

ScanSnap
iX500

Wi-Fi Connection Guide

(Windows)

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About This Manual

- ["Trademarks" \(page 4\)](#)
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ScanSnap, the ScanSnap logo, ScanSnap Manager, ScanSnap Organizer, CardMinder, and Rack2-Filer are registered trademarks or trademarks of PFU LIMITED in Japan.

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Manufacturer

PFU LIMITED

YOKOHAMA i-MARK PLACE, 4-4-5 Minatomirai, Nishi-ku, Yokohama, Kanagawa, 220-8567, Japan

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Arrow Symbols in This Manual

Right-arrow symbols (→) are used to connect icons or menu options you should select in succession.

Example: Select [Start] menu → [Computer].



Screen Examples in This Manual



Microsoft product screenshots are reprinted with permission from Microsoft Corporation.

The screenshots used in this manual are of Windows 7.

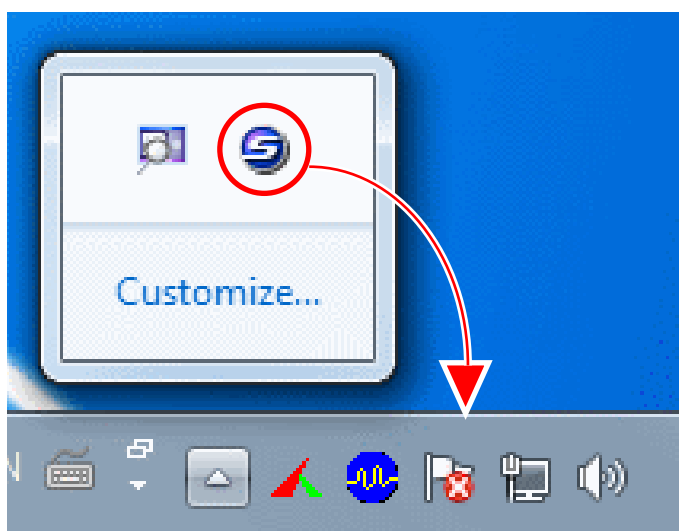
The actual windows and operations may differ depending on the operating system.


Icon in the Notification Area

The ScanSnap Manager icon  is displayed in the menu which appears when you click  in the notification area.

To have the ScanSnap Manager icon  always displayed in the notification area, drag the icon  and drop it onto the notification area.

The notification area is located at the far right of the taskbar.



The explanations in this manual use the case in which the ScanSnap Manager icon  is always displayed in the notification area.

For Windows 8.1 or Windows 8 Users

To start ScanSnap applications or display Control Panel, use the All apps screen.

The All apps screen is displayed by following the procedure below.

Windows 8.1

1. Click  on the lower left side of the Start screen.

To display , move the mouse cursor.

Windows 8

1. Right-click the Start screen.
2. Click [All apps] on the app bar.



Abbreviations Used in This Manual

Also, the following abbreviations are used in this manual.

Abbreviation Used	Designation
Windows 8.1	Windows® 8.1 operating system, English Version Windows® 8.1 Pro operating system, English Version Windows® 8.1 Enterprise operating system, English Version
Windows 8	Windows® 8 operating system, English Version Windows® 8 Pro operating system, English Version Windows® 8 Enterprise operating system, English Version
Windows 7	Windows® 7 Starter operating system, English Version Windows® 7 Home Premium operating system, English Version Windows® 7 Professional operating system, English Version Windows® 7 Enterprise operating system, English Version Windows® 7 Ultimate operating system, English Version
Windows Vista	Windows Vista® Home Basic operating system, English Version Windows Vista® Home Premium operating system, English Version Windows Vista® Business operating system, English Version Windows Vista® Enterprise operating system, English Version Windows Vista® Ultimate operating system, English Version
Windows XP	Windows® XP Home Edition operating system, English Version Windows® XP Professional operating system, English Version
Windows	Windows 8.1, Windows 8, Windows 7, Windows Vista, or Windows XP operating system
ABBYY FineReader for ScanSnap	ABBYY FineReader for ScanSnap™ All the descriptions in this manual assume the usage of ABBYY FineReader for ScanSnap bundled with the ScanSnap. Unless otherwise specified, the term ABBYY FineReader for ScanSnap refers to the ABBYY FineReader for ScanSnap bundled with the ScanSnap. Note that ABBYY FineReader for ScanSnap may be upgraded without notice. If the descriptions in this manual differ from the actual displayed screens, refer to the ABBYY FineReader for ScanSnap User's Guide.
Android	Android™
Wireless access point	Wireless access point Wireless router
ScanSnap	Color Image Scanner ScanSnap iX500

Network Connection

This section explains the ScanSnap network connection.

- ["Deciding on How the ScanSnap Is to Be Used" \(page 11\)](#)
- ["Changing Settings after Connecting the ScanSnap" \(page 33\)](#)
- ["Troubleshooting \(Network Connection\)" \(page 37\)](#)

Deciding on How the ScanSnap Is to Be Used

The procedure to connect a computer or a mobile device to the ScanSnap varies depending on how the ScanSnap is to be used.

Decide on how the ScanSnap is to be used, and then refer to the connection method accordingly.

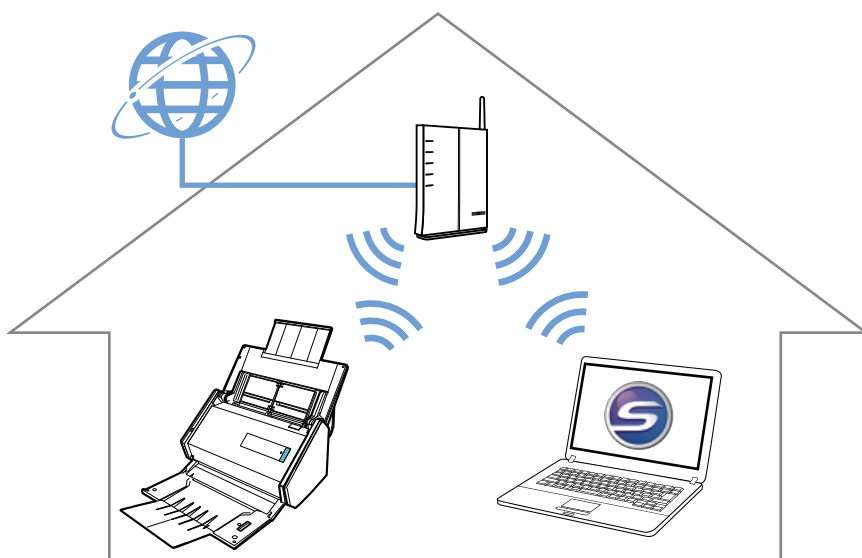
- "Using It at Home" (page 11)
- "Using a Mobile Router" (page 12)

Using It at Home

This section explains the connection method for using the ScanSnap via a wireless LAN at home or in another environment where a wireless LAN environment is set up.

A computer is required for connecting the ScanSnap to a wireless LAN.

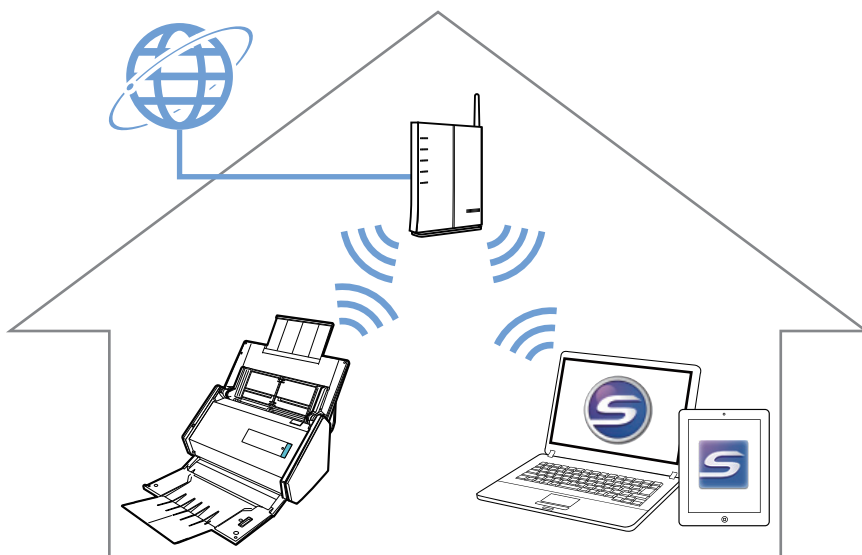
- To connect it to a computer



For details, refer to the following:

"Connecting a Computer to the ScanSnap via a Wireless Access Point" (page 13)

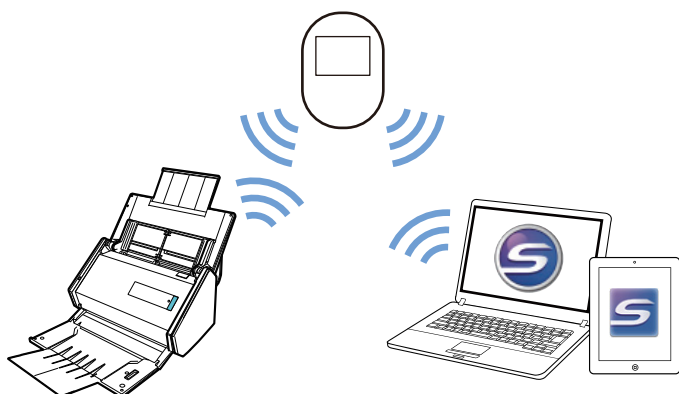
- To connect it to a mobile device



For details, refer to the following:

["Connecting a Mobile Device to the ScanSnap via a Wireless Access Point" \(page 19\)](#)

Using a Mobile Router



To use a mobile router as a wireless access point, you need to disable the privacy separator function. For details, refer to the following:

["Using a Mobile Router" \(page 26\)](#)

For details about connecting the ScanSnap to a computer via a mobile router, refer to the following:
["Connecting a Computer to the ScanSnap via a Wireless Access Point" \(page 13\)](#)

For details about connecting the ScanSnap to a mobile device via a mobile router, refer to the following:

["Connecting a Mobile Device to the ScanSnap via a Wireless Access Point" \(page 19\)](#)

Connecting a Computer to the ScanSnap via a Wireless Access Point

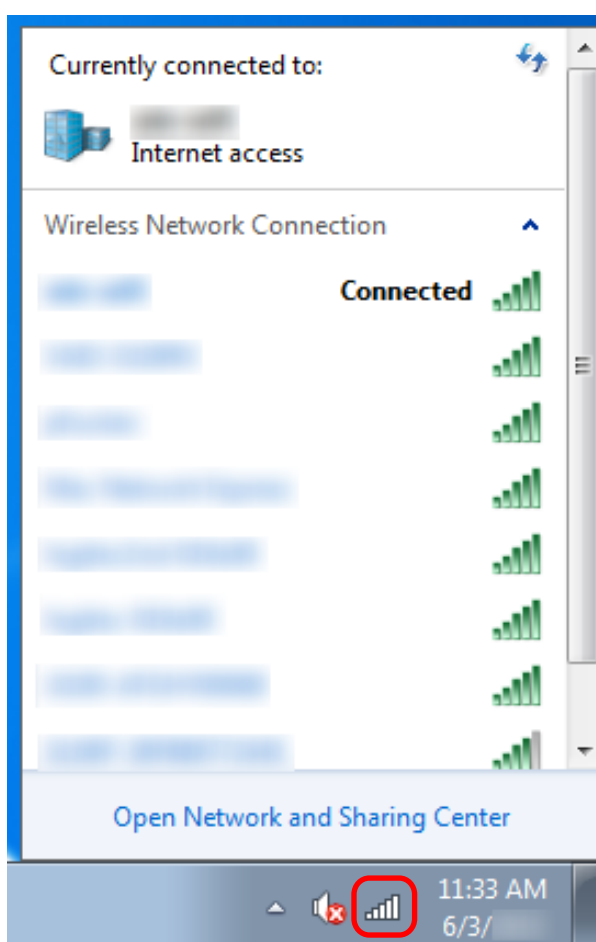
Preparation

Connect the computer to a wireless access point that is to be used when connecting the computer to the ScanSnap.

For a successful connection, the following information of the wireless access point is required:

- Network name (SSID)
- Security key (password)

In the window shown below, you can check or change the network the computer is connected to:



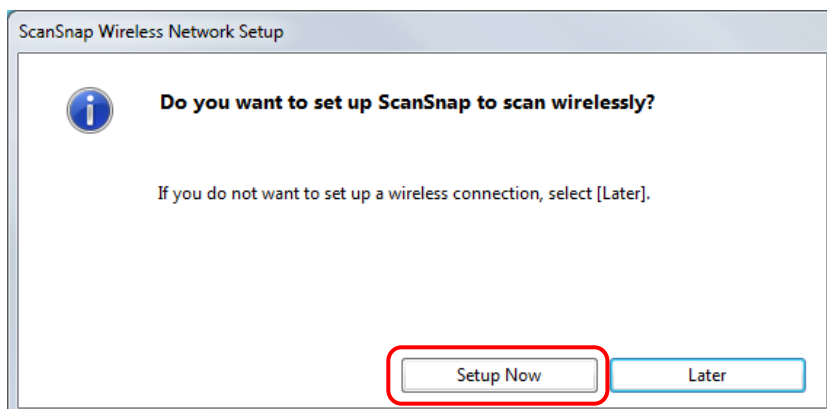
Connection Method

This method assumes that ScanSnap Manager is not installed on the computer that is to be connected to the ScanSnap. Install ScanSnap Manager from the Setup DVD-ROM and follow the Wireless Network Setup Wizard that appears after the installation is complete.

HINT

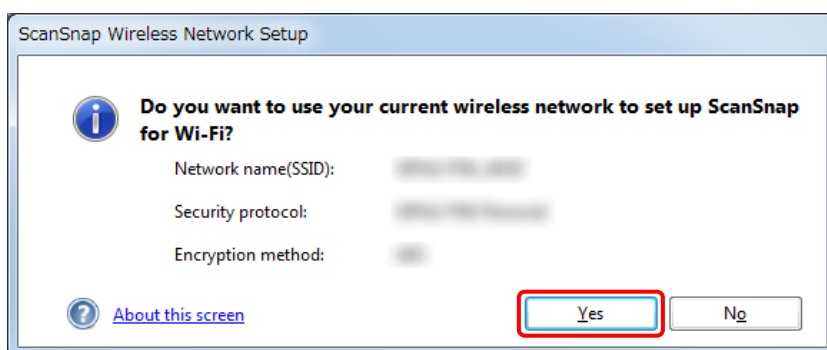
Be careful not to close the ADF paper chute (cover) of the ScanSnap.

1. Click the [Setup Now] button.



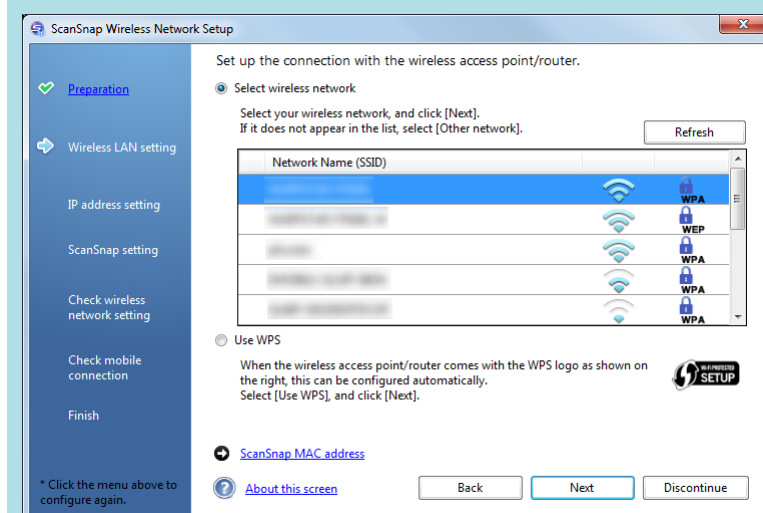
2. Check the contents on the displayed window and click the [Next] button.

3. Click the [Yes] button.

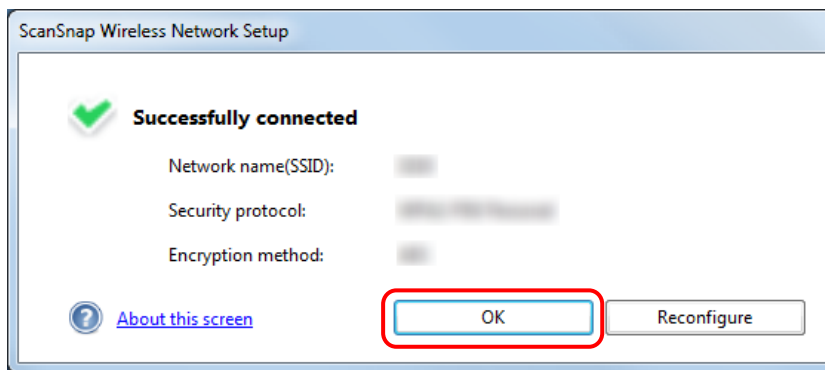


HINT

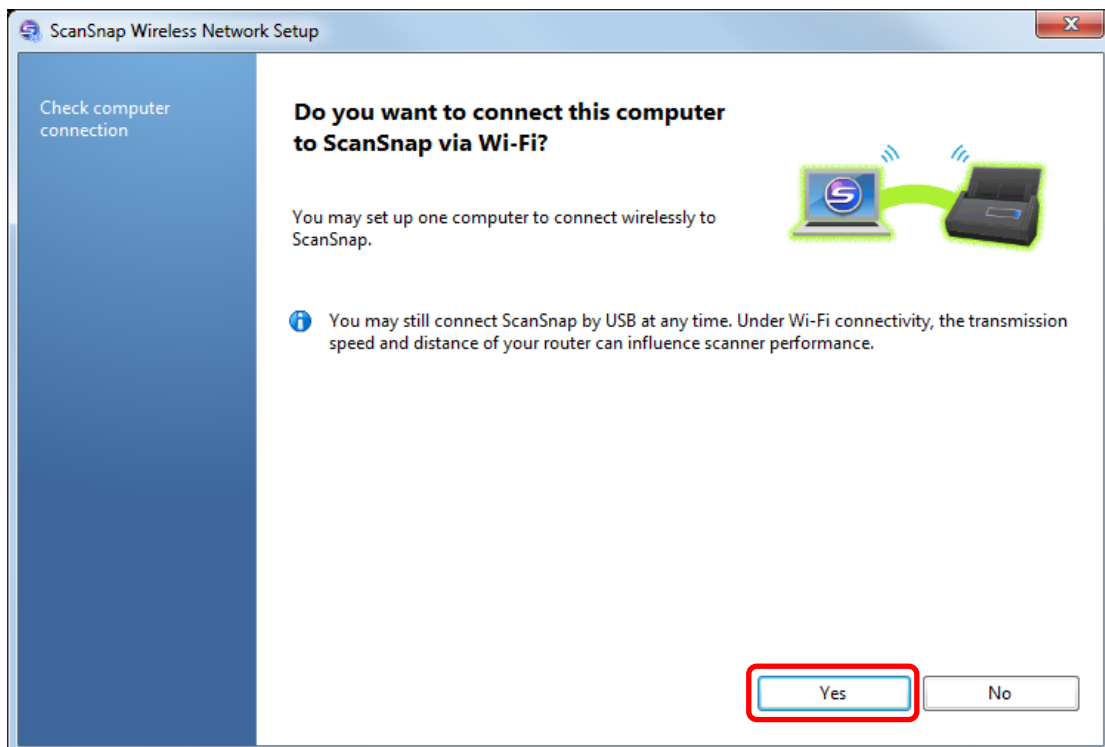
When the window shown below appears, refer to "When a Computer Is Not Connected to a Wireless LAN" (page 38):



4. Click the [OK] button.

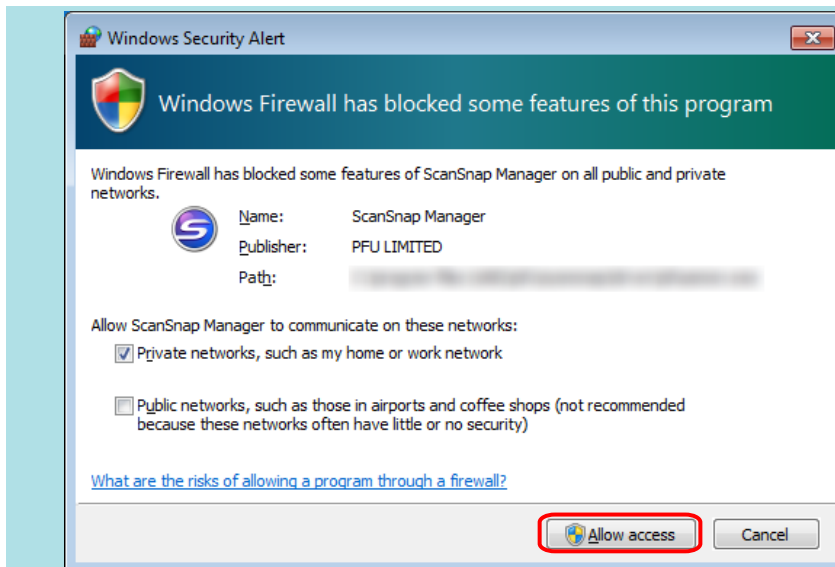


5. Click the [Yes] button.



HINT

- Depending on the performance of the computer, it may take a while until the connection confirmation window appears.
- When the firewall alert window appears, click [Allow access].

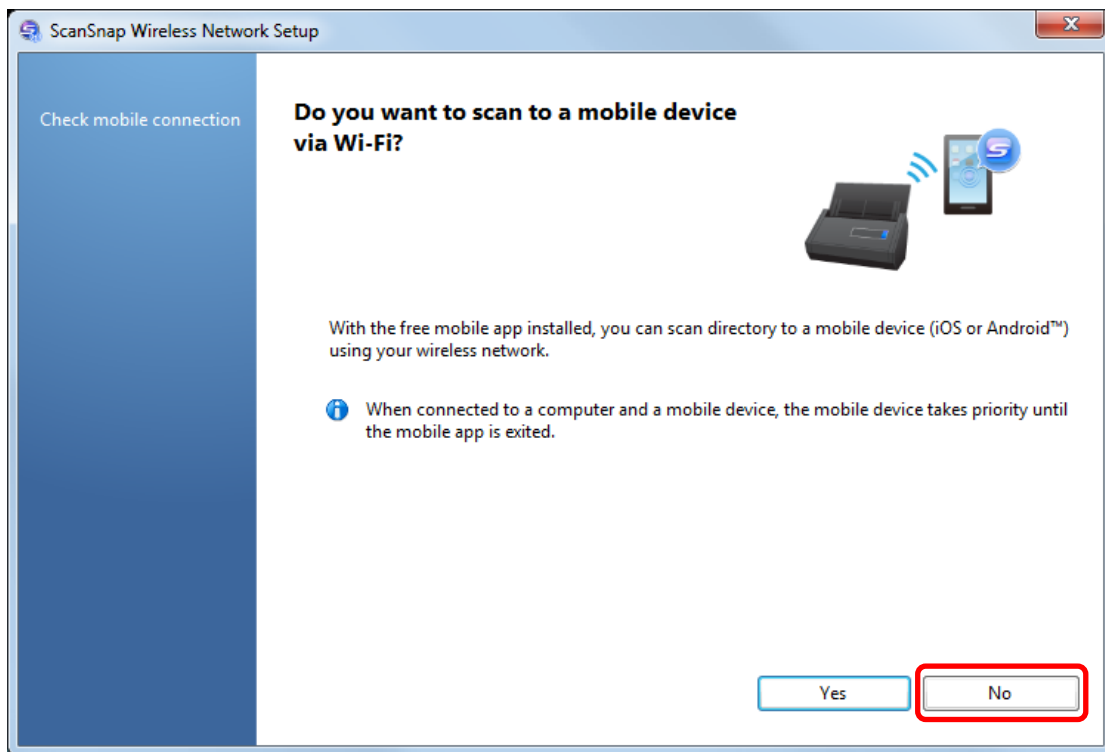


- When an error window appears indicating that the wireless connection between the ScanSnap and the computer failed, click the link in the displayed window and refer to the details in the Help.
- If connection fails, check whether the ScanSnap and the computer are connected to the same wireless access point. Note that the ScanSnap and the computer cannot be connected to a wireless access point where the privacy separator such as a mobile router or a public wireless LAN cannot be disabled.
- When connection fails even if the ScanSnap and the computer are connected to the same wireless access point, refer to "[When Connection to the ScanSnap Fails Even If the ScanSnap Is Connected to the Same Wireless Access Point](#)" (page 40).
- If connection cannot be set up manually, restart the wireless access point.

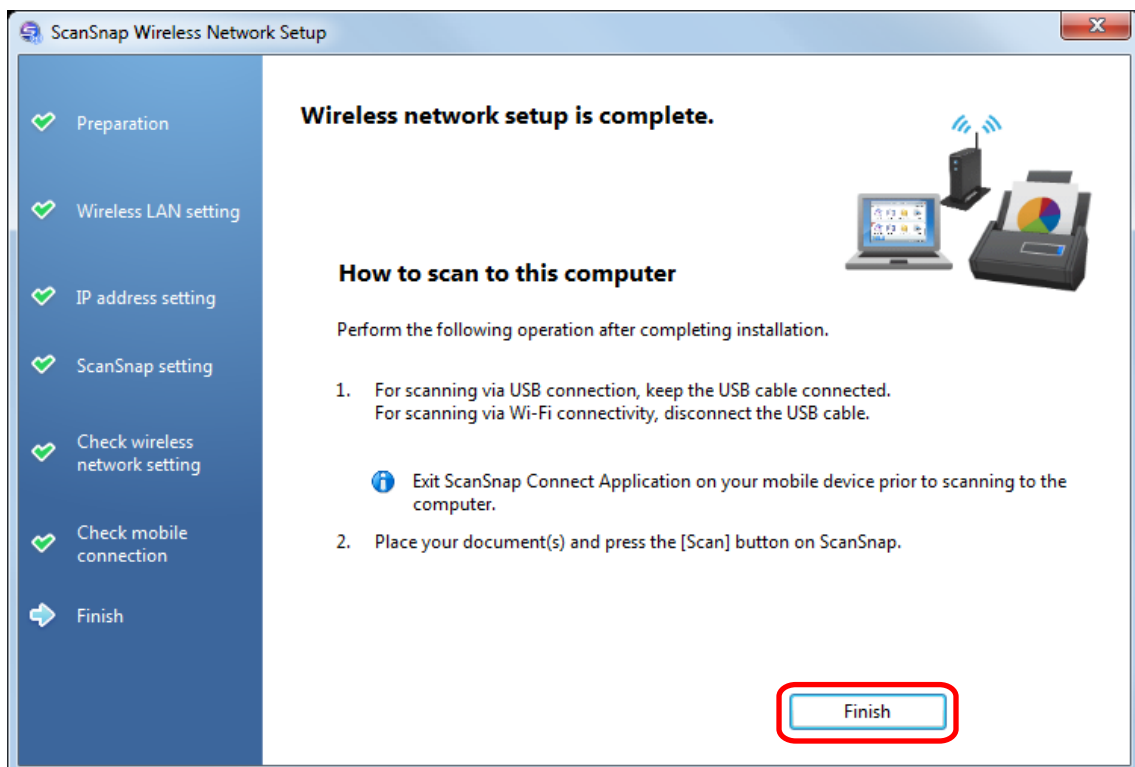
If connection still fails after the above operations are performed, refer to the ScanSnap Wireless Setup Tool Help.


6. Check the contents on the displayed window and click the [OK] button.

7. Click the [No] button.



8. Click the [Finish] button.



The ScanSnap Manager icon changes to .

Check the scanning operation with the ScanSnap.

HINT

- Using ScanSnap Wireless Setup Tool allows you to set up a wireless network at any time to connect the ScanSnap to a wireless LAN. When you install ScanSnap Manager, ScanSnap Wireless Setup Tool is installed at the same time.

Start ScanSnap Wireless Setup Tool in the following procedure:

1. Connect the ScanSnap and the computer with a USB cable.
 2. Open the ADF paper chute (cover) of the ScanSnap to turn the power on, and then turn on the Wi-Fi switch on the back of the ScanSnap.
 3. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] (for Windows 8.1/Windows 8, select [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] on the All apps screen).
The ScanSnap Wireless Setup Tool will start running.
 4. Click the [Wireless Network Setup Wizard] button in the main menu.
The Wireless Network Setup Wizard appears.
- It may take a while for Wireless Setup Tool to start running. If ScanSnap Wireless Setup Tool does not start even after you wait for a while, restart the computer and then start ScanSnap Wireless Setup Tool again.

Connecting a Mobile Device to the ScanSnap via a Wireless Access Point

ATTENTION

To connect a mobile device to the ScanSnap via wireless LAN, you also need to configure the settings for the computer. Set up a wireless network by following the connection method.

Preparation

- Connect a mobile device to a wireless access point that is to be used when connecting a mobile device to the ScanSnap.

For a successful connection, the following information of the wireless access point is required:

- Network name (SSID)
- Security key (password)
- When setting up a wireless network, you need a password. The default password is the last four digits of the ScanSnap serial number.
- To connect the ScanSnap and a mobile device, you need to install ScanSnap Connect Application on your mobile device.

Download ScanSnap Connect Application from the following application stores:

For iOS

- iTunes
- App Store

For Android

- Google Play

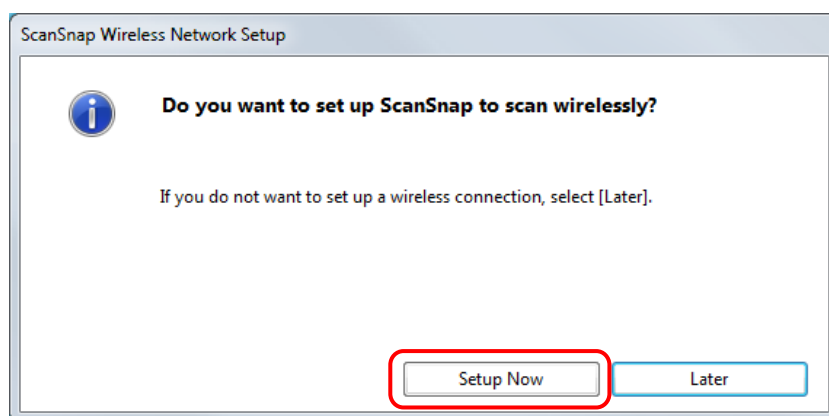
Connection Method

This method assumes that ScanSnap Manager is not installed on the computer that is to be connected to the ScanSnap. Install ScanSnap Manager from the Setup DVD-ROM and follow the Wireless Network Setup Wizard that appears after the installation is complete.

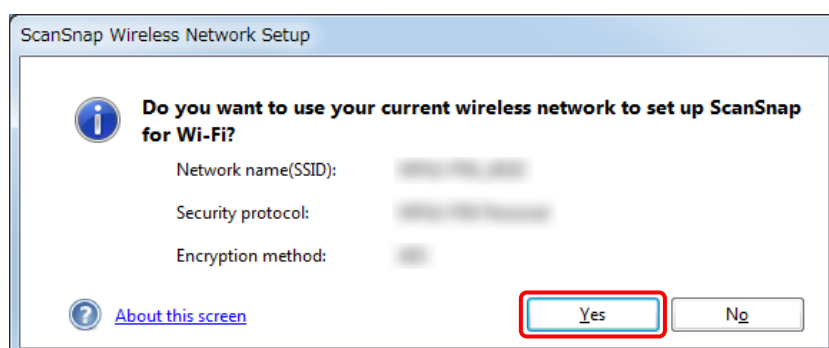
HINT

Be careful not to close the ADF paper chute (cover) of the ScanSnap.

1. Click the **[Setup Now]** button.

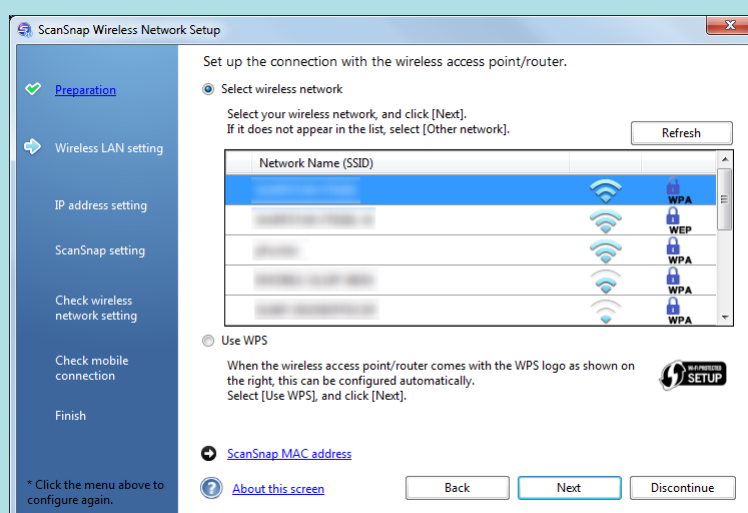


2. Check the contents on the displayed window and click the [Next] button.
3. Click the [Yes] button.

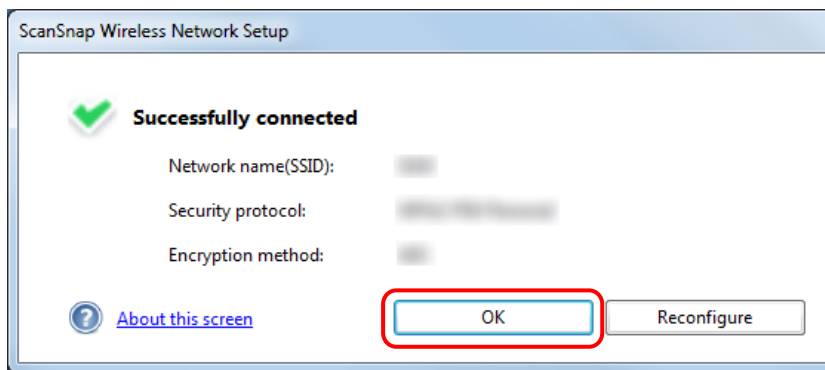


HINT

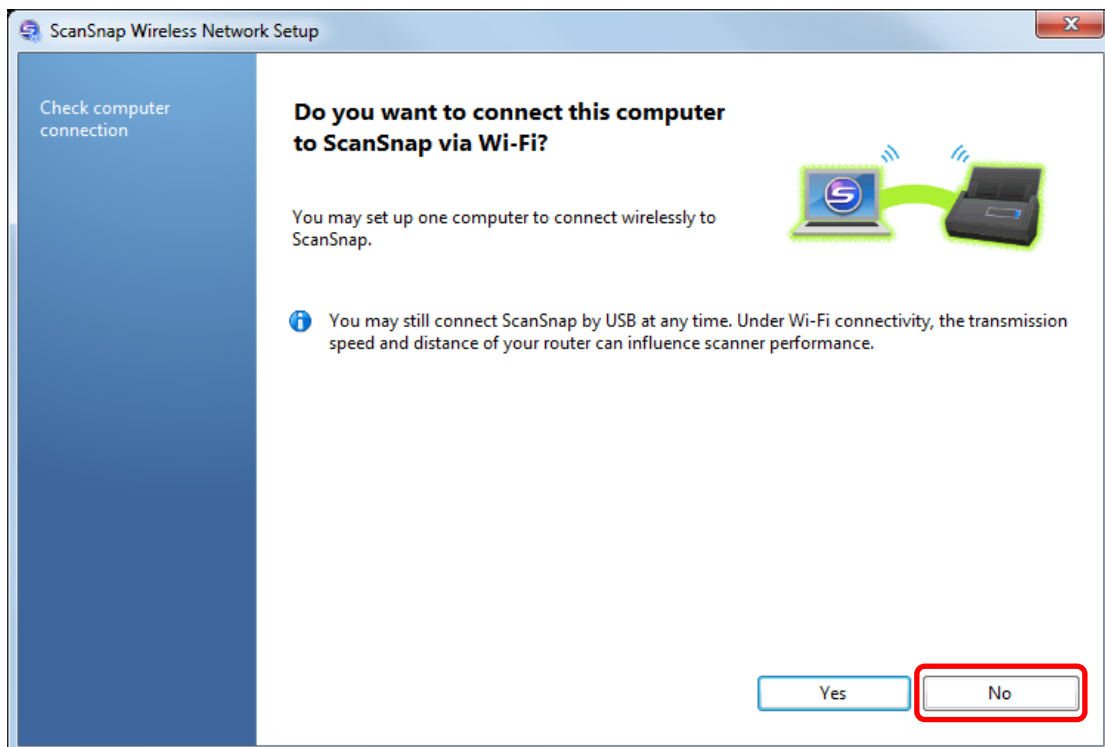
When the window shown below appears, refer to "When a Computer Is Not Connected to a Wireless LAN" (page 38):



4. Click the [OK] button.



5. Click the [No] button.

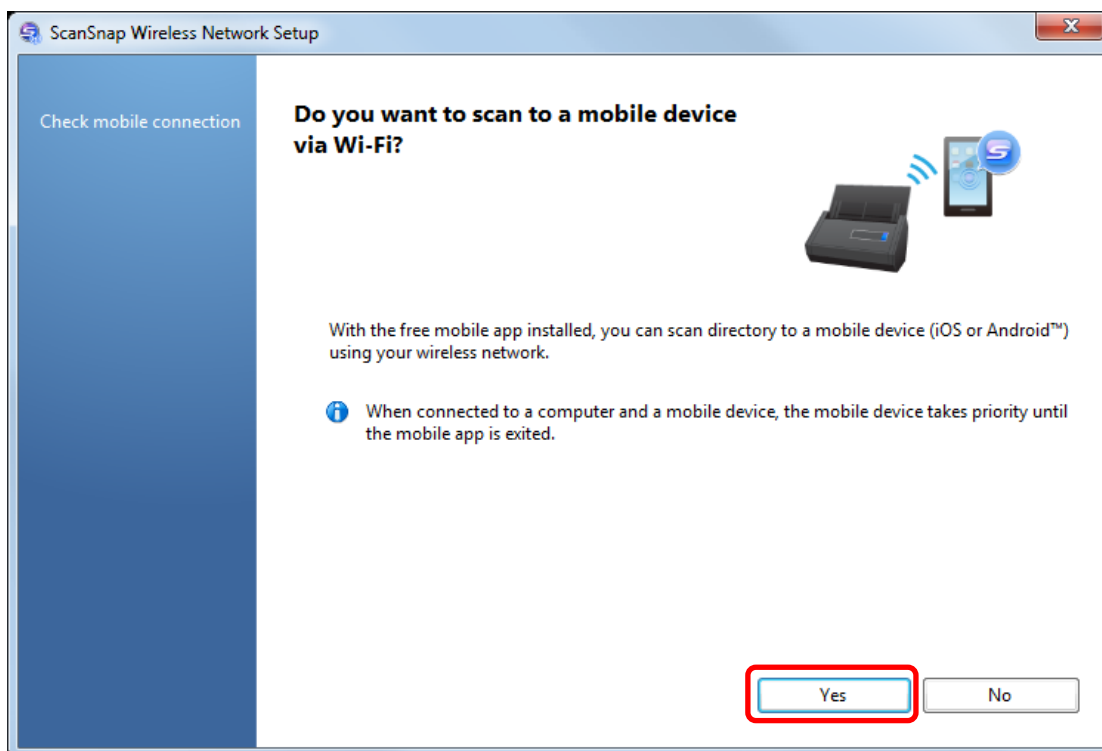


HINT

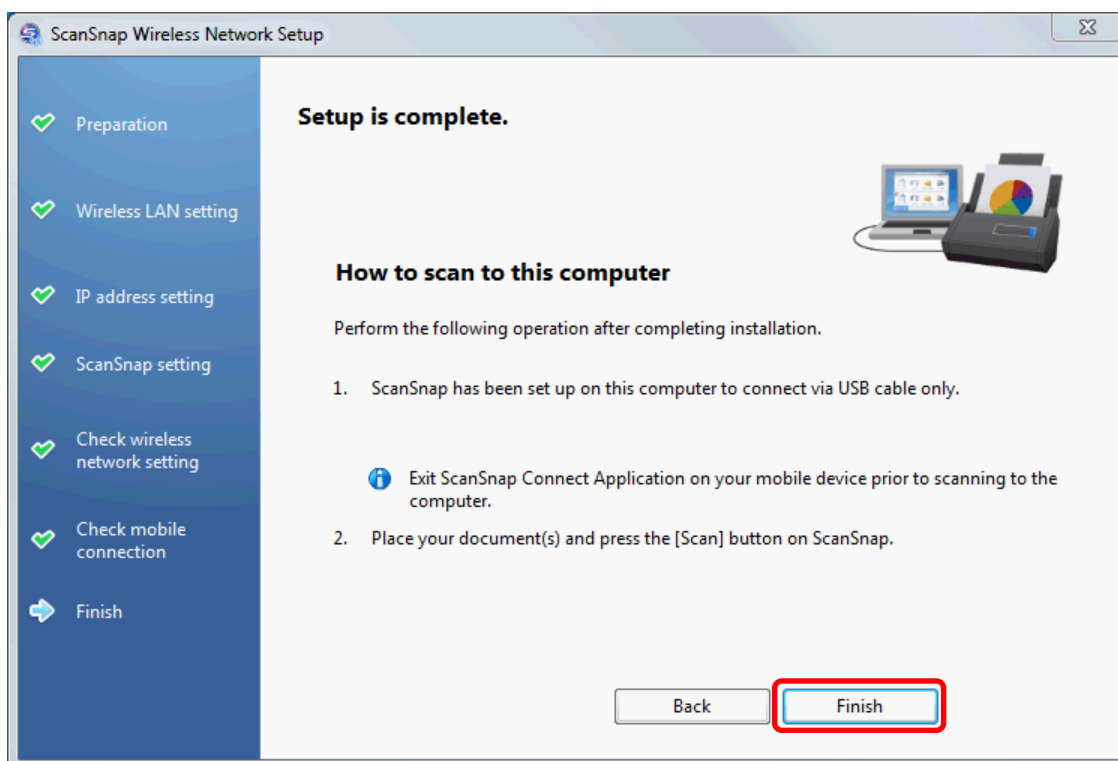
To connect the ScanSnap and the computer via a wireless access point, select [Yes].

For the operation procedure, refer to "Connecting a Computer to the ScanSnap via a Wireless Access Point" (page 13).

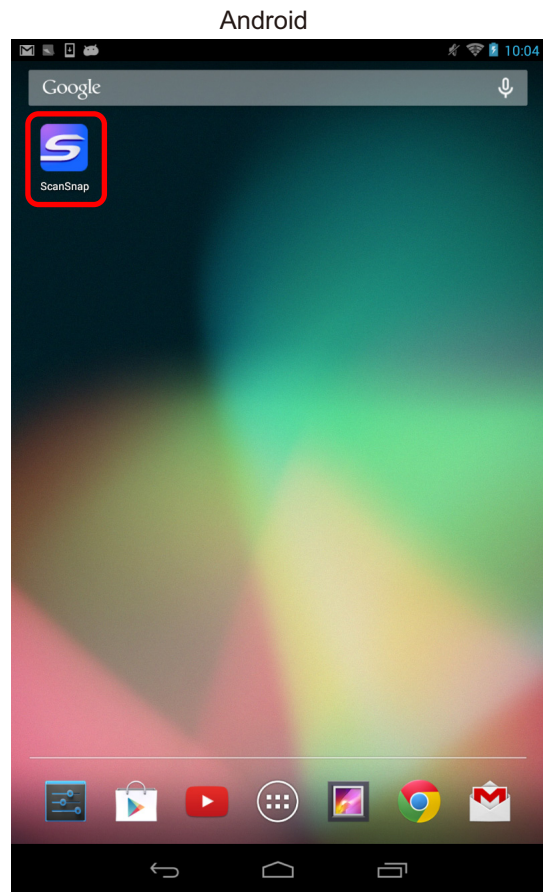
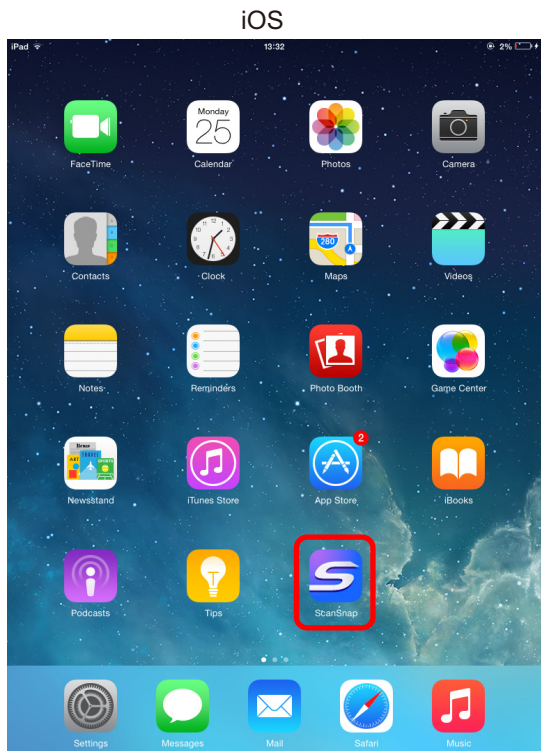
6. Click the [Yes] button.



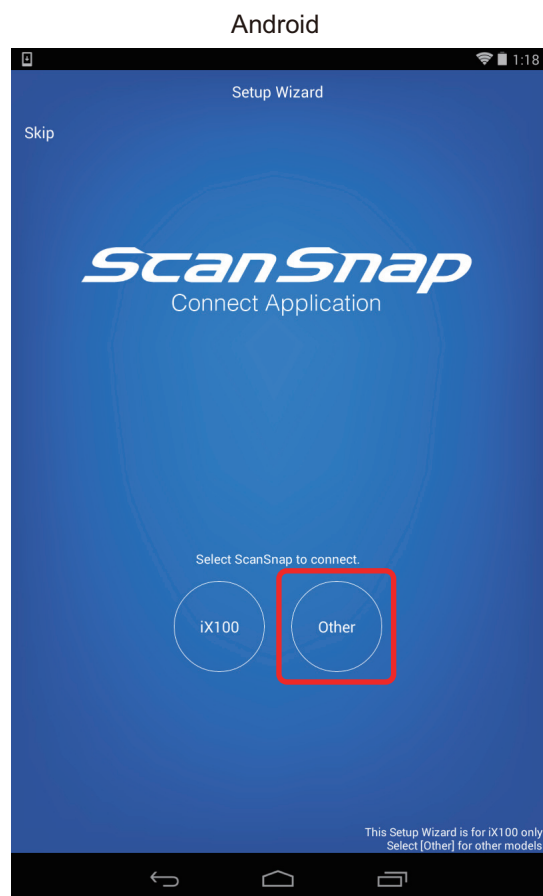
7. Check the contents on the displayed window and click the [Next] button.
8. Click the [Finish] button.



9. From this step onward, use your mobile device when operating. Tap [ScanSnap] on the Home screen.



10. Tap [Other].



HINT

If the Setup Wizard does not appear, it can also be opened by the following procedure:

For iOS

- i. On the [File List] window, tap the [Settings] button.
The menu appears.
- ii. Tap [Setup Wizard].

For Android

- i. On the [File List] window, tap the Settings icon.
The menu appears.
- ii. Tap [Setup Wizard].

A connection completion message appears.

Check the scanning operation with the ScanSnap.

HINT

- If a connection completion message does not appear, the settings on the computer may not be completed. Using ScanSnap Wireless Setup Tool on the computer, set up the wireless network to connect the ScanSnap to a wireless LAN.
- Using ScanSnap Wireless Setup Tool allows you to set up a wireless network at any time to connect the ScanSnap to a wireless LAN. When you install ScanSnap Manager, ScanSnap Wireless Setup Tool is installed at the same time.

Start ScanSnap Wireless Setup Tool in the following procedure:

1. Connect the ScanSnap and the computer with a USB cable.
 2. Open the ADF paper chute (cover) of the ScanSnap to turn the power on, and then turn on the Wi-Fi switch on the back of the ScanSnap.
 3. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] (for Windows 8.1/Windows 8, select [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] on the All apps screen).
The ScanSnap Wireless Setup Tool will start running.
 4. Click the [Wireless Network Setup Wizard] button in the main menu.
The Wireless Network Setup Wizard appears.
- It may take a while for Wireless Setup Tool to start running. If ScanSnap Wireless Setup Tool does not start even after you wait for a while, restart the computer and then start ScanSnap Wireless Setup Tool again.
 - ScanSnap Connect Application and ScanSnap Manager are used in the following order of priority:
 1. ScanSnap Connect Application
 2. ScanSnap Manager (connected via a USB cable)
 3. ScanSnap Manager (connected via wireless LAN)
 - To use ScanSnap Manager (connected via wireless LAN) for connection, exit ScanSnap Connect Application.

- Even if the ScanSnap is connected to a computer via a USB cable, ScanSnap Connect Application can be used for connection. When you exit ScanSnap Connect Application, the connection is switched to a USB cable connection.
- The connection to the ScanSnap is automatically set up only when ScanSnap Connect Application starts up.

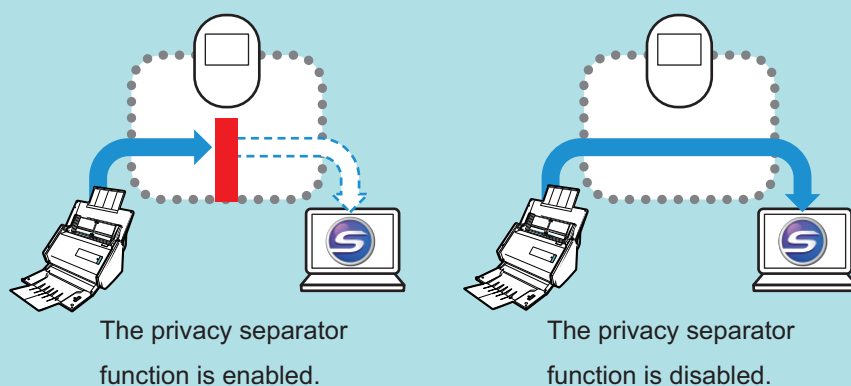
To reconnect to the ScanSnap after ScanSnap Connect Application starts up, you need to manually select the desired ScanSnap from the connection destination list in ScanSnap Connect Application or to restart ScanSnap Connect Application.

Using a Mobile Router

If a mobile router is used, wireless connection may fail. When the privacy separator function of the mobile router is enabled, the ScanSnap cannot be used.

HINT

The privacy separator function is designed to disable communication between wireless devices via a mobile router in order to enhance security.



When connection via a mobile router fails, check whether the privacy separator function is enabled on the mobile router. When the privacy separator function is enabled, disable it.

For details about checking or changing the privacy separator function setting, refer to the manual of your mobile router.

On some types of mobile routers, the privacy separator function cannot be disabled.

In such a case, use the ScanSnap via a USB connection.

Switching the Computer that Is to Be Connected to the ScanSnap

ATTENTION

- ScanSnap Manager can be installed on multiple computers, for example, a home computer and an office computer, when used by one user.
- If you switch the computer that is to be connected to the ScanSnap via wireless LAN, you cannot connect computers that were used before you switched the computer.

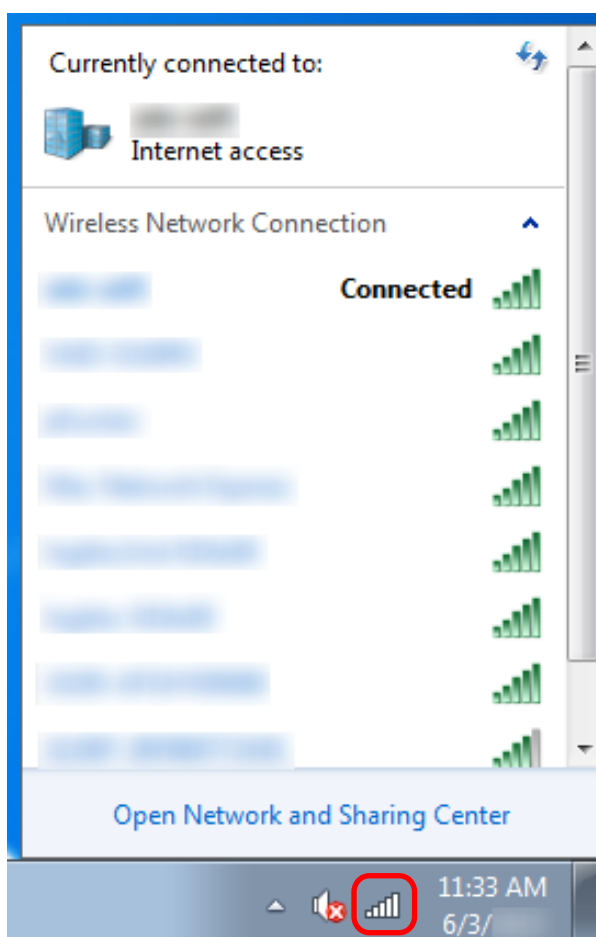
Preparation

Connect the computer to a wireless access point that is to be used when connecting the computer to the ScanSnap.

For a successful connection, the following information of the wireless access point is required:

- Network name (SSID)
- Security key (password)

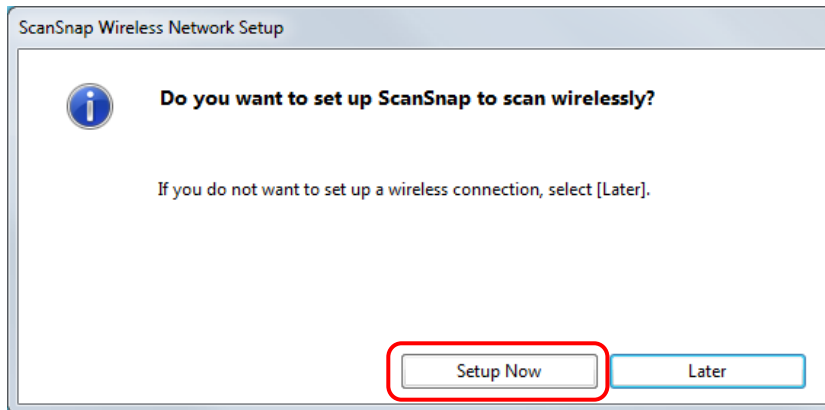
In the window shown below, you can check or change the network the computer is connected to:



Connection Method

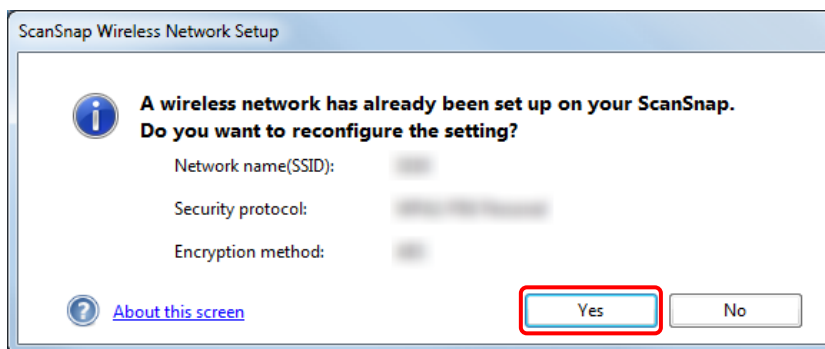
This method assumes that ScanSnap Manager is not installed on the computer that is to be connected to the ScanSnap. Install ScanSnap Manager from the Setup DVD-ROM and follow the Wireless Network Setup Wizard that appears after the installation is complete.

1. Click the [Setup Now] button.

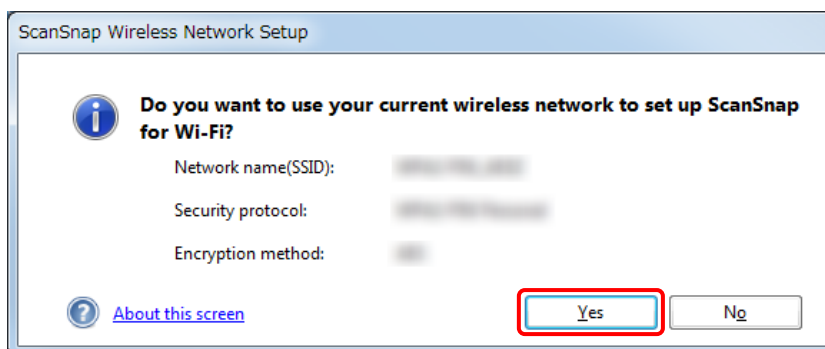


2. Check the contents on the displayed window and click the [Next] button.

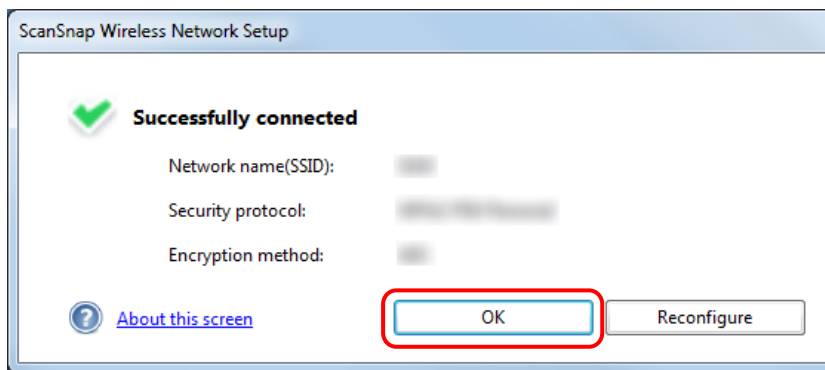
3. Click the [Yes] button.



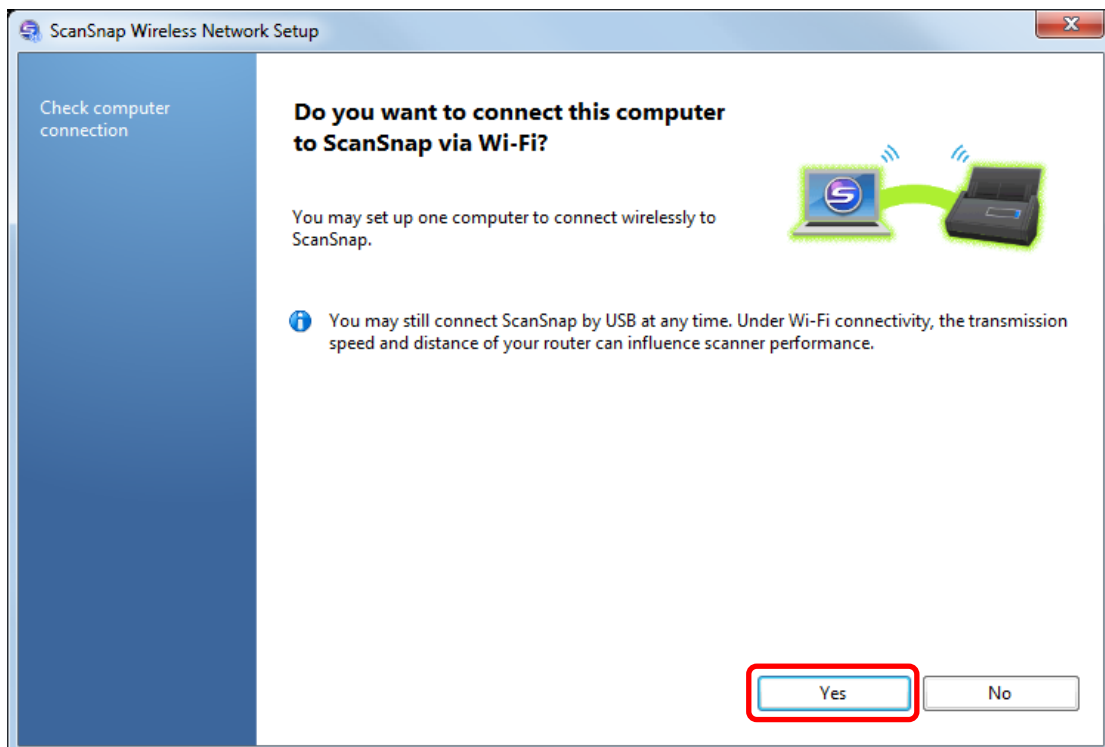
4. Click the [Yes] button.



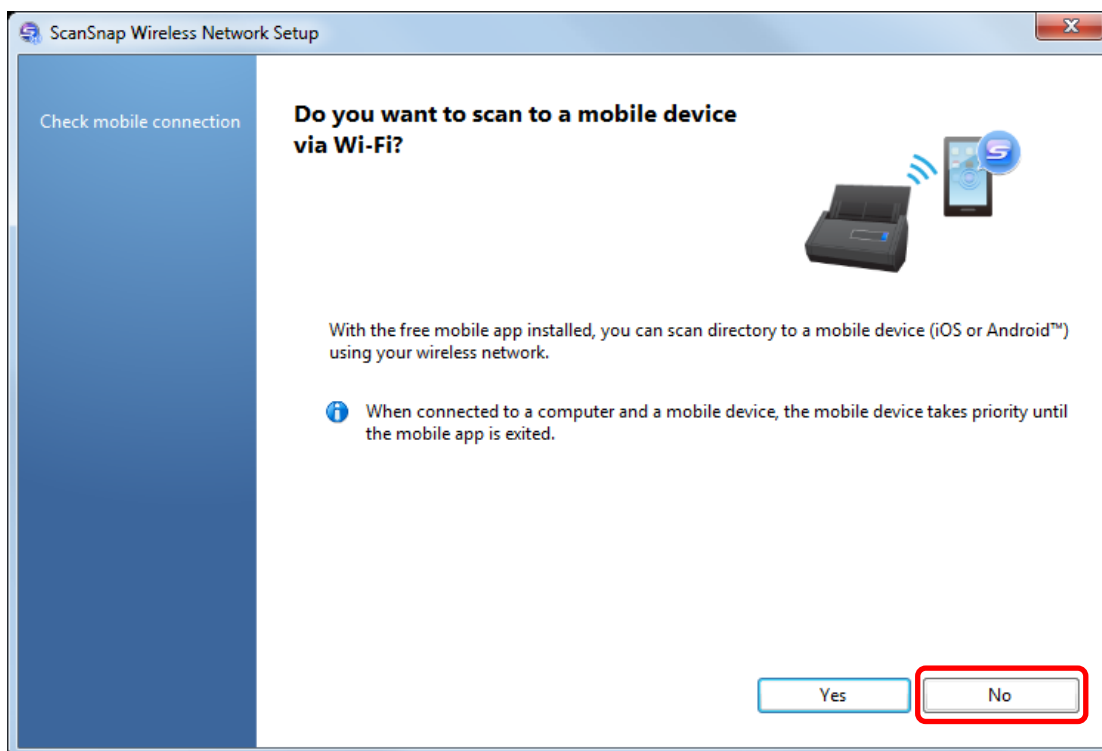
5. Click the [OK] button.



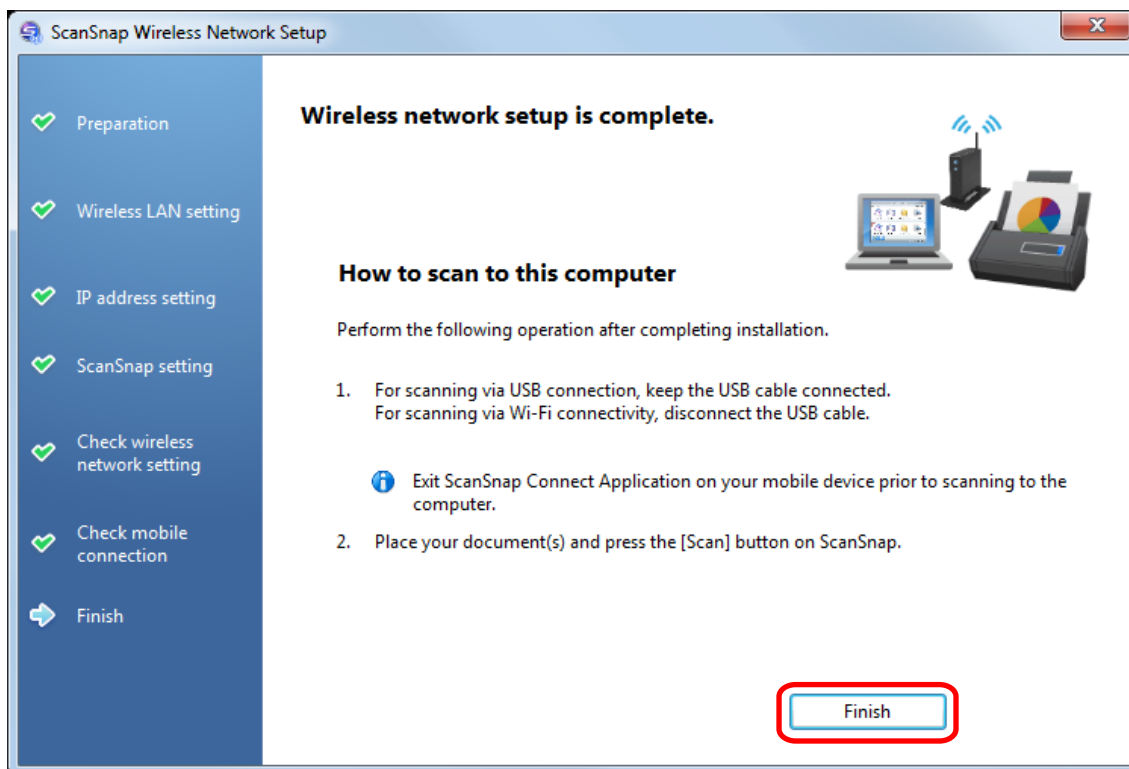
6. Click the [Yes] button.



7. Check the contents on the displayed window and click the [OK] button.
8. Click the [No] button.

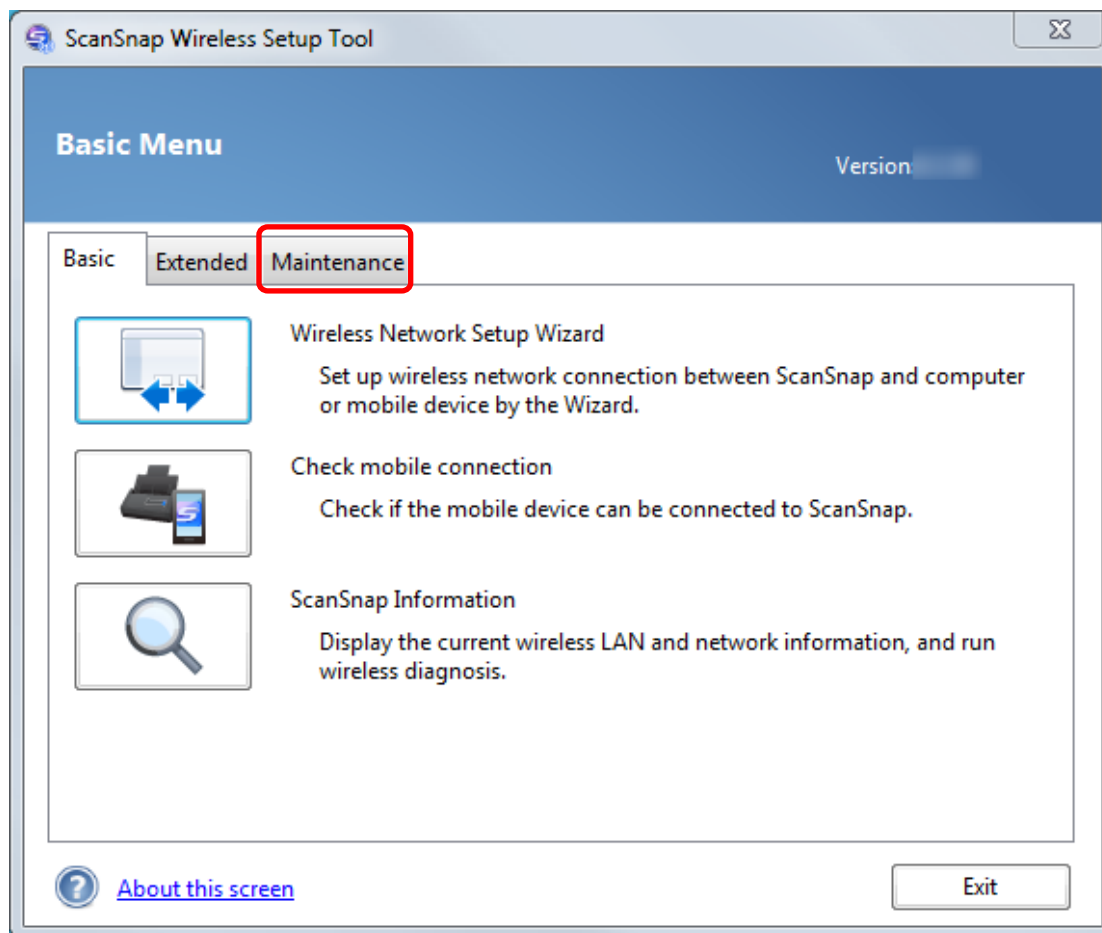
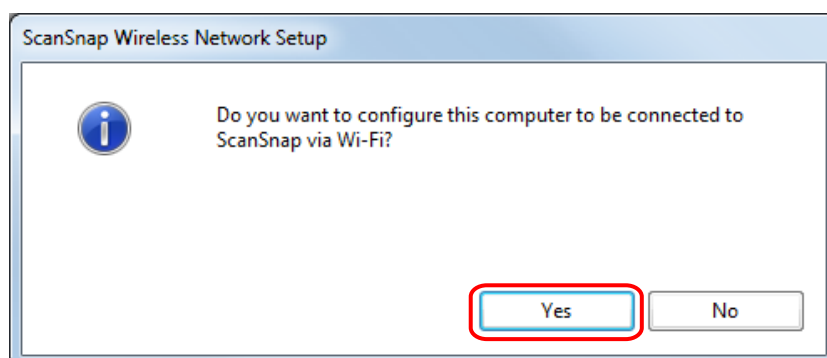


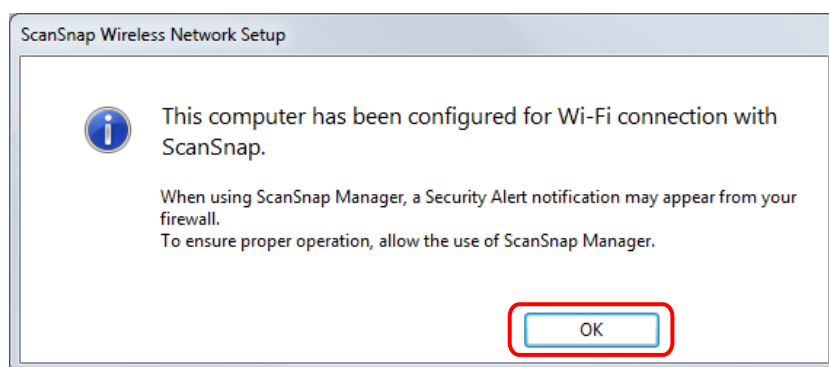
9. Click the [Finish] button.



10. Switch the computer that connects to the ScanSnap via wireless LAN using ScanSnap Wireless Setup Tool.

To start ScanSnap Wireless Setup Tool, select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] (for Windows 8.1/Windows 8, select [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] on the All apps screen).

11. Click the [Maintenance] tab.**12. Click**  **in the displayed window.****13. Click the [Yes] button.****14. Click the [OK] button.**



Disconnect the USB cable from the ScanSnap.

The ScanSnap Manager icon in the notification area located at the far right of the task bar changes

to .

HINT

- Using ScanSnap Wireless Setup Tool allows you to set up a wireless network at any time to connect the ScanSnap to a wireless LAN. When you install ScanSnap Manager, ScanSnap Wireless Setup Tool is installed at the same time.

Start ScanSnap Wireless Setup Tool in the following procedure:

1. Connect the ScanSnap and the computer with a USB cable.
2. Open the ADF paper chute (cover) of the ScanSnap to turn the power on, and then turn on the Wi-Fi switch on the back of the ScanSnap.
3. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] (for Windows 8.1/Windows 8, select [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] on the All apps screen).

The ScanSnap Wireless Setup Tool will start running.

4. Click the [Wireless Network Setup Wizard] button in the main menu.

The Wireless Network Setup Wizard appears.

- It may take a while for Wireless Setup Tool to start running. If ScanSnap Wireless Setup Tool does not start even after you wait for a while, restart the computer and then start ScanSnap Wireless Setup Tool again.

Changing Settings after Connecting the ScanSnap

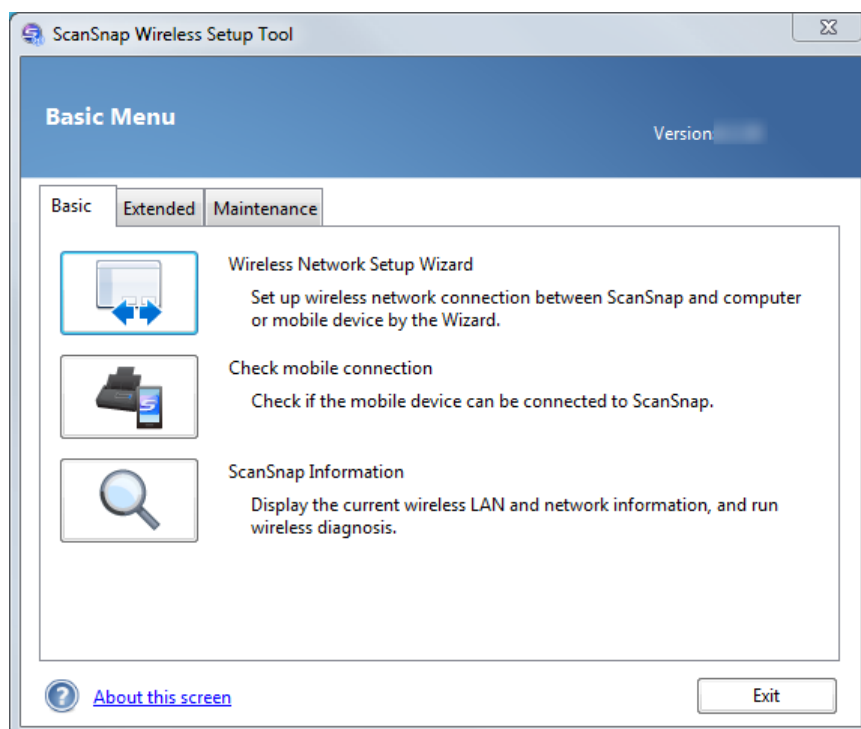
Using ScanSnap Wireless Setup Tool, you can change the settings after connecting the ScanSnap to a computer or mobile device. When you install ScanSnap Manager, ScanSnap Wireless Setup Tool is installed at the same time.

- "Switching the Computer that Is to Be Used to Another Computer" (page 34)
- "Changing the Wireless Access Point that Is to Be Connected to the ScanSnap" (page 35)
- "Changing the Password for the ScanSnap" (page 36)

Start ScanSnap Wireless Setup Tool in the following procedure:

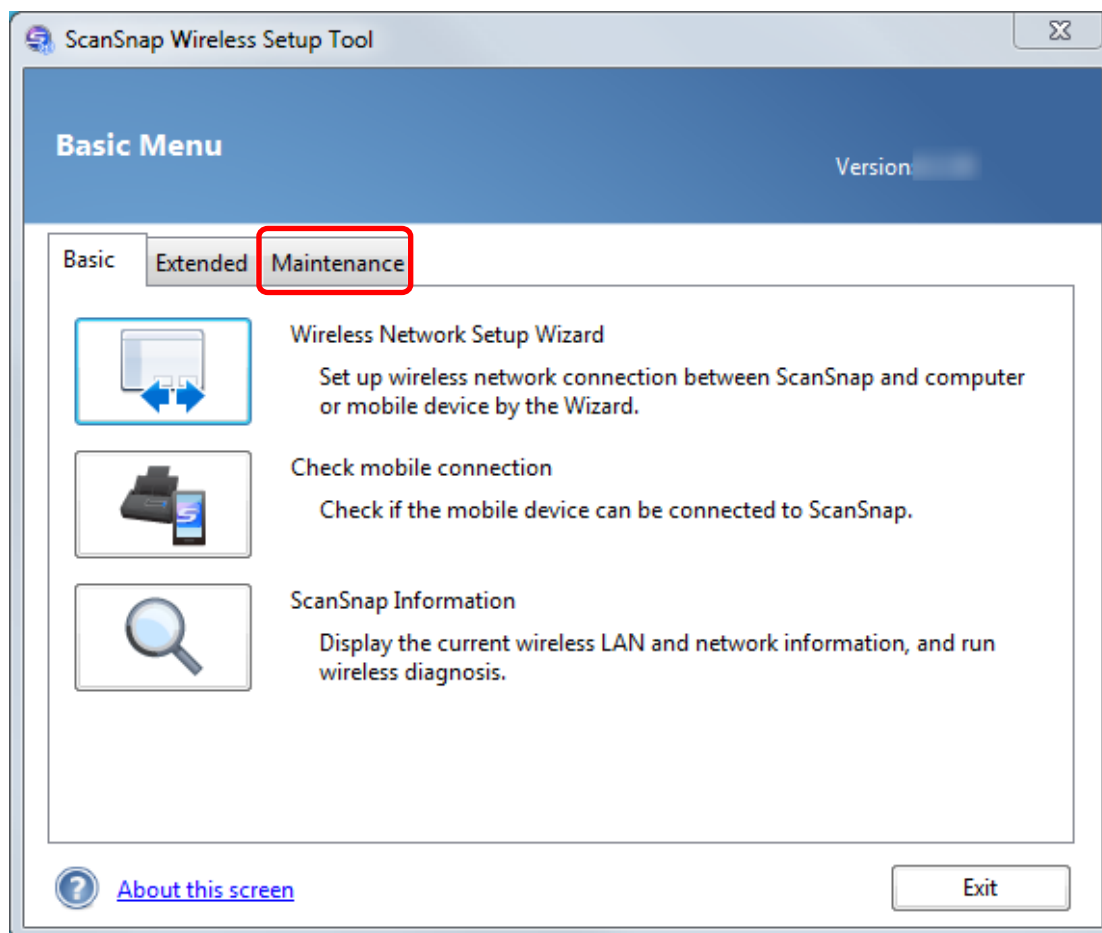
- 1. Connect the ScanSnap and the computer with a USB cable.**
- 2. Open the ADF paper chute (cover) of the ScanSnap to turn the power on, and then turn on the Wi-Fi switch on the back of the ScanSnap.**
- 3. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] (for Windows 8.1/Windows 8, select [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] on the All apps screen).**

ScanSnap Wireless Setup Tool starts up and the main menu is displayed.



Switching the Computer that Is to Be Used to Another Computer

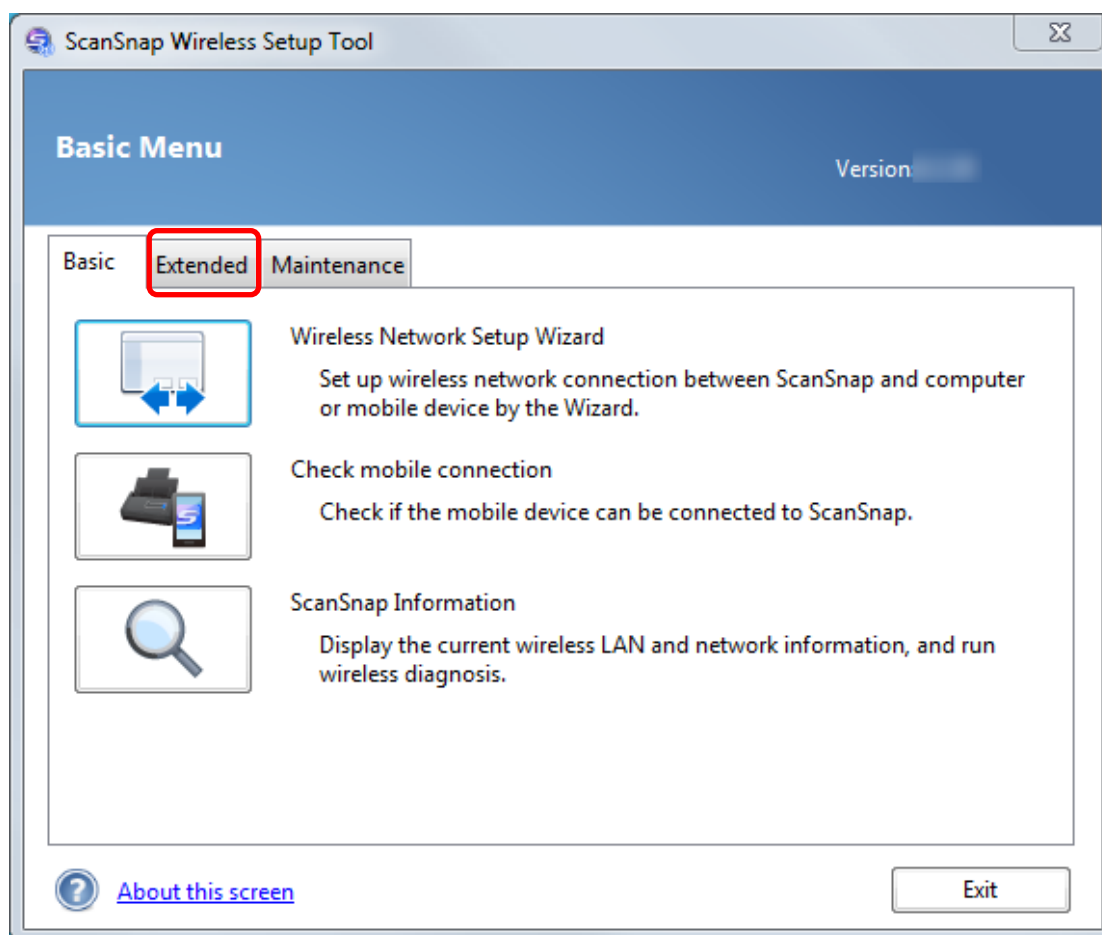
1. Click the [Maintenance] tab.



2. Click  in the displayed window.

Changing the Wireless Access Point that Is to Be Connected to the ScanSnap

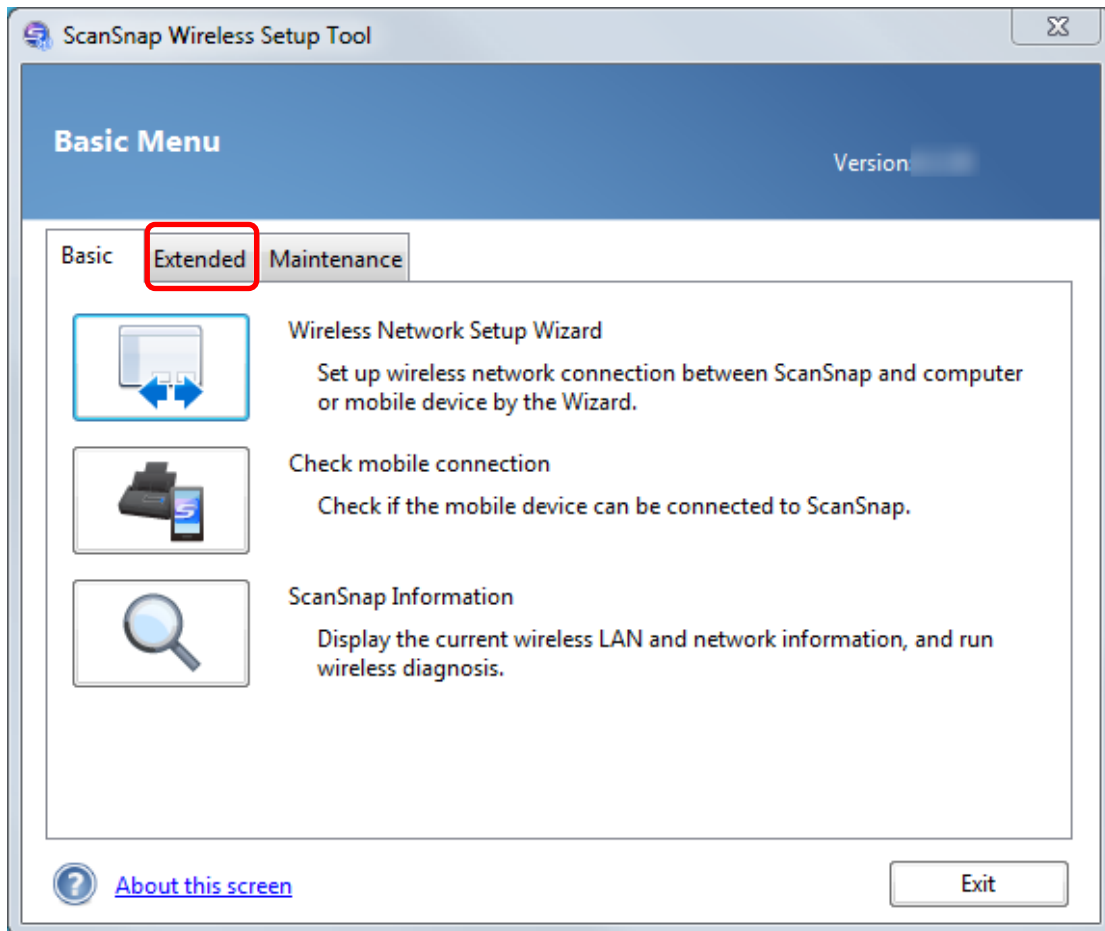
1. Click the [Extended] tab.



2. Click  in the displayed window.

Changing the Password for the ScanSnap

1. Click the [Extended] tab.



2. Click  in the displayed window.


Troubleshooting (Network Connection)

This section explains how to solve troubles you may encounter upon connecting the ScanSnap to a computer or mobile device via wireless LAN.

- "When a Computer Is Not Connected to a Wireless LAN" (page 38)
- "When Connection to the ScanSnap Fails Even If the ScanSnap Is Connected to the Same Wireless Access Point" (page 40)
- "Starting Wireless Setup Tool" (page 41)

For details about the troubles you may encounter and the solutions while using the ScanSnap, refer to the following:

- "Troubleshooting" in the ScanSnap Manager Help

To display this section, right-click the ScanSnap Manager icon  in the notification area located at the far right of the taskbar, and from the displayed right-click menu, select [Help] → [Troubleshooting].

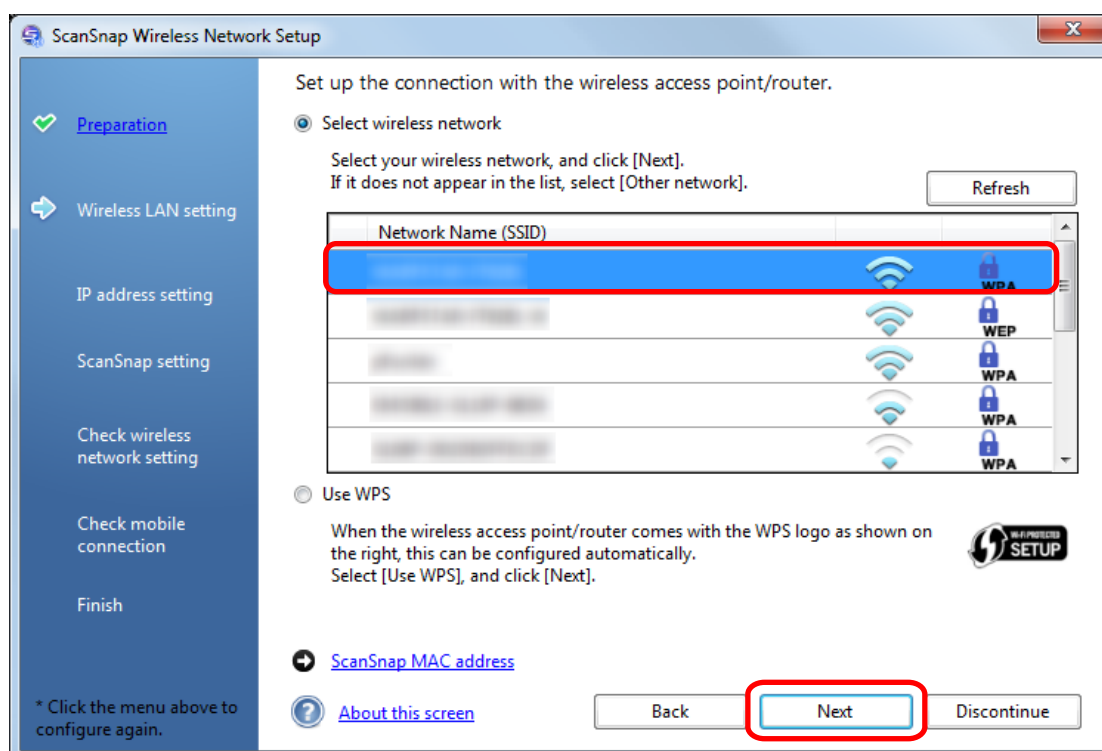
- ScanSnap Support Site (<http://scansnap.fujitsu.com/g-support/en/>)

If you cannot solve the problem after referring to the above section, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

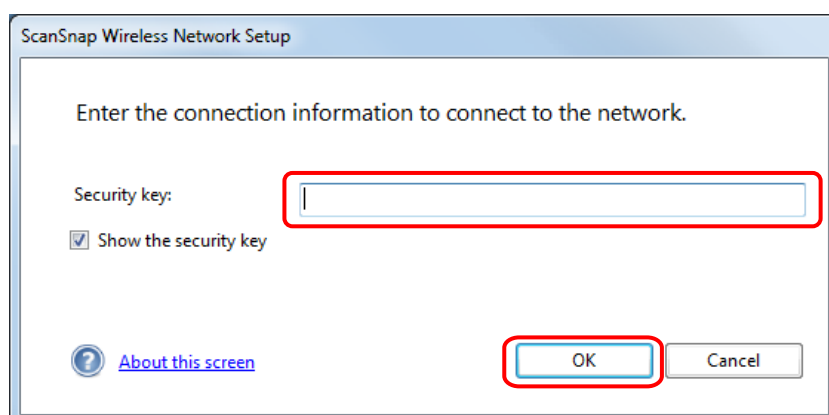
When a Computer Is Not Connected to a Wireless LAN

Perform the following procedure:

1. In the [Wireless LAN setting] window (network list), select [Select wireless network]. From the [Network Name (SSID)] list, select the wireless access point to which you want to connect the ScanSnap, and click the [Next] button.



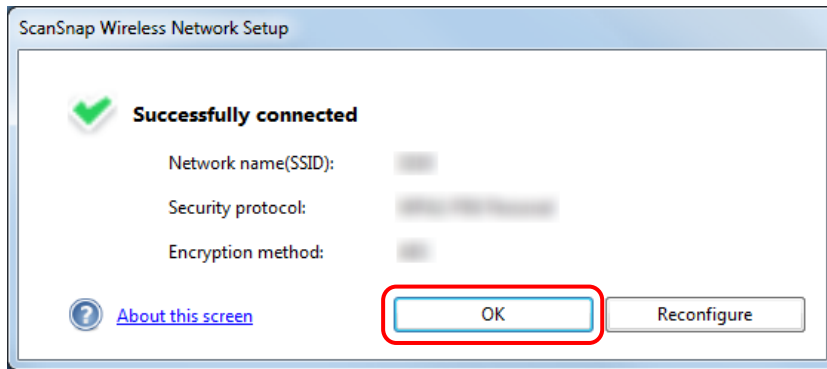
2. Enter a security key, and then click the [OK] button.



HINT

Enter the security key of the wireless access point you noted down during preparation.

3. Click the [OK] button.



When Connection to the ScanSnap Fails Even If the ScanSnap Is Connected to the Same Wireless Access Point

When connection fails even if the ScanSnap and the computer are connected to the same wireless access point, connect the ScanSnap to the computer manually in the following procedure:

- 1. Right-click the ScanSnap Manager icon in the notification area located at the far right of the taskbar, and in the displayed menu, select [Connect by Wi-Fi].**

The ScanSnap selection window appears.

- 2. From the connection destination list in the ScanSnap selection window, select the ScanSnap that is to be connected and click the [Connect] button.**

Starting Wireless Setup Tool

Using ScanSnap Wireless Setup Tool allows you to set up a wireless network at any time to connect the ScanSnap to a wireless LAN. When you install ScanSnap Manager, ScanSnap Wireless Setup Tool is installed at the same time.

Start ScanSnap Wireless Setup Tool in the following procedure:

- 1. Connect the ScanSnap and the computer with a USB cable.**
- 2. Open the ADF paper chute (cover) of the ScanSnap to turn the power on, and then turn on the Wi-Fi switch on the back of the ScanSnap.**
- 3. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] (for Windows 8.1/Windows 8, select [ScanSnap Manager] → [ScanSnap Wireless Setup Tool] on the All apps screen).**

The ScanSnap Wireless Setup Tool will start running.

HINT

For details about ScanSnap Wireless Setup Tool, refer to the ScanSnap Wireless Setup Tool Help.