

Can't download software

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Windows Security Warning when installing

Q: I click on the download link and the screen just flashes but nothing downloads

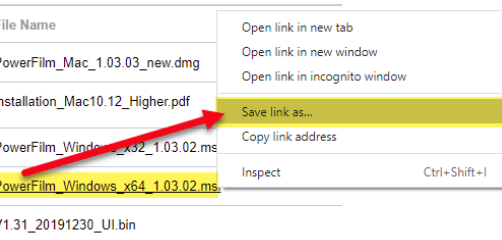
A: Google Chrome browser has issues with our site directions for downloading below or you can just use a different browser to access our site (i.e Firefox, MS Edge)

Windows PC downloading using Chrome: Locate the link for the software you wish to download
[Mac directions here](#)

Right click on the link, the Left click on Save Link As

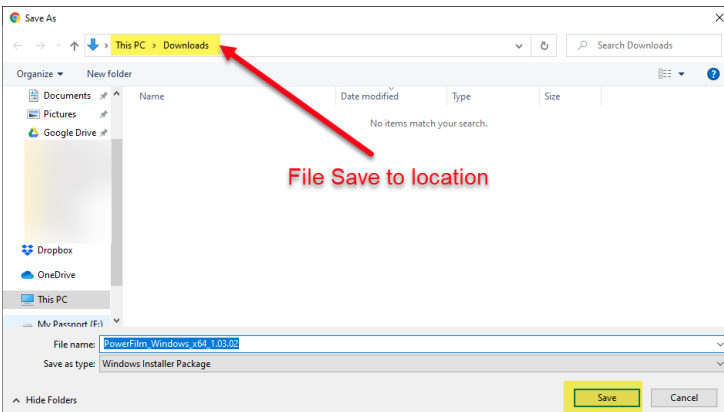
Example:

Description	Download	File Name	
Mac OS 10.7 or higher	Download	PowerFilm_Mac_1.03.03_new.dmg	
How to install the Mac 10.7 or higher .dmg file	Download	Installation_Mac10.12_Higher.pdf	
Windows x32	Download	PowerFilm_Windows_x32_1.03.02.ms	
Windows x64	Download	PowerFilm_Windows_x64_1.03.02.ms	
Firmware Update	Download	V1.31_20191230_UI.bin	



Next verify the save to location so you will be able to find the file to run it, or you may simply run it from the Google Chrome browser button on the bottom left of the screen once you allow it to Keep the download and it completes more on that below

Save to location



File blocked, click the up arrow and select keep

Click the UP arrow and select Keep

*How to know Mac OS X version and build number?
Please go to <https://support.apple.com/en-us/HT201269>
*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 most of 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	Download	PowerFilm_Mac_1
How to install the Mac 10.7 or higher .dmg file	Download	Installation_Mac10
Windows x32	Download	PowerFilm_Windows_x32_1.03.02.msi
Windows x64	Download	PowerFilm_Windows_x64_1.03.02.msi

PowerFilm_Windo...msi can't be downloaded securely

Download ^

PowerFilm_Windo...msi

Download complete you can click on it here to run/install it

Keep

Learn more

PowerFilm_Windo...msi can't be downloaded securely

Discard v

When the installation starts if you see this warning click on More Info and Select Run Anyway

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

More info

Don't run

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: V5.18.07.msi
Publisher: Unknown publisher

Run anyway

Don't run

Mac - For Mac systems you will need to use a different browser (i.e. Safari or Firefox)

Clicking on the file will begin the download, in Safari there will be a download status bar on the upper Safari Menu bar

Once downloaded follow these directions for how to install

https://www.scanace.com/Troubleshooting/Installing_Scanner_software_on_Mac_OS%2010.12+.pdf