

[Manuals.plus](#) /

› [Fujitsu](#) /

› Fujitsu ScanSnap iX500 Document Scanner User Manual

Fujitsu iX500

Fujitsu ScanSnap iX500 Document Scanner User Manual

Model: iX500

INTRODUCTION

This user manual provides essential information for the safe and efficient use of your Fujitsu ScanSnap iX500 document scanner. Please read this manual thoroughly before using the product and keep it for future reference. The ScanSnap iX500 is equipped with a newly developed dual-core 'GI' processor, allowing for stress-free digitization of documents, whether connecting via smartphone, tablet, or PC. It also supports Wi-Fi connectivity from PCs and smartphones.

SETUP

1. Unpacking and Placement

Carefully remove the scanner from its packaging. Place the scanner on a stable, flat surface with adequate space for document feeding and output. Ensure proper ventilation around the unit.



Image: The Fujitsu ScanSnap iX500 document scanner with its input and output trays extended, ready for use.

2. Connecting the Scanner

1. **Power Connection:** Connect the AC adapter to the scanner's power input and then plug it into a wall outlet.
2. **USB Connection (Optional):** For a wired connection, connect the USB cable (B Type) from the scanner to an available USB 3.0, USB 2.0, or USB 1.1 port on your computer.
3. **Wi-Fi Connection (Optional):** The scanner supports Wi-Fi (IEEE802.11b/g/n). Refer to the software installation guide for detailed instructions on setting up a wireless connection.

3. Software Installation

Insert the included software CD-ROM into your computer's drive or download the latest software from the official Fujitsu ScanSnap website. Follow the on-screen instructions to install the necessary drivers and ScanSnap Manager software. This software is crucial for configuring scan settings and managing scanned documents.

OPERATING INSTRUCTIONS

1. Loading Documents

- Open the input tray and extend the paper guides.
- Fan the stack of documents to separate pages and align them neatly.
- Place up to 50 sheets (A4, 80g/m²) into the Automatic Document Feeder (ADF).
- Adjust the paper guides to fit the width of your documents.
- For A3 documents, use a carrier sheet (sold separately) and follow its specific loading instructions.



Image: The Fujitsu ScanSnap iX500 actively scanning a multi-page business report, demonstrating its automatic document feeding capability.

2. Starting a Scan

1. Ensure the scanner is powered on and connected to your computer or network.
2. Launch the ScanSnap Manager software on your computer or the ScanSnap Connect Application on your mobile device.
3. Select your desired scanning profile (e.g., 'Scan to PDF', 'Scan to Folder', 'Scan to Cloud').
4. Press the 'Scan' button on the scanner or initiate the scan from the software. The scanner will automatically feed and scan documents, performing simultaneous double-sided scanning.

3. Managing Scanned Documents

After scanning, the ScanSnap Manager software will process the images. You can review, edit, and save your documents to various destinations, including local folders, cloud services, or email. The software offers features like automatic de-skew, blank page removal, and optical character recognition (OCR).

MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your scanner.

1. Cleaning the Scanner

- **Exterior:** Wipe the exterior with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- **Glass and Rollers:** Open the scanner cover and gently wipe the glass scanning surface and feed rollers with a lint-free cloth lightly dampened with water or an approved scanner cleaning solution. Dust and paper residue can affect scan quality.
- **Dust Removal:** Use a can of compressed air to remove dust from hard-to-reach areas, ensuring the scanner is powered off before doing so.

2. Replacing Consumables

The feed rollers are consumable parts that wear out over time. When documents start to misfeed or jam frequently, it may be time to replace the roller set. Refer to the ScanSnap Manager software or the Fujitsu support website for instructions on how to check roller life and replace them.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Scanner does not power on.	Power cable not connected properly.	Check all power connections. Ensure the AC adapter is securely plugged into the scanner and a working power outlet.
Documents are not feeding correctly or jamming.	Documents are not aligned, paper guides are incorrect, or rollers are dirty/worn.	Align documents properly, adjust paper guides, clean the feed rollers, or replace worn rollers.
Scanned images have lines or streaks.	Dust or dirt on the glass scanning surface or rollers.	Clean the glass scanning surface and feed rollers thoroughly.
Cannot connect via Wi-Fi.	Incorrect network settings or Wi-Fi interference.	Verify Wi-Fi settings in ScanSnap Manager. Ensure the scanner is within range of your wireless router. Restart both the scanner and router.

SPECIFICATIONS

- **Scanner Type:** Document

- **Scanning Method:** Automatic Document Feeder (ADF), simultaneous double-sided scanning
- **Document Capacity:** Max 50 sheets (A4: 80g/m²)
- **Scanning Range:** A4 (A3 only when using carrier sheet)
- **Optical Resolution:** 600 dpi
- **Interface:** USB3.0 / USB2.0 / USB1.1 (Connector: B Type)
- **Wi-Fi:** IEEE802.11b/g/n
- **External Dimensions (W×D×H):** 292mm × 159mm × 168mm (excluding protrusions like stacker)
- **Item Weight:** 3 kg
- **Power Consumption:** Operating: 20W or less / Sleep: 1.6W or less (USB connection, Wi-Fi off), 2.5W or less (Wi-Fi connection)
- **Manufacturer:** Fujitsu



Image: A side view of the Fujitsu ScanSnap iX500, highlighting its compact and sleek design when not in use.

WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included with your product or visit the official Fujitsu support website. For technical support, driver downloads, and frequently asked questions, please visit the Fujitsu ScanSnap support page:
Fujitsu Support Website: <https://www.fujitsu.com/global/support/>
No official product videos created by the seller were found for this model.

© 2024 Fujitsu. All rights reserved.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question