104-000 (EUR)	
Power Supply	37-0093-000	

Regulatory Information

Basic Regulations

United States (FCC Regulations)

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

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



WARNING:

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

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

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

European Union

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



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

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

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

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

Turkey (RoHS Regulation)

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

Copy Regulations

United States

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

1. Obligations or Securities of the United States Government, such as:

Certificates of Indebtedness	National Bank Currency	Coupons from Bonds
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Fractional Notes	Certificates of Deposit	Paper Money

Bonds and Obligations of certain agencies of the government, such as FHA, etc.

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2. Adjusted Compensation Certificates for Veterans of the World Wars.

3. Obligations or Securities of any Foreign Government, Bank, or Corporation.
4. Copyrighted material, unless permission of the copyright owner has been obtained or the reproduction falls within the “fair use” or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
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6. Passports. (Foreign Passports may be photographed.)
7. Immigration Papers.
8. Draft Registration Cards.
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Earnings or Income	Dependency Status	Court Record
Previous military service	Physical or mental condition	

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10. Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (unless photograph is ordered by the head of such department or bureau.)
11. Reproducing the following is also prohibited in certain states: Automobile Licenses — Drivers’ Licenses — Automobile Certificates of Title.

The above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

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

1. Current bank notes or current paper money.
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3. Exchequer bill paper or revenue paper.
4. The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law.
5. Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen’s Printer for Canada, or the equivalent printer for a province).
6. Marks, brands, seals, wrappers or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission or agency established by the Government of Canada or of a province or of a government of a state other than Canada.
7. Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada.

8. Documents, registers or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the reproduction falsely purports to be a certified copy thereof.
9. Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.

The above list is provided for your convenience and assistance, but it is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

Other Countries

Copying certain documents may be illegal in your country. Penalties of fine or imprisonment may be imposed on those found guilty of making such reproductions.

- Currency notes
- Bank notes and cheques
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

Note: this list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

Compliance Information

Product Recycling & Disposal

USA & Canada

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/>.

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

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

European Union

RoHS and WEEE Compliance

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

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

Professional/Business Environment

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



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Energy Program Compliance

The Xerox® DocuMate® 3120 is ENERGY STAR qualified under the ENERGY STAR Program Requirements for Imaging Equipment.



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

Xerox® equipment is preset at the factory. Your machine will be delivered with the timer for switching to Power Save Mode from the last scan set at 15 minutes. A more detailed description of this feature can be found in the Machine Setup Section of this guide.



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