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› ScanSnap iX2500 Wireless or USB High-Speed Cloud Enabled Document, Photo & Receipt Scanner with Large 5" Touchscreen and 100 Page Auto Document Feeder for Mac or PC, Black NEW ScanSnap iX2500 Black

ScanSnap PA03860-B005

ScanSnap iX2500 Wireless Document Scanner User Manual

Model: PA03860-B005 | Brand: ScanSnap

1. INTRODUCTION

The ScanSnap iX2500 is a high-speed, cloud-enabled document, photo, and receipt scanner designed for both Mac and PC environments. Featuring a large 5-inch touchscreen and a 100-page automatic document feeder, it offers efficient and versatile scanning capabilities. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your ScanSnap iX2500.



Figure 1.1: ScanSnap iX2500 Wireless Document Scanner in operation, scanning a document and a receipt.

The iX2500 is built with premium materials, offering a sleek design that complements any workspace. Its advanced features include USB-C and Wi-Fi connectivity for flexible placement, and ScanSnap Cloud for direct scanning to your preferred cloud services without needing a computer. It automatically optimizes, names, and sorts documents, making text searchable and managing various file types with ease.

2. SAFETY INFORMATION

Please read all safety instructions carefully before using the ScanSnap iX2500 to ensure safe and proper operation. Keep this manual for future reference.

- Do not expose the scanner to water or excessive humidity.
- Use only the power adapter supplied with the scanner.

- Ensure proper ventilation around the scanner to prevent overheating.
- Avoid placing the scanner on unstable surfaces.
- Do not attempt to disassemble or repair the scanner yourself. Refer to qualified service personnel.
- Keep hands and loose clothing away from the paper feed area during operation.

3. PACKAGE CONTENTS

Verify that all items listed below are included in your ScanSnap iX2500 package:

- ScanSnap iX2500 Scanner Unit
- Power Cable and Adapter
- USB 3.2 Cable (for optional wired connection)
- Receipt Guide Accessory
- Software License for Kofax Power PDF™ Standard (Windows and Mac)
- Setup Guide / Safety Precautions

What's included



ScanSnap iX2500



ScanSnap Home

Access to our free PC, Mac, and mobile apps



Kofax Power PDF™ Standard

License for Windows and Mac



Power cable and adapter



USB 3.2 cable for optional wired connection



Receipt guide accessory

Figure 3.1: Contents included with the ScanSnap iX2500 package.

4. SETUP

4.1 Physical Setup

1. **Unpack the Scanner:** Carefully remove the scanner and all accessories from the packaging.
2. **Choose a Location:** Place the scanner on a stable, flat surface with adequate space for document feeding and output.
3. **Connect Power:** Connect the power adapter to the scanner's power port and then plug it into a wall outlet.
4. **Open Covers:** Open the top cover and the paper output tray.

4.2 Software Installation

The ScanSnap iX2500 utilizes ScanSnap Home software for comprehensive document management and scanning

control. Kofax Power PDF Standard is also included for advanced PDF functionalities.

1. **Download ScanSnap Home:** Visit the official ScanSnap website to download the latest version of ScanSnap Home for your operating system (Windows or macOS).
2. **Install ScanSnap Home:** Follow the on-screen instructions to complete the installation.
3. **Install Kofax Power PDF:** Use the provided license key and installation media/download link for Kofax Power PDF Standard.

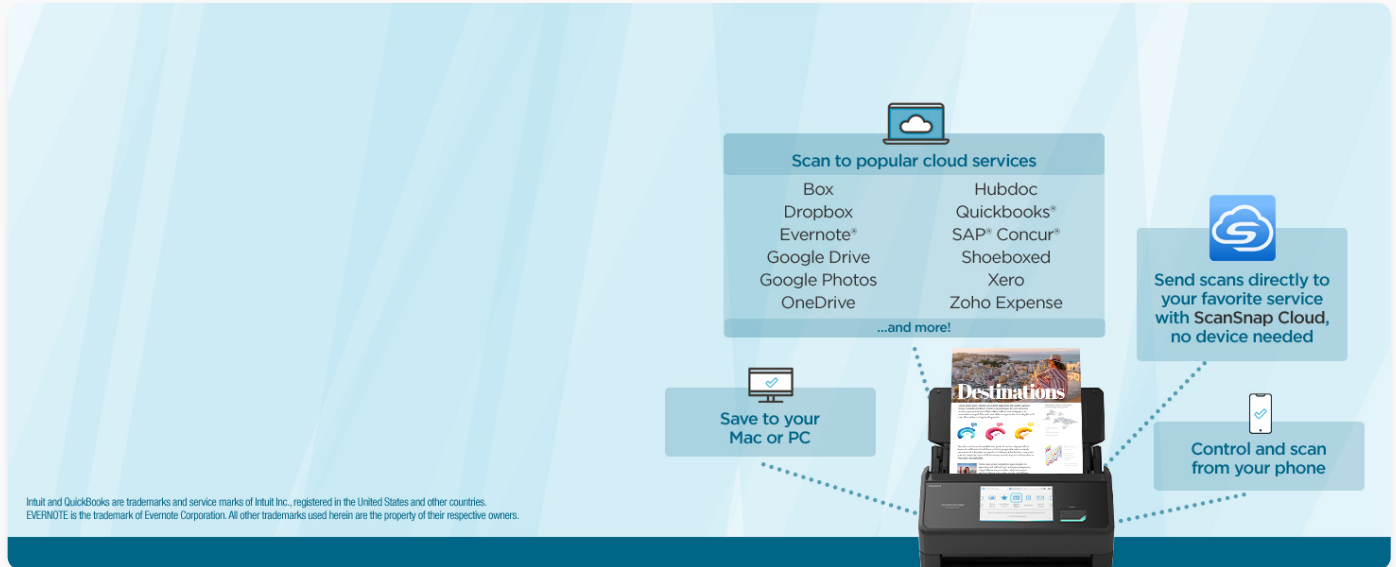


Figure 4.1: ScanSnap Home software for macOS, Windows, iOS, and Android.

4.3 Connectivity

The iX2500 supports both wireless (Wi-Fi) and wired (USB) connections.

- **Wi-Fi Connection:**

- a. Power on the scanner.
- b. On the scanner's touchscreen, navigate to the Wi-Fi settings.
- c. Select your Wi-Fi network and enter the password.
- d. Ensure your computer or mobile device is connected to the same network.
- e. ScanSnap Home will detect the scanner on the network.

- **USB Connection:**

- a. Connect the supplied USB 3.2 cable from the scanner to an available USB port on your computer.
- b. The scanner will be recognized by your computer and ScanSnap Home.



Figure 4.2: Wi-Fi 6 connectivity for flexible placement.

5. OPERATING INSTRUCTIONS

5.1 Basic Scanning

The ScanSnap iX2500 can scan various document types efficiently.

1. **Load Documents:** Place documents face-down in the automatic document feeder (ADF). Adjust the paper guides to fit the width of your documents. For receipts, use the included receipt guide accessory.
2. **Select Scan Profile:** On the 5-inch touchscreen, select a pre-configured scan profile (e.g., Documents, Photos, Receipts, Business Cards). You can also customize profiles.
3. **Initiate Scan:** Press the "Scan" button on the scanner or initiate the scan from the ScanSnap Home software on your connected device.
4. **Review and Save:** After scanning, review the scanned images in ScanSnap Home. You can then save them to your desired destination.

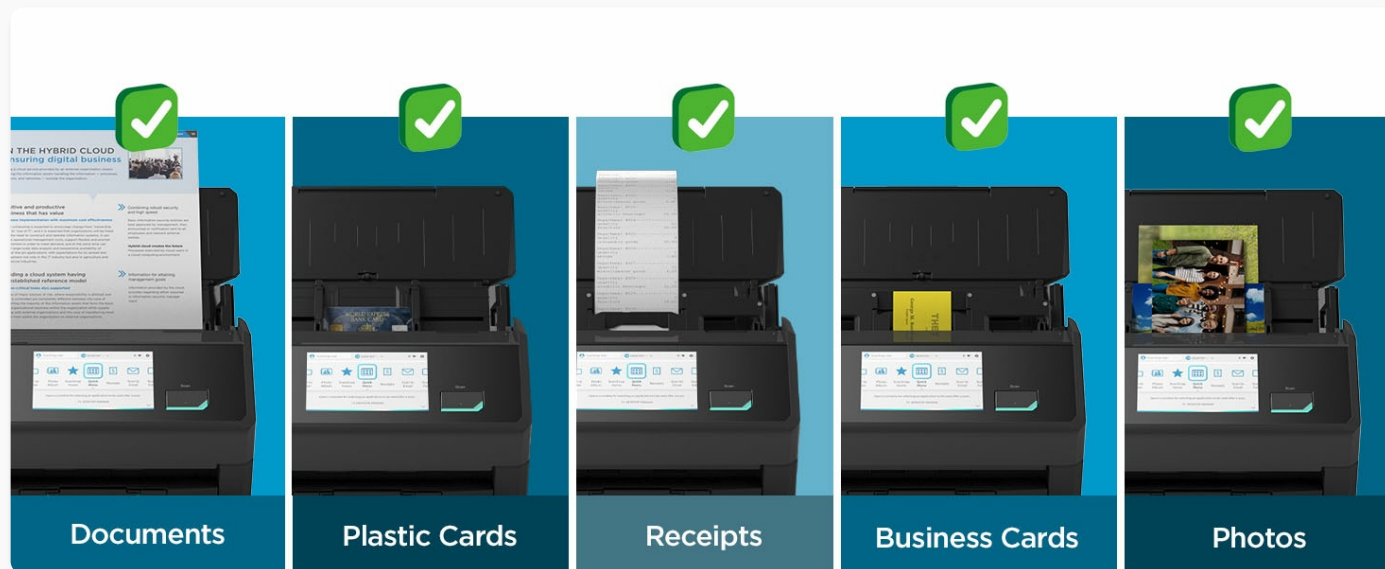
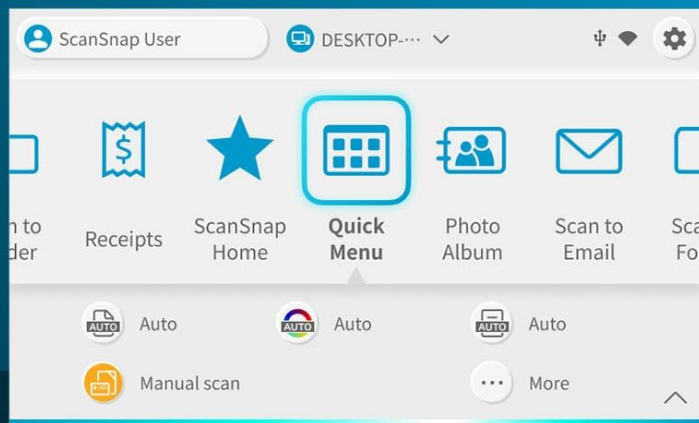


Figure 5.1: The ScanSnap iX2500 supports scanning a wide range of documents.

5.2 Using the Touchscreen

The 5-inch touchscreen provides intuitive control over your scanning tasks.

- **Profile Selection:** Tap on icons to select different scanning profiles.
- **Settings:** Access scanner settings, network configuration, and maintenance options.
- **Quick Menu:** The Quick Menu allows you to quickly drag-and-drop scanned files to your favorite applications or cloud services.



Big, customizable touchscreen



Seamless and responsive



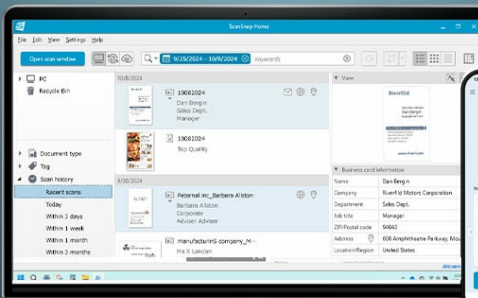
Easily choose your favorite apps and destinations

Figure 5.2: The large, customizable touchscreen for easy operation.



ScanSnap Home

for macOS and Windows



for iOS and Android

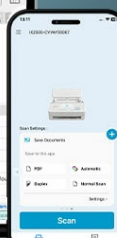


Figure 5.3: Drag-and-Drop functionality with the Quick Menu.

5.3 Scan Destinations and Cloud Services

The ScanSnap iX2500 offers versatile options for saving your scanned data:

- **Local Storage:** Save directly to your Mac or PC.
- **Mobile Devices:** Control and scan from your phone or tablet using the ScanSnap Home mobile app.
- **Cloud Services (ScanSnap Cloud):** Scan directly to popular cloud services without a computer, including:
 - Box
 - Dropbox
 - Evernote
 - Google Drive
 - Google Photos
 - OneDrive
 - Hubdoc
 - QuickBooks
 - SAP Concur
 - Shoeboxed
 - Xero
 - Zoho Expense

5.4 Automatic Optimizations

The iX2500 automatically enhances your scans for optimal quality and organization:

- **Automatic Color Detection:** Detects and applies full color, grayscale, or black & white scanning as appropriate.
- **Automatic Size and Type Detection:** Identifies document type (e.g., business card, receipt, photo, document) and adjusts scan size accordingly.
- **Automatic Blank Page Removal:** Skips blank pages to reduce file size and clutter.
- **Automatic Rotation:** Corrects document orientation for readability.
- **Automatic Naming and Sorting:** Organizes files into folders and clouds based on content.
- **Searchable Text:** Automatically makes text searchable (OCR).

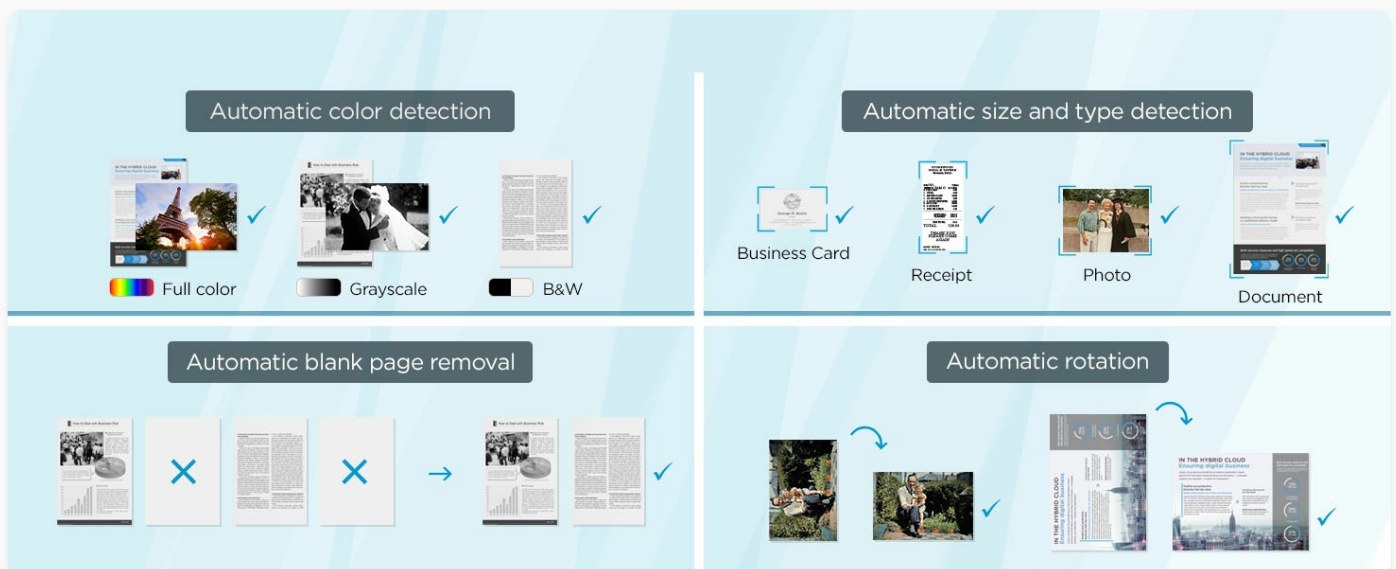


Figure 5.4: Automatic image processing features.

6. MAINTENANCE

6.1 Cleaning the Scanner

Regular cleaning ensures optimal performance and extends the life of your scanner.

- **Power Off:** Always turn off and unplug the scanner before cleaning.
- **Exterior:** Wipe the exterior with a soft, dry, lint-free cloth. For stubborn marks, slightly dampen the cloth with water.
- **Glass and Rollers:** Refer to the ScanSnap Home software for detailed instructions on cleaning the glass scanning surface and feed rollers. Use a cleaning kit specifically designed for document scanners, such as the Fujitsu drum cleaner, to maintain roller grip and prevent paper jams.
- **Dust:** Use a can of compressed air to gently remove dust from hard-to-reach areas.

6.2 Avoiding Paper Jams and Damage

The iX2500 features a brake roller system and multi-feed sensor to minimize jams. Follow these guidelines to prevent issues:

- **Load Properly:** Ensure documents are aligned and within the paper guides. Do not overload the ADF (maximum 100 sheets).
- **Check Document Condition:** Avoid scanning wrinkled, torn, or stapled documents. Remove all staples and paper clips.
- **Mixed Media:** When scanning mixed media (e.g., thick and thin papers), consider scanning them separately or using manual feed mode for delicate items.
- **Clean Rollers:** Regularly clean the feed rollers as per the cleaning instructions to maintain proper paper feeding.



Figure 6.1: Internal mechanisms for smooth paper feeding and jam prevention.



Figure 6.2: The receipt guide accessory helps stabilize small documents.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your ScanSnap iX2500.

Problem	Possible Cause	Solution
Scanner not connecting to computer/network.	Loose cable, Wi-Fi issue, software glitch.	◦ Check USB cable connection. ◦ Verify Wi-Fi connection on both scanner and computer. ◦ Restart the scanner and your computer. ◦ Ensure ScanSnap Home software is running and updated.
Paper jams frequently.	Improper loading, worn rollers, damaged documents.	◦ Ensure documents are aligned and not overloaded. ◦ Clean the feed rollers regularly. ◦ Remove staples, paper clips, and tears from documents.
Scanned images are poor quality (streaks, blurry).	Dirty scanning glass, incorrect settings.	◦ Clean the scanning glass and rollers. ◦ Adjust scan settings (e.g., resolution, color mode) in ScanSnap Home.
Scanner does not power on.	Power cable issue, power outlet issue.	◦ Check if the power cable is securely connected to both the scanner and the outlet. ◦ Try a different power outlet.

For more detailed troubleshooting, refer to the help section within the ScanSnap Home software or visit the official ScanSnap support website.

8. SPECIFICATIONS

Feature	Specification
Model Name	ScanSnap iX2500
Item Model Number	PA03860-B005
Scanner Type	Business Card, Document
Connectivity Technology	USB, Wi-Fi (Wi-Fi 6, 2.4 & 5 GHz)
Product Dimensions (D x W x H)	6.26" x 11.5" x 6.34" (15.9 cm x 29.2 cm x 16.1 cm)

Feature	Specification
Item Weight	7.7 pounds (3.5 kg)
Resolution	600 dpi
Standard Sheet Capacity	100 sheets
Scanning Speed	45 pages per minute (double-sided)
Wattage	17 watts
Optical Sensor Technology	CIS (Contact Image Sensor)
Manufacturer	PFU Limited
Date First Available	June 24, 2025

Your docs, your way



ScanSnap
Cloud



Phones &
Tablets



Macs &
PCs



Popular
cloud services



No computer needed!
Connect with Wi-Fi and
scan to your phone or the cloud.



Designed for flexibility

Compact and stylish

Sleek, space-saving design
fits in smaller spaces and
looks great in your home and office

6.26"

6.34"

11.50"



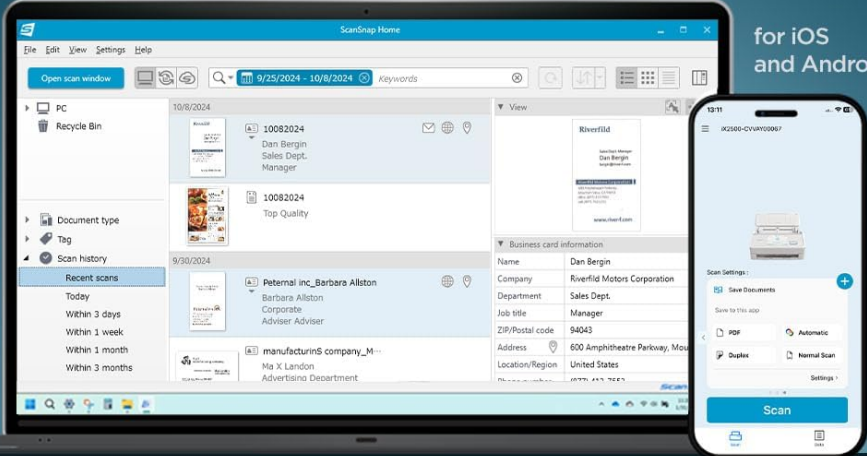
Figure 8.1: Compact and stylish design of the ScanSnap iX2500.



ScanSnap Home

for macOS and Windows

for iOS and Android



Fast, effortless organization

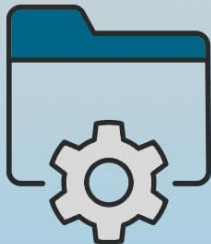


Letter/Legal

100 sheet capacity



45 pages per minute



Auto name, sort, and file

Figure 8.2: Key performance specifications of the ScanSnap iX2500.

9. WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included with your product or visit the official ScanSnap website. ScanSnap provides customer support for technical assistance, driver downloads, and service inquiries.

- **Online Support:** Visit the ScanSnap support page for FAQs, troubleshooting guides, and software updates.
- **Contact Support:** Contact information for technical support can be found on the official ScanSnap website.

The ScanSnap iX2500 is designed with sustainability in mind, made with 25% recycled plastic.



Figure 9.1: Environmental consideration in product manufacturing.

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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

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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