

My scanner isn't working

If your scanner is not working, there are several things to check:

1. Has the Active-X plug-in been installed in your browser

If the scanner screen has a blank square with a red X in the upper left corner, the plug-in has not been installed properly. In which case, in your browser, go to Tools and select Internet Options, and then go to the Programs tab and click the Manage Add-Ons button. You should then see a list of modules that have been added to your browser - look for one labelled 'Dynamic Twain' or 'Dynamsoft' and delete it. You will then need to close down your browser and restart it and log in again. The next time you click Scan, you will need to reinstall the scanner plug-in - see the attached document.

2. Is the correct scanner selected?

If you have had more than one scanner or similar device installed, the system may not know which one to use. Click on the Settings button in the scanning area to choose your scanner.

If you click on settings and the scanner is not shown in the list, then you need to check that the scanner is powered on and connected. Try restarting your computer and seeing if it is recognised then.

3. Can you scan from other applications?

Try scanning from another application - there may be some software that was installed with your scanner, or use Microsoft Office Image Scanning, which will be in Microsoft Office/Tools on your start menu if it has been installed.

If you can scan from another application but not from Instant Intelligence, it may be that some other application or utility has locked the connection to the scanner. Try restarting your computer, and check that there is no software running that monitors the scanner - your system administrator should be able to assist.

Last Modified By: IT Customer Services, 30th April 2009

<http://www.instantintelligence.com/knowledgebase/TroubleshooterGuide50014.aspx>

4th February 2012