Manuals+ — User Manuals Simplified.

Apple Image Capture App User Guide

User Guide

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Using Image Capture on Mac

Before using Image Capture on your Mac, make sure you have installed the scanner ICA driver.

1. To open Image Capture on Mac, click the Launchpad icon from the Dock at the bottom of your screen. From here, locate the Image Capture app and press it to open it.
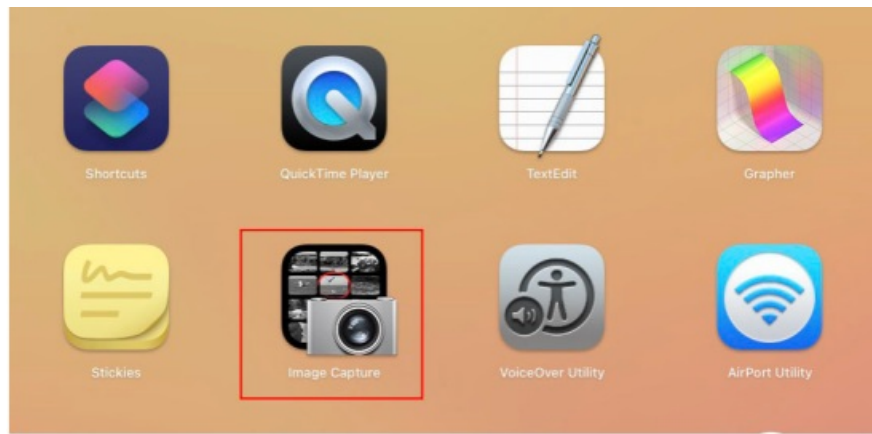
2. When starting Image Capture, your Mac will automatically perform a preview with the scanner you connected.
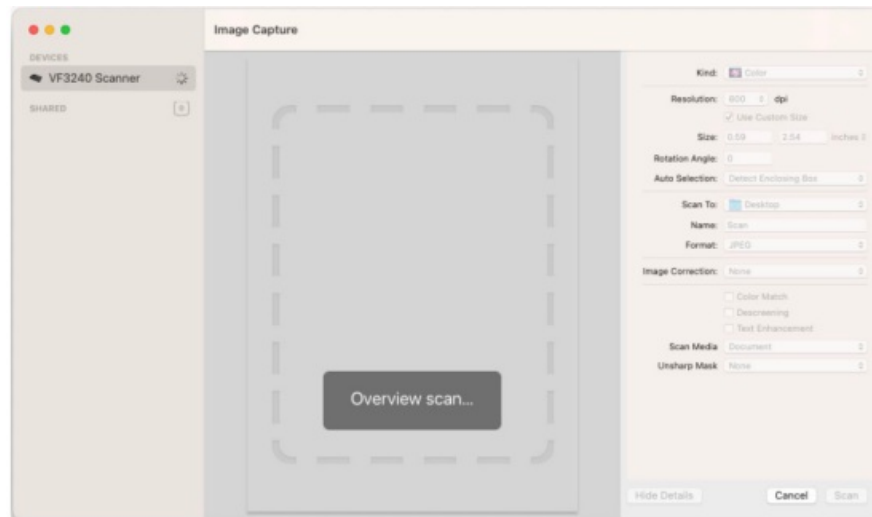

3. If you click Show Details, a side menu will appear on the right. You can select whether to scan in Color, black & white, or a special text mode from the Kind drop-down menu.
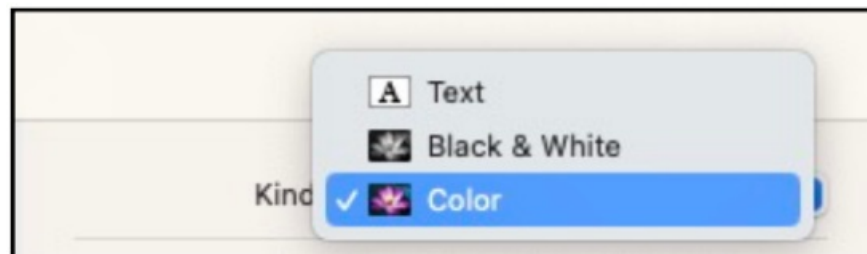

4. Underneath the Kind menu are options that allow you to select the scan resolution (in dots per inch), size, rotation, and whether Image Capture should auto-detect if multiple, separate objects are being scanned at once.
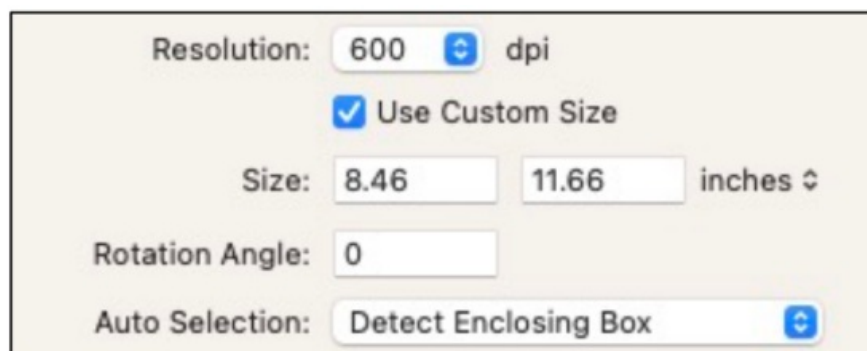

5. You can choose where to save your scanned files underneath the scan resolution section. You can also choose the image file format under the Format drop-down menu, with JPEG as the default. Give your scanned document a name under the Name box. If you require the image to undergo any kind of image correction, select Manual from the drop-down menu, otherwise leave the setting as None.
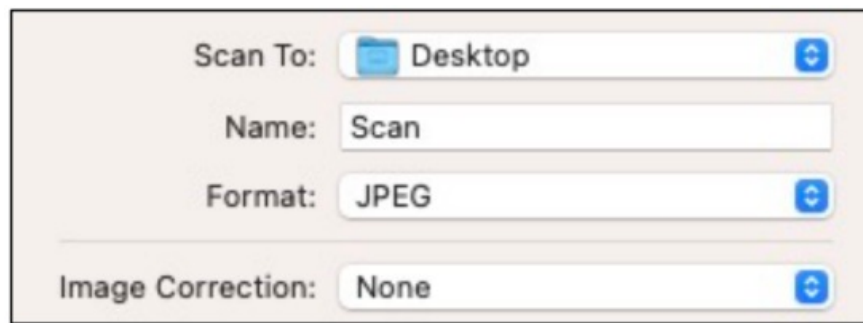
6. Additional color and image enhancements are available. You can choose the best option based on your actual scan media or enable features such as Color Match, Descreening, Text Enhance, and Unsharp Mask to improve the quality of the scanned images further.
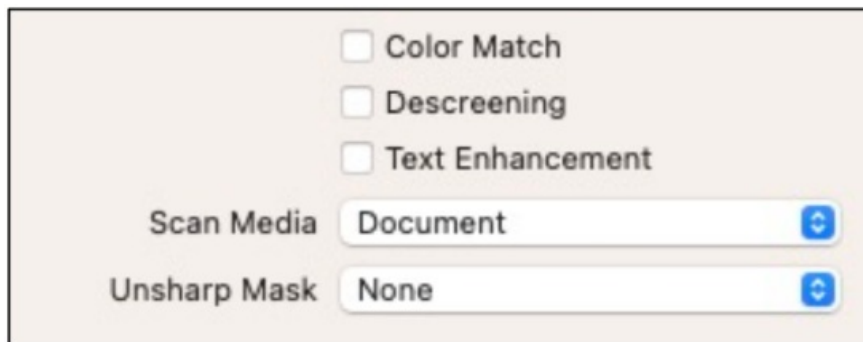

7. When you launch the Image Capture on Mac, it will attempt to perform a quick preview scan to allow you to see a preview of what your device can see. The preview is shown in the center of the Image Capture screen.
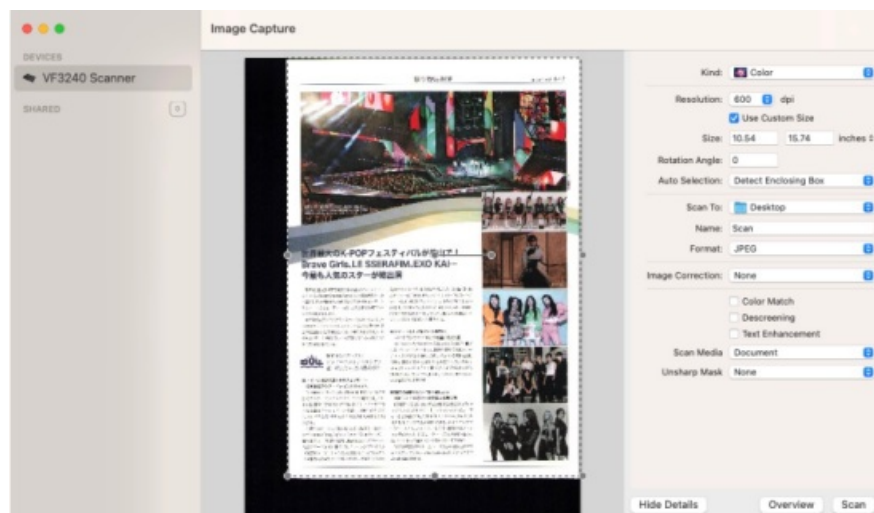
8. If you're happy with the scan preview, and once you've made the necessary changes to your scan settings, press the Scan button to begin the thorough scan of your document or image.
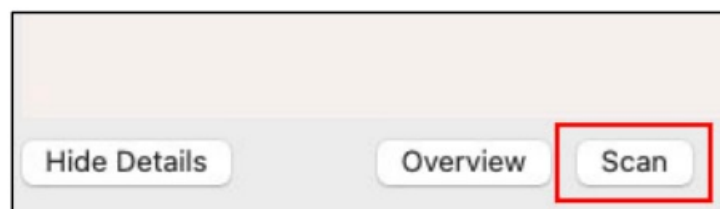
9. The scan process will take some time, depending on the scan resolution you've chosen. Once the scan process has been completed, your scanned image will be saved in the location you specified, with the name you selected (or with the default Scan name, if left unchanged). You can also quickly view a list of your scanned documents and images in the Scan Result box.
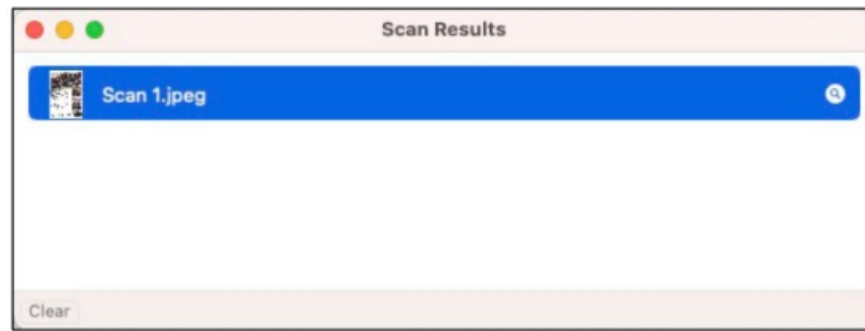
10. You can repeat the Image Capture scanning process for multiple pages or documents using your chosen settings, or change the settings for each page you scan. The scan process will be the same—your images will be saved in the chosen folder, accessible using the Finder app, once the device has finished scanning.

Troubleshooting VIISAN A3 Scanner MacOS ICA Driver Installation
To resolve the MacOS connection problem, please check below steps.

1. Firstly, make sure you have connected the supplied USB cable to your Mac and turn on the power.
2. Secondly, make sure your Mac has recognized the scanner.
   A. Click the Apple logo in the top-left corner, then choose About This Mac.
   B. Click More Info on the pop-up window which shows the basic details about your Mac.
   C. On the System Settings app, scroll down to the bottom and choose System Report.
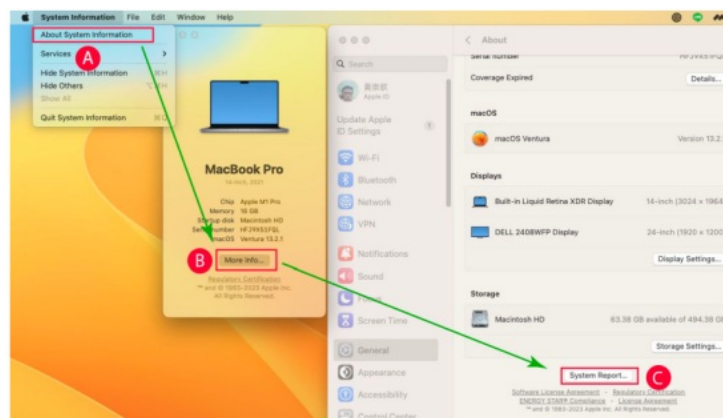
3. In the System Information screen that comes up, click "USB" on the left-hand bar under Hardware at the very bottom. It will list all of the devices connected. Confirm your Mac has recognized a "Vendor-Specific Device" in the USB Device **Tree.**
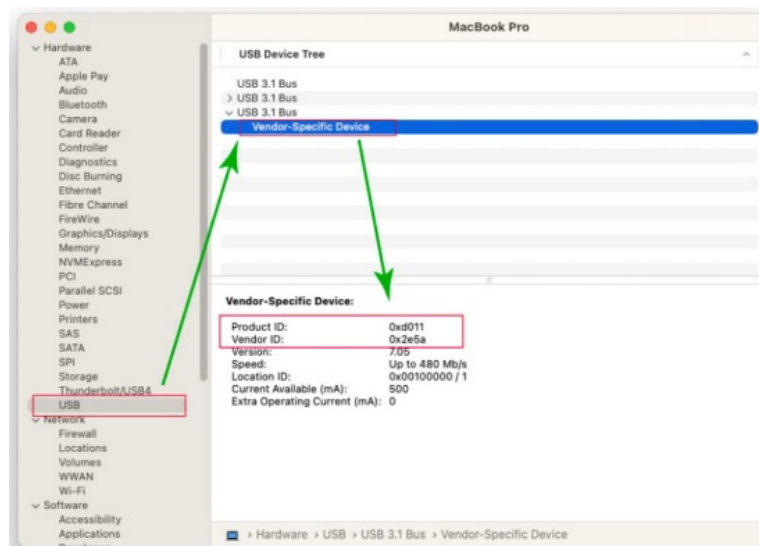
NOTE: If your Mac cannot find the 'Vendor-Specific Device with VID/PID 0xd011/0x2e5a for the VF3240 device, it means that the scanner is not recognized in your MacOS. To resolve this issue, try connecting the scanner

USB cable to another available USB port until the scanner is detected before using the scanner driver. If you are using a VF3120 scanner, the VID/PID should have appeared as 0xd012/0x2e5a.

4. Click below link to download the latest MacOS driver of your scanner once again.

If you are using VF3240 scanner, please use below download link
https://img.viisan.com/en/file/t91/VF3240%20Scanner%20Setup_v2.1.3.zip

If you are using VF3120 scanner, please use below download link
https://img.viisan.com/en/file/t91/VF3120%20Scanner%20Setup_v2.1.3.zip

5. Once driver download, please reinstall again the complete scanner driver and application.

6. When the Mac ICA driver installation is complete, launch Image Capture app to start a scanning.

7. If the scanner still can't be found by using the Image Capture app, please try to import the scanner by using the Adobe **Photoshop.**
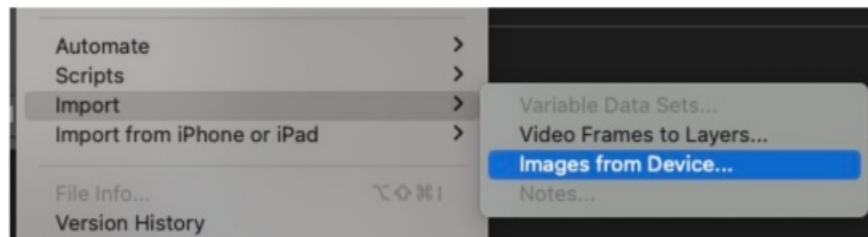
NOTE: If you've tried the above points and it still doesn't work, it may a USB signal problem.

This is a common issue because MacOS doesn't have a USB Type-A port, and some users using a mutli-port USB hub to connect with our document scanner encounter issues.

Therefore, we suggest using a "USB Type-A to Type-C adapter" like the one shown below to connect with our scanner.

Additional Troubleshooting

If the scanner is not longer connect your macOS, please try below method
Reset the Printing System:

- In System Preferences > Printers & Scanners, right-click on the printer list of your scanner and select Reset printing system.
- This will remove all printers and scanners from your system, so only do this if other steps haven't worked.

Restart Your Mac after making changes and try using the scanner software again.

Documents / Resources

Apple Image Capture App [pdf] User Guide
Image Capture App, Capture App, App

References

- **User Manual**