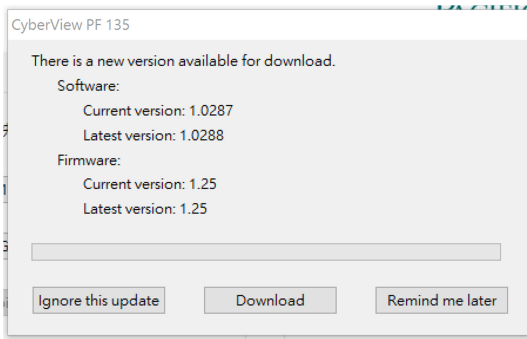
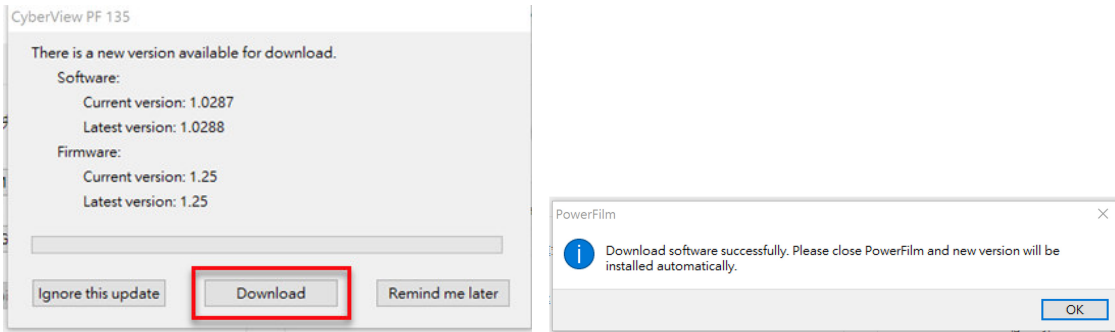


Q: My scanning software keeps popping up this message, what does it mean?



A: We have implemented a software and firmware update command into the software, so when it detects your scanner software or firmware are out of date it will download and install these automatically

When this message occurs select the Download button, the file(s) will download



Once downloaded Close the Scanning software and the updates will install automatically.

Should the Auto update fail, you can still download these files by visiting:

<https://www.scanace.com/sd.php?pid=&cid=&pcid=21>

Download

Category:

Series:

Product:

*How to know Mac OS X version and build number?

Please go to <https://support.apple.com/en-us/HT201260>

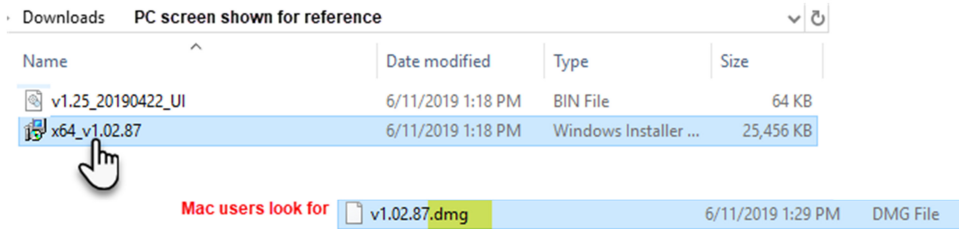
*For discontinued products, the software will be limited support

A third-party program for PIE scanners is VueScan from Hamrick Software, at www.hamrick.com VueScan supports Pacific Image Electronics scanners on Windows, Mac OS X and Linux. VueScan is free to download and test with your scanner. Please note that technical support for VueScan is provided by Hamrick Software.

Description	Download	File Name
Mac OS 10.7 or higher	<input type="button" value="Download"/>	v1.02.87.dmg
Windows x64	<input type="button" value="Download"/>	x64_v1.02.87.msi
Windows x32	<input type="button" value="Download"/>	x32_v1.02.87.msi
Firmware Update	<input type="button" value="Download"/>	v1.25_20190422_UI.bin

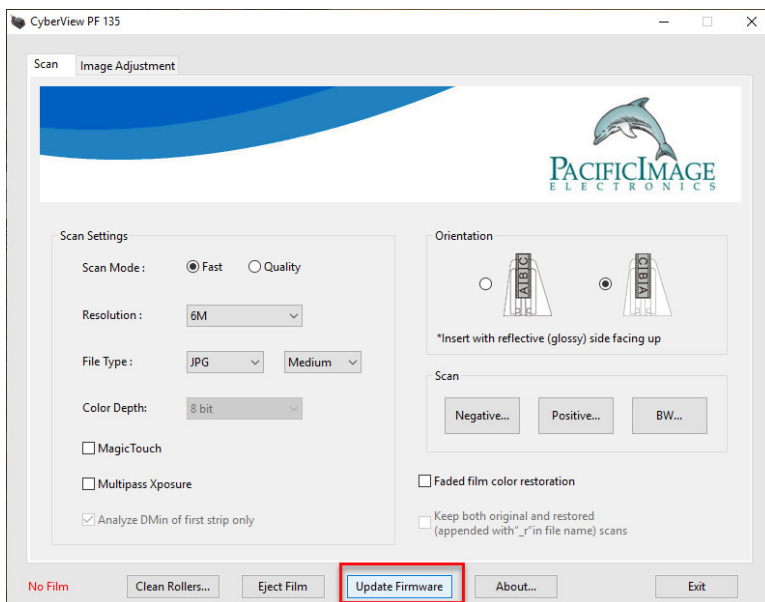
How to manually update the Firmware

Once the files have been downloaded, if you obtained new scanning software install this first, look for the file in your Downloads folder double click to install

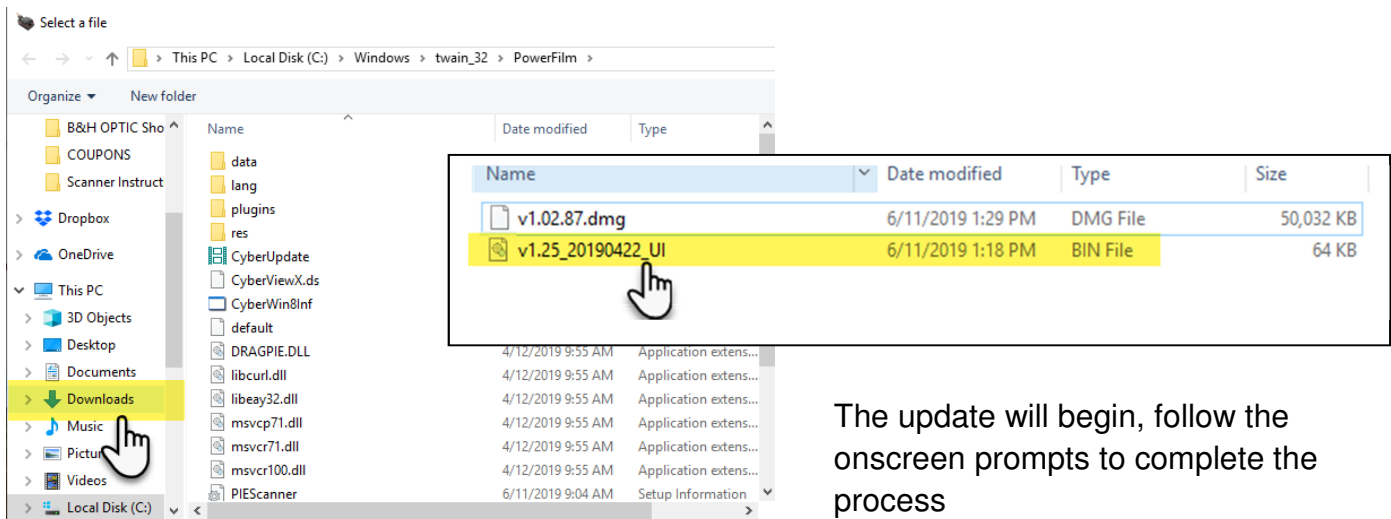


File name and version numbers can change as new versions are released

Once the software is installed open the application, click on Update Firmware



Browse to your Downloads folder from the select a File window that opens, Double click on the firmware .bin file (Note: This can only be opened by our software)



The update will begin, follow the onscreen prompts to complete the process