



Scanner

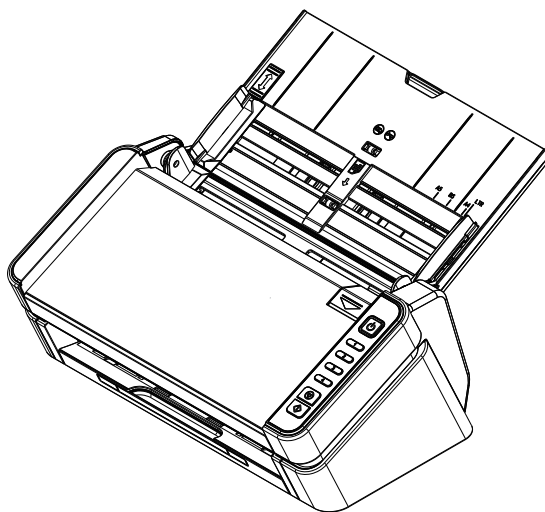
ArtixScan DI 2440S

ArtixScan DI 2450S

ArtixScan DI 2860S

ArtixScan DI 2870S

User's Manual



Preface

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Disclaimer

Every effort has been made to ensure the accuracy of the information in this manual. However, Microtek makes no guarantees regarding the completeness or correctness of the contents and reserves the right to make changes without prior notice. Specifications, software, and bundled hardware are subject to change without obligation or notification.

Reserved

Please read this manual thoroughly before using the scanner and keep it in a safe place for future reference. Ensure that you fully understand the contents of the manual to operate the scanner correctly.

Warning

This scanner may cause radio interference in residential environments while in operation.

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Microtek International, Inc.
No. 6, Industry East Road 3, Hsinchu Science Park, Hsinchu, 30075, Taiwan
Tel: 886-3-5772155, Fax: 886-3-5772598,
<https://www.microtek.com>

Safety Precautions

Before using your scanner, read the following safety guides carefully, which detail the proper operation of the scanner and its accessories to prevent injuries or damage to users or equipment.

Power Supply:

- Use a power source only with a power rating specified on the marking label.
- Insert the plug completely into the outlet, as a loose connection may cause arcing and result in fire.
- Place and route the power supply cord such that it is not likely to be walked on or pinched by items placed upon or against them, paying particular attention to the cord near the power plugs, convenience receptacles, and at the point where it exits from the outlet.
- When the scanner is left unattended and unused for long periods of time, unplug it from the wall outlet.

Moving and Storing the Scanner:

- Do not place the scanner on any slippery, slanted, or unstable surface. The product may slide or fall, causing serious injury to people as well as serious damage to the product.
- Do not use this scanner near water. Never spill liquid of any kinds on the product, or it may result in electric shock or other hazards.
- This scanner should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

Using the Scanner:

- The scanner automatically enters sleep mode to conserve power if it is not used for a period of time you set. To wake the scanner and return to Ready mode, press the scanner's Power button for a while.
- When the scanner is near the end of its life, increase the frequency of periodic inspections to ensure safety and reliability.
- For proper disposal, follow local environmental regulations for the classification and disposal of the scanner, its accessories, and packing materials at the end of their lifespans.

Maintenance and Service:

- When the scanner is going to be cleaned, ensure to turn off the power of scanner and unplug the power cable from the AC outlet
- When the scanner needs services, please switch off the scanner power and unplug the power cable of the scanner, then consult a qualified service personnel.
- When replacement parts are required, use replacement parts that are specified by the manufacturer or have the same characteristics as the original parts.
- For safety reasons, inspect the scanner before use and conduct regular inspections at least once a year.

Symbols Used in This Manual

The following symbols are used in this manual to describe the processes, restrictions, operation precautions and descriptions that should be followed for safety considerations.



Warning

This represents related operations that may cause personal injuries or death if operated improperly. To ensure the safe use of the scanner, please pay special attention to these warnings.



Note

This represents related operations that may cause personal injuries or property losses if operated improperly. To ensure the safe use of the scanner, please pay special attention to these precautions.



Important

This represents operation requirements and restrictions. Please read these items carefully to ensure normal operation of the scanner, and to avoid damaging the scanner.



Prompt

This represents further descriptions of operations, or supplementary explanations for operation processes. It is strongly recommended that you read these annotations.

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Important Safety Instructions

To ensure the safe operation of this scanner, make sure to read the following safety warnings and precautions before using the scanner.

Power

- Only connect to power adapters with rated voltage and current (24V, 2.5A).
- Do not use coiled power cables.
- Do not use the scanner without the specified rated voltage power. Doing so will cause fire or electric shock.
- Do not connect other electrical devices to the same power outlet where the scanner is connected. In addition, when connecting with extension cords, make sure the rated current of the extension cord satisfies the current requirements of the scanner.
- If the power cable is frequently stepped on or has heavy objects placed on top of it, it will get damaged. Continue using damaged cables will result in accidents such as fire or electric shock.
- Do not tug on the power cable directly. When disconnecting the power cable, hold on to the plug and remove it from the power outlet.
- Keep other objects clear of the area around the power plug so that the power cable can be easily unplugged in emergencies.
- If there is anything that you are unclear about concerning the power, please contact your local authorized dealer or the customer service center to learn more information.

Installation Location

The performance of this scanner will be affected by its installation environment. Make sure the installation location of the scanner complies with the following environmental requirements:

- Keep sufficient space around the scanner for operation, maintenance and ventilation use.
- Avoid installing the scanner under direct sunlight exposure. If this is unavoidable, the scanner should be covered with curtains.
- Avoid installing at locations where large amounts of dust accumulate.
- Avoid warm or humid locations, such as close to water faucets, heaters or humidifiers; also avoid locations that emit strong fumes such as ammonia, paint thinners or other volatile chemicals.

- Avoid installing in locations with vibrations.
- Avoid exposing the scanner to locations with rapid temperature changes. If the room where the scanner is installed is colder, but the temperature rises rapidly, water drops (condensation) may form inside the scanner. This will cause the scanning quality to drop significantly.

The following conditions are recommended for getting the best scanning qualities:

Room temperature: 0 °C to 40 °C

Humidity: 20% to 80% (relative humidity)

- Avoid installing the scanner next to devices that generate magnetic fields (such as speakers, television or radios).

Moving the Scanner

- Pay extra attention when moving the scanner. For safety, always have two people lift or move the scanner, with each person supporting one end. Never attempt to lift the scanner alone, as this could result in the scanner dropping or causing serious hand injuries.
- Make sure to unplug the interface cable and power cable when moving the scanner. If these objects are still connected when moving the scanner, the power plug or connector may get damaged, or may result in the scanner dropping and causing injuries.

Handling



Warning

Be aware of the following items whenever using the scanner. If you don't do so, it may result in fire or electric shock.

- Do not use alcohol, benzene, paint thinners, aerosol sprays or any other highly flammable substances near the scanner.
- Do not cut, damage or modify the power cable. Do not place heavy objects on the power cable and do not tug or bend the power cable excessively.
- Do not connect the power cable with wet hands.
- Do not connect the scanner to a multi-outlet power strip.
- Do not tie the power cable into knots or twist it, as doing so will cause fire or electric shock. When connecting the power cable, make sure to fully insert the power plug firmly into the power outlet.

- When using coiled extension cords, please unwind all the power cables from the coil. Using power cables wound on the coil for extended periods of time may cause the power cable to overheat and result in fire.
- Do not use power cables other than the one included with this scanner.
- Do not disassemble the scanner or modify it in any way because this is extremely dangerous and will cause fire or electric shock.
- Do not use flammable aerosol sprays near this scanner.
- Switch off the power switch and unplug the power plug from the power outlet when cleaning this scanner.
- Use a slightly damp, well-wrung cloth to clean the scanner. Do not use alcohol, benzene, paint thinners or any other flammable substances.
- When using the scanner, if the scanner emits abnormal noise or smoke, heat or odor, or if the scanner cannot operate normally or have other abnormalities, switch off the power switch immediately and unplug the power plug from the power outlet. Then contact your local authorized dealer or the customer service center to learn more information.
- Do not drop the scanner or let it get impacted or have strong vibrations. Whenever the scanner is damaged, you should switch off its power switch immediately and unplug its power plug from the power outlet. Then, contact your local authorized dealer or customer service center to maintain the scanner.
- Before moving the scanner, make sure to switch off its power switch and unplug its power plug from the power outlet.



Note

- Do not install the scanner on unsteady or inclined surfaces, or in areas with severe vibrations, as doing so will cause the scanner to drop and cause personal injuries or damage the scanner.
- Do not block the ventilation openings. Otherwise, the scanner may overheat and there will be the danger of fire.
- Do not place small metal objects such as staples, paper clips or jewelry on the scanner. These objects may fall into the scanner and cause fire or electric shock. Whenever such items fall into the scanner, you should switch off its power switch immediately and unplug its power plug from the power outlet. Then, contact your local authorized dealer or customer service center to maintain the scanner.
- Do not place the scanner in humid or dusty locations. Doing so will cause fire or electric shock.
- Do not place objects on top of the scanner. Such objects may overturn or drop, causing personal injuries.

- Hold onto the power plug firmly when unplugging the power cable. Do not tug on the power cable directly as doing so may damage or expose the wires inside the power cable, causing fire or electric shock.
- Sufficient space should be kept around the power plug so that it can be easily unplugged. If objects are stacked around the power plug, it cannot be unplugged in emergencies.
- Do not spray water or flammable substances (alcohol, paint thinners and benzene, etc.) into the scanner, as doing so may cause fire or electric shock.
- When the scanner is not used for long periods of time (such as overnight), its power switch should be switched off to ensure safety. Also, when the scanner is not used for a duration such as consecutive holidays, its power switch should be switched off and its power plug should be unplugged from the power outlet to ensure safety.
- Do not wear loose clothing or wear jewelry when using the scanner (they might get pulled into the scanner). This will result in personal injury. In particular, pay extra attention to necklaces and long hair. If any object is pulled into the scanner, disconnect the power cable immediately to stop the scanner from operating.
- Please operate carefully when loading paper and clearing paper jams from the scanner. The edges of paper may cut your hand.



CAUTION: Hot surface

- Parts with labels may heat up, which may cause scalding if not operated carefully. To ensure safe operation, make sure to follow all safety precautions.

Disposal

- When disposing the scanner, make sure to follow related local laws and regulations, or consult the dealer who sold you the scanner.

About Your Scanner

The scanner you purchased is a high-speed A4 scanner designed specifically for high-volume document processing and efficient digitization tasks. Equipped with an advanced paper handling mechanism and intelligent image optimization technologies, it delivers stable, fast, and high-quality scanning performance. It is especially suitable for professional environments that demand efficiency and multitasking workflows..

Features

- Straight-through paper path design ensures smooth paper feeding and reduces paper jams.
- Wide paper path design, with a maximum paper width of 245 mm, supports scanning of perforated receipts.
- Long paper scanning support, up to 5500 mm in length.
- Advanced paper separation technology enables mixed scanning of documents with varying sizes and weights.
- Hard card support, allowing you to scan plastic cards such as ID cards, bank cards, and credit cards.
- Supports programmable scanner buttons for quick one-touch scanning.
- Image processing features:
 - Automatic text orientation recognition: Detects and corrects text orientation for easier reading.
 - Blank page removal: Automatically removes blank pages to maintain continuity in scanned documents.
 - Image splitting: Splits a single image into two separate images.
 - Image merging (folded page): Automatically merges the front and back sides of a folded page into a single image.
 - Image quality mode selection: Choose between speed-first or quality-first scanning modes.
- Image enhancement features
 - Auto-cropping and deskewing: Improves output accuracy and image quality.
 - Black Border Removal: Removes unwanted black border from scanned documents to enhance overall image appearance.
 - Auto color fill: Fills black border with the detected background color automatically.

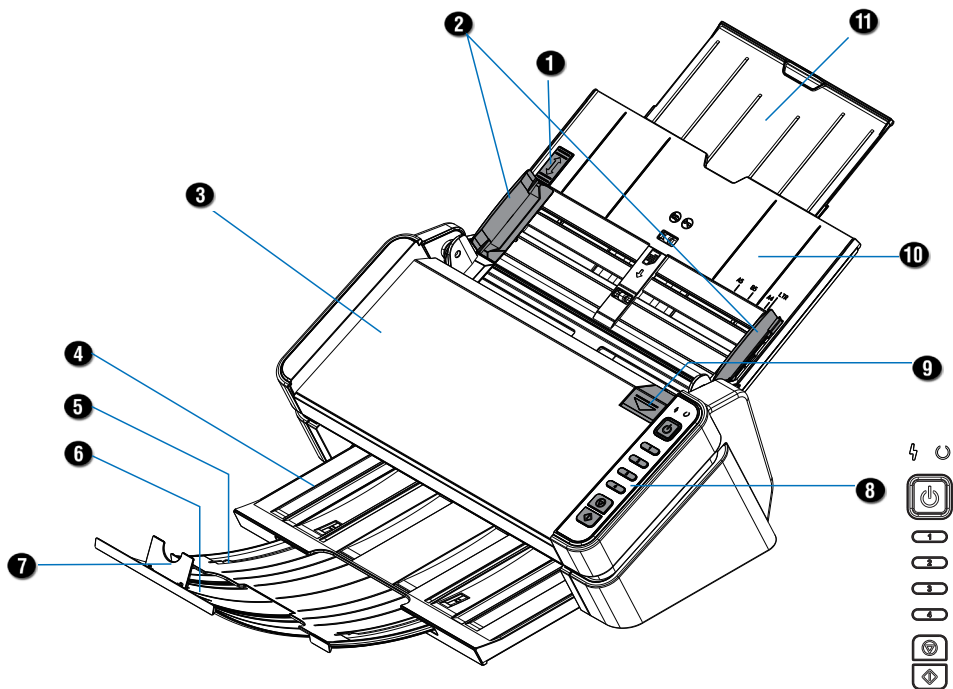
- Bleed-through reduction: Suppresses background content from showing through the front side of the document.
 - Background removal: Enhances text readability on colored forms.
 - Punch hole removal: Automatically detects and fills punch holes to eliminate binding marks.
- Scan detection features
 - Ultrasonic double-feed detection: Prevents feeding multiple pages at once to avoid missing data.
 - Lens dirt detection: Prompts you to clean the lens to avoid streaks in images.
- Additional highlights
 - Customizable scanner sleep timer to reduce power consumption during standby.
 - Quiet and stable scanning process, with neatly stacked output for easier post-scan sorting.
 - Built-in administrator functions support scanner log review, status monitoring, and roller counter reset.

System Requirements

- Color display with 24-bit color output capability
- 4 GB of RAM or more
- Intel Core i3, 3.0 GHz Dual-Core processor or higher PC with built-in USB port
- Microsoft Windows 7/ 8 10/ 11

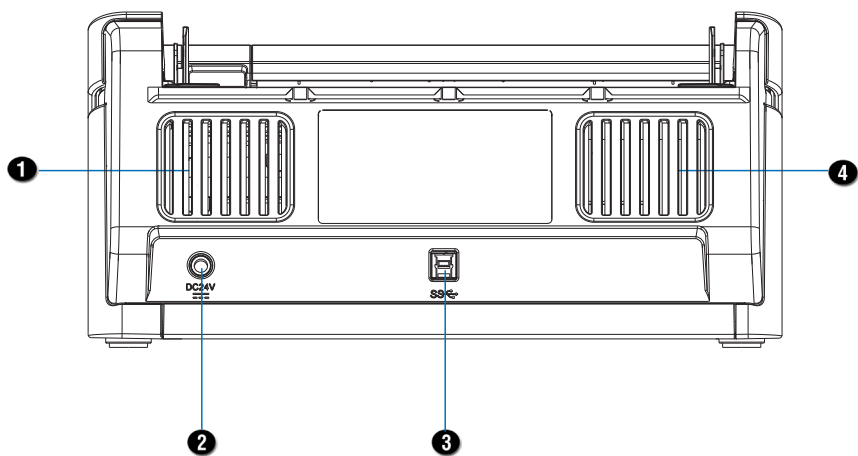
Scanner Overview (Parts and Functions)

Front



No.	Parts	Functions
1	Feed Width Toggle Switch	Switches the maximum paper feed width.
2	Guide Arms (Left/Right)	Adjusts the position of documents to suitable positions.
3	Scanner Cover	Covers the internal components of the scanner.
4	Paper Output Tray	Holds the output documents.
5	Output Tray Extender A	Pull out to extend the length of the output tray.
6	Output Tray Extender B	Pull out to extend the length of the output tray.
7	Paper Stopper	Prevents the output documents from sliding off the tray.
8	Control Panel	Includes a Power button, Start Scan and Stop Scan buttons, four Button Scan buttons (1, 2, 3,4), and two LED indicators.
9	Release Button	Lift it upward to open the scanner cover for removing jammed paper or performing cleaning.
10	Paper Feed Tray	Holds the documents to be scanned.
11	Feed Tray Extender	Pull out to extend the length of the feed tray.

Back



No.	Parts	Functions
1	Ventilation openings	Allow heat to dissipate inside the scanner.
2	Power connector	Connects the scanner to the power adapter.
3	USB Type-B port	Connects the scanner to a computer via USB cable.
4	Ventilation openings	Allow heat to dissipate inside the scanner.

Control Panel Overview

Button Functions

Buttons	Icon	Operation	Functions
Power button		Press and hold/Press	Press and hold for 3 seconds to turn the scanner on or off. Press to wake up the scanner from the sleeping.
Button Scan button (1, 2, 3, 4)		Press	Press to start a scan using the scan settings configured in the "Button Scan Utility", and the scanned image will be saved to the designed folder. (For details on button scan settings and operations, refer to the "Using the Scanner Buttons for Scanning" chapter in the scanner user's manual.) NOTE: Be sure to close Microtek DocWizard EX before using button-based scanning.
Stop Scan button		Press	Press to pause the ongoing scanning process. Press to pause the ongoing scanning process
Start Scan button		Press	Performs the same function as the Button Scan button described above.

LED Status Indicators

Scanner Status	LED Indicators	
		
	Red LED	Blue LED
Power on	Off	On (Solid)
Standby	Off	On (Solid)
Scanning	Off	On (Solid)
Sleep mode	Off	Blinking
Wake up	Off	On (Solid)
Abnormal	On (Solid)	Off

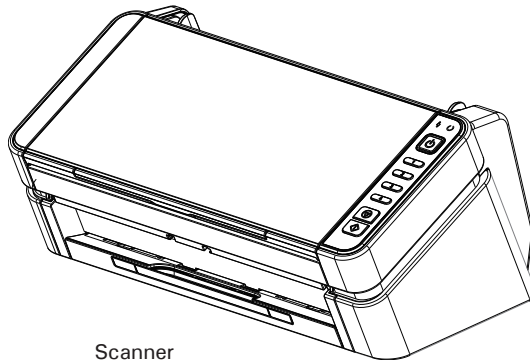
Installing the Scanner

Before setting up the scanner, please take note of the following precautions:

- Ensure you use the power adapter and USB cable provided with the scanner.
- Do not place the scanner on any slippery, slanted, or unstable surfaces to prevent it from sliding or falling, which may result in injury or damage to the scanner.
- Keep all packing materials, including the original carton, in case you need to transport the scanner in the future.

Step 1: Unpacking the Scanner

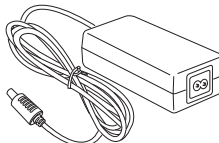
Open the scanner package and check for the following main items. If any items are missing and damaged, please contact your original dealer or Microtek customer service center.



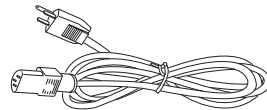
Scanner



USB cable



Power adapter



Power cord



Step 2: Installing the Software

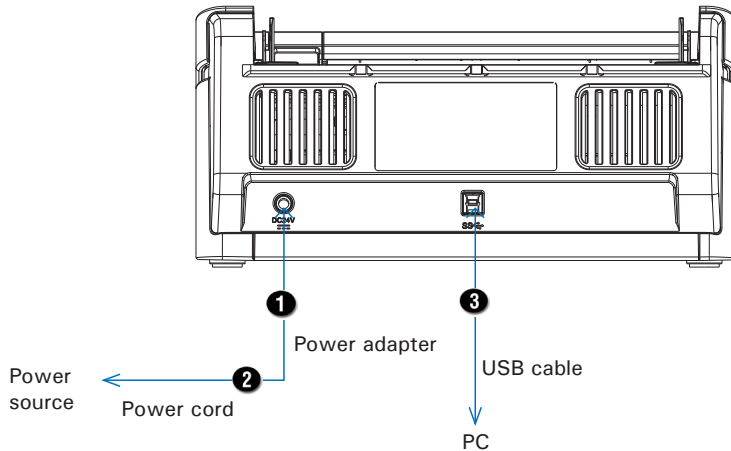
Please follow the steps below to load and install the required software for the scanner:

1. Visit the Microtek website at www.microtek.com.
2. Use the search  function to locate your product, and then navigate to its associated "Downloads" page.
3. Download the required drivers and software marked as "Yes" from the download list, and optionally download any additional related software if needed.
4. Once the download is finished, double-click the downloaded file (*.exe) to begin the installation process.
5. 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 center.

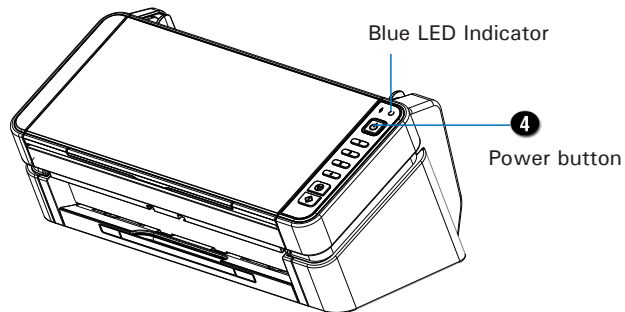
Step 3: Connecting the Scanner

1. Connect the power adapter to the back of the scanner.
2. Plug one end of the power cord into the power adapter, and plug the other end into a wall outlet or any other power source.
3. Connect one end of the USB cable to your computer's USB port, and the other end to the USB Type-B port on the scanner.



4. Press and hold the Power button (⏻) on the scanner's control panel for about 3 seconds. When the blue LED indicator (💡) lights up, the scanner has been turned on.

Once the system detects the scanner, the blue light will blink once and then stay on, indicating that the scanner is ready for use.



Document Feeding and Storing

Document sizes that the scanner can scan range from business cards, and checks to A4 format. Acceptable document sizes and paper thicknesses vary according to the feeding method.

Important

The documents must meet the following standards in order to be scanned:

- Make sure the ink on the documents has dried before scanning. Scanning documents with undried ink may stain the roller or scanning glass, causing images to have lines or stains on images or stain other documents.
- Make sure to clean the roller or scanning glass after scanning documents written with a pencil. Scanning documents written with a pencil may make the roller or scanning glass dirty, causing images to have lines or stain other documents.
- Before scanning hard cards, make sure to disable the “Ultrasonic Detection” function.
- Please note that scanning the following types of documents may cause paper jams or malfunctions. To scan these types of documents, you can copy the documents first and then scan the copies.



Wrinkled or creased documents



Curly documents



Torn documents



Documents with paper clips or staples



Documents with excessive dust or paper scraps



Carbon paper



Surface-treated paper



Paper that is extremely thin and translucent

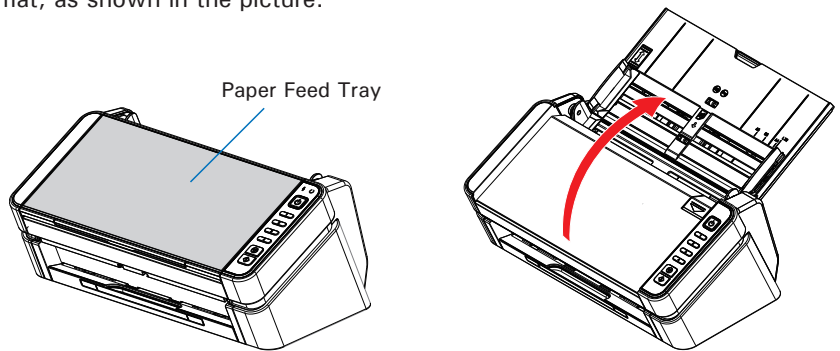
The capacity of the feed tray varies depending on paper type and thickness. For instance, with standard A4 paper (70 g/m²), the tray can hold up to 100 sheets.

Important

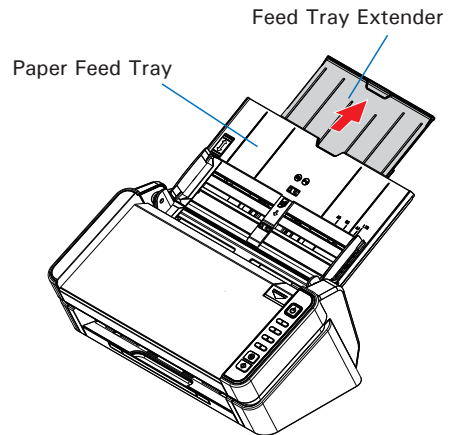
When placing documents into the paper feed tray, do not exceed the maximum capacity value; otherwise, there may be paper jams.

Opening the Paper Feed Tray

1. Flip up the Paper Feed Tray until it is fully open and lies flat, as shown in the picture.

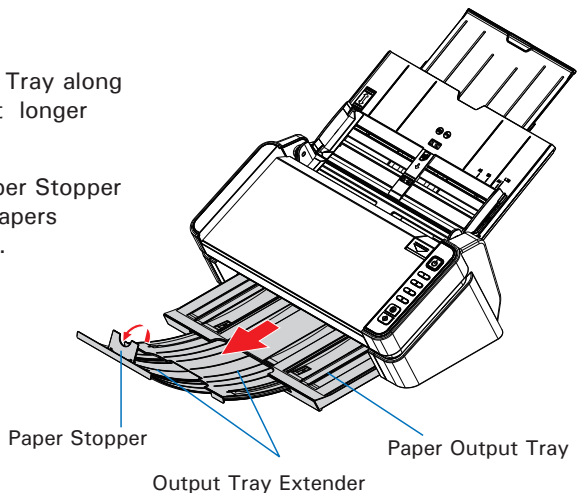


2. If needed, pull out the Feed Tray Extender to support longer papers.



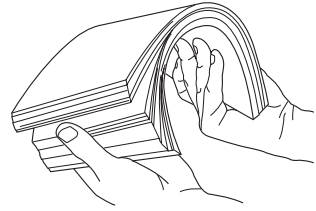
Opening the Paper Output Tray

1. Pull out the Paper Output Tray along with extenders to support longer paper as needed.
2. If required, flip up the Paper Stopper to help keep the output papers neatly stacked in the tray.



Loading Documents

1. Before loading the documents into the feed tray, fan and loosen the stack of papers.

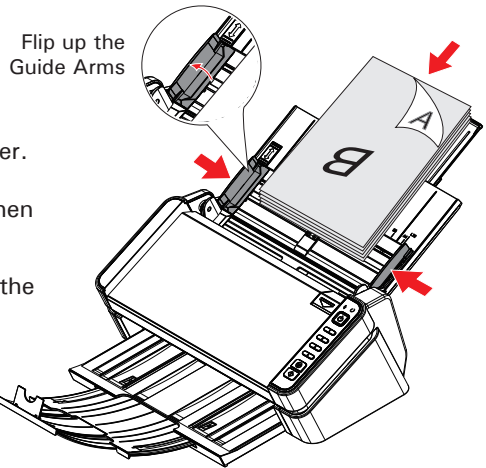


2. Place the documents face down with the top edge facing the feeder. Arrange the stack into a wedge shape, as shown in the picture, then insert it into the feed tray.

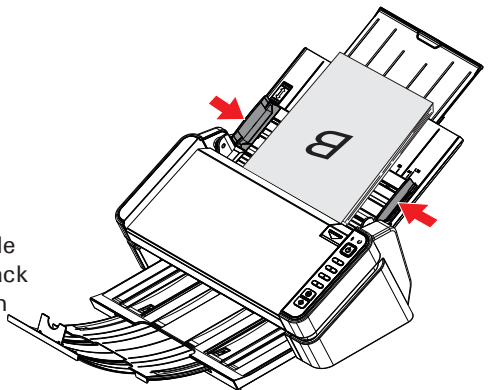
Push the stack in until it touches the bottom of the feeder.



Front side Back side



3. If needed, adjust the stack of document by sliding the two Guide Arms toward the edges of the stack to ensure it is properly centered in the tray.



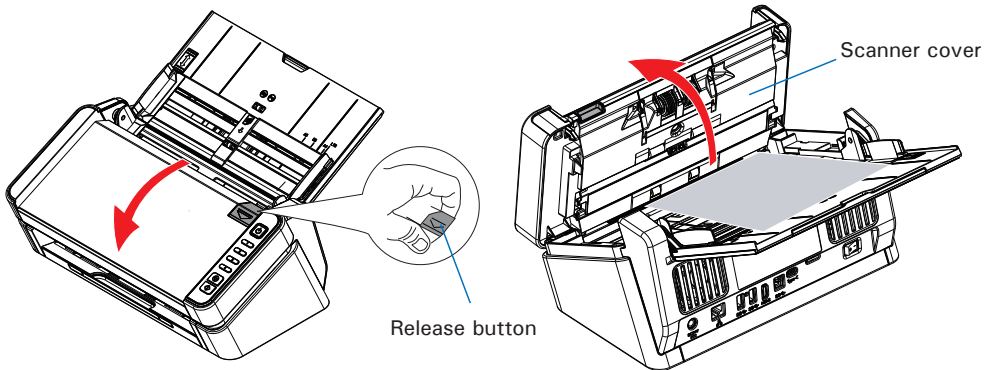
NOTE:

- For new or hard-to-separate documents, it is recommended to fan out the leading edges into a wedge shape before loading them into the feed tray.
- The scanner supports scanning hard cards up to 0.76 mm thick. To avoid potential damage, insert only one hard card at a time.

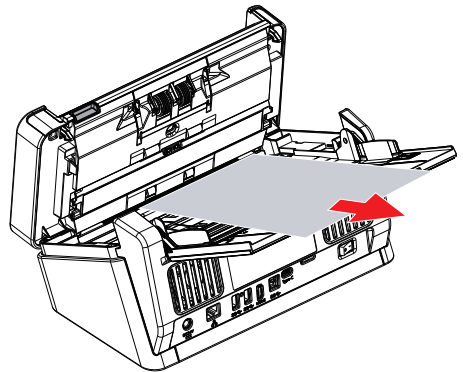
Clearing Paper Jams

If paper jams or other abnormal situations occur during the usage process of the scanner, please release the paper jam using the following steps:

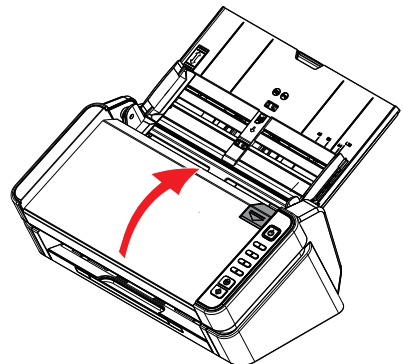
1. Remove the remaining documents on the feed tray that have not been scanned yet.
2. Lift the Release button upward to open the scanner cover.



3. Remove the jammed paper inside the paper path.



4. Close the scanner cover until it clicks into place. Then, place the remaining paper back to perform scanning.

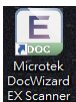


Scanning Documents

This section provides basic information for capturing images from your scanner using DocWizard EX scanning software on Windows.

1. Load Documents.

Load the documents to be scanned into the feed tray, as described in the “Loading Documents” section of the manual.



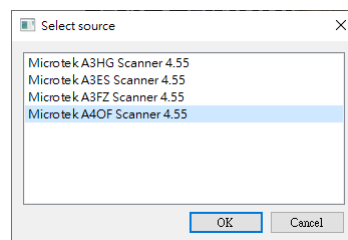
2. Launch Software.

Double-click the “Microtek DocWizard EX” icon on the desktop to launch the software.

3. Select Scanner.

Go to “Scan>Select device source”. In the window that appears, select the scanner driver that corresponds to your connected scanner, then click “OK”.

Once the scanner is detected, a message in the status bar will indicate that the scanner is ready.



4. Configure Scanning Settings.

Go to “Scan>Scan settings” to open the TWAIN interface and configure the required scan settings for your scan job.

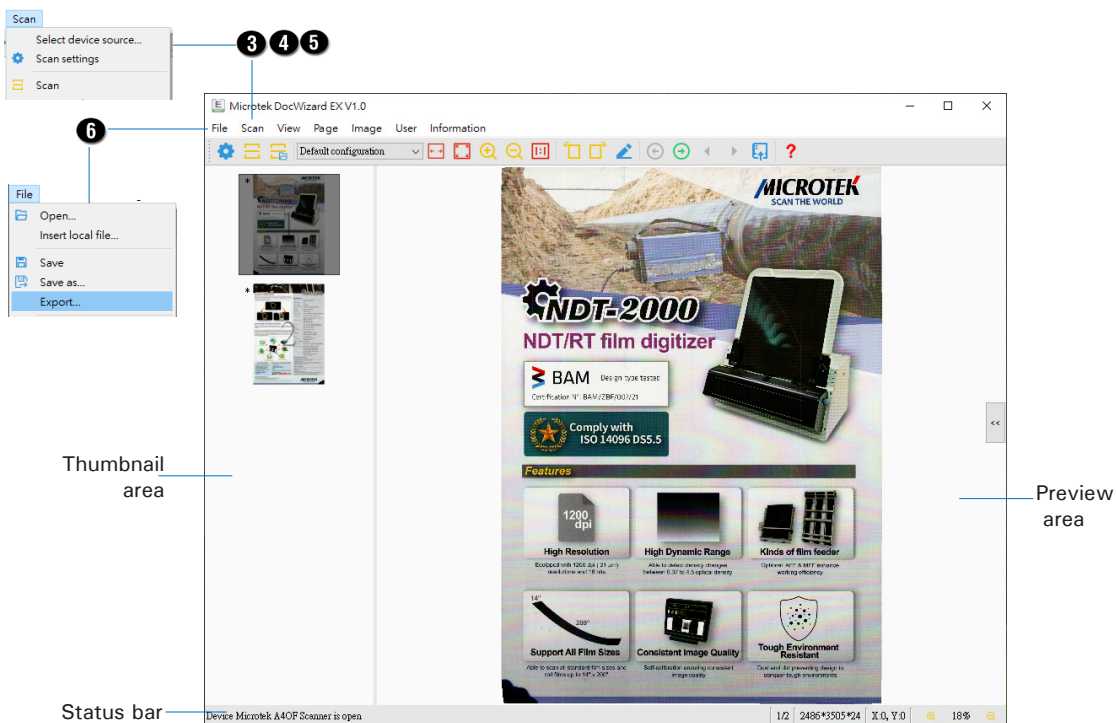
For detailed information on scan settings, click the “Help” button in the settings window to access the online help manual.

5. Start Scanning.

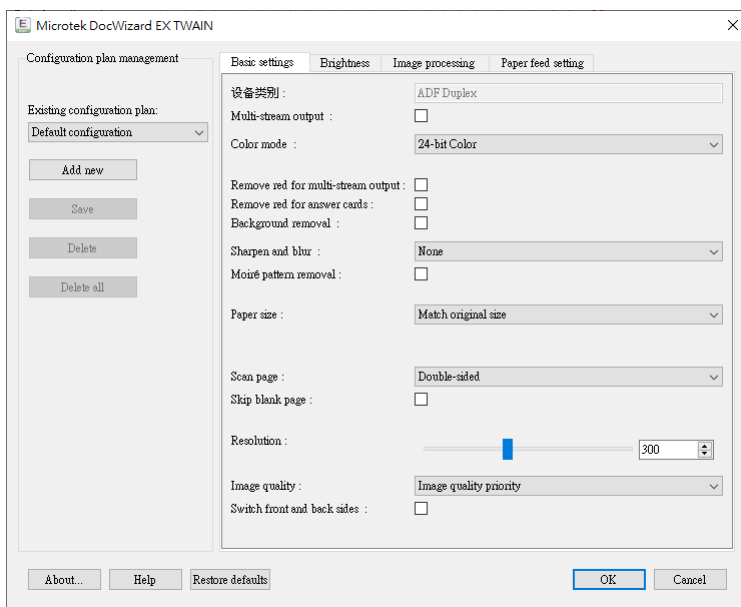
Select “Scan>Scan” to start scanning. When the scan is complete, the images will be temporarily saved in the system's designated folder and displayed as thumbnails in the Thumbnail and Preview areas for viewing.

6. Save Scanned Images.

Select “File>Export...”, configure the desired file properties in the Export dialog box, and click “Save” to export the scanned images.



DocWizard EX Main Interface

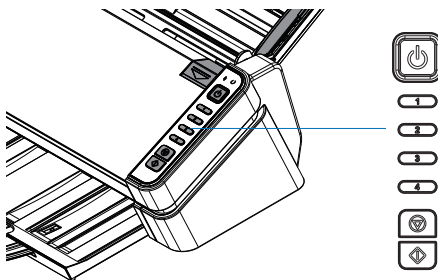


Scan Settings Interface (TWAIN Interface)

Using the Scanner Buttons for Scanning

This section explains how to use the physical buttons on the scanner—together with the **Button Scan Utility**—to perform scanning tasks and automatically save the scanned images to a designated folder.

The scanner control panel includes five programmable scan buttons: four numbered buttons (1, 2, 3, 4) and one Start Scan button (⏏). Using the Button Scan Utility, you can assign scanning parameters and file-saving settings to each button. Once configured, simply press the corresponding button on the scanner to quickly perform a scan.



Before using the button scan feature, please ensure the following:

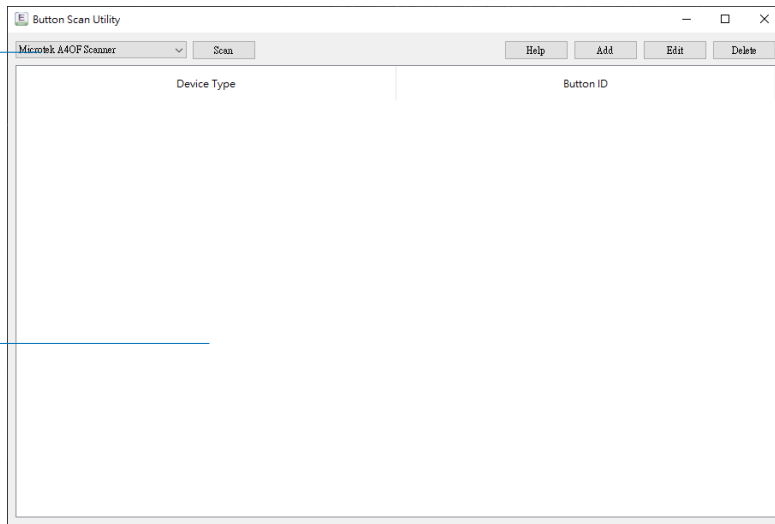
- The Button Scan Utility is installed on your computer.
- The scanner is properly connected to the computer and powered on.

Installing and Launching the Button Scan Utility

1. Go to the Microtek official website. Navigate to the “Downloads” page for your specific scanner model, then download and install the “Button Scan Utility” software.
2. After installation:
 - A shortcut icon for the Button Scan Utility will appear on your desktop.
 - The utility will automatically run in the background and remain active in the Windows system tray (bottom-right corner of the taskbar).
 - The utility’s main window will appear on-screen for button configuration and management.

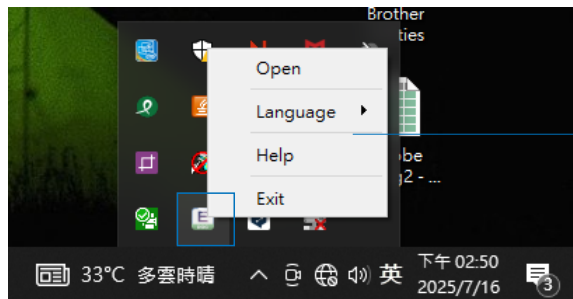
The Device List box displays the scanner currently in use.

Configuration list area



NOTE:

- When the scanner is properly connected, the Device List box will display the scanner. If the scanner is turned off or not connected, the box will remain empty.
- When using the software for the first time, the configuration list area will be empty. You must add at least one button scan configuration to enable the button scan function.
- If the main window is closed, you can reopen it by right-clicking the Button Scan Utility icon in the system tray and selecting "Open" from the menu displayed .

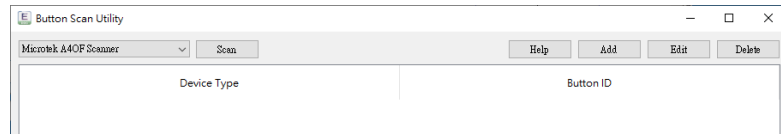


- If the utility has been manually exited from the Windows system tray, double-click the desktop shortcut to relaunch it.

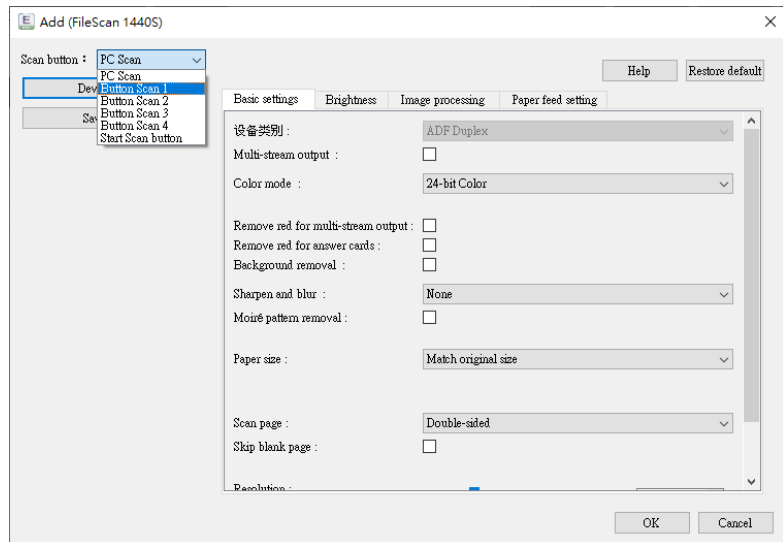
Configuring Scanner Buttons

Follow the steps below to configure each scanner button on your scanner:

1. Launch the Button Scan Utility to open its main window.
2. Ensure that the Device List box displays the scanner currently in use.



3. Click "Add" to open the button configuration window, then configure the following settings:
 - a) From the "Scan Button" drop-down menu, select the button you want to configure (1, 2, 3, 4, or Start Scan).



- b) Click "Device settings" to define the scan parameters for the selected button, such as color mode, paper size, resolution, document orientation, and advanced image processing features (e.g., multi-stream output, blank page removal, auto deskew, and color dropout).

- c) Click “Save settings” to define the file-saving rules, including destination folder, file naming convention, output format, and options for compression or multi-page files.

Scan button : Button Scan 1

Directory: C:\Users\user\Documents\ZjScanTool\AcquireIntro\

☐ Create a subfolder using the current date

☐ Use subfolder based on blank pages

☐ Use subfolder based on image color type

File name: ZjScan

File index

Start index: 1

Number: 3 For example: “ZjScan001”

Even number and odd number pages: Even number and odd number pages

Format: JPG - JPG / JFIF(*.jpg) Compression options

☐ Save multiple pages (TIFF/PDF/OFD/GIF)

☒ All pages ☐ User custom pages 1

OK Cancel

4. When finished, click “OK” to save all desired settings. The new button configuration will appear in the configuration list.

	Device Type	Button ID
1	ArtixScan DI 2440S	Button Scan 1

5. Repeat steps 3–4 to define additional buttons as needed.

	Device Type	Button ID
1	ArtixScan DI 2440S	Button Scan 1
2	ArtixScan DI 2440S	Button Scan 2
3	ArtixScan DI 2440S	Button Scan 3
4	ArtixScan DI 2440S	Button Scan 4
5	ArtixScan DI 2440S	Start Scan button
6	ArtixScan DI 2440S	PC Scan

NOTE:

- Each scanner button can be assigned only one set of scan parameters.
- Before using the scanner buttons to perform scanning, ensure that Microtek DocWizard EX is closed and the Button Scan Utility remains running in the Windows background.
- To edit an existing button scan parameters, open the main window, select the desired button ID from the configuration list, and click “Edit.” Adjust the necessary settings by following the steps outlined earlier in this section.

Button Scan Operation

After configuring the scanner buttons, you can start scanning using the button:

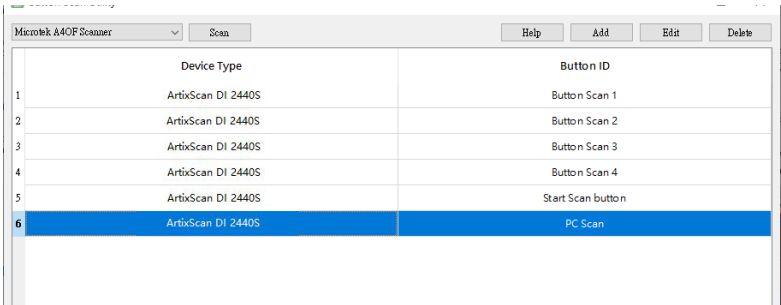
1. Place the documents to be scanned into the scanner's feed tray.
2. Press the scanner button (1, 2, 3, 4 or Start Scan button). The scanner will start scanning using the scan parameters assigned to that button.

To cancel the ongoing scan, press the Stop Scan button (). Press the button again to resume scanning.

3. Once the scan is done, the scanned images will be automatically saved to the folder specified for that button.

Additional Information

The “PC Scan” configuration is designed for software-initiated scanning and does not require the use of the scanner’s physical buttons. To perform a software-initiated scan, simply click the “Scan” button in the main window .



	Device Type	Button ID
1	ArtixScan DI 2440S	Button Scan 1
2	ArtixScan DI 2440S	Button Scan 2
3	ArtixScan DI 2440S	Button Scan 3
4	ArtixScan DI 2440S	Button Scan 4
5	ArtixScan DI 2440S	Start Scan button
6	ArtixScan DI 2440S	PC Scan

For more details on setup and advanced features, please refer to the “Button Scan Utility Help Manual” or contact Microtek Customer Service Center.

Regular Maintenance and Care

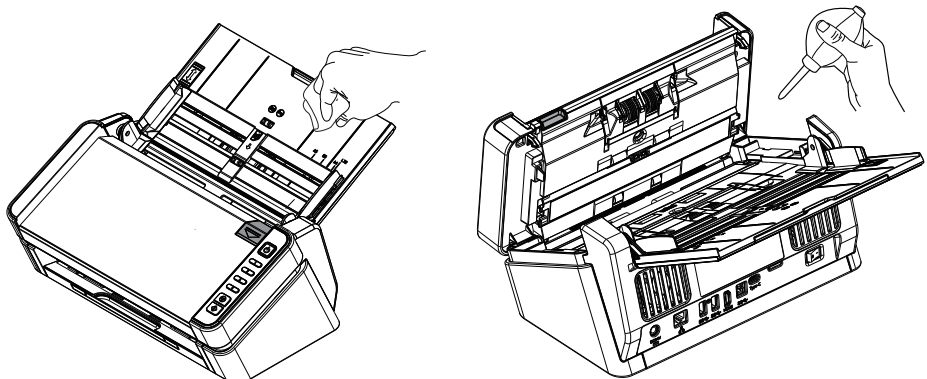
To maintain the scan quality, please clean the scanner regularly by following the descriptions below

Note

- Do not clean the scanner with spray cleaners. Otherwise, it may wet this delicate machine and cause it to malfunction.
- Cleaning the scanner with paint thinners, alcohol or other organic solvents is strictly prohibited. These types of solvents may cause the exterior of the scanner to deform or discolor, and cause other damages.
- Please operate carefully when opening the closing the scanner cover to avoid crushing your hand.

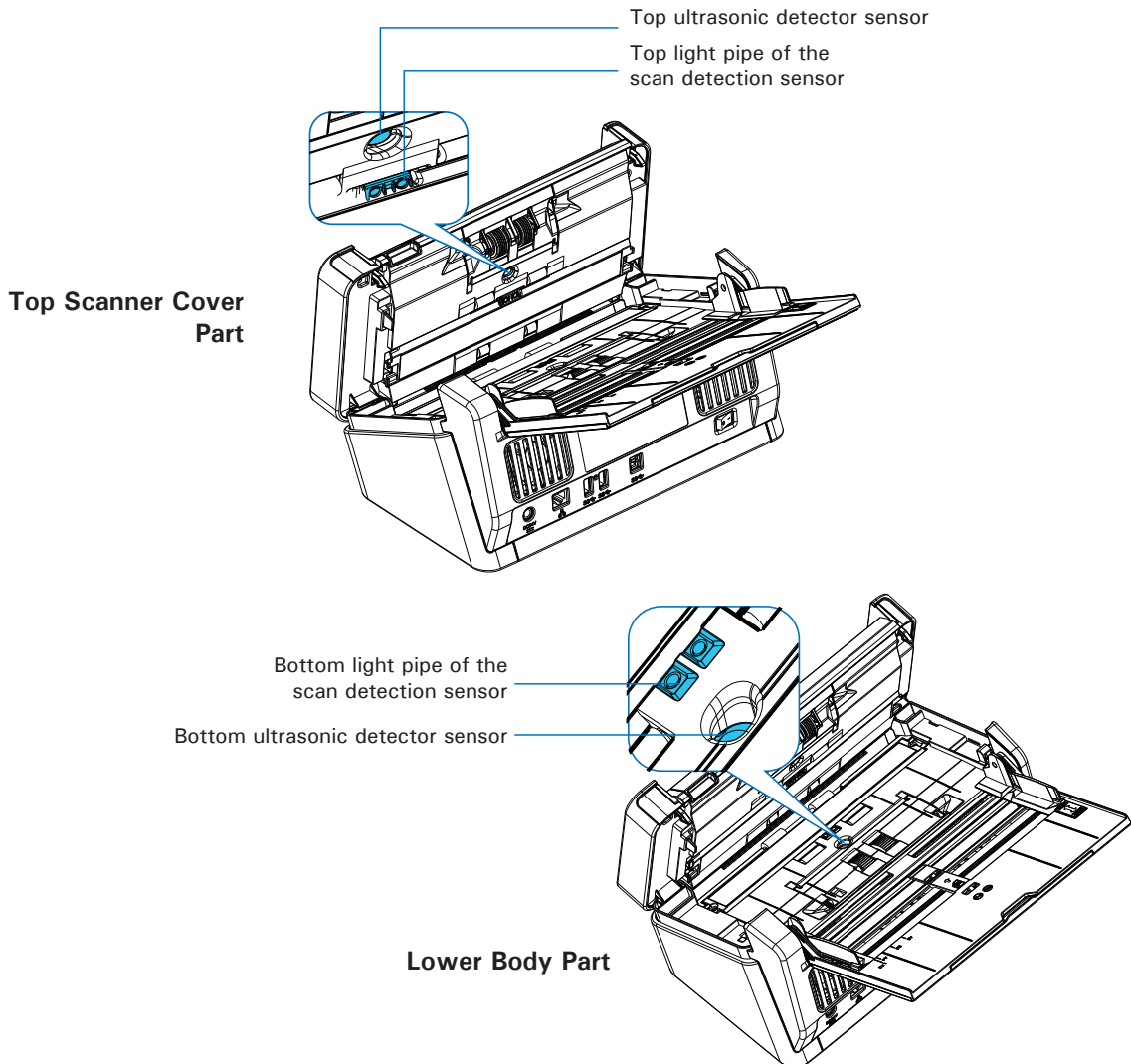
Cleaning the Scanner

- About the cleaning cloth
Please use cleaning cloths that will not damage the scanner to avoid scratching the internal components.
- Cleaning the exterior of the scanner
To clean the exterior of the scanner, please use a cloth dampened with water or neutral detergents. Wipe with a wrung cloth, then wipe the scanner dry with a clean dry cloth.
- Cleaning the document feeder and transport path
Dust or debris in the document feeder or inside the scanner may cause scanned images to have spots. Clean the dust and debris on the feeder and inside the scanner regularly with compressed air (e.g., dust blower). After completing larger scanning operations, switch off the scanner and clean all the debris.



Cleaning the Sensors

- The dust and debris gathered on the sensors will cause documents to be identified incorrectly. Clean the sensor regularly using hair dryers so that dust and debris will not gather on the sensor.
- After the machine has been used for a period of time, large amounts of dust and debris will accumulate on the surface of the pickup roller. Please remove the pickup roller and wipe off the debris and dust on its surface with a cloth that was soaked in water and wrung (Refer to the section "Pickup Roller Replacement" for the removal method).

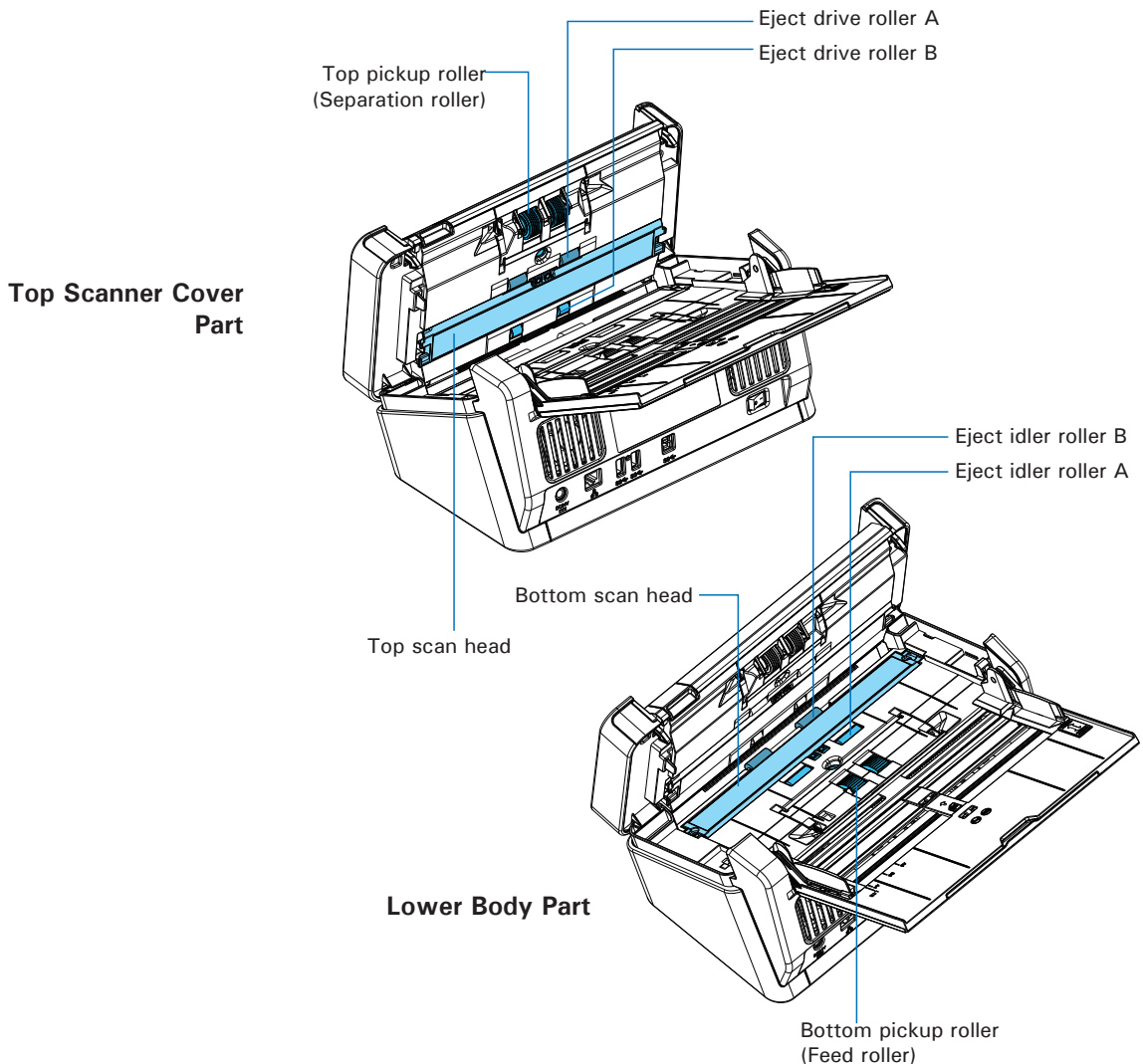


Cleaning the Rollers

- After the scanner has been used for a period of time, large amounts of dust and debris will accumulate on the surface of the rollers (such as the Separation roller, Feed roller, and Eject roller); wipe off the debris and dust on their surfaces with a cloth that was soaked in water and wrung.

Cleaning the Scanner Glass Surface

- After the scanner has been used for a period of time, smudges from documents may attach to the glass surface of the scan head, causing documents to have vertical lines. Please wipe off the smudges on the glass surface gently with a clean cloth.



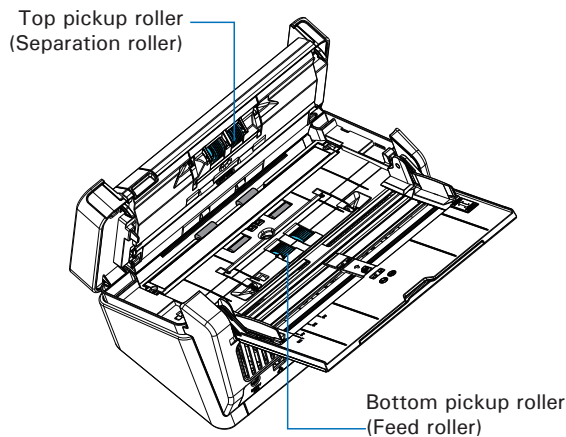
Replacing Consumables

When the roller shows signs of wear. The paper feed ability will decrease, and the chance of paper feed errors (such as paper jams) will increase.

Roller Replacement Cycle

The Pickup roller is a consumable, and needs to be replaced approximately 150,000 pages fed ("150,000" pages are based on the number of high-quality offset paper scanned. Depending on the type of paper and other factors, the actual life of the rollers may be shorter) and the number of sheets scanned can be checked in the user program.

When the pages fed by the roller exceed 150,000 pages, after switching on the scanner and scanning is performed using scanning software, a replace roller prompt will appear on the computer screen.



Important

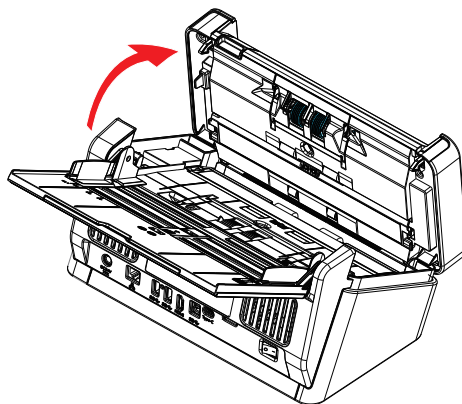
- After the replace roller prompt appears, please purchase a replacement roller kit and replace the roller by following the related steps in the removal and reinstallation steps.
- When the roller shows signs of wear, the chance of paper jam and paper feed errors occurring will increase. If this type of situation occurs, please replace the roller regardless of the page count.
- Make sure to reset the roller count after replacing the roller.

Replacement Roller Kit

The replacement roller kit includes the replacement of the top Pickup roller (Separation roller) and the bottom Pickup roller (Feed roller). Please contact your local authorized dealer or our customer service center for details.

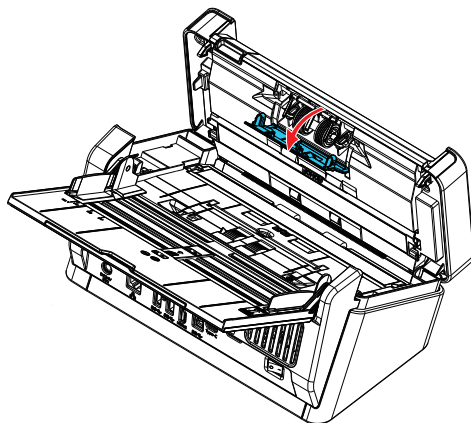
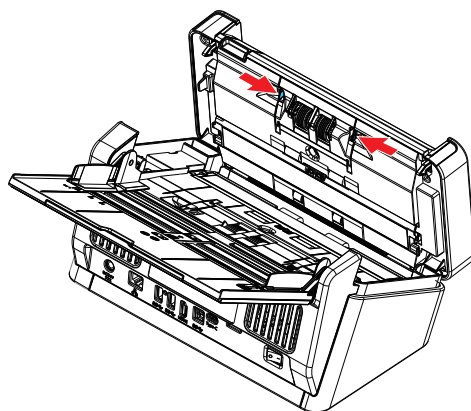
Replacing the Top Pickup Roller (Separation Roller)

1. Open the scanner cover and locate the Separation roller on the scanner cover.

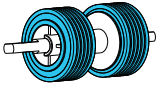
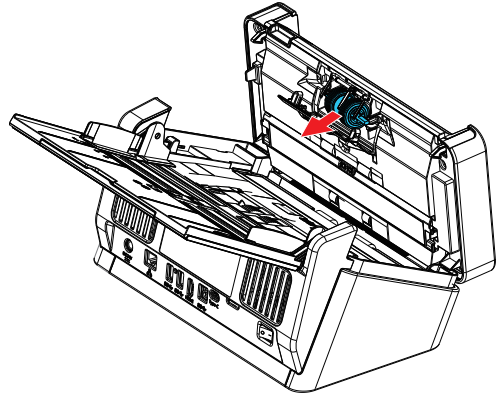


2. Open the cover of the Separation roller.

Press the latches on both sides of the roller cover inward, as shown in the picture, then pull the cover outward to open it.



3. Remove the Separation roller directly from its slot.



4. Install the new Separation roller into the slot in reverse order of removal steps.

After done, close the roller cover until it clicks into place.

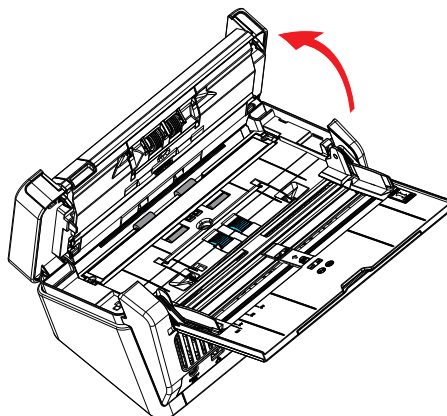


Note

- *When the system prompts to replace the roller, please replace the roller immediately:*
- *Make sure to read and fully understand the instructions before performing the roller replacement.*

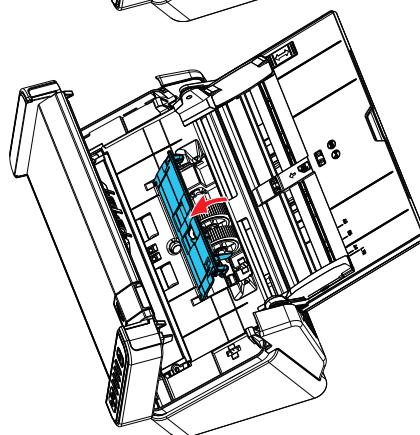
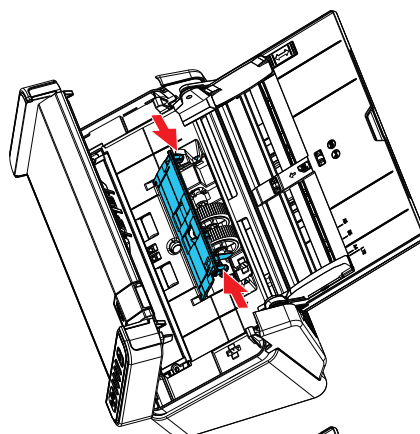
Replacing the Bottom Pickup Roller (Feed Roller)

1. Open the scanner cover and locate the Feed roller on main body unit.



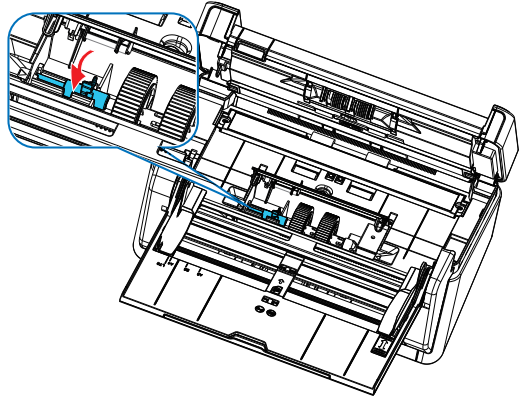
2. Open the cover of the Feed roller.

Press the latches on both sides of the roller cover inward, as shown in the picture, then pull the cover outward to open it.



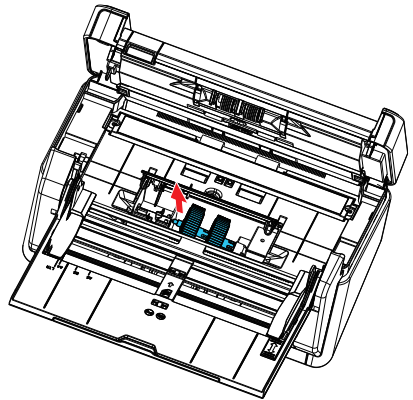
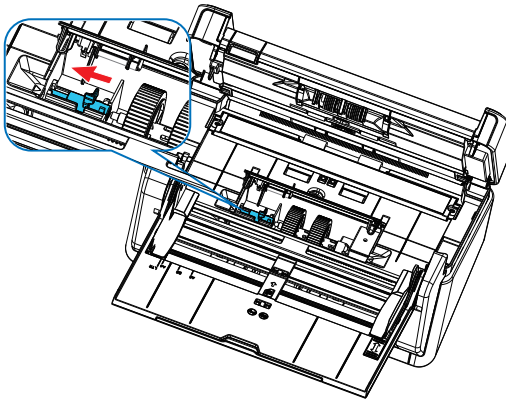
3. Remove the Feed roller.

- a) Lift the lever upward in the direction shown in the picture to loosen the shaft sleeve and unlock the feed roller.



- b) Hold the lever and slide the shaft sleeve to the left to disengage it from the feed roller.

Then, carefully lift the roller from the left side, as shown in the picture, and remove it from the slot.



4. Install the new Feed roller into the slot in reverse order of removal steps.

After done, close the roller cover until it clicks into place.



Note

- *When the system prompts to replace the roller, please replace the roller immediately:*
- *Make sure to read and fully understand the instructions before performing the roller replacement.*

Troubleshooting

This section offers suggested solutions for common problems. If the issue persists after following the recommended steps, please contact our customer service center for further assistance.

Usage Category

Problem 1: The scanner cover is opened

Software Prompt: Cover opened

LED Indication: Solid red light (error) –> Solid blue light (ready) after the error is cleared.

Solution:

- 1) Clear the documents in the device and the paper tray structure, and the scattered documents from the opened cover.
- 2) Cover the scanner cover back.
- 3) Wait for the device to reset and return to ready status.

Problem 2: Failed to pick up paper

Software Prompt: Failed to pick up paper

LED Indication: Solid red light (error) –> Solid blue light (ready) after error is cleared.

Solution:

- 1) Clear the remaining documents that have not yet been scanned from the paper tray structure.
- 2) Open the scanner cover.
- 3) Clear documents in the device and the scattered documents from the opened cover.
- 4) Cover the scanner cover back.

Problem 3: Paper jam

Software Prompt: Paper jam

LED Indication: Solid red light (error) –> Solid blue light (ready) after the error is cleared.

Solution:

- 1) Clear the remaining documents that have not yet been scanned from the paper tray structure.
- 2) Open the scanner cover.

- 3) Clear documents in the device and the scattered documents from the opened cover.
- 4) Cover the scanner cover back.

Problem 4: No paper

Software prompt: No paper

LED Indication: Solid blue light

Solution:

- 1) Add documents to the paper tray structure.
- 2) Restart the scanner.

Problem 5: Scan error.

Software Prompt: Scan error

LED Indication: Solid red light (error) –> Solid blue light (ready) after the error is cleared.

Solution:

- 1) Clear the remaining documents that have not yet been scanned from the paper tray structure.
- 2) Open the scanner cover.
- 3) Clear documents in the device and the scattered documents from the opened cover.
- 4) Cover the scanner cover back.

Problem 6: Lens is dirty

Software Prompt: Lens dirt detected

LED Indication: Solid blue light

Solution:

- 1) Clear the remaining documents that have not yet been scanned from the paper tray structure.
- 2) Open the scanner cover.
- 3) Use a lint-free cloth or cotton swab moistened with alcohol to wipe and clean the scan head.
- 4) Cover the scanner cover back.

General category

Problem 1: Scanner cannot be switched on

Solution:

- 1) Ensure that the AC power adapter is securely plugged into the power outlet.
- 2) Verify that the power adapter is providing the correct voltage output.
- 3) Check if the scanner is in sleep mode.

If the blue light is blinking, it indicates that the scanner is in sleep mode. Press the Power button to wake up the scanner. Once the scanner is active, the blue light will stay solid.

Problem 2: White lines or stripes appear on the scanned image

Solution:

Clean the scanner glass and rollers located on the inner sides of the scanner. If sticky substances such as glue or white-out were discovered, please wipe the areas where the lines appeared carefully with sufficient pressure. If this problem still cannot be solved after cleaning, it may be because the internal glass is scratched. Please contact our customer service center.

Problem 3: Pages are missing from the scanning

Solution:

When the double-sheet detection function is not enabled, pages may be missing inadvertently from double-sheet feeds. Enable the "Ultrasonic detection" option in the "Paper feed" page of the scanner parameter settings. If pages were skipped due to double-sheet feeds of documents, please refer to the problem item in the previously mentioned "Paper jam" problem.

Problem 4: Scanned document paper jam (or double sheet feed or failed to pick up paper)

Solution:

- 1) If the rollers are properly installed, clean them when necessary.
- 2) When document sheets are stuck together due to static electricity, they may not be scanned. Fan the stack of the documents to separate the pages before loading them into the feed tray.

Problem 5: Insufficient memory, scan stopped**Solution:**

If the scanning settings configured occupy a large amount of computer memory, the scan may stop due to insufficient memory.

If an error message appears during scanning due to insufficient memory, exit the current scan, adjust the scan settings, and delete the previously saved images. Then, try scanning again.

Problem 6. Scanning speed is too slow**Solution:**

- 1) Close any unnecessary programs running on your computer.
- 2) Scanning speed may slow down due to insufficient memory caused by memory-resident programs (e.g., antivirus software). If necessary, close such program to free up memory.
- 3) Insufficient hard disk space may prevent the scanner from creating necessary temporary files for scanning. Delete unwanted files from the hard disk to free up more space.

Appendix

Technical Service

The technical service department of Microtek provides complete technical services. Please have the following information ready before you contact us:

- Serial number of the scanner (located on the rear side or underneath the scanner body).
- Computer hardware information, such as CPU type, RAM size, available hard drive space, graphics card, etc.).
- The name and version of the software application you are using.
- The version of the scanner driver you are using.

Contact us through any of the following methods:

- Online Form: Fill out the online contact form official website of Microtek, and we will get back to you as soon as possible.
- Email: Send your questions, feedback, or inquiries to our official email address.
- Phone: Call our customer service center during our business hours.

We are here to assist you and provide the support you need.

Specifications of ArtixScan DI 2440S

Product Type:	Scanner		
Model Type:	ArtixScan DI 2440S		
Scanning Sensor:	CIS x 2		
Optical Resolution:	600 dpi		
Color Depth:	24-bit		
Light Source:	LED (Light Emitting Diode)		
Scanning Modes:	Color, grayscale, black and white, automatic color identification, multi-stream		
Scanning Speed:	40 ppm/80 ipm, at 300 dpi, A4		
Scanning Area:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 216 mm x 5500 mm (8.5" x 216.53")		
Paper Size:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 245 mm x 5500 mm (9.64" x 216.53")		
Paper Weight (Thickness):	30 ~ 413 g/m ² (8 ~ 110 lb.)		
	Up to 0.76 mm of card		
Feeder Capacity:	Up to 100 pages (A4/Letter, 70 g/m ²)		
Duty Cycle:	6000 scans per day		
Roller Life:	150,000 scans		
Interface:	USB 3.0		
Driver	TWAIN		
Dimensions (WxDxH):	327 mm x 208 mm x 156 mm (Folded)		
	327 mm x 643 mm x 247 mm (Expanded)		
Weight:	3.35 kg		
Voltage:	AC 100-240V, 50/60 Hz, 1.5A Max. (Input)		
	DV 24V, 2.5A (Output)		
Power Supply:	Voltage	Manufacturer	Model No.
	100V to 240V	FLYPOWER	PS65B240Y2500H
Environment:	Operating temperature: 0° ~ 40°C		
	Relative humidity: 20% ~ 85%		
Operation System:	Windows 7/ 8/ 10/ 11		

Remarks:

- Please subject to the official website for product information; no further notice will be given shall there be changes
- To ensure the scanner operates normally and maintain scan quality, please clean the scanner components regularly.
- Long document mode is recommended for use only in Grayscale mode at resolutions below 300 dpi.
- Scanning speed may vary depending on the system environment (e.g., computer specifications, operating system).

Specifications of ArtixScan DI 2450S

Product Type:	Scanner		
Model Type:	ArtixScan DI 2450S		
Scanning Sensor:	CIS x 2		
Optical Resolution:	600 dpi		
Color Depth:	24-bit		
Light Source:	LED (Light Emitting Diode)		
Scanning Modes:	Color, grayscale, black and white, automatic color identification, multi-stream		
Scanning Speed:	50 ppm/100 ipm, at 300 dpi, A4		
Scanning Area:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 216 mm x 5500 mm (8.5" x 216.53")		
Paper Size:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 245 mm x 5500 mm (9.64" x 216.53")		
Paper Weight (Thickness):	30 ~ 413 g/m ² (8 ~ 110 lb.)		
	Up to 0.76 mm of card		
Feeder Capacity:	Up to 100 pages (A4/Letter, 70 g/m ²)		
Duty Cycle:	6000 scans per day		
Roller Life:	150,000 scans		
Interface:	USB 3.0		
Driver	TWAIN		
Dimensions (WxDxH):	327 mm x 208 mm x 156 mm (Folded)		
	327 mm x 643 mm x 247 mm (Expanded)		
Weight:	3.35 kg		
Voltage:	AC 100-240V, 50/60 Hz, 1.5A Max. (Input)		
	DV 24V, 2.5A (Output)		
Power Supply:	Voltage	Manufacturer	Model No.
	100V to 240V	FLYPOWER	PS65B240Y2500H
Environment:	Operating temperature: 0° ~ 40°C		
	Relative humidity: 20% ~ 85%		
Operation System:	Windows 7/ 8/ 10/ 11		

Remarks:

- Please subject to the official website for product information; no further notice will be given shall there be changes
- To ensure the scanner operates normally and maintain scan quality, please clean the scanner components regularly.
- Long document mode is recommended for use only in Grayscale mode at resolutions below 300 dpi.
- Scanning speed may vary depending on the system environment (e.g., computer specifications, operating system).

Specifications of ArtixScan DI 2860S

Product Type:	Scanner		
Model Type:	ArtixScan DI 2860S		
Scanning Sensor:	CIS x 2		
Optical Resolution:	600 dpi		
Color Depth:	24-bit		
Light Source:	LED (Light Emitting Diode)		
Scanning Modes:	Color, grayscale, black and white, automatic color identification, multi-stream		
Scanning Speed:	60 ppm/120 ipm, at 300 dpi, A4		
Scanning Area:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 216 mm x 5500 mm (8.5" x 216.53")		
Paper Size:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 245 mm x 5500 mm (9.64" x 216.53")		
Paper Weight (Thickness):	30 ~ 413 g/m ² (8 ~ 110 lb.)		
	Up to 0.76 mm of card		
Feeder Capacity:	Up to 100 pages (A4/Letter, 70 g/m ²)		
Duty Cycle:	6000 scans per day		
Roller Life:	150,000 scans		
Interface:	USB 3.0		
Driver	TWAIN		
Dimensions (WxDxH):	327 mm x 208 mm x 156 mm (Folded)		
	327 mm x 643 mm x 247 mm (Expanded)		
Weight:	3.35 kg		
Voltage:	AC 100-240V, 50/60 Hz, 1.5A Max. (Input)		
	DV 24V, 2.5A (Output)		
Power Supply:	Voltage	Manufacturer	Model No.
	100V to 240V	FLYPOWER	PS65B240Y2500H
Environment:	Operating temperature: 0° ~ 40°C		
	Relative humidity: 20% ~ 85%		
Operation System:	Windows 7/ 8/ 10/ 11		

Remarks:

- Please subject to the official website for product information; no further notice will be given shall there be changes
- To ensure the scanner operates normally and maintain scan quality, please clean the scanner components regularly.
- Long document mode is recommended for use only in Grayscale mode at resolutions below 300 dpi.
- Scanning speed may vary depending on the system environment (e.g., computer specifications, operating system).

Specifications of ArtixScan DI 2870S

Product Type:	Scanner		
Model Type:	ArtixScan DI 2870		
Scanning Sensor:	CIS x 2		
Optical Resolution:	600 dpi		
Color Depth:	24-bit		
Light Source:	LED (Light Emitting Diode)		
Scanning Modes:	Color, grayscale, black and white, automatic color identification, multi-stream		
Scanning Speed:	70 ppm/140 ipm, at 300 dpi, A4		
Scanning Area:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 216 mm x 5500 mm (8.5" x 216.53")		
Paper Size:	Min: 50 mm x 54 mm (1.97" x 2.13")		
	Max: 245 mm x 5500 mm (9.64" x 216.53")		
Paper Weight (Thickness):	30 ~ 413 g/m ² (8 ~ 110 lb.)		
	Up to 0.76 mm of card		
Feeder Capacity:	Up to 100 pages (A4/Letter, 70 g/m ²)		
Duty Cycle:	6000 scans per day		
Roller Life:	150,000 scans		
Interface:	USB 3.0		
Driver	TWAIN		
Dimensions (WxDxH):	327 mm x 208 mm x 156 mm (Folded)		
	327 mm x 643 mm x 247 mm (Expanded)		
Weight:	3.35 kg		
Voltage:	AC 100-240V, 50/60 Hz, 1.5A Max. (Input)		
	DV 24V, 2.5A (Output)		
Power Supply:	Voltage	Manufacturer	Model No.
	100V to 240V	FLYPOWER	PS65B240Y2500H
Environment:	Operating temperature: 0° ~ 40°C		
	Relative humidity: 20% ~ 85%		
Operation System:	Windows 7/ 8/ 10/ 11		

Remarks:

- Please subject to the official website for product information; no further notice will be given shall there be changes
- To ensure the scanner operates normally and maintain scan quality, please clean the scanner components regularly.
- Long document mode is recommended for use only in Grayscale mode at resolutions below 300 dpi.
- Scanning speed may vary depending on the system environment (e.g., computer specifications, operating system).