

Connectivity issues with my new scanner

Q: My scanner keeps producing Unable to communicate errors, sometimes it does connect only to hang up on Calibrating, I am using Windows 10 how can I resolve this?

A: Please be sure the scanner is in the ready state the power light will be on solid after it completes the startup calibration.

If using on a desktop PC, be sure that you are only connecting to a rear USB port, and you are not using any USB extension cables.

If the PC has both USB 2.0 and USB 3.0 ports please use the USB 2.0 for better connectivity, if however the PC only has USB 3.0 then it may be necessary to use a hub between the scanner and the PC due to the differences in the hardware design USB hubs have IC component to reconfigure the USB signal which can alleviate signal distortion that causes connectivity issues

Best option would be to use a USB 2.0 hub on the 3.0 port, if you do not have a 2.0 hub then a 3.0 hub will work

Making my scanner work with Mac

Q: My scanner hangs on initializing scanner, I am running a Mac with the latest OS

A: Please be sure the scanner is in the ready state, the power light will be on solid after it completes the startup calibration.

Please Note: If the Mac has the new USB-C mini ports requiring an adapter to fit standard USB devices, there have been connectivity issues using these types of connections, please use a hub between the scanner and the Mac due to the differences in the hardware design, the best option would be to use a USB 2.0 hub on the USB-C port, if you do not have a 2.0 hub then a 3.0 hub will work.

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