

# Canon

 imageFORMULA

## ScanFront 300e/300eP

**Setup Guide**  
**Read This First**



Please read this manual before using the device.  
After you finish reading this manual, keep it in a safe place  
for future reference.

## FCC REGULATIONS (For 120 V model)

Network Scanner, Model M11042/M11052

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.

**Note:** 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 instructions, 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.

Use of shielded cable is required to comply with class B limits in Subpart B of Part 15 of FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A. Inc.

One Canon Plaza, Lake Success NY 11042, U.S.A.

Tel. No. (516)328-5000

## RADIO INTERFERENCE REGULATIONS (For 120 V models)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Interference-causing equipment standard entitled “Digital Apparatus”, ICES-003 of the Industry Canada.

## RÈGLEMENT SUR LE BROUILLAGE RADIOÉLECTRIQUE (For 120 V models)

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques”, NMB-003 édictée par l’Industrie Canada.

### European Union (and EEA) only.



This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit [www.canon-europe.com/environment](http://www.canon-europe.com/environment). (EEA: Norway, Iceland and Liechtenstein)

### Für EMVG

Dieses Produkt ist zum Gebrauch im Wohnbereich, Geschäfts-und Gewerbebereich sowie in Kleinbetrieben vorgesehen.

### Für 3. GPSGV

„Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779“

### For CA, USA Only

Included battery contains Perchlorate Material - special handling may apply.

See <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/> for detail.

### Model Names

The following names may be provided for the safety regulations in each sales region of the Network Scanner.

ScanFront 300e: Model M11042

ScanFront 300eP: Model M11052

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## libjpeg

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## MD5

derived from the RSA Data Security, Inc. MD5 Message-Digest Algorithm

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## Introduction

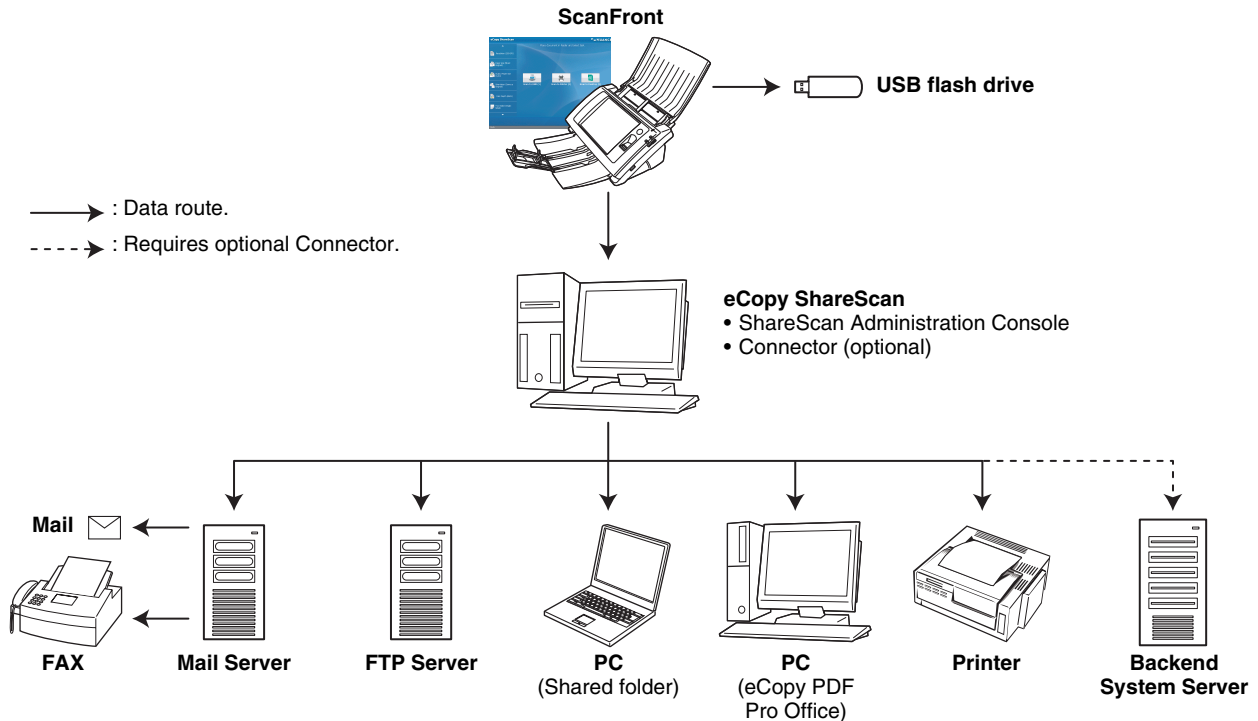
Thank you for purchasing the Canon ScanFront 300e/300eP network scanner.

Please read this manual thoroughly before using the device to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

### About ScanFront 300e/300eP

The ScanFront 300e/300eP is a network scanner that allows you to scan paper documents and send scanned images to eCopy ShareScan Administration Console, which then forwards the scanned images to multiple destinations, such as the Shared Folder, Mail Server (SMTP/Notes), FTP Server, Printer, Fax (via Email), or USB flash drive attached to the device.\*

\* The destinations to which the scanned images can be sent will vary depending on the license provided with your scanner model.



## ❑ Manuals for the Device

The following manuals are provided with the Canon ScanFront 300e/300eP. Be sure to read these manuals thoroughly before using the device.

### Setup Guide (This Manual)

Describes the basic setup procedure for the device, and provides information on establishing a connection between the device and ShareScan Administration Console, information on basic hardware operations, and supplemental information including troubleshooting. For details on configuring ShareScan Administration Console, please refer to the *eCopy ShareScan 5.0 Installation Guide* (electronic manual) and the Help.

### eCopy ShareScan 5.0 Installation Guide

Describes each function of eCopy ShareScan 5.0 and how to configure the settings of the software to work with the device. This manual is stored as a PDF file on the Manuals CD-ROM and requires Adobe Reader to open.

### eCopy ShareScan®, version 5.0 for Canon ScanFront devices Release Notes

Describes limitations and precautions regarding the use of the device. Be sure to read this carefully before using the device.

## ❑ Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

### WARNING

Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the device safely, always pay attention to these warnings.

### CAUTION

Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. To use the device safely, always pay attention to these cautions.

### IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the device correctly, and avoid damage to the device.

### Hint

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

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## ScanFront Setup Overview

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Follow the procedures below to set up the ScanFront 300e/300eP.

### **1. Important Safety Instructions (See p. 5)**

Read the safety warnings and precautions to ensure safe operation of this device.

### **2. Names and Functions of Parts (See p. 9)**

Learn the names and functions of the parts of this device.

### **3. Checking the Supplied Accessories (See p. 11)**

Confirm that all of the supplied accessories are included.

### **4. Removing the Packing Materials and Attaching the Feed Roller (See p. 13)**

Remove the packing materials protecting the device, and attach the supplied feed roller. (See p. 13.)

### **5. Connecting the AC Adapter and Connecting to a Network (See p. 16)**

Move the device to the desired installation site, and connect the AC adapter and network cable.

### **6. Turning the Power ON and OFF (See p. 17)**

Use the power switch to turn the device ON, and press [Power off] on the touch panel to turn it OFF.

### **7. Establishing the Connection between the Device and ShareScan Administration Console (See p. 18)**

In order to configure the various settings of eCopy ShareScan to suit your requirements, you must first establish a connection between the ScanFront 300e/300eP and eCopy ShareScan Administration Console. This section describes how to configure settings on the ScanFront 300e/300eP and eCopy ShareScan Administration Console to establish a connection.

### **8. Configuring ShareScan Administration Console (See p. 25)**

After connection is established, you can configure the various settings of eCopy ShareScan to suit your requirements.

For details, please refer to the *eCopy ShareScan 5.0 Installation Guide* (electronic manual).

### **9. Documents (See p. 26)**

This section describes the types of paper supported by the device.

### **10. Preparing the Device (See p. 27)**

Prepare the device for document loading.

### **11. Placing Documents (See p. 29)**

This section describes how to place documents in the device.

### **12. Clearing a Paper Jam or Double Feed Error (See p. 31)**

This section describes how to clear paper jams.

### **13. Fingerprint Sensor (ScanFront 300eP) (See p. 33)**

Register fingerprints on the device to enable use by authenticated users only. (ScanFront 300eP only)

### **14. Basic Scanning Procedure (See p. 35)**

This section gives an overview of the procedure for scanning a document, using the example of scanning from the Home screen.



# 1. Important Safety Instructions

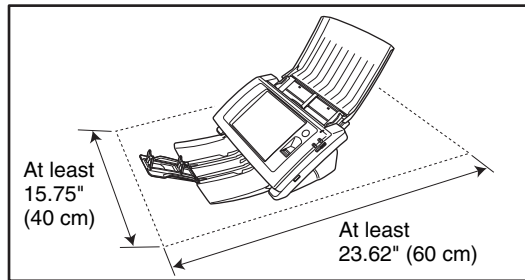
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To ensure the safe operation of this device, be sure to read the safety warnings and precautions described below.

## □ Installation Location

The performance of this device is affected by the environment in which it is installed. Make sure that the location where the device is installed meets the following environmental requirements.

- Provide adequate space around the device for operation, maintenance, and ventilation.



- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the device.
- Avoid locations where a considerable amount of dust accumulates.
- Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier, and avoid locations where the fumes from ammonia, paint thinner, or other volatile chemicals may be present.
- Avoid locations that are subject to vibration.

- Avoid exposing the device to rapid changes in temperature. If the room in which the device is installed is cold but rapidly heated, water droplets (condensation) may form inside the device. This may result in a noticeable degradation in scanning quality.

The following conditions are recommended for optimal scanning quality:

Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)

Humidity: 20% to 80% RH

- Avoid installing the device near equipment that generates a magnetic field (e.g. speakers, televisions, or radios).

## □ Power

- Connect only to a power outlet of the rated voltage and power supply frequency (either 120 V, 60 Hz or 220-240 V, 50/60 Hz, depending on your region).
- Do not connect other electrical equipment to the same power outlet to which the device is connected. Also, when using an extension cord, make sure that the extension cord is rated for the current requirements of the device.
- Never try to disassemble the AC adapter or modify it in any way, as this is extremely dangerous.
- The power cord and AC adapter may become damaged if they are often stepped on or if heavy objects are placed on them. Continued use of a damaged power cord and AC adapter can lead to an accident, such as a fire or electrical shock.
- Do not use the power cord while it is coiled.

- Do not pull directly on the power cord. When disconnecting the power cord, grasp the plug and remove it from the outlet.
- Keep the area around the power plug clear of objects so that the power cord can be disconnected easily in an emergency.
- Use only the AC adapter provided with this device. Also, do not use the AC adapter provided with any other electrical devices.  
Model: MG1-4314
- If you have any questions regarding the power supply, contact your local authorized Canon dealer or service representative for further information.

## □ Moving the Device

- When moving the device, always hold it with both hands to avoid dropping it. The weight of the device unit is approximately 7.9 lbs (3.6 kg).
- Before moving the device, make sure the document tray is closed and the network cable and AC adapter are disconnected. If the device is transported with these items connected, the plugs and connectors may be damaged due to excessive force applied to them during movement.

## □ Handling

### WARNING

Note the following precautions whenever using the device. Failure to do so may result in a fire or electric shock.

- Never use alcohol, benzene, paint thinner, aerosol sprays, or any other highly flammable substance near the device.

- Do not cut, damage, or modify the power cord or AC adapter. Do not place heavy objects on the power cord or AC adapter, and do not pull or excessively bend the power cord.
- Never connect the power cord when your hands are wet.
- Do not connect the device to a multiplug power strip.
- Do not knot or coil the power cord, as this may result in a fire or electric shock. When connecting the power cord, make sure that the power plug is securely and completely inserted into the power outlet.
- Do not use power cords and AC adapters other than the power cord and AC adapter provided with this device.
- Never try to take the device apart or modify it in any way.
- Never try to take the AC adapter apart or modify it in any way, as this is dangerous and may lead to a fire or electric shock.
- Do not use flammable aerosol sprays near the device.
- When cleaning the device, turn the power OFF and disconnect the power cord from the power supply.
- Clean the device using a slightly dampened cloth which has been well wrung out. Never use alcohol, benzene, paint thinner, or any other flammable substances.
- If the device makes strange noises, or gives off, smoke, heat, or strange odors, or the device does not function or other abnormalities occur when you use the machine, immediately turn the power OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative for further information.

- Do not drop the device, or subject it to impact or strong shock. Should the device ever become damaged, immediately turn the power OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Before moving the device, make sure to turn the power OFF, and disconnect the power plug from the power outlet.

### CAUTION

- Do not install the device on a surface that is unstable or tilted, or in an area subject to excessive vibrations, as this may cause the device to fall, resulting in personal injury or damage to the device.
- Do not block the ventilation openings. Doing so could cause the device to overheat, creating a risk of fire.
- Never place small metal objects such as staples, paper clips, or jewelry on the device. These items may fall into the device, and cause a fire or electric shock. Should such objects ever fall inside the device, immediately turn the power OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.
- Do not install the device in a humid or dusty location. Doing so may result in a fire or electric shock.
- Do not place objects on top of the device, as they may tip over and fall, resulting in personal injury.
- Do not use the device with a power supply voltage other than 120 V AC and 220-240 V AC, depending on the model in use. Doing so might cause fire or electric shock.
- When disconnecting the power cord, grasp it firmly by its plug. Do not pull directly on the power cord, as this may damage or expose the cord's internal wiring, resulting in a fire or electric shock.
- Leave sufficient space around the power plug so that it can be disconnected easily. If objects are placed around the power plug, you will be unable to disconnect it in an emergency.
- Do not allow water or flammable substances (alcohol, paint thinner, benzene, etc.) to spill into the device, as this may result in a fire or electric shock.
- Turn OFF the power for safety when not using the device for a long period of time, such as overnight. Also, turn OFF the power, and disconnect the AC adapter from the device and disconnect the power cord from the power outlet for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.
- Do not wear loose clothing or jewelry that may get caught in the device while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything becomes caught in the device, immediately disconnect the power cord to stop the device.
- Be careful when placing paper in the device and when removing jammed paper. It is possible to cut your hand on the edge of a sheet of paper.

## ❑ About the Fingerprint Sensor (ScanFront 300eP only)

- The following actions may damage the sensor or cause it to malfunction:
  - Dropping an object on the fingerprint sensor, or otherwise subjecting it to a strong impact
  - Scratching the surface of the fingerprint sensor, or poking it with a pointed object
  - Pressing a hard object such as a fingernail or metal item against the fingerprint sensor
  - Touching the fingerprint sensor with dirty hands
  - Placing a sticker on the surface of the fingerprint sensor, or covering the surface with ink or another substance
- If fingerprint authentication fails frequently, the fingerprint sensor may be dirty. Clean the surface of the fingerprint sensor regularly.
- When cleaning the fingerprint sensor, use a soft dry cloth to wipe dirt off the surface.
- Do not use a pointed object to remove any dirt that accumulates around the fingerprint sensor. Doing so may cause the fingerprint sensor to malfunction.
- Touching the fingerprint sensor while charged with static electricity may cause the fingerprint sensor or device unit to malfunction. Before touching the fingerprint sensor, discharge any static electricity by touching a piece of metal. Be especially careful during dry periods, such as the winter season, when the likelihood of being charged with static electricity is high.

## ❑ Disposal

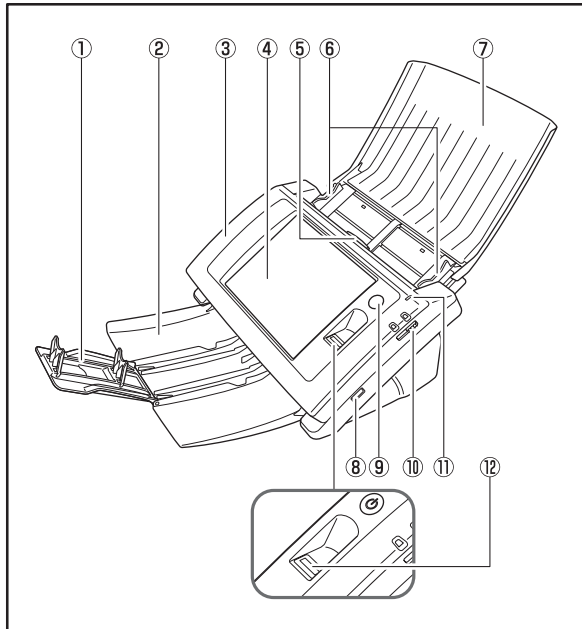
- Prior to disposing of the device, initialize the device to ensure that the registered data is deleted.

- When disposing of the device, make sure to follow all local ordinances and laws or consult with the retailer who sold you the device.

## 2. Names and Functions of Parts

The names and functions of the parts of the ScanFront 300e/300eP are shown below.

### □ Front and Document Feed and Eject Trays



① **Tray Extension**

Open this to prevent scanned documents from slipping off.

② **Document Eject Tray**

Open this tray when using the ScanFront. If scanned documents curl in the document eject tray, remove the entire tray.

③ **Panel Unit**

Open this when there is a paper jam or to perform maintenance.

④ **Touch Panel**

Touch this screen to operate the ScanFront.

⑤ **Lock Lever**

Locks the panel unit. Pull the lever toward you to unlock the panel unit.

⑥ **Document Guides**

Adjust these to match the width of the document.

⑦ **Document Feed Tray**

Place documents here.

⑧ **USB Port (Front)**

Connect a USB1.1/Hi-Speed USB2.0 compatible USB memory device, USB keyboard, or USB mouse.

⑨ **Power Switch**

Use this to turn the power ON.

\* Use the Power OFF button on the touch panel to turn the power OFF.

⑩ **Feed Selection Lever**

Use this lever to change the feed method for documents.

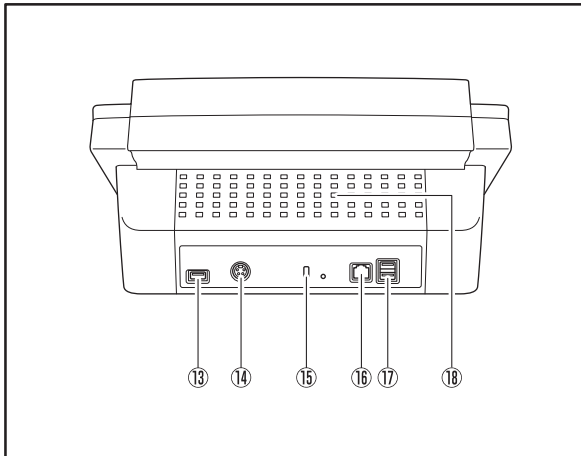
⑪ **Power Indicator**

Lights when the power is ON.

⑫ **Fingerprint Authentication Sensor (Only Available with the ScanFront 300eP)**

This fingerprint sensor is for fingerprint registration and authentication. (See p. 33.)

## ❑ Rear



### ⑬ USB Port (Rear Left)

Connect a USB1.1/Hi-Speed USB2.0 compatible USB memory device, USB keyboard, or USB mouse.

### ⑭ Power Connector (24 VDC)

Connect the plug of the supplied AC adapter.

### ⑮ Kensington Slot

This is an anti-theft slot that enables a key chain or lock to be connected to prevent theft.

### ⑯ LAN Port (RJ-45)

Connect an RJ-45 (10Base-T/100Base-TX) compatible network cable.

### ⑰ USB Ports (Rear Right)







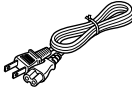

Connect a USB1.1/Hi-Speed USB2.0 compatible USB memory device, USB keyboard, or USB mouse.

### ⑱ Ventilation Holes

### 3. Checking the Supplied Accessories

When opening the package, please confirm that all of the following items are included. In the event that any of these items are missing or damaged, contact your local authorized Canon dealer.


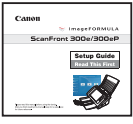


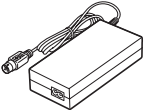


120 V model

	<p>ScanFront 300e (standard model) or ScanFront 300eP (model with fingerprint sensor)</p>		<p>Setup Guide (this manual)</p>
	<p>Feed Roller The feed roller must be attached to the device during installation. (See p. 13.)</p>		<p>Manuals CD-ROM**</p>
	<p>AC Adapter* (Cord length: 4.9 ft. (1.5 m))</p>		<p>Warranty Card (U.S.A. and Canada only)</p>
	<p>Power Cord* (Cord length: 3.3 ft. (1 m))</p>		<p>Registration Card (U.S.A. and Canada only)</p>

\* Make sure to use only the supplied AC adapter and power cord.

\*\* The PDF files stored on the CD-ROM require Adobe Acrobat or Adobe Reader to open. (You can download Adobe Reader from the Adobe Web site.)

220-240 V model for Europe

	<p>ScanFront 300e (standard model) or ScanFront 300eP (model with fingerprint sensor)</p>		<p>Setup Guide (this manual)</p>
	<p>Feed Roller The feed roller must be attached to the device during installation. (See p. 13.)</p>		<p>Before Use</p>
	<p>AC Adapter* (Cord length: 4.9 ft. (1.5 m))</p>		<p>Manuals CD-ROM**</p>
	<p>Power Cord* (Cord length: 3.3 ft. (1 m))</p>		

\* Make sure to use only the supplied AC adapter and power cord.

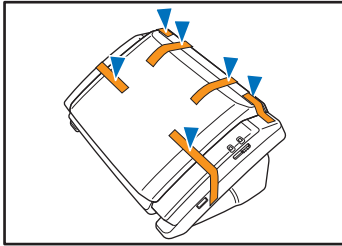
\*\* The PDF files stored on the CD-ROM require Adobe Acrobat or Adobe Reader to open. (You can download Adobe Reader from the Adobe Web site.)



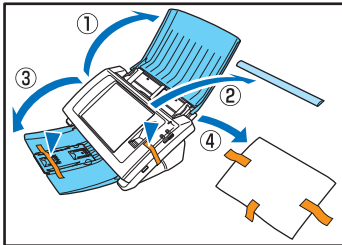
## 4. Removing the Packing Materials and Attaching the Feed Roller

Remove all of the packing materials protecting the device, and attach the feed roller.

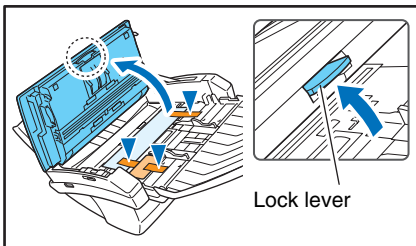
1. Remove the orange tape (6 pieces) securing the outer case.



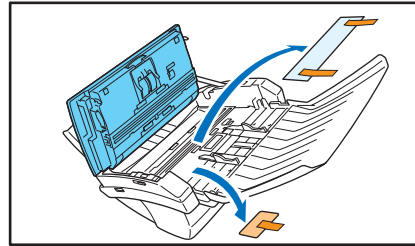
2. Gently open the document eject tray, and remove the packing materials.



3. Pull the lock lever toward you and then fully open the panel unit.

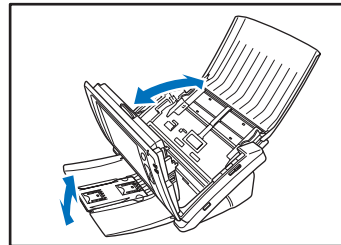


4. Gently remove the packing materials.

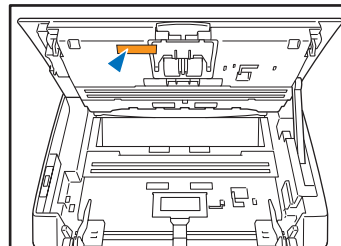


### CAUTION

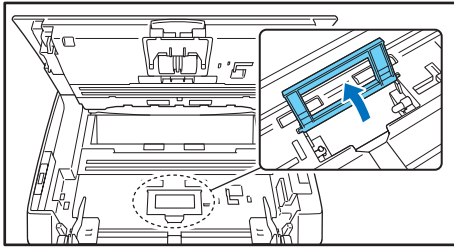
The open/close movement of the panel unit is linked to the up/down movement of the document eject tray. Do not press on the document eject tray when you open the panel unit.



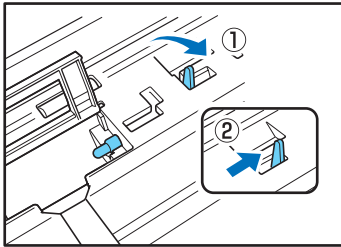
5. Remove the orange tape securing the roller covers.



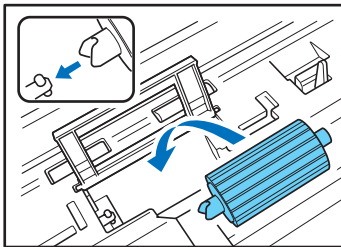
**6.** Open the roller cover for the feed roller.



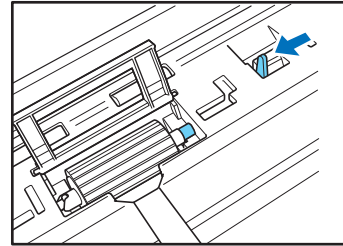
**7.** Lift up the roller lock lever ①, and slide it in the direction of the arrow ②.



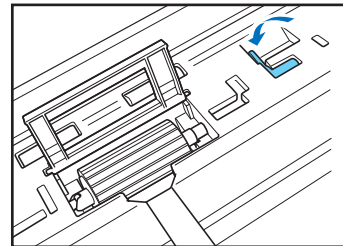
**8.** Align the notch in the shaft of the roller with the shaft of the device, and place the feed roller into position.



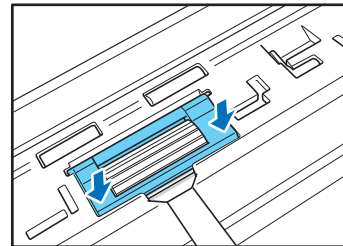
**9.** Move the lock lever in the direction of the arrow, then insert it into the hole in the feed roller.



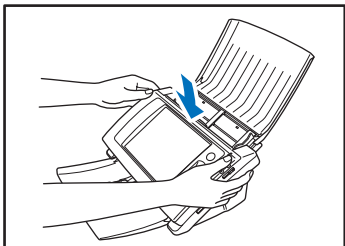
**10.** Lower the roller lock lever to lock the feed roller into position.



**11.** Close the roller cover. Make sure you hear a click, which indicates the cover has returned to its original position.



- 12.** Gently close the panel unit. Press on both sides of the unit until you hear a click, which indicates the unit is locked.



- 13.** Gently close the document eject tray.

## 5. Connecting the AC Adapter and Connecting to a Network

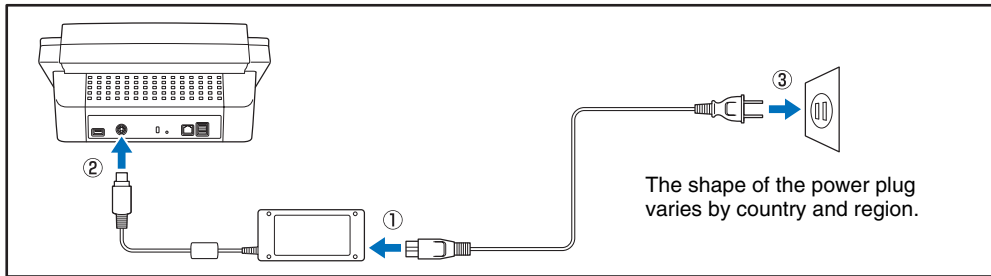
Before setting up the device, you need to connect the AC adapter and network cable.

### ❑ Connecting the AC Adapter

Follow the procedure shown below to connect the AC adapter.

#### ⚠ CAUTION

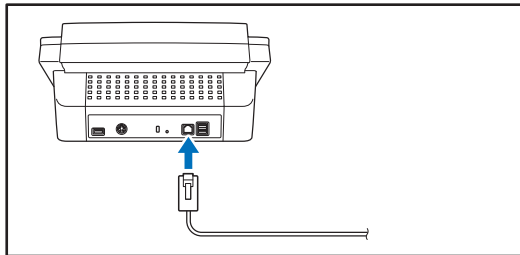
Make sure to use only the AC adapter and power cord included with the device.



- ① Connect the power cord and AC adapter.
- ② Insert the plug of the AC adapter into the power connector.
- ③ Connect the power cord to the wall outlet.

### ❑ Connecting the Network Cable

Insert the network cable connector (RJ-45) into the LAN port.



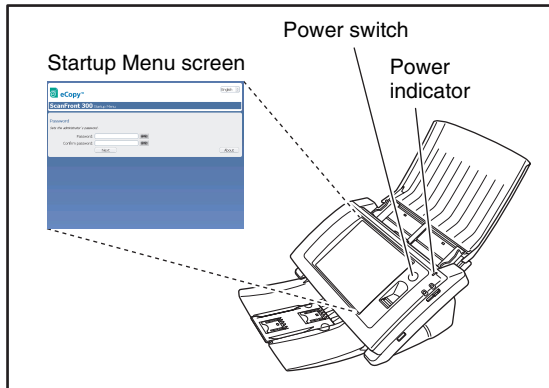
## 6. Turning the Power ON and OFF

---

Use the power switch to turn the device ON and OFF.

### □ Turning the Power ON

Press the power switch to turn the device ON. The power indicator lights, and the Startup Menu screen appears.



### ! IMPORTANT

- It takes approximately 40 seconds for the Startup Menu screen to appear after the power switch is turned on.
- When the power indicator is lit but nothing appears on the touch panel, Display Off has activated to turn the panel display off. You can touch the panel to restore the display.

### □ Turning the Power OFF

Press and hold the power switch until the device shuts down.

### ! IMPORTANT

When restarting the device, wait at least 5 seconds after turning the power OFF before turning it ON again.

## 7. Establishing the Connection between the Device and ShareScan Administration Console

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In order to use the device, you must first install ShareScan Administration Console on a computer that is connected to the same network as the device.

This section describes the procedure for installing ShareScan Administration Console on the computer and establishing a connection with the device.

### ❑ System Requirements

The minimum requirements for installing ShareScan Administration Console on your computer are as follows.

#### CPU

Dual core or higher

#### RAM

2GB or higher

#### Operating System

For details on supported operating systems, refer to the release notes stored as a PDF file on the eCopy ShareScan 5.0 Setup CD-ROM.

#### Hard disk

Type and format

IDE or SCSI drive (NTFS format is required)

Capacity

40GB or higher

#### Network

100 Base-TX network interface card is required.

#### Required components

TCP/IP and Client for Microsoft Networks

### ❗ IMPORTANT

Depending on how the device is used, a system with higher specifications may be required. For details, refer to the *eCopy ShareScan 5.0 Installation Guide* (electronic manual).

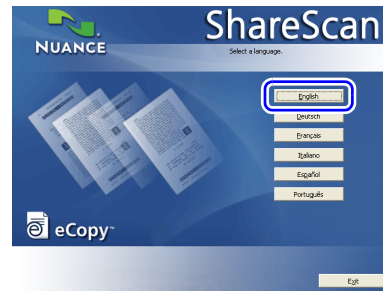
### ❑ Installing ShareScan Administration Console

Install ShareScan Administration Console (and other necessary software) on the computer.

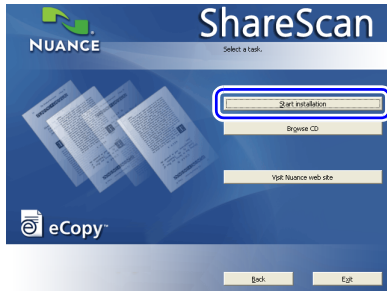
### ❗ IMPORTANT

We recommend installing ShareScan Administration Console on a computer that has a static IP address assigned.

1. Start the ShareScan Administration Console installer provided by your dealer at the time of purchase. The [Launch] window appears.
2. Select the language.



3. Click [Start installation].



4. Follow the instructions on the screen to complete installation.

During installation, a message asking you to enter a license key appears. Enter the license key you acquired when purchasing the scanner, and proceed to the next screen. If a message requesting that you restart the computer appears after installation is complete, follow the instructions to restart the computer. The eCopy Agent icon appears in the notification area of the taskbar when the application is installed correctly.



## After Installation

To use the scanner, ShareScan Administration Console Service Pack 4 must be installed on the computer. For details on acquiring ShareScan Administration Console Service Pack 4 and how to install it, visit the following Web site.

**URL:** [https://ecopy.custhelp.com/app/answers/detail/a\\_id/1790/related/1](https://ecopy.custhelp.com/app/answers/detail/a_id/1790/related/1)

Furthermore, product registration must be performed on the following Web site to enable download of ShareScan Administration Console Service Pack 4.

**URL:** <http://registration.ecopy.com/login.aspx>

## ❑ Launching the ShareScan Administration Console

After installation, you can start up the ShareScan Administration Console to configure the device.

1. Click the [Start] button, and then click [All Programs], [eCopy Applications], [ShareScan 5.0], and [ShareScan Administration Console].

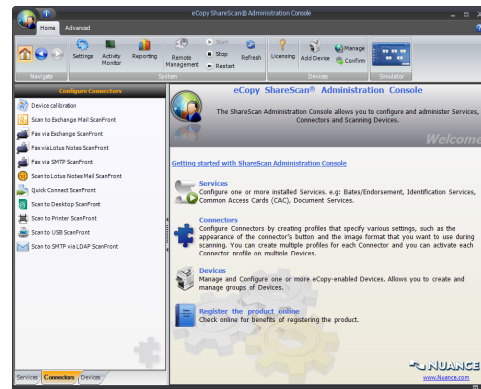
The [ShareScan Database Configuration] dialog box appears.

The main window for eCopy ShareScan Administration Console appears.



### Hint

When you start ShareScan Administration Console for the first time in an environment with an active Internet connection, a dialog box confirming the license key entered during installation appears. Clicking the [OK] button here authenticates the license.



## ❑ Licensing and Activation

If you started ShareScan Administration Console in an environment with an active Internet connection, license authentication should be complete. Perform the following procedure to activate the license.



### Hint

You can activate the license later, but note that you must activate the license within 30 days after loading the license keys.

1. Click [Activate] located in the [Devices] section of the ribbon.

The Activate License Wizard appears.

2. Click [Next].

The server name and the hardware ID of the currently used database server appear on screen.



### Hint

You can set up a failover server. Select the [Use Failover Server ID for activation] check box, and then specify the failover server ID.

3. Click [Next].

4. Select [Automatic activation] on the activation mode selection screen, and then click [Next].

5. Click [Start].

Automatic activation starts via the Internet. After the automatic activation finishes, the results screen appears, showing the success or the error status of the individual licenses.

6. Click [Finish] to close the Activate License Wizard.

## License Authentication and Activation in Environments without Internet Connection

License authentication and activation must both be performed manually in environments without an active Internet connection. In such cases, use a computer that has access to the Internet and download the license authentication file and license activation file from the Nuance Web site. For details on the procedure, visit the following Web site.

**URL:** [https://ecopy.custhelp.com/app/answers/detail/a\\_id/1809/kw/installation](https://ecopy.custhelp.com/app/answers/detail/a_id/1809/kw/installation)

## Notes on Licensing and Activation

- License files are created through the activation process. The registered license keys are associated with the hardware ID (HID) of computer on which ShareScan is installed when the license files are created. Therefore, if you change the hardware configuration of the computer on which ShareScan is installed or reinstall the operating system, reactivation via technical support will be required.
- Although multiple devices can be registered to ShareScan, the number of devices that can be used is determined by the license. If you connect a number of devices that exceeds the number defined in the license key, a license for each additional device will be required.
- For further information on licensing and activation, refer to the ShareScan Administration Console Help.



## ❑ Configuring and Registering the Device

After setting up the computer on which ShareScan Administration Console is installed, configure the necessary settings on the device and register the device on the computer.

### 1. Turn the device ON.

The Startup Menu for the device appears.



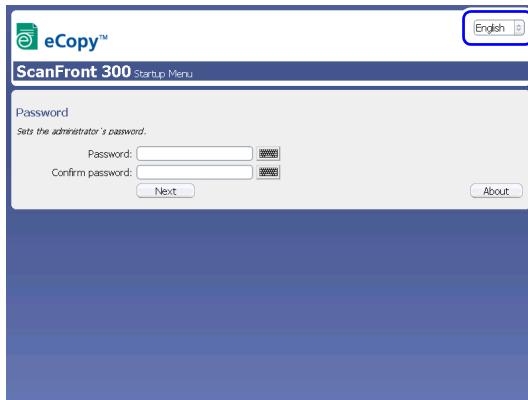
#### Hint

You can change the display language using the pull-down menu at the top right of the Startup Menu.

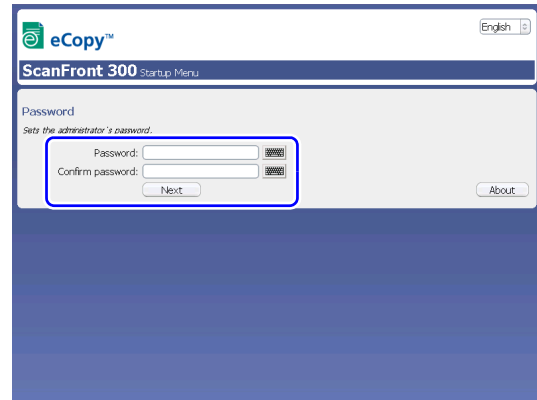


#### IMPORTANT

If you continuously press the touch panel before the connection to ShareScan Administration Console can be established, an error may occur and operation may be disabled. In such cases, restart the device and perform operations again from the beginning.




### 2. Set the administrator password.

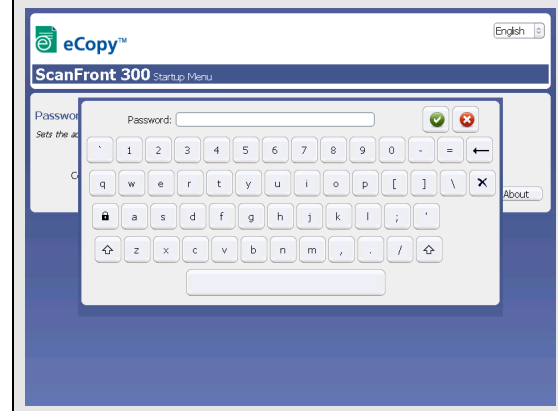


Enter the password in the [Password] box, and reenter it in the [Confirm Password] box to confirm.

After entering the password, press [Next]. The network configuration screen appears.

#### How to input text

Press the  icon next to the input box to display the soft keyboard on the screen and enable text entry. When you finish entering the text, press [OK] to close the soft keyboard.





### Hint

If you press [Next] without entering a password, the password will be left unconfigured and password entry will not be required for starting the device. To ensure security, we recommend configuring the password.

### 3. Configure network settings for the device.

The screenshot shows the 'Network' configuration screen for the ScanFront 300. The title bar reads 'eCopy™ ScanFront 300 Startup Menu'. Below the title, it says 'Network' and 'Specifies settings to connect the device to a network.' There are four required fields highlighted with a blue box: '\* Device name: ScanFront', '\* IP Address: 192.168.159.66', '\* Subnet mask: 255.255.255.0', and '\* Default gateway: 192.168.159.1'. Below these are optional fields: 'Primary DNS: 1.876.200.149.84', 'Secondary DNS:', 'Primary WINS:', and 'Secondary WINS:'. At the bottom are 'Back' and 'Save' buttons.

Configure the following settings.

#### Device Name

Enter a name for the device. This is the name that will appear for the device on the network.

#### IP Address

Enter a unique IP address to assign the device.



### IMPORTANT

You must assign the device a static IP address. Consult your network administrator to determine a static IP address for the device.

#### Subnet Mask

Enter the subnet mask of the network to which the device will be connected. For details, contact your network administrator.

#### Default Gateway

Enter the default gateway of the network to which the device will be connected. For details, contact your network administrator.

#### Primary DNS / Secondary DNS

Enter the DNS address of the network to which the device will be connected. The [Secondary DNS] setting is optional. For details, contact your network administrator.

#### Primary WINS / Secondary WINS

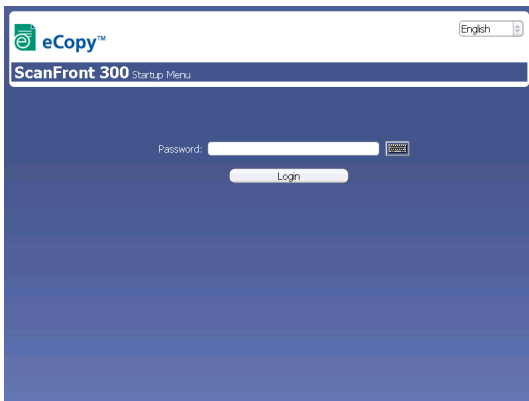
If the network to which the device will be connected includes WINS servers, enter the WINS server addresses as necessary. The [Primary WINS] and [Secondary WINS] settings are optional. For details, contact your network administrator.

When you finish configuring the settings, press [Save]. The following screen appears.

### 4. Press [Restart] to restart the device.

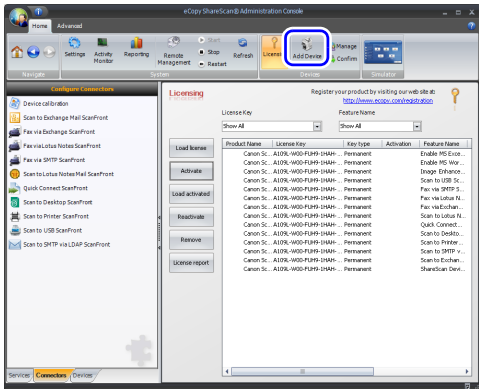
After the device restarts, the following screen appears.

The screenshot shows the 'Restart device' screen for the ScanFront 300. The title bar reads 'eCopy™ ScanFront 300 Startup Menu'. Below the title, it says 'Restart device' and there is a 'Restart' button.



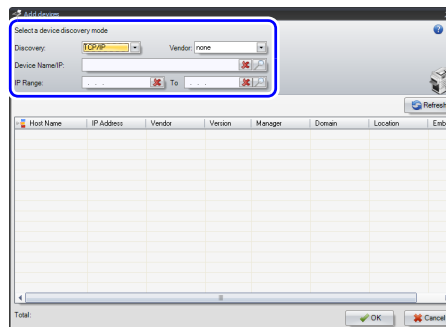
You should now be able to access the device from the computer on which ShareScan Administration Console is installed.

5. Click [Add Device] located in the [Devices] section of the ribbon.



The device search screen appears.

6. Specify the search conditions.



Specify the search conditions with the following settings.

[Discovery]

Specify the network protocol used for the device connection.

[Vendor]

When [Discovery] is set to [TCP/IP], specify the manufacturer of the device here (e.g., “ScanFront” for this device).

[Device Name/IP]


Specify the device name or IP address configured for the device.


[IP Range]

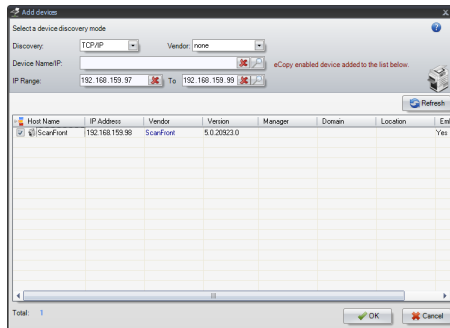
Specify an IP address range.

## 7. Start the device search.

The device search is performed using the default setting for [Discovery] (i.e., [UDP]). If no devices are found, change the [Discovery] setting and perform the search again.

If you set [Discovery] to [SNMP], click [Refresh]. You can also perform searches by specifying the device IP address in [Device Name/IP] or [IP Range]. To do so, click  for the corresponding list box.

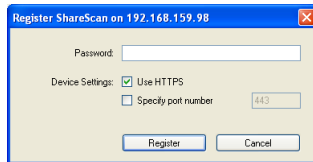
If you click  for [IP Range], a confirmation message for the search range appears. Click the [Yes] button. Device search starts, and a list of discovered devices appears on the screen.



## 8. Select the check box for the device you want to add, and click [OK].

The device registration screen appears.

## 9. Configure the device registration settings.



### [Password]

Enter the password specified on the ScanFront.

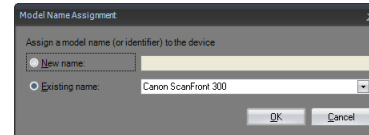
### [Device Settings]

The [Use HTTPS] option is enabled by default. You can disable this option to enter a port number of your choice in the [Port] box.

## 10. Click the [Register] button.

The screen for specifying the device name appears.

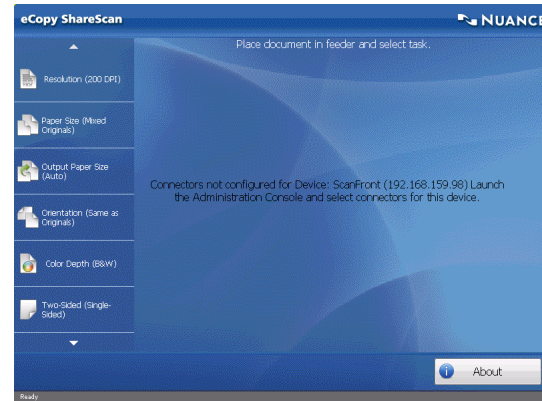
## 11. Specify the device name.



- To specify a new device name, enable [New name] and enter the new name in the text box.
- To use the current device name, enable [Existing name].

## 12. Click the [OK] button.

The device is added. The following Home screen appears on the LCD of the added device.



## **8. Configuring ShareScan Administration Console**

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After connection between the ScanFront and eCopy ShareScan Administration Console is established, you can configure the various settings of eCopy ShareScan to suit your requirements.

For details, please refer to the *eCopy ShareScan 5.0 Installation Guide* (electronic manual) or the Help.

## 9. Documents

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The ScanFront can scan documents in a range of sizes from business cards to LGL.

It is possible to feed documents of the following sizes and thicknesses depending on the feeding method used.

### □ Plain Paper

#### Size

Width: 2" to 8 1/2" (50.8 mm to 216 mm)

Length: 2 1/8" to 14" (53.9 mm to 355.6 mm)

#### Thickness for Page Separation Feeding

14 lb to 32 lb bond (52 g/m<sup>2</sup> to 128 g/m<sup>2</sup>)

#### Thickness for Bypass Feeding

11 lb to 40 lb bond (42 g/m<sup>2</sup> to 157 g/m<sup>2</sup>)

### ! IMPORTANT

A document must meet the following criteria to be scannable:

- When scanning a multipage document, pages must be grouped together so that they have the same size, thickness, and weight. Scanning different types of paper at one time can cause the device to jam.
- Always make sure that the ink on a document is dry before scanning it. Scanning documents with the ink still wet may soil the rollers or scanning glass, cause lines or smudges to appear on images, or dirty other documents.
- Always clean the rollers or scanning glass after scanning a document written in pencil. Scanning documents with pencil written on them may soil the rollers or scanning glass, cause stripes to appear in images, or dirty other documents.
- When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. Adjust the brightness in the scanning conditions before scanning the document.

- Note that scanning the following types of documents can cause a paper jam or malfunction. To scan such a document, make a photocopy of the document and then scan the photocopy.



Wrinkled or creased documents



Carbon paper



Curled documents



Coated paper



Torn documents



Extremely thin, translucent paper



Documents with paper clips or staples



Document with square punch holes

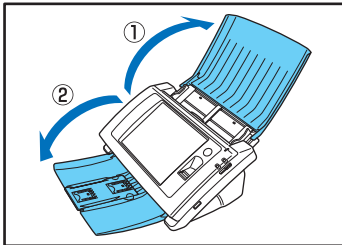
## 10. Preparing the Device

When placing a document in the device, pull out the document feed tray so that it matches the size of the document, and then move the feed selection lever to the appropriate position for the desired feed method (Page Separation ON or OFF) for the document.

### □ Preparing the Document Feed Tray and Eject Tray

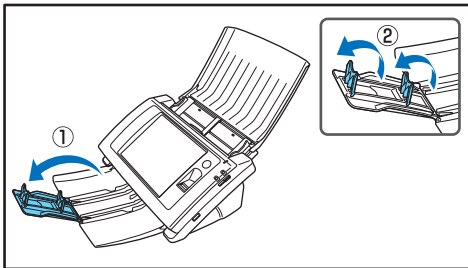
Prepare the trays in accordance with the type of document.

1. Open the document feed tray ①.
2. Open the document eject tray ②.



#### 💡 Hint

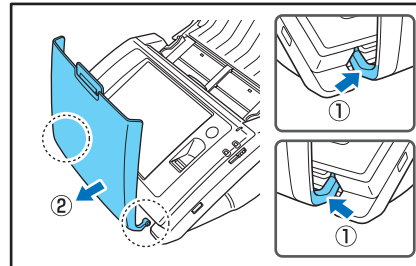
Open the center tray extension when output documents are likely to fall out of the tray.



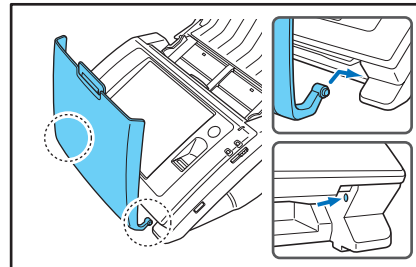
#### 💡 Hint

If the output documents curl in the eject tray when scanning particularly thin documents, remove the eject tray.

To remove the document eject tray, push in on the illustrated portions of the tray on both sides in the direction of the arrows ① and pull out ②.



To reattach the eject tray, insert the protrusions on both sides of the tray into the holes on the device.



After connecting the tray, make sure that it is attached securely.

## ❑ Feed Selection Lever

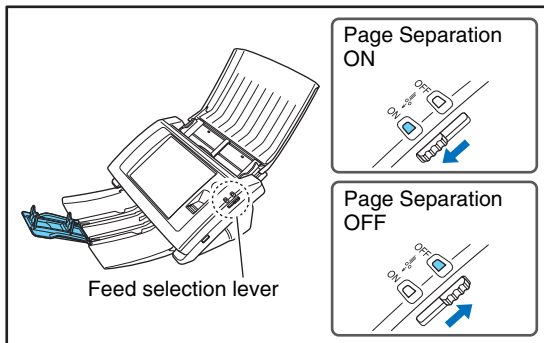
Change the position of the lever to the desired feed method for the document.

### Page Separation ON

Move the lever downward to separate a stack of documents one page at a time in order to continuously feed the documents.

### Page Separation OFF

Move the lever upward to feed a document with multiple pages attached together such as an invoice one page at a time without separating the pages.

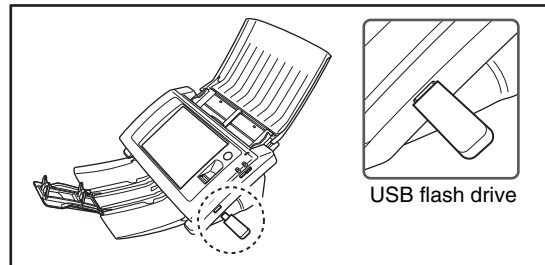


### ❗ IMPORTANT

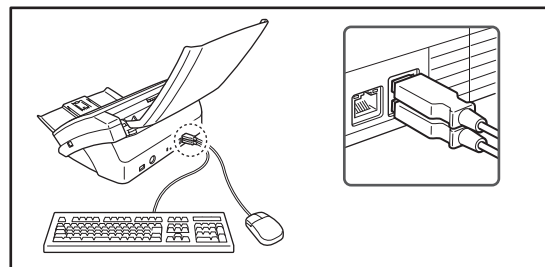
Moving the lever upward (bypass feeding) and then scanning a stack of documents will cause multiple pages to be fed at the same time.

## ❑ USB Port

You can insert a USB flash drive to store image files or connect a USB keyboard or USB mouse to operate the device.



You can also connect a USB keyboard and USB mouse to operate the ScanFront.



### ❗ IMPORTANT

- The scanner will not start if you turn the power ON while a USB flash drive is inserted. Insert the USB flash drive after the scanner starts up.
- Use USB flash drive that is not write-protected for security. If the USB flash drive is write-protected, data cannot be written to the USB flash drive.
- This scanner does not support USB memory equipped with password security, data encryption, or functions other than data storage.
- Make sure that the USB flash drive has sufficient space to store images.



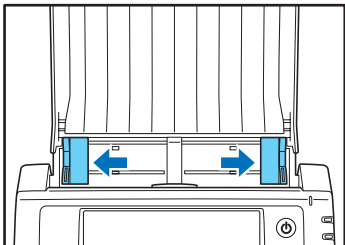
# 11. Placing Documents

When placing documents into the device, place them face down into the tray with the top edge of the document at the bottom of tray.

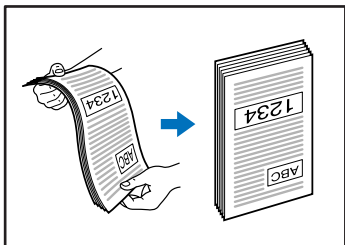
## □ Placing a Document

Follow the procedure below to place a document.

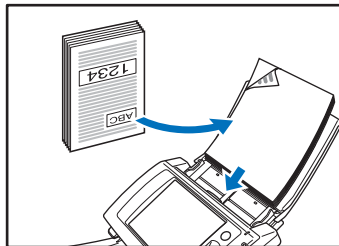
1. Adjust the document guides to be wider than the width of the document.



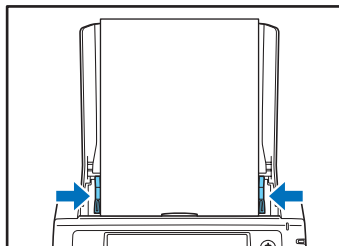
2. Fan the document to offset the pages so that the top edge of the first page is the lowest.



3. Place the document face down with its top edge at the bottom of the tray.

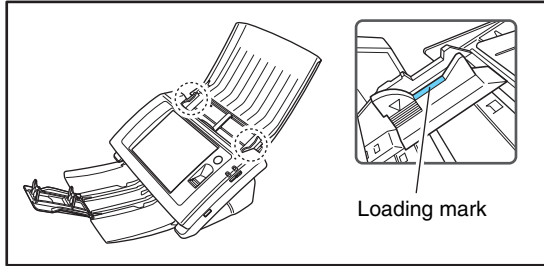


4. Adjust the document guides to fit the width of the document.



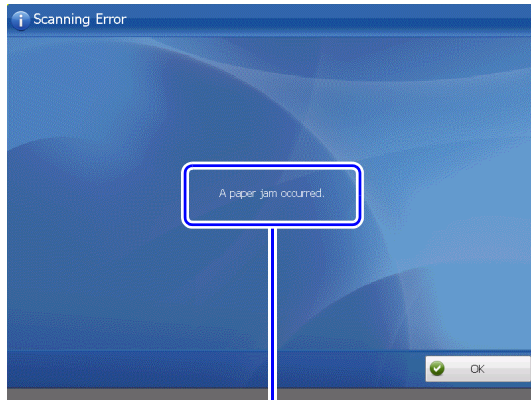
**! IMPORTANT**

Up to 50 sheets of ordinary paper can be loaded into the document feed tray. When placing the document, make sure the size of stack does not exceed the loading marks on the document guides.



## 12. Clearing a Paper Jam or Double Feed Error

If a paper jam or double feed error occurs, feeding and scanning operations are paused, and an error screen similar to the following appears.



Type of error

When this occurs, clear the paper jam (or document that stopped mid-feed) and press [OK].

### Hint

Double feed errors will only be detected if [Double Feed Detection] is enabled in the Scanning Settings for the device.

### IMPORTANT

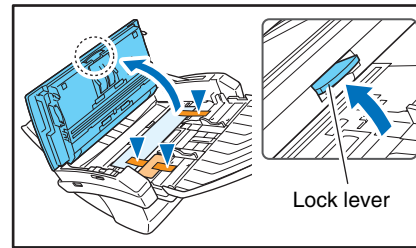
- If double feed errors occur repeatedly, reduce the number of sheets you place in the document feed tray to about 10.
- A dirty or worn feed roller, or documents stuck together as a result of static electricity are common causes of paper jams or double feed errors.

If the feed roller is dirty, clean it. If paper jams or double feed errors continue to occur even after cleaning, contact the ScanFront administrator and replace the rollers (feed roller and retard roller), and document holding guides.

### Removing the Jammed Document

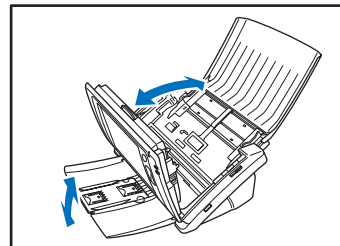
Remove a jammed document (or document that stopped mid-feed) from the scanner as follows.

1. Remove the scanned documents from the document eject tray, and any documents remaining in the document feed tray.
2. Pull the lock lever toward you and then fully open the panel unit.

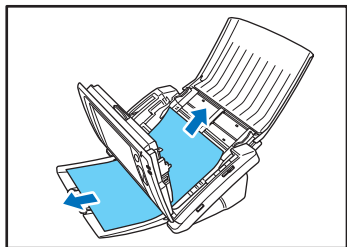


### CAUTION

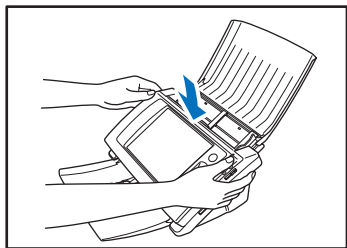
The open/close movement of the panel unit is linked to the up/down movement of the document eject tray. Do not press on the document eject tray when you open the panel unit.



3. Pull out the jammed document in the direction that seems the easiest to remove it.



4. Close the panel unit and then place the document again.

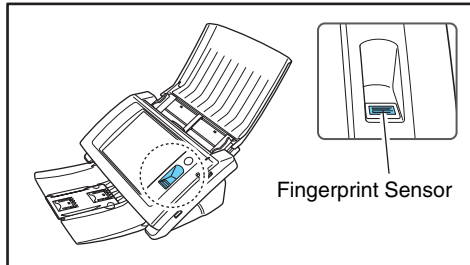


## 13. Fingerprint Sensor (ScanFront 300eP)

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The ScanFront 300eP is equipped with a fingerprint sensor for registering fingerprints and authenticating users. The fingerprint sensor is a precision component. Be careful when handling this sensor.

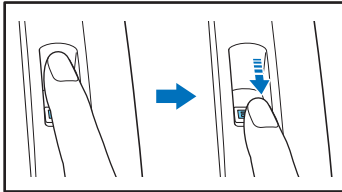
### ❑ Cautions for Handling the Fingerprint Sensor



- The following actions may damage the fingerprint sensor or cause it to malfunction. Read this information carefully to avoid damaging the sensor.
  - Dropping an object on the fingerprint sensor, or otherwise subjecting it to a strong impact
  - Scratching the surface of the fingerprint sensor, or poking it with a pointed object
  - Pressing a hard object such as a fingernail or metal item against the fingerprint sensor, resulting in scratches being created on the surface of the fingerprint sensor
  - Touching the fingerprint sensor with dirty hands, which might scratch or dirty the surface of the fingerprint sensor
  - Placing a sticker on the surface of the fingerprint sensor, or covering the surface with ink or another substance
- If fingerprint authentication fails frequently, the fingerprint sensor may be dirty. Clean the surface of the fingerprint sensor regularly.
- When cleaning the fingerprint sensor, use a soft dry cloth to wipe dirt off the surface.
- Do not use a pointed object to remove any dirt that accumulates around the fingerprint sensor. Doing so may cause the fingerprint sensor to malfunction.
- Touching the fingerprint sensor while charged with static electricity may cause the fingerprint sensor or device unit to malfunction. Before touching the fingerprint sensor, discharge any static electricity by touching a piece of metal. Be especially careful during dry periods, such as the winter season, when the likelihood of being charged with static electricity is high.

## ❑ Fingerprint Authentication

- Follow the procedure below to use fingerprint registration and authentication.
  1. Align the first joint of a finger on the sensor and press the finger on the fingerprint sensor.
  2. Keep the finger pressed while slowly sliding it straight at a constant speed to scan the fingerprint.



- Fingerprint authentication uses the unique information of fingerprints. The fingerprint authentication function may not work properly for a finger with a fingerprint that is worn down or has few distinguishable features.
- The same finger needs to be scanned three times to register the fingerprint.
- The authentication performance differs depending on the condition of the fingerprint when it is registered and when it is authenticated. The following conditions may cause an error in fingerprint authentication:
  - The finger is wet or sweaty
  - The finger is dirty
  - The grooves of the fingerprint are filled with sweat or oil
  - The finger is dry (dry skin)
  - Part of the fingerprint is missing because of, for example, a wound or burn injury
  - The fingerprint has worn thin

- Authentication performance may improve if the condition of the fingerprint is improved as a result of washing your hands or applying hand cream.
- Authentication may not be performed properly depending on the speed with which you slide your finger over the sensor. In this case, adjust the speed with which you slide your finger in accordance with the message that appears.
- Fingerprint authentication does not necessarily guarantee the authentication and verification of the identity of a person.



### Hint

For details on the procedures for fingerprint registration and authentication, refer to the *eCopy ShareScan 5.0 Installation Guide* (electronic manual).

# 14. Basic Scanning Procedure

This section describes the basic procedure for scanning documents using the device.

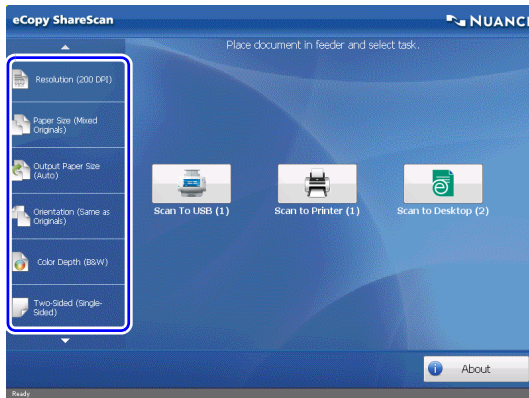
Based on the type of connector installed on the ShareScan Administration Console PC, you can send scanned data to other computers and devices on a network. This section describes the procedure for sending scanned data to another computer.

## ❑ Preparing for Scanning

Before scanning, you must configure a Connector on the ShareScan Administration Console PC, and configure the scanning conditions and destination for scanned data. For details, refer to the *eCopy ShareScan 5.0 Installation Guide* (electronic manual) or the Help.

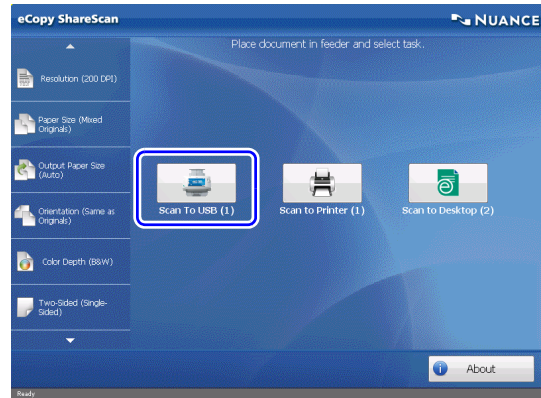
## ❑ Scanning Procedure

1. Confirm the scan settings in the Home screen and change them as necessary.



The scan settings appear at the left in the Home screen. The scan settings displayed here are the same as those configured on the ShareScan Administration Console PC. By pressing a setting item, you can display the configuration for that item and change it as necessary.

2. Place a document in the device.
3. Press a task button in the Home screen.

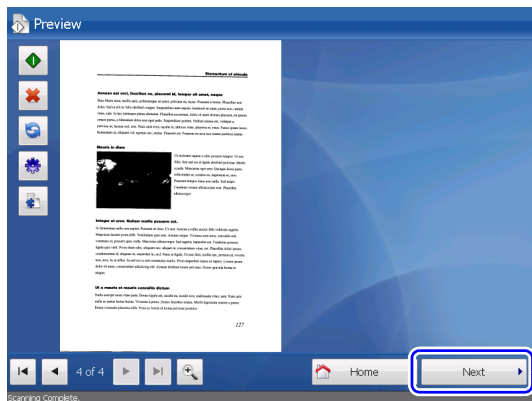


Document scanning starts. The Preview screen appears, and the scanned pages are displayed in order. Proceed to the next step when all the pages in the feeder are scanned, and the last page of the document appears on the Preview screen.

4. Manipulate the scanned data on the Preview screen as necessary.

You can manipulate the scanned data by pressing the buttons on the Preview screen. For details on each button, see “Preview Screen” on p. 37.

## 5. Press [Next].

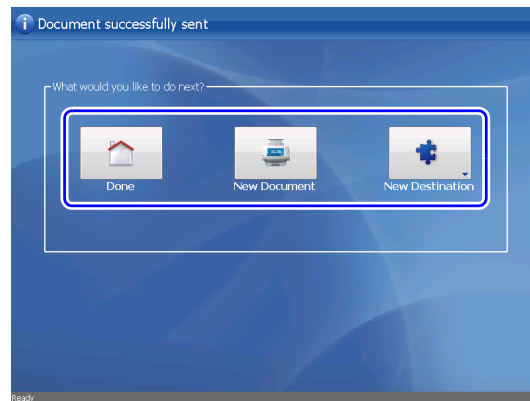


The scanned data is sent. After the data is successfully sent, a screen for selecting the next operation appears.

### **Hint**

Depending on the connector application settings, a screen for specifying the filename or similar operations may appear. In such cases, use the on-screen keyboard (or the keyboard connected to the device) to specify a filename for the scanned data before pressing [Send]. For details on the on-screen keyboard, see “On-Screen Keyboard” on p. 37.

## 6. Select the next operation.



Press one of the following buttons.

**Done:** End scanning operations and return to the Home screen.

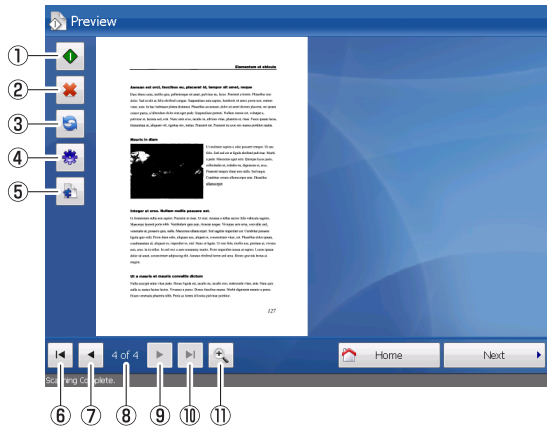
**New Document:** Begin scanning a new document.

**New Destination:** Send the scanned data to another connector application.



## ❑ Preview Screen

Images of scanned data appear in the Preview screen. You can manipulate the images by pressing the buttons on the screen.



### ① Scan More

When you press this button after placing additional documents in the feeder, the new documents are scanned and added to the previous scan data. The newly scanned data is inserted after the page that was previously displayed on the Preview screen.

### ② Delete

Delete the page currently displayed.

### ③ Rotate left/right

Rotate the page to the left or right.

### ④ Scanner Settings

Change scan settings.

### ⑤ Document Settings

Change the file format for the scanned images.

### ⑥ First page

Display the first page of the scanned images.

### ⑦ Previous page

Display the previous page of the scanned images.

### ⑧ Current page / total pages

Displays the total number of pages for the scanned images currently displayed, and the current page number.

### ⑨ Next page

Display the next page of the scanned images.


### ⑩ Last page

Display the last page of the scanned images.

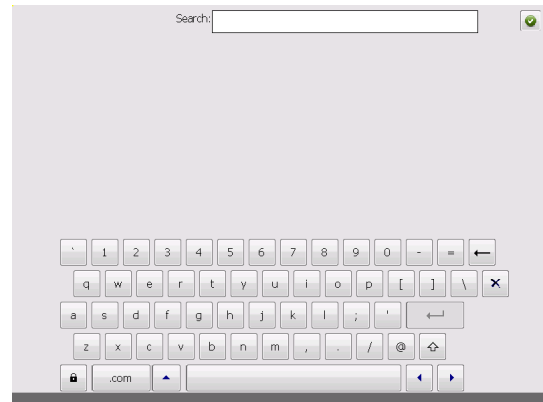
### ⑪ Zoom

Zoom in or out on the scanned images.


## ❑ On-Screen Keyboard

When text entry is required during device operations, the  button appears next to text boxes. When you press this button, the on-screen keyboard appears allowing you to enter text.

You can display the on-screen keyboard to enter filenames for scanned data, for example.



### Hint

The  button will not appear when a USB keyboard is connected.

The layout of the on-screen keyboard is similar to that of standard keyboards.

The following describes the unique buttons on the keyboard.



Shift focus to a different text box when multiple boxes are displayed.



Clear all entered text.



Toggle shift lock. When shift lock is enabled, the keyboard remains in a state as if the shift key is held down until this button is pressed again.



Display candidates for text.



Apply the entered text and close the on-screen keyboard.

## Restrictions

The following restrictions and limitations apply when using the scanner or ShareScan to scan.

## **Fingerprint Authentication (ScanFront 300eP only)**

- Fingerprint authentication may take several seconds.
- When fingerprint authentication is enabled, the automatic logout function is disabled.

## **Configuring Scanning Conditions**

Scanning conditions can be configured from either ShareScan Administration Console or from the device itself. However, set the following parameters so that they can only be configured from ShareScan Administration Console and not by users from the device.

- Remove Bleed Thru Level
- Blank Page Sensitivity
- JPEG Compression

## **File Names for Scanned Images**

When specifying your own file names for scanned images from the device, do not specify [New Destination] as your next operation in the screen that appears after the scanned data is sent.





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