

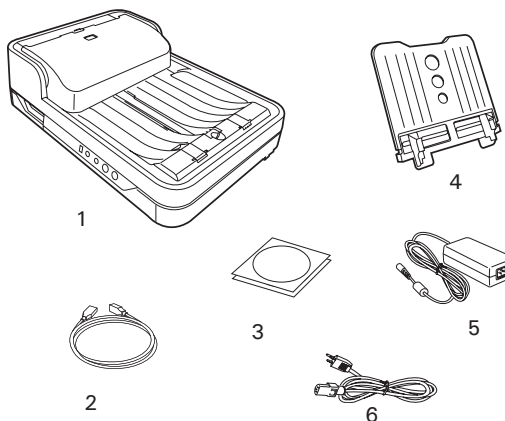
# Start Here

## Installing your Microtek ArtixScan DI 5240/5250/5260

### 1. Unpack Contents


Unpack your scanner package and check for major components.

1. Scanner
2. Hi-Speed USB cable
3. Software CDs/DVDs
4. Document Feed Tray
5. Power adapter
6. Power cord



### 2. Install Software



- A. Visit the Microtek website at [www.microtek.com](http://www.microtek.com).
- B. Use the search  function to find the product (e.g., ArtixScan DI 5260) and navigate to the "Downloads" page associated with this product.
- C. Download the necessary drivers and software marked as "Yes" on the download list, based on your operating system.
- D. Once the file download is finished, proceed with the software installation.
  - **For Windows:** Double-click the downloaded file (\*.exe) to begin the installation process.
  - **For Mac OS:** Double-click the downloaded file (\*.dmg) to reveal its contents. If it's a **ScanPotter PKG** file, double-click it to begin the installation. If it's a **ScanPotter.app** file, just copy it to the "Applications" folder, and the installation will be done.
- E. After installing all the required drivers and software, restart your computer.

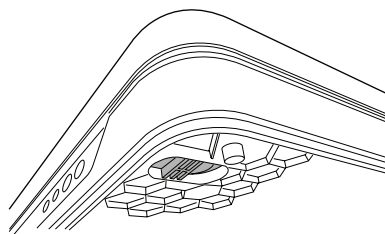
*NOTE: The file download process may take some time. The duration may vary based on your internet speed, bandwidth, file size, and other factors. Please be patient during the download. If you encounter any issues or need further assistance, please contact Microtek Customer Service Department.*



Windows users can also install the driver and software from the software CD provided with the scanner. Insert the **Microtek software DVD** into your DVD drive and follow the on-screen instructions to install the driver and software.

## 3. Unlock Scanner

- Remove the yellow "Unlock Scanner" sticker from your scanner.
- With the scanner power off, tilt the front right corner of the scanner to see the locking switch at the bottom.
- Push the locking switch to the position as indicated in the graph, with the icon on the lock showing as "Unlocked".



Locked



Unlocked

*NOTE: To lock the scanner (for shipping and other reasons), tilt the scanner and look for the locking switch on the right corner at the front, then push the locking switch to the "Locked" position. DO NOT turn the scanner upside down when attempting to lock the unit.*

## 4. Connect Scanner

### To the power adapter

- Connect the power adapter to the back of the scanner.
- Plug one end of the power cord into the power adapter, and plug the other end of the power cord into a wall outlet or other power source.

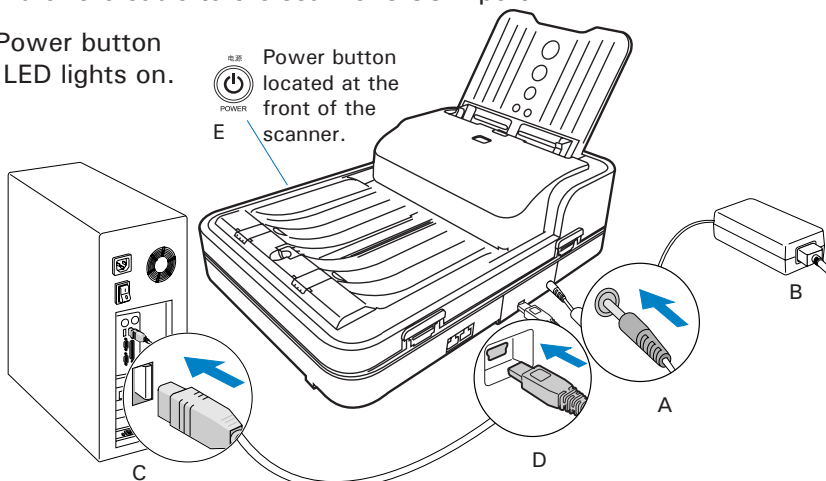
### To the Hi-Speed USB cable

- Connect one end of the cable to your computer.
- Connect the other end of the cable to the scanner's USB port.

- Press and hold the Power button (⏻) until the orange LED lights on.

Once the scanner is powered on, the green LED will be lighted up, and the 7-segment LED display (SSD) will also be activated as well.

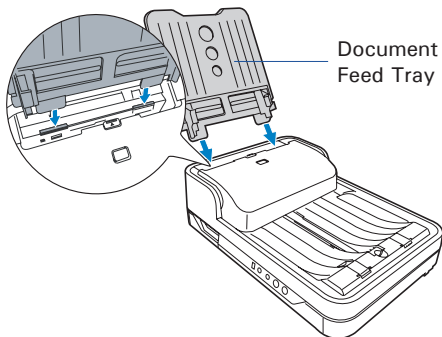
The system will detect the scanner automatically.



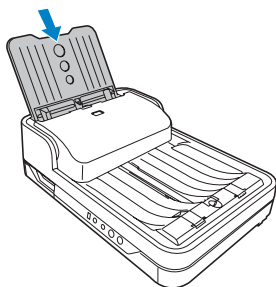
# Install & Close Document Feed Tray

## Install Document Feed Tray

- A. Insert the Document Feed Tray by sliding the tabs into the slots at the back of the scanner.

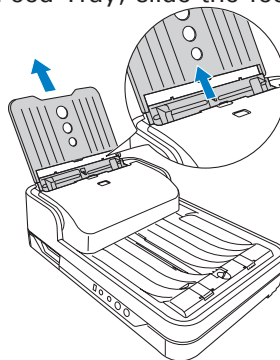


- B. Push the tray down until it locks in place, and ensure that the tray sits tightly on the scanner.

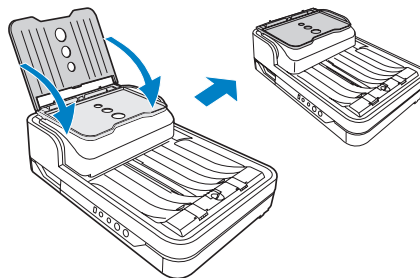


## Close Document Feed Tray

- A. Along the tracks of the two sides of the Document Feed Tray, slide the feed tray UP until it reaches the highest level.



- B. Tilt the Document Feed Tray forward in the direction as the arrow shown in the graph to close the tray.



## Customize the Function Button

Your scanner is equipped with one Select, one Scan/Stop and one Favorite buttons, plus a LED display, used to automate a number of customized and predefined operations, such as scanning to a file, sending an image to your printer, scanning for OCR, etc. Customizing is done through the *Scanner Button Settings* interface in the ScanWizard DI, refer to the scanner user's manual for more details.

LED display:

Display the selected function button number.



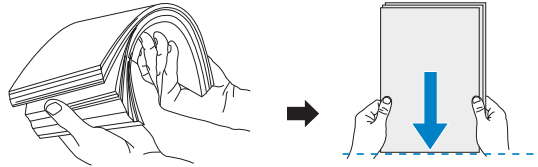
- **Select:** Toggle through the numbers of predefined function buttons (F1 to F5).
- **Scan/Stop:** Start scan immediately or cancel a ongoing scan job.
- **Favorite:** Carry out the function defined to the Favorite button directly.

## Position Documents

The scanner supports scanning of document in various materials, such as A4 printouts, insurance papers and legal documents. A stack of up to 75 sheets of papers 8 to 32 lb. (30.08 to 120.32 g/m<sup>2</sup>) can be fed in the scanner's Document Feed Tray at one time. Paper sizes can range from 3.149" x 3.149" (80 mm x 80 mm) to 8.5" x 65" (216 mm x 1651 mm).

### A. Into the ADF

1. Before loading the stack of papers into the scanner's Document Feed Tray, please fan the papers and then align the top edges of the papers neatly.

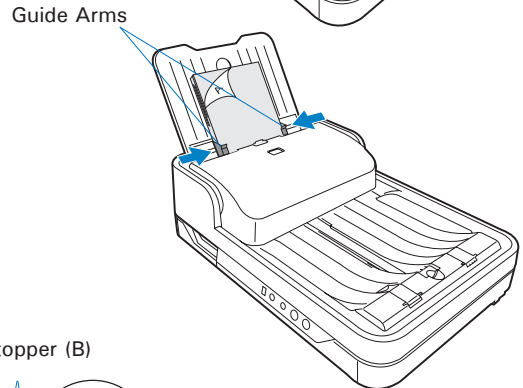
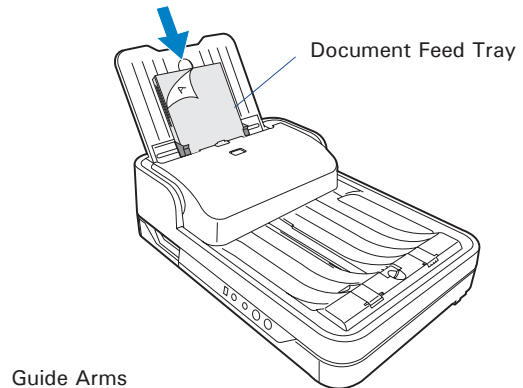


2. Load the stack of papers into the scanner's Document Feed Tray, with the side to be scanned facing down and the top edge facing toward the feeder.

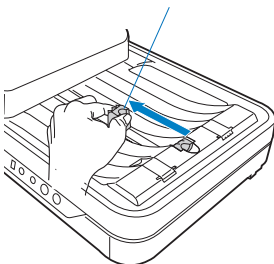
Push the stack of papers into the tray until the paper's edge touches the bottom edge of the feeder.

**WARNING:** The document feeder is not designed for scanning photos; doing so may damage your originals. Microtek accepts no responsibility for damage that may arise from misuse of equipment.

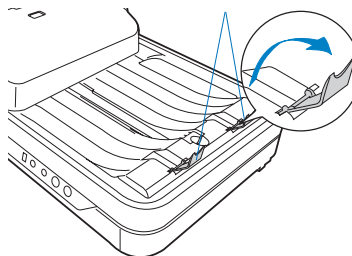
3. Align the stack of originals with the center of the Document Feed Tray by sliding the two Guide Arms toward the stacked papers if needed.
4. Use either of the Paper Stopper (A) or (B) to keep a stack of papers stay neatly in the output tray after the scan.



Paper Stopper (A)



Paper Stopper (B)



**NOTE:** For more details on how to use the Paper Stopper, please refer to the section "Using the Paper Stoppers" at the next page.

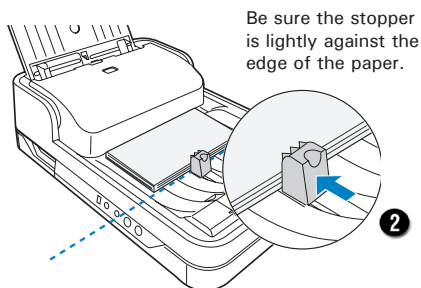
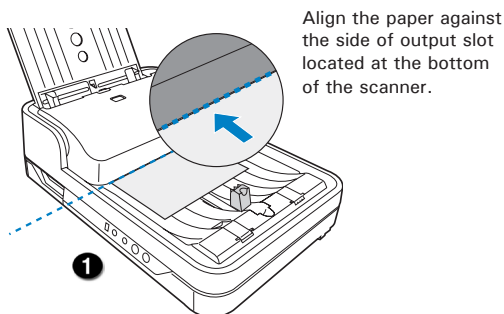
## Using the Paper Stoppers

There are two types of Paper Stoppers at the output tray, which are designed to prevent the outputs of stacked papers falling in a mess into the output tray after being scanned. Based on the paper size in use, adjust either of Paper Stoppers to appropriate position to keep the after-scanned outputs neatly in the output tray before scanning.

- Use the Paper Stopper (A) when the scanned documents are smaller than A4.
  - 1) Load the paper to be scanned inside the space between the stopper and the output slot of the scanner.
  - 2) Slide the Paper Stopper (A) until the stopper touches the edge of the paper.

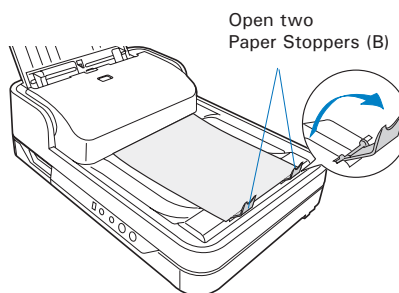
If done, reload the papers to be scanned into the feed tray to start your scan.

*NOTE: The position of the Paper Stopper (A) on the tray must be equivalent to the length of the paper. Incorrect positioning of the Paper Stopper (A) will result in disorders and mess for the after-scanned outputs.*

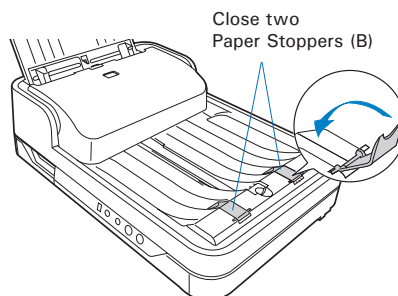


- Use the Paper Stopper (B) when the scanned documents are equivalent to A4 or Letter size.

Lift up two Paper Stoppers (B) as the direction shown in the graph.



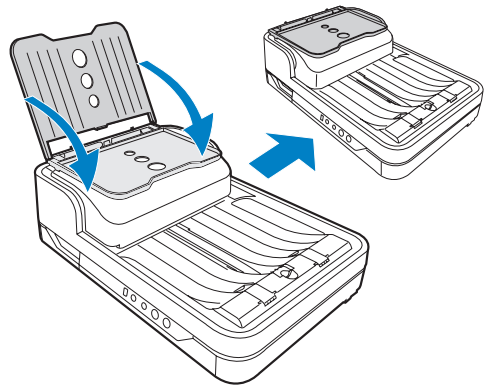
- Ensure that the Paper Stoppers (B) are closed when the scanned documents are larger than A4 or Letter.



## B. On the Flatbed

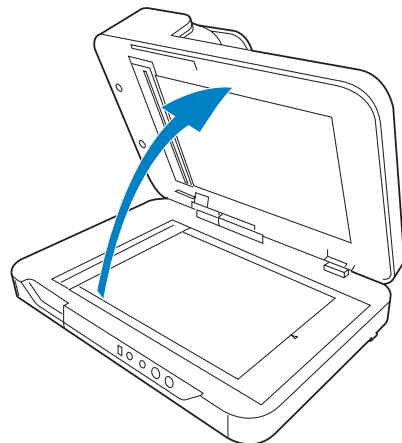
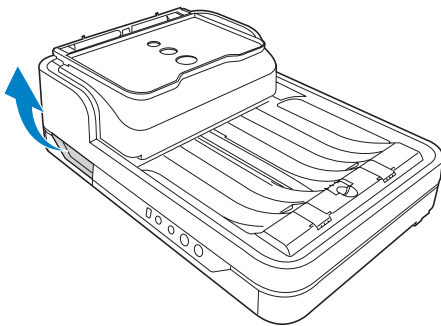
1. Fold down the Document Feed Tray to close it.

Please refer to the previous section “Close Document Feed Tray” in this guide to close it.



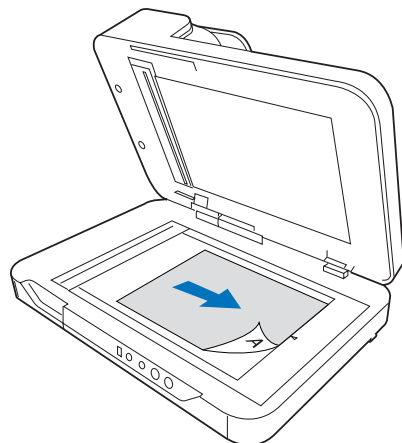
2. Raise the scanner lid (ADF).

Locate the notch at the left-front lower side of the scanner. Then, grab on the edge and corner of the scanner lid (ADF) to lift it up with your two hands.



3. Place the document to be scanned face down on the scanner glass surface. Position the top end of the paper towards the right of the scanner; then, lower the scanner lid on the scanner glass surface.

**WARNING:** Due to the weight of the scanner lid (ADF) at the top of the scanner, every time when you raise or lower the scanner lid, please hold it with your hands tightly; otherwise, the scanner lid may fall down forcibly and then result in personal injury and product malfunction.



## Basic Scanning for PC Users

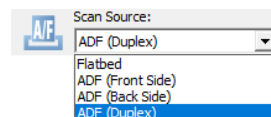
1. Load the document to be scanned either on the scanner's glass surface or into the ADF's document feed tray.

**WARNING:** Do not place photo paper or fragile sheets of paper on the feed tray, as doing this will damage the original photo or frail papers during the feeding process.

2. Launch ScanWizard DI as a stand-alone program by clicking on the *ScanWizard DI* icon on the desktop.
3. Click the *Scan Setup* button in the interface to activate the Scan Setup interface.
4. In the *Scan Setup* interface, follow the steps below to specify your basic settings.

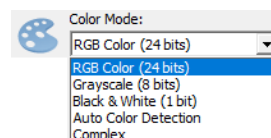
- a) Select *ADF (Front Side)*, *ADF (Back Side)* or *ADF (Duplex)* in the *Scan Source* drop-down menu as your image input device.

Please note that if the document to be scanned is placed on the scanner's glass surface, select *Flatbed*.



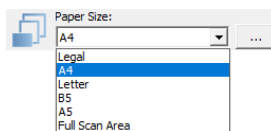
- b) Select the appropriate image type in the *Color Mode* as your image output type.

- Select *RGB Color (24 bits)* to scan the image in color.
- Select *Grayscale (8 bits)* to scan the image in grayscale.
- Select *Black & White (1 bit)* to scan the image in black-and-white.
- Select *Auto Color Detection* to scan the image in color or non-color based on the automatic judgement and detection of the system.
- Select *Complex* to scan the image in color, grayscale or non-color based on the customization.

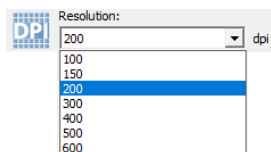


- c) Select a dimension in the *Paper Size* as your preview image size.

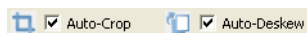
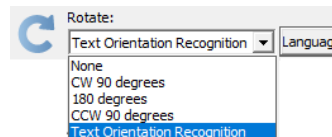
- d) Select a desired resolution in the *Resolution* for your image output resolution.



- e) If necessary, select "Text Orientation Recognition" in the *Rotate* menu to ensure the scanned images in a readable orientation. When it is selected, you can select the preferred language used as an identification in the options menu.



- f) If "Auto-crop" & "Auto-deskew" is selected, the scanner automatically detects the size of the original image, crops the full scan frame to fit the image, and removes unwanted black borders after the scan, as well as corrects the distorted image for proper alignment.



5. Click the *Show Preview Window* and *Show Setting Window* tabs in the Scan Setup interface to display other interfaces which are helpful for your scanning processing.

6. Click the *Preview* button to perform a preliminary view of the entire image. When done, a preview image appears in the Preview window.

Do not forget to put the document back on the document feed tray.

7. Go to the “General” panel by clicking the *General* tab in the Settings window. Specify the settings for your requirements there.

- a) If necessary, specify the image settings for the front or back side of documents separately by using the *Sides of Material* control when *Scan Source* is set as “ADF (Duplex)”.

- b) Select the image type in the *Document Type* as your input image type.

- Select *Photo* to scan color prints.
- Select *Text* to scan text.

- c) If necessary, check “Double Feed”, then select a suitable paper thickness for the ultrasonic double-feed detection in the *Paper Type* options menu to prevent multiple pages from being fed together while papers are fed through the ADF.

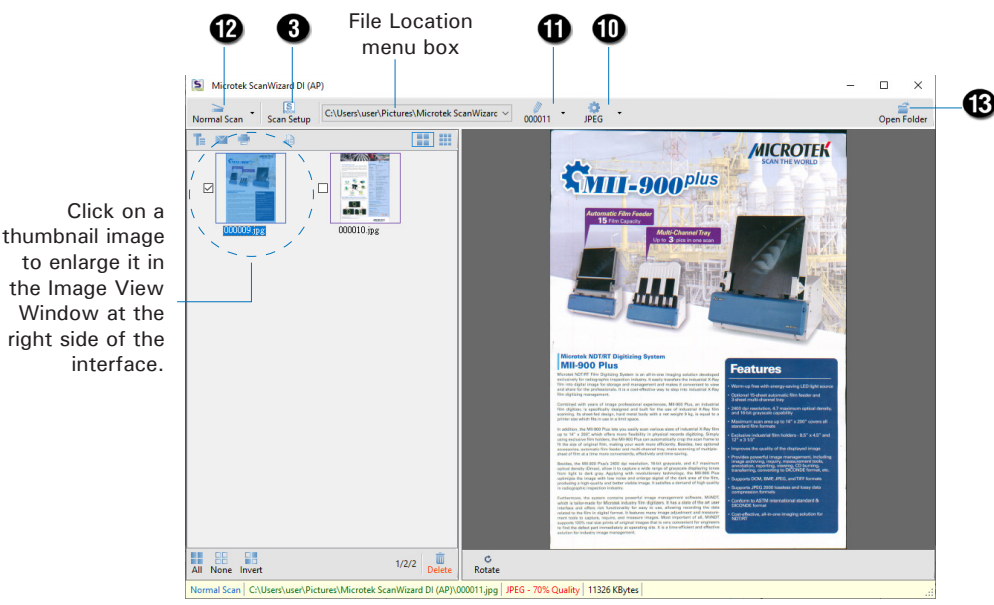
- d) If necessary, check “Remove Blank Page” and “Remove Punch Hole” to enhance the quality of the scanned images.

8. If necessary, go to the “Image Process” panel by clicking the *Image Process* tab in the Settings window. Use the image correction tools presented there to enhance the image quality according to your specific requirements.
9. Click the *OK* button to close the Scan Setup interface and return to the Main interface of ScanWizard DI.
10. In the Main interface, click the *File Format* menu button to select a file format for the scanned images.
11. In the Main interface, click the *File Name* menu button to specify a file naming method for the scanned images.
12. In the Main interface, select and click the *Normal Scan* button to start scanning.

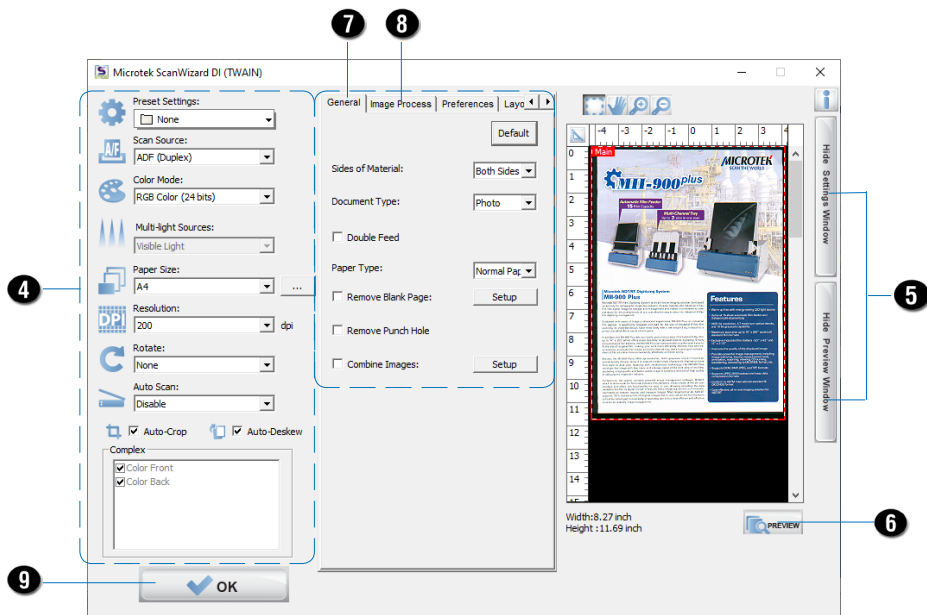
When done, the scanned images will be automatically saved into the folder defined in the *File Location* menu box. At the same time, the scanned images will be displayed in thumbnail sizes in the Thumbnail View window and labeled with the file name and file format specified earlier.

13. Click the *Open Folder* button to locate the scanned images if you want to view.

**NOTE:** For more details on other scanning scenarios applicable to your scanner, refer to the scanner user's manual.



AP control panel (Main interface)



TWAIN driver control panel (Scan Setup interface)

## Basic Scanning for Mac Users

1. Load the document to be scanned either on the scanner's glass surface or into the ADF's document feed tray.

**WARNING:** Do not place photo paper or fragile sheets of paper on the feed tray, as doing this will damage the original photo or frail papers during the feeding process.

2. Launch *ScanPotter*.

Go to the *Finder* on your Mac and click *Applications* in the sidebar. Find and double-click the *ScanPotter* icon to launch it.

When *ScanPotter* is launched, you will see the *ScanPotter* menu at the top left corner of your desktop.

3. In the Scan Source options menu, choose *ADF-Simplex* or *ADF-Duplex* for as your input image device.

Please note that if the document to be scanned is placed on the scanner's glass surface, select *Flatbed*.

4. Specify your scanning requirements in the *Scanner Settings* column.

a) Select the appropriate image type in the *Color Type* as your image output type.

- Select *Color* to scan the image in color.
- Select *Grayscale* to scan the image in grayscale.
- Select *Black & White* to scan the image in black-and-white.

b) Select a desired resolution in the *Resolution* for your image output resolution.

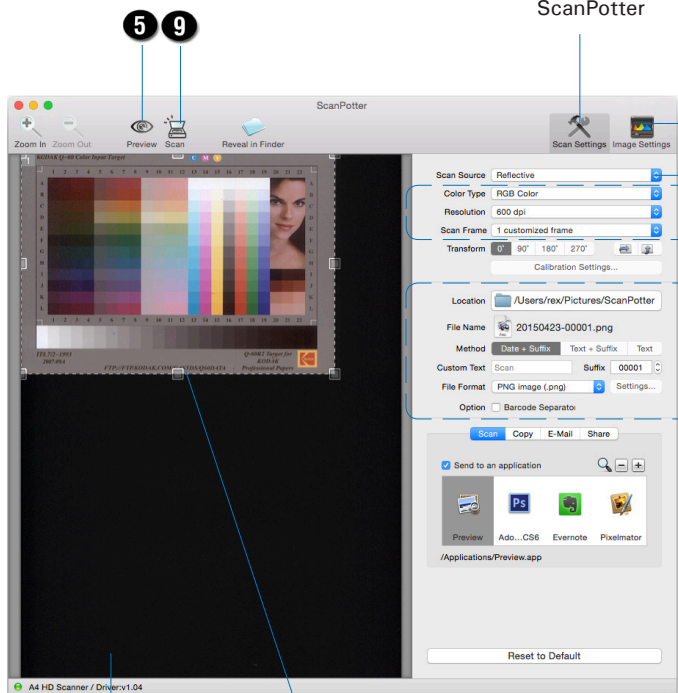
c) Select *Automatic Crop* or a desired dimension in the *Scan Frame* as your scan size.

5. Click the *Preview* button to perform a preliminary scan of the image in the Preview window. Then, reload the document into the feed tray.
6. If necessary, resize the scan frame (enclosed by dotted lines) around the image by dragging on the square spots on the edge or on the corner of the scan frame to determine the final size of the actual scan.
7. If necessary, specify file settings for your output image files, using the options offered in the *File Saving Settings* column.
8. If necessary, click the *Image Settings* button to switch to a window in which you can use additional image correction tools to adjust image quality manually.
9. Click the *Scan* button to start scanning.

When done, the scanned image will be automatically saved into the folder you assigned.

**NOTE:** For more details on using *ScanPotter*, refer to the *ScanPotter* software manual.

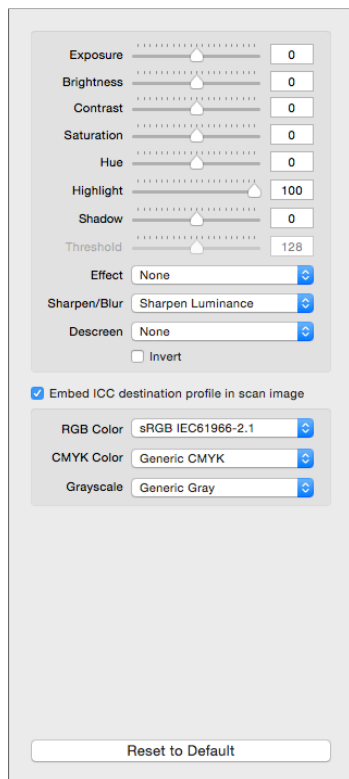
Click the **Scan Settings** button to switch back to the default control panel of ScanPotter



Preview window

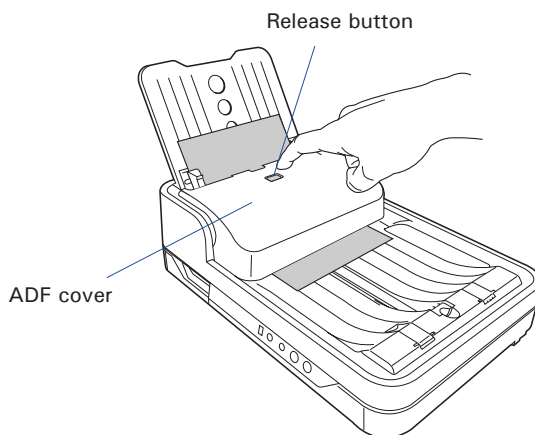
Scan frame  
(enclosed by dotted lines)

Click the **Image Settings** button to switch to a window where contains an additional image correction tools (Additional Adjustment column) for your scanned image.

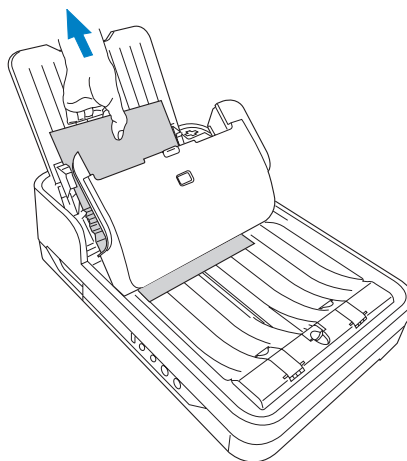


## Fixing Paper Jams

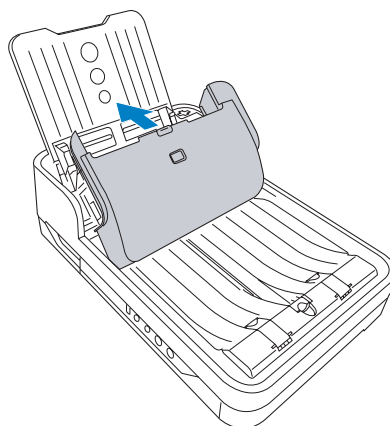
1. Push the Release button to open the ADF cover as shown in the graph.



2. Pull out the jammed paper in an upward direction from the feeder.



3. Push the ADF cover back down into place until you hear a "click" .



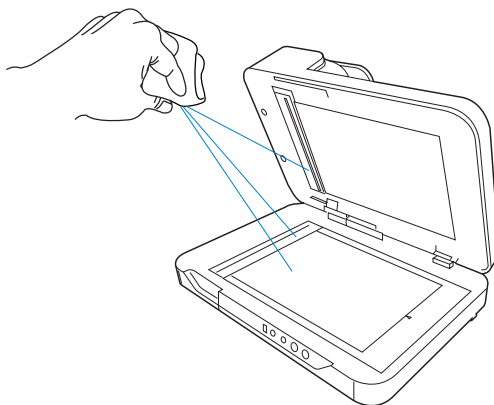
**NOTE:** Do not pull out the jammed piece of paper by force from the feeder when the ADF cover closes. If doing so, it may damage the rollers and cause the ADF to work improperly.

## Care and Cleaning

To ensure optimal performance from the your scanner, it is important to clean several critical parts of the scanner on a regular basis. Please follow the sections below to clean each part carefully.

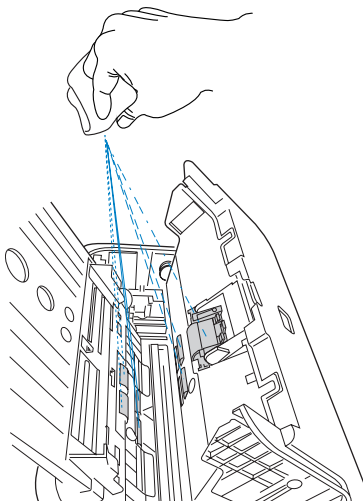
### Cleaning the Scanner Glass Surfaces

With the scanner lid (ADF) opened, use a soft, non-abrasive and lint-free cloth to gently wipe the glass surfaces of the flatbed and ADF of the scanner.



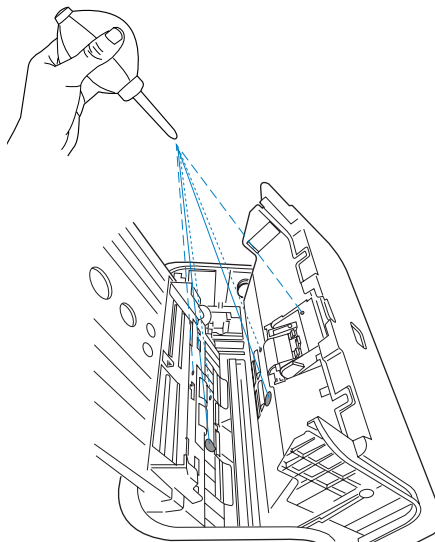
### Cleaning the Rollers and the Separation Module Assembly

With the ADF cover opened, find several groups of rollers and the Separation Module Assembly. Then, clean them with a lint-free cloth or a swab moistened with alcohol (ethanol) or water.



### Cleaning the Sensors

With the ADF cover opened, find 3 sets of sensors (Ultrasonic Double-feed sensors, I/O sensors, and Tray sensors), and then clean the sensors with a dust blower.



#### NOTE:

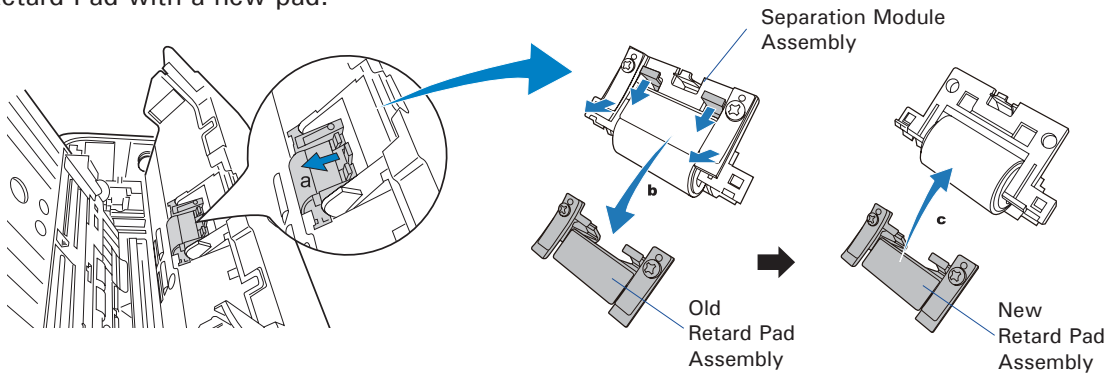
- The recommended cleaning cycle time would be after approximately 3,000 to 5,000 scans.
- For more details on cleaning, refer to the scanner user's manual and see the "Care and Cleaning" section.

## Maintenance

After usage for a period of time, the Separation Module Assembly and Feed Rollers may become worn out, and problems such as document double-feed may occur. In this case, check either the Separation Module Assembly or the Feed Roller Assembly, and replace them if needed.

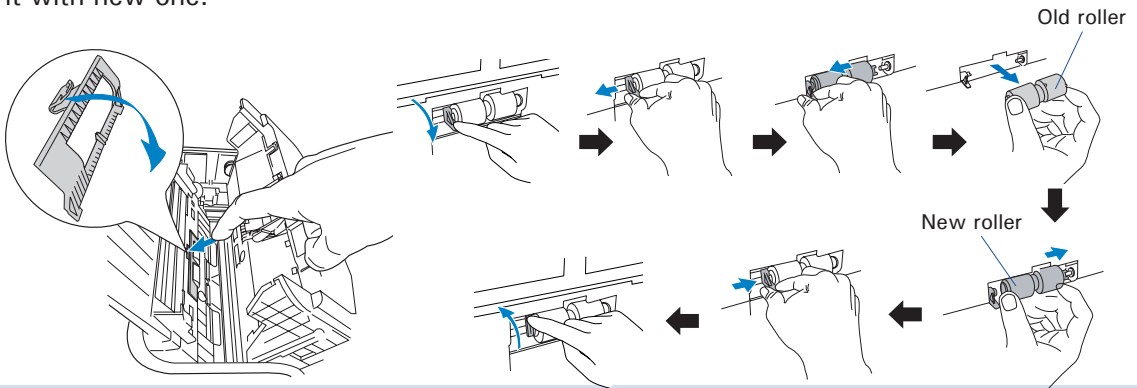
### Replacing Separation Module Assembly

With the ADF cover opened, a) press the tab at the top of the Separation Module backward and take it out from its component; b) press two tabs and hold two arms of the module to remove the Retard Pad from the module assembly; c) then, replace the old Retard Pad with a new pad.



### Replacing the Feed Roller Assembly

With the ADF cover opened, a) press the tab on the top of the roller cover with your finger to pull it out, b) then remove the Feed Roller Assembly from its compartment and replace it with new one.



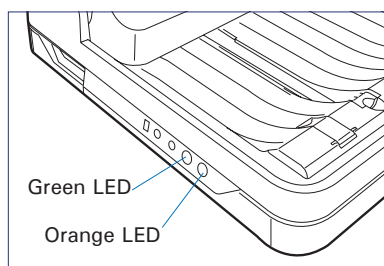
#### NOTE:

- The recommended replacement point for the Separation Module Assembly is approximate after 100,000 scans; for Feed Roller Assembly is around 150,000 scans.
- Please contact your local resellers for purchasing new Separation Module Assembly and new feed roller.
- For more details of replacement, refer to the scanner user's manual and see the "Maintenance" section.

## Problems?

The green LED lighting (the SCAN/STOP button) indicates the status of the scanner. The orange LED lighting (the POWER button) stands for power and should always stay on steady when the scanner is on.

- All On: Ready to scan.
- Flashing Green: Scanning.
- All Off: Scanner is off.



First, make sure that you have followed Steps 1 to 4 as described in this guide (unpack, install, connect). Then if your problem is listed here, try the suggested solution.

### 1. No light comes on when the scanner is turned on.

Make sure your scanner is connected to your computer and plugged into a power source.

### 2. The Add/Remove Hardware Wizard appears on your screen.

Click the "Cancel" button and close the ScanWizard DI or ScanPotter Control Panel. Disconnect the Hi-Speed USB cable from the back of your computer, and refer to the installation instructions in this guide .

### 3. After clicking scan, a blank screen appears.

Uninstall and reinstall the ScanWizard DI or ScanPotter software.

### 4. When trying to scan, an error message appears on your screen that reads, "Can't Find Scanners".

Make sure your scanner is connected to your computer and plugged in to a power source (see Step 4 in the "Initial Setup" section).

Uninstall and reinstall the ScanWizard DI or ScanPotter software.

### 5. When trying to scan, an error message appears on your screen that reads, "Code -206, ADF paper jam or roller failure."

Click OK first; then open the scanner cover, as illustrated in the pervious section "Fixing Paper Jams".

- If the problem is occurring from a paper jam, follow the procedures laid out in the "Fixing Paper Jams" section of this guide.
- If the problem is occurring from situations other than a paper jam, follow the procedures laid out in the "Position Documents" section.

Finally, close the scanner cover and restart scanning.

# Do You Need Assistance?

## Manuals

If you need additional product information or guidance, we provide electronic manuals for the following:

1. ArtixScan DI 5240/5250/5260 scanner user's manual
2. ScanWizard DI and ScanPotter software manual

To access these manuals, visit the Microtek website at [www.microtek.com](http://www.microtek.com). Search for the product keyword to find the product's "Downloads" page. Then, download the manual you wish to view. The software manual is also accessible through the software's online help/manual feature.

## Missing Items

If your package is missing items, please contact Microtek Customer Service Department.

## Drivers & Software Upgrades

If the installed drivers or software are not working properly on your product or operating system after installing the software package, please go to the Microtek website at [www.microtek.com](http://www.microtek.com). Search for the product keyword to find the product's "Downloads" page. Then, download and install any necessary updates needed. If you encounter any issues or need further assistance, please contact Microtek Customer Service Department.

For more information about Microtek products, please visit our website at [www.microtek.com](http://www.microtek.com).

### Power Adapter

Use only power supplies (AC/DC adapters) listed below:

Voltage	Manufacturer	Model No.
100V to 240V	HARD	HDAD38W101

**NOTE:** Please make sure that the electrical outlet to where the scanner will be connected is nearby and readily accessible.

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