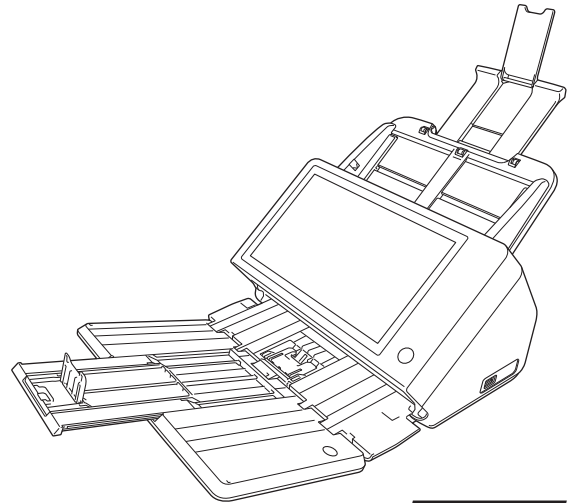# Canon

imageFORMULA
ScanFront 400

Setup and Operation Guide

Please read this manual before using the scanner.
After you finish reading this manual, keep it in a safe place
for future reference.

ENGLISH

International ENERGY STAR® Office Equipment Program

As an ENERGY STAR® Partner, Canon Electronics Inc. has determined that this machine meets the ENERGY STAR® Program guidelines for energy efficiency.

The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment.

The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment, such as computers, monitors, printers, fax, machine, copiers, and scanners. The standards and logos are uniform among participating nations.

This model doesn't provide "setting options" for power management.

Under factory default settings, the scanner will enter Low Power mode after 12 minutes of inactivity. Although you can change the period of time before the scanner enters Low Power mode to up to 230 minutes, we recommend using the default setting.

FCC REGULATIONS (For 120 V model)

Network Scanner, Model M111271
This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
– Reorient or relocate the receiving antenna.
– Increase the separation between the equipment and receiver.
– Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
– Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cable is required to comply with class B limits in Subpart B of Part 15 of FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A. Inc.
One Canon Park, Melville, NY 11747, U.S.A.
Tel. No. (800)652-2666

RADIO INTERFERENCE REGULATIONS (For 120 V models)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Industry Canada.

RÈGLEMENT SUR LE BROUILLAGE RADIOÉLECTRIQUE (For 120 V models)

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par l'Industrie Canada.

For CA, USA Only

Included battery contains Perchlorate Material - special handling may apply.
See http://www.dtsc.ca.gov/hazardouswaste/perchlorate/ for detail.

European Union (and EEA) only

This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. For more information regarding return and recycling of WEEE products, please visit www.canon-europe.com/environment.
(EEA: Norway, Iceland and Liechtenstein)

Model Names

The following names may be provided for the safety regulations in each sales region of the Network Scanner.
ScanFront 400: Model M111271

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- Stock certificates, bond certificates, promissory notes, cheques, or other valuable certificates
- Passports, licenses, or other certificates or documents issued by government officials or agencies

This is not an exhaustive list.

Canon is not responsible for how this scanner is used by an individual.

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Introduction

Thank you for purchasing the Canon imageFORMULA ScanFront 400 network scanner.
Please read this manual thoroughly before using the scanner to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

❏ About ScanFront 400

The ScanFront 400 is a network scanner that you can use without connecting to a computer.
You can transfer the data of an image scanned with the ScanFront 400 to a shared folder on a server PC or client PC on the network or to an FTP server, send it to a printer for printing, or deliver it to a remote location via e-mail or Internet fax service.
When using the scanner without a network environment, you can also save the image files to USB memory.

Shared Folder
(Server PC, Client PC)

Network

Save File

Printer

FTP Server

Save File

Send E-mail

Save File

Mail Server
Internet Fax Service

ScanFront

USB Memory

Conceptual Diagram of the ScanFront
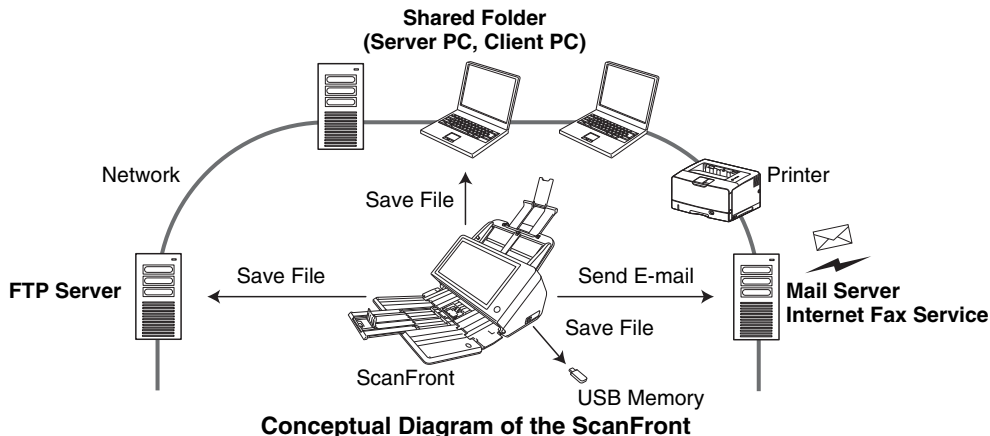
❏ About the ScanFront 400 Web Application Mode

The ScanFront 400 is equipped with an operation mode called Web Application Mode.
If you want to switch to and use the Web Application Mode, contact your dealer.

❏ Manuals for the Scanner

The following manuals are provided with the Canon ScanFront 400. Be sure to read these manuals thoroughly before using the scanner.

📖 Setup and Operation Guide: This Manual*

Describes the procedure for setting up the scanner for scanning, an overview of the functions of the scanner, and describes the basic operations for using the ScanFront. For details of the ScanFront and settings, refer to the *ScanFront 400 INSTRUCTIONS* (electronic manual).

* The printed version of Setup and Operation Guide may vary depending on your region. PDF files of the Setup and Operation Guide in other languages can be found on the application disc.

📑 INSTRUCTIONS (Electronic Manual)

Describes how to use the scanner, and includes instructions for configuring the scanner settings, as well as handling, maintenance, and troubleshooting information. This manual is stored as a PDF file on the supplied application disc and requires Adobe Reader to open. (You can download Adobe Reader from the Adobe Web site.)

❏ Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

⚠ WARNING

Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the scanner safely, always pay attention to these warnings.

⚠ CAUTION

Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. To use the scanner safely, always pay attention to these cautions.

❗ IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the scanner correctly, and avoid damage to the scanner.

💡 Hint

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

❏ How This Manual is Organized

This manual consists of the following chapters.

Chapter 1   Before Use

This chapter provides an overview of the ScanFront.

Chapter 2   ScanFront Setup

This chapter describes the setup procedures and Administrator Settings of the scanner.

Chapter 3   Handling

This chapter describes the types of documents that can be scanned, and the basic operations of the scanner.

Chapter 4   Operating Procedures

This chapter describes the basic operating procedures for the scanner.

Chapter 5   User Settings

This chapter describes the User Settings for the administrator to configure settings.

Chapter 6   Troubleshooting

This chapter describes how to respond when problems occur.

❏ Table of Contents

Chapter 5   User Settings

Chapter 6   Troubleshooting

Chapter 1   Before Use

1. *Important Safety Instructions*

To ensure the safe operation of this scanner, be sure to read the safety warnings and precautions described below.

❏ Installation Location

The performance of this scanner is affected by the environment in which it is installed. Make sure that the location where the scanner is installed meets the following environmental requirements.

● Provide adequate space around the scanner for operation, maintenance, and ventilation.

At least 15.75" (40 cm)

At least 25.59" (65 cm)
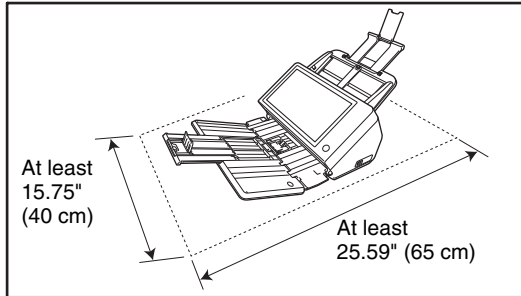
● Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.

● Avoid locations where a considerable amount of dust accumulates.

● Avoid warm or humid locations, such as in the vicinity of a water faucet, water heater, or humidifier, and avoid locations where the fumes from ammonia, paint thinner, or other volatile chemicals may be present.

● Avoid locations that are subject to vibration.

● Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is installed is cold but rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality.

The following conditions are recommended for optimal scanning quality:
Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F)
Humidity: 20% to 80% RH

● Avoid installing the scanner near equipment that generates a magnetic field (e.g. speakers, televisions, or radios).

❏ Power

- Connect only to a power outlet of the rated voltage and power supply frequency (either 120 V, 60 Hz or 220-240 V, 50/60 Hz, depending on your region).

- Do not connect other electrical equipment to the same power outlet to which the scanner is connected. Also, when using an extension cord, make sure that the extension cord is rated for the current requirements of the scanner.

- Never try to disassemble the AC adapter or modify it in any way, as this is extremely dangerous.

- The power cord and AC adapter may become damaged if they are often stepped on or if heavy objects are placed on them. Continued use of a damaged power cord and AC adapter can lead to an accident, such as a fire or electrical shock.

- Do not use the power cord while it is coiled.

- Do not pull directly on the power cord. When disconnecting the power cord, grasp the plug and remove it from the outlet.

- Keep the area around the power plug clear of objects so that the power cord can be disconnected easily in an emergency.

- Use only the AC adapter provided with this scanner. Also, do not use the AC adapter provided with the scanner with any other electrical devices.
  Model: MG1-5039

- If you have any questions regarding the power supply, contact your local authorized Canon dealer or service representative for further information.

❏ Moving the Scanner

- When moving the scanner, always hold it with both hands to avoid dropping it. The weight of the scanner unit is approximately 9.92 lbs (4.5 kg).

- Before moving the scanner, make sure the document tray is closed and the interface cable and AC adapter are disconnected. If the scanner is transported with these items connected, the plugs and connectors may be damaged due to excessive force applied to them during movement.

❏ Handling

⚠ **WARNING**

Note the following precautions whenever using the scanner. Failure to do so may result in a fire or electric shock.

- Never use alcohol, benzene, paint thinner, aerosol sprays, or any other highly flammable substance near the scanner.

- Do not cut, damage, or modify the power cord or AC adapter. Do not place heavy objects on the power cord or AC adapter, and do not pull or excessively bend the power cord.

■ The supplied power cord set is intended for use with this scanner only. Do not use it with other electronic equipment. In addition, do not use power cord sets other than the one supplied with the scanner. Doing so may result in fire or electric shock.

■ Never connect the power cord when your hands are wet.

■ Do not connect the scanner to a multiplug power strip.

■ Do not knot or coil the power cord, as this may result in a fire or electric shock. When connecting the power cord, make sure that the power plug is securely and completely inserted into the power outlet.

■ Never try to take the scanner apart or modify it in any way.

■ Never try to take the AC adapter apart or modify it in any way, as this is dangerous and may lead to a fire or electric shock.

■ Do not use flammable aerosol sprays near the scanner.

■ When cleaning the scanner, turn the power OFF and disconnect the power cord from the power supply.

■ Clean the scanner using a slightly dampened cloth which has been well wrung out. Never use alcohol, benzene, paint thinner, or any other flammable substances.

■ If the scanner makes strange noises, or gives off, smoke, heat, or strange odors, or the scanner does not function or other abnormalities occur when you use the machine, immediately turn the power OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative for further information.

■ Do not drop the scanner, or subject it to impact or strong shock. Should the scanner ever become damaged, immediately turn the power OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.

■ Before moving the scanner, make sure to turn the power OFF, and disconnect the power plug from the power outlet.

⚠ **CAUTION**

■ Do not install the scanner on a surface that is unstable or tilted, or in an area subject to excessive vibrations, as this may cause the scanner to fall, resulting in personal injury or damage to the scanner.

■ Do not block the ventilation openings. Doing so could cause the scanner to overheat, creating a risk of fire.

■ Never place small metal objects such as staples, paper clips, or jewelry on the scanner. These items may fall into the scanner, and cause a fire or electric shock. Should such objects ever fall inside the scanner, immediately turn the power OFF, and disconnect the power plug from the power outlet. Then, contact your local authorized Canon dealer or service representative to have the unit serviced.

■ Do not install the scanner in a humid or dusty location. Doing so may result in a fire or electric shock.

■ Do not place objects on top of the scanner, as they may tip over and fall, resulting in personal injury.

■ Do not use the scanner with a power supply voltage other than 120/220-240 VAC. Doing so might cause fire or electric shock.

■ When disconnecting the power cord, grasp it firmly by its plug. Do not pull directly on the power cord, as this may damage or expose the cord's internal wiring, resulting in a fire or electric shock.

■ Leave sufficient space around the power plug so that it can be disconnected easily. If objects are placed around the power plug, you will be unable to disconnect it in an emergency.

■ Do not allow water or flammable substances (alcohol, paint thinner, benzene, etc.) to spill into the scanner, as this may result in a fire or electric shock.

■ Turn OFF the power for safety when not using the scanner for a long period of time, such as overnight. Also, turn OFF the power, and disconnect the AC adapter from the scanner and disconnect the power cord from the power outlet for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.

■ Do not wear loose clothing or jewelry that may get caught in the scanner while you are using it. This may result in personal injury. Be extra careful of neckties and long hair. If anything becomes caught in the scanner, immediately disconnect the power cord to stop the scanner.

■ Be careful when placing paper in the scanner and when removing jammed paper. It is possible to cut your hand on the edge of a sheet of paper.
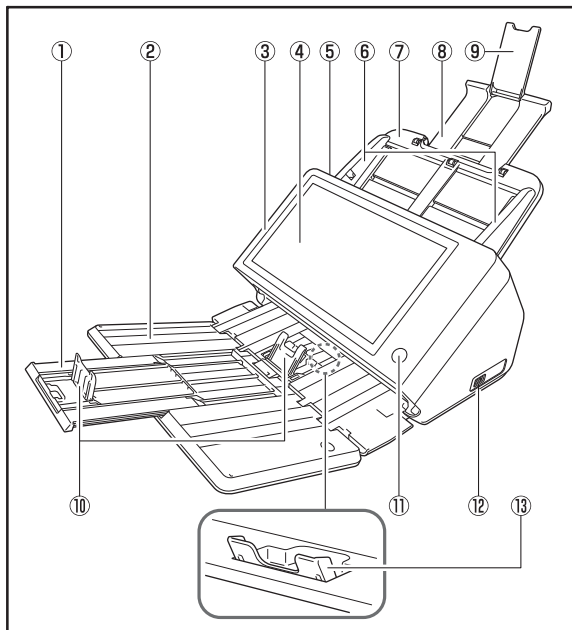
❏ **Disposal**

● Prior to disposing of the scanner, initialize the scanner to ensure that the registered data is deleted.

● When disposing of the scanner, make sure to follow all local ordinances and laws or consult with the retailer who sold you the scanner.

2. *Names and Functions of Parts*

The names and functions of the parts of the ScanFront are shown below.

❏ Front and Document Feed and Eject Trays

② Document Eject Tray
   Open this tray when using the ScanFront.

③ Panel Unit
   Open this when there is a paper jam or to perform maintenance. (See p. 48.)

④ Touch Panel
   Touch this screen to operate the ScanFront.

⑤ Lock Lever
   Locks the panel unit. Pull the lever toward you to unlock the panel unit. (See p. 48.)

⑥ Document Guides
   Adjust these to match the width of the document. (See p. 42.)

⑦ Document Feed Tray
   Place documents here. (See p. 38.)

⑧ Feed Support
   Pull this out to support loaded documents.

⑨ Feed Extension Support
   Open this when placing long paper in the scanner.

① Tray Extension
   Open this to prevent scanned documents from slipping off.

⑩ Document Eject Stopper

This prevents the ejected documents from falling out of the document eject tray and aligns their leading edges. It can be moved to match the length of the document. The angle of the document eject stopper on the document eject tray will change depending on the volume of documents ejected.

⑪ Power button

Press this to turn on the scanner. When pressed, the power indicator is lit.

Use the Power OFF button on the touch panel to turn the power OFF.

The power button lights or flashes as follows depending on the scanner status.

Power Button Indication	Description
Lit	Power is on
Flashing	Low power mode

⑫ USB Port (Front)

Connect a USB1.1/Hi-Speed USB2.0 compatible USB memory device, USB keyboard, or USB mouse.

⑬ Eject Tray Support

Open this when scanning multiple documents of varying sizes at one time. Scanned documents are arranged in the tray by supporting and lifting up the document eject tray from the bottom.

❏ Rear
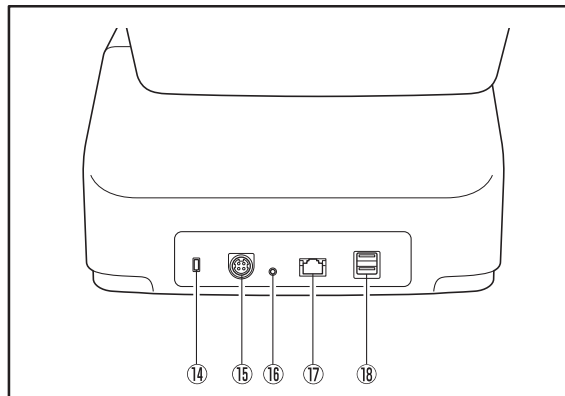
⑭ Kensington Slot

This is an anti-theft slot that enables a key chain or lock to be connected to prevent theft.

⑮ Power Connector (24 V DC)

Connect the plug of the supplied AC adapter. (See p. 24.)

⑯ Service Switch

This is a service switch. Do not insert any object into this hole.

⑰ LAN Port (RJ-45)

Connect an RJ-45 (10Base-T/100Base-TX/1000Base-T) compatible network cable. (See p. 25.)

⑱ USB Ports (Rear Right)

Connect a USB1.1/Hi-Speed USB2.0 compatible USB memory device, USB keyboard, or USB mouse.

Chapter 2   ScanFront Setup

ScanFront Setup Overview

Follow the procedures below to set up the ScanFront

1. **Checking the Supplied Accessories (See p. 21)**
   Confirm that all of the supplied accessories are included.

2. **Removing the Packing Materials (See p. 22)**
   Remove the packing materials protecting the scanner.

3. **Before Setup (See p. 24)**
   Move the scanner to the desired installation site, and connect the AC adaptor and network cable.

4. **Turning the Power ON and OFF (See p. 26)**
   Use the power button to turn the scanner ON, and press [Power off] on the touch panel to turn it OFF.

5. **ScanFront Setup (See p. 28)**
   To set up the scanner, configure the administrator settings. This guide describes how to configure the network settings, how to set the date and time and confirm the time zone, and how to configure mail server settings for sending e-mail.
   For details on other settings, refer to the *ScanFront 400 INSTRUCTIONS* (electronic manual).
   * For a Web browser, use Microsoft Internet Explorer 6.0 or later or Firefox 3.5 or later.
   • Network Settings
     Configure the [Device Name] and [IP Address] settings needed to connect to the network. (See p. 29.)

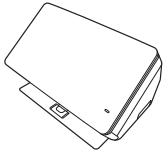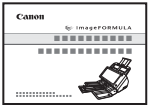• Configuring the Date and Time and Confirming the Time Zone
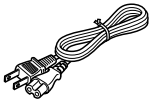 Set the date and time and confirm the time zone. (See p. 32.)
• Mail Server Settings
  Configure the mail server to be used for sending e-mail. (See p. 34.)

1. Checking the Supplied Accessories

After unpacking the scanner, confirm that the following accessories are included. In the unlikely event that any of these accessories are missing or damaged, contact your local authorized Canon dealer.

|			
	ScanFront		**Setup and Operation Guide (this manual)** The printed version of Setup and Operation Guide may vary depending on your region. PDF files of the Setup and Operation Guide in other languages can be found on the application disc.
	Feed Tray Attach this to the scanner during installation. (See p. 22.)		**Application Disc**** The following manuals are stored as PDF files on this disc: • INSTURCTIONS • Setup and Operation Guide
	AC Adapter* **(Cord length: 4.9 ft. (1.5 m))**		**Warranty Card** **(U.S.A. and Canada only)**
	Power Cord* **(Cord length: 3.3 ft. (1 m))** The shape of the power plug varies by country and region.		**Registration Card** **(U.S.A. and Canada only)**

* Make sure to use only the supplied AC adapter and power cord.
** The PDF files stored on the disc require Adobe Acrobat or Adobe Reader to open. (You can download Adobe Reader from the Adobe Web site.)
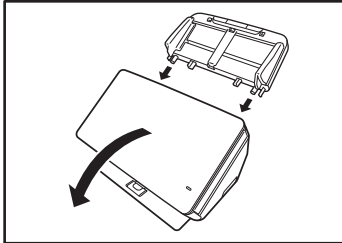
2. *Removing the Packing Materials*

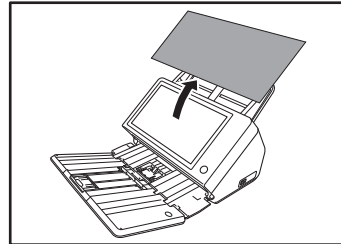Remove all of the packing materials protecting the scanner.

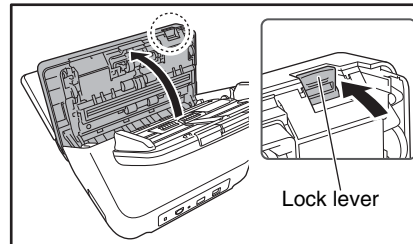*1.* Remove the orange tape (3 pieces) securing the outer case.
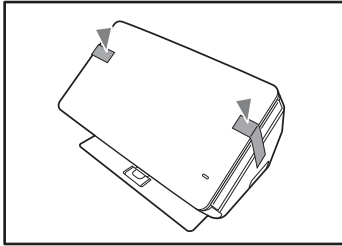
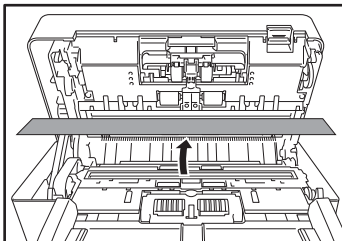*2.* Attach the feed tray and gently open the document eject tray.
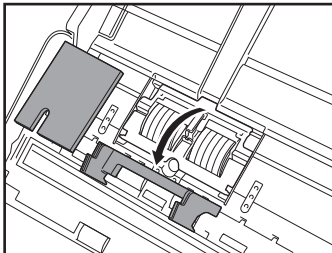
3. Remove the sheet.

4. Pull the lock lever toward you and then fully open the panel unit.
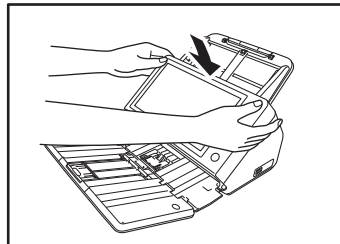
Lock lever

5. Remove the sheet.

6. Remove the stopper and sheet from the feed roller.

7. Gently close the panel unit. Press on both sides of the unit until you hear a click, which indicates the unit is locked.

8. Gently close the document eject tray.

3. *Before Setting Up the Scanner*

Before setting up the scanner, you need to move it to the installation site, and connect the AC adaptor and network cable.

❏ Connecting the AC Adapter

Follow the procedure shown below to connect the AC adapter.

⚠ **CAUTION**

Make sure to use only the AC adapter and power cord included with the scanner.

The shape of the power plug varies by country and region.
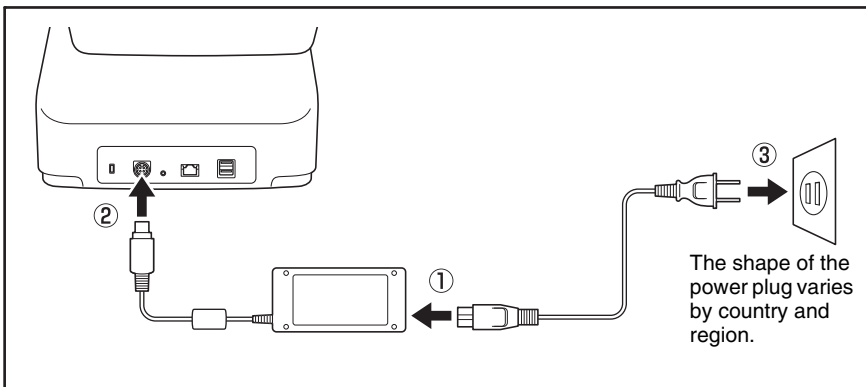
① Connect the power cord and AC adapter.

② Insert the plug of the AC adapter into the power connector.

③ Connect the power cord to the wall outlet.

❏ Connecting the Network Cable

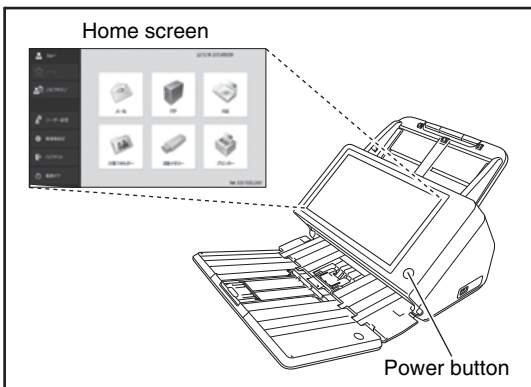Insert the network cable connector (RJ-45) into the LAN port.
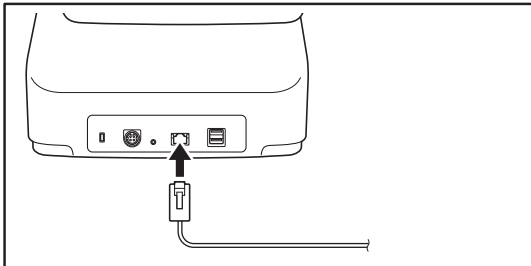
4. *Turning the Power ON and OFF*

Use the power button to turn the scanner ON, and press the [Power off] button on the touch panel to turn it OFF.

❏ Turning the Power ON

Press the power button to turn the scanner ON. The power button lights, and the Home screen or the login screen appears.
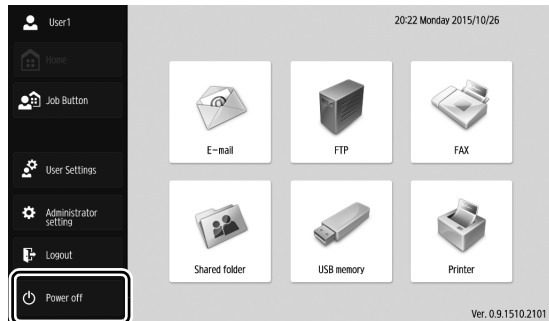

Home screen

Power button

ⓘ IMPORTANT

- Wait a moment for the Home screen to appear after pressing the power button to turn the scanner ON.
- When the power indicator is lit but nothing appears on the touch panel, Display Off has activated to turn the panel display off. You can touch the touch panel to restore the display. (Refer to "Adjust the wait time until the display automatically turns off." on p. 152 of the *ScanFront 400 INSTRUCTIONS*.)

- When the power indicator is flashing but nothing appears on the touch panel, the Low Power mode has activated to temporarily stop scanner operations. To switch out of Low Power mode, press the power button. (Refer to "Adjust the wait time until the Low Power Mode." on p. 152 of the *ScanFront 400 INSTRUCTIONS*.)
- The touch panel display may appear dark at times. In such cases, touching the panel will restore it to its normal brightness.

❏ Turning the Power OFF

Press the [Power off] button displayed at the bottom left of the panel to turn the scanner OFF.

ⓘ IMPORTANT

- When restarting the scanner, wait at least 5 seconds after turning the power OFF before turning it ON again.
- If the scanner stops responding, you can press and hold the power button to force shutdown. In such cases, any configured settings may be lost and startup may not be possible. Pressing and holding the power button to force shutdown may result in malfunction, so do not perform this operation under normal circumstances.
- After ScanFront transitions to Low Power Mode while not connected to a network, power will automatically turn OFF when the scanner is not operated for approximately 4 hours.

5. Configuring the Scanner Settings

ScanFront setup is performed from the Administrator Settings.

This section provides an overview on how to configre network settings (p. 29), verify and configure clock and time zone settings (p. 32), and configure email server settings for sending images via email (p. 34). For details on other settings, refer to ScanFront 400 INSTRUCTIONS (electronic manual).

The following items are a portion of the Administrator Settings. The settings you need to configure vary depending on the conditions and scale of the network on which you intend to use the ScanFront. To operate the ScanFront with the minimum number of settings configured, configure the [Network Setting] items and register addresses to the Shared Address Book.

Setting Item	Description
Address Book Settings	Register and edit entries in the Shared Address Book. You can register and edit entries in the Shared Address Book and My Address Book in the User Settings. Users whose function privileges are restricted by the administrator cannot perform registration and editing.
Job Button Settings	Register and edit jobs for Shared Job Button. You can register and edit jobs for Shared Job Button and My Job Button in the User Settings. Users whose function privileges are restricted by the administrator cannot perform registration and editing.
Device Configuration	Configure the scanner settings.
Network Settings	Confirm the [Device Name] and [IP Address] settings of the scanner.
Language/Timezone	Set the language displayed on the touch panel and the geographic region where it will be used.
Date/time settings	Set date/time for the ScanFront scanner.
Server Settings	Register the mail server, address book server and authorization server.
E-mail Server	Register the SMTP server to be used for sending e-mail.
Authentication Server	Register a domain server that can search users with Active Directory or OpenLDAP.
Address Book Server	Register an LDAP server that can search e-mail address books.
System Administration	Perform system administration for the ScanFront.
Login type setting	Select the login screen for users
Administrator Settings	Set the password and email address of the administrator.

❏ Network Settings

Follow the procedure below to confirm and configure the device name and IP address needed to connect the scanner to a network.

⚠ IMPORTANT

- The device name is the name used to identify the scanner on the network and is set to the 14 alphanumeric characters of the SF+MAC address by default. When changing this setting, make sure to select a unique name that is different from those of all other devices.
- Under default settings, the IP address is assigned automatically by the DHCP server. When a DHCP server is not used, clear the [DHCP server Enable] check box, and enter a fixed address. For details, contact your network administrator.
- The IP address is used for the URL when accessing the scanner from an external terminal's web browser. Be sure to write down the IP address in case you forget it.
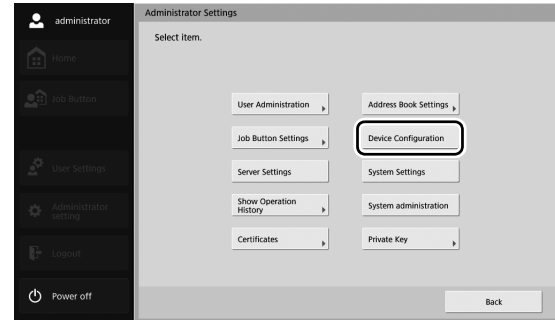
1. Press [Administrator setting].

The [Administrator Password] input box appears.

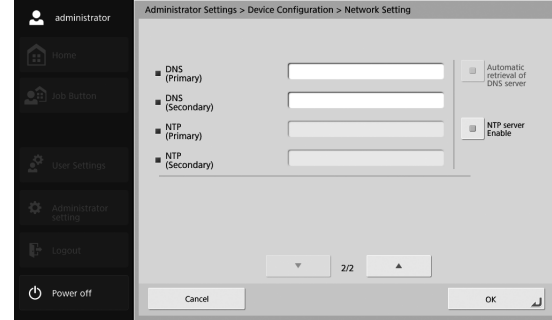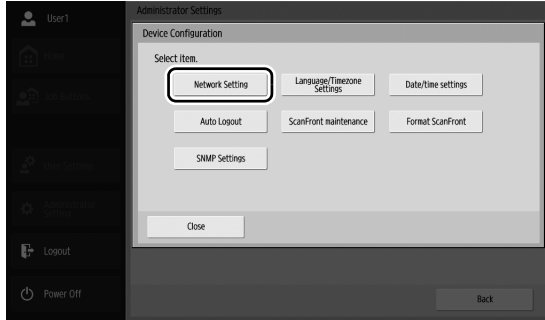**2.** Press [OK] to display the [Administrator setting] screen.

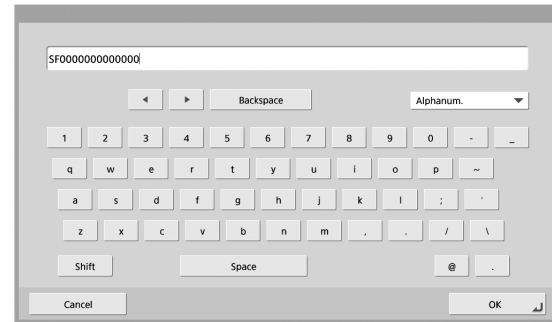No administrator password is set by default.

3. Press [Device Configuration].

4. Press [Network setting].

5. Confirm the [Device name] and [IP address].

6. Press the [Device name] (or [IP address]) entry box.
A keyboard entry screen appears.

Press [Shift] to switch, the entry screen to capital letters.
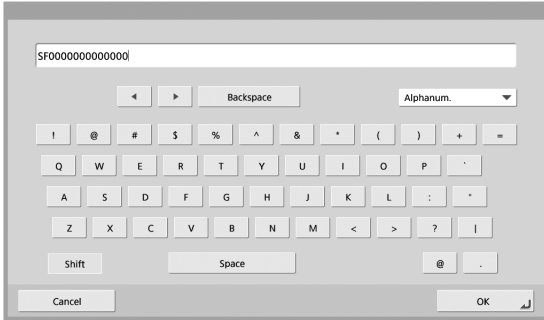
7. Enter the new device name (or IP address), and press [OK].

⚠ IMPORTANT

- The device name is the name used to identify the scanner on the network. When changing this setting, make sure to select a unique name that is different from those of all other devices.
- The device name can be a combination of letters (A-Z, a-z), numbers (0-9), and hyphens (-) up to 15 characters long.
- The device name must begin with a letter. You cannot end the device name with a hyphen.

8. Confirm the new device name and IP address, and press [OK].
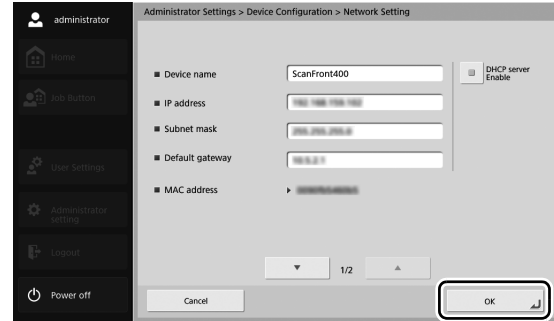
The [Device Configuration] screen appears.
Proceed to configure the date and time and confirm the time zone.

## ❏ Configuring the Date and Time and Confirming the Time Zone

When you finish configuring the network settings, set the date and time and confirm the time zone.
For details on other settings, refer to the *ScanFront 400 INSTRUCTIONS* (electronic manual).

⚠ IMPORTANT

Make sure that the time zone is set to your region of use. If the time zone is set to the wrong region, the recorded sending times and time stamps for image files will not match the time setting displayed on the scanner.

1. Press [Date/time settings].
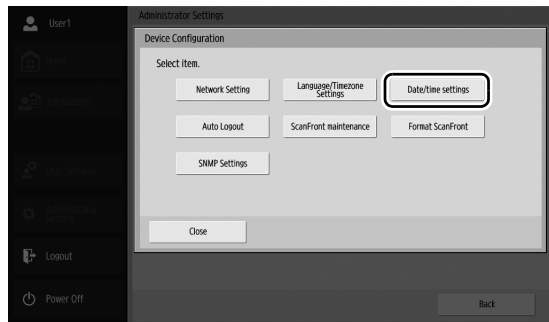
The Date/time screen appears.

2. Configure the date and time.
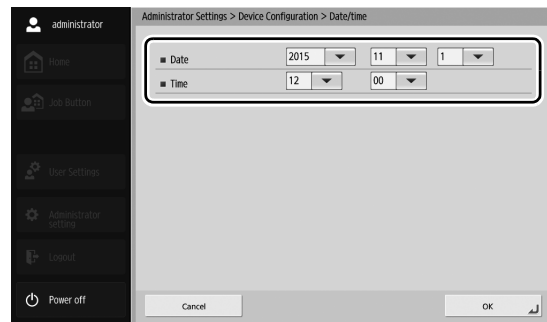
💡 Hint

To change a setting, press the pull-down menu of the target item and change the setting.

3. Press [OK] to restart the ScanFront.

4. Press [Device Configuration] - [Language/Timezone Settings].
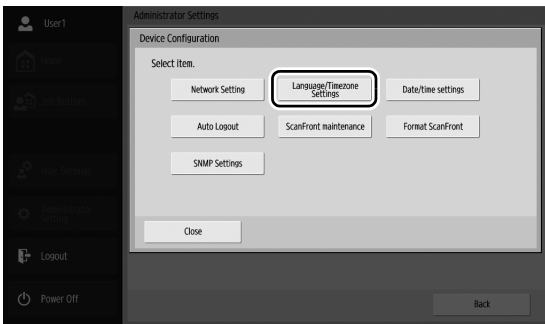
The [Language/Timezone] screen appears.

5. Check the [Language/Timezone] setting.

Hint

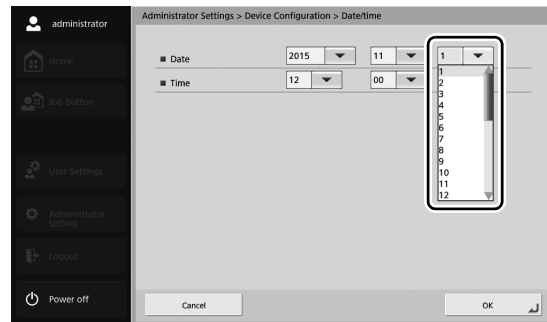To change a setting, press the pull-down menu of the target item and change the setting.
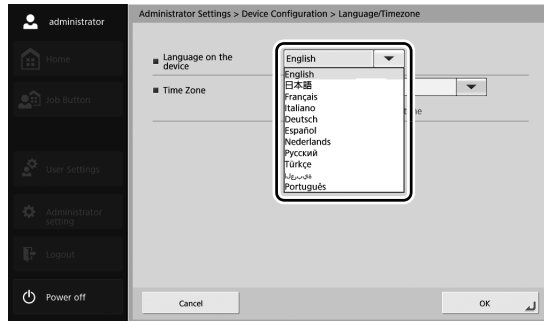
⚠ IMPORTANT

• If the correct time zone is not set, the time stamps that are saved for the send time of e-mail messages, and for the saved image files will be incorrect.
• When [Enable daylight saving time] is selected, the correct time may not be reflected. In this case, set the correct time.

6. Press [OK]-[Close] to return to the Home screen.

❏ Mail Server Settings

To send scanned images via e-mail, open the Server Settings screen from the administrator settings and register a mail server. For details, refer to "Server Settings" on p. 137 of the *ScanFront 400 INSTRUCTIONS* (electronic manual).

Chapter 3   Handling

1. Documents

The ScanFront can scan documents in a range of sizes from business cards to A4/LTR.
It is possible to feed documents of the following sizes and thicknesses depending on the feeding method used.

❏ Plain Paper

Size
Width: 1.97" to 8 1/2" (50 mm to 216 mm)
Length: 2.13" to 14.02" (54 mm to 356 mm)
(up to 120" (3,048 mm) in Long Document mode)

Thickness for Page Separation ON
7.2 lb to 57 lb bond (27 g/m^2 to 209 g/m^2)

Thickness for Page Separation OFF
7.2 lb to 68 lb bond (27 g/m^2 to 255 g/m^2)

Loading capacity
A4 size or smaller: 60 sheets (21 lb bond (80 g/m^2))
Larger than A4 size: 40 sheets (21 lb bond (80 g/m^2))
Make sure stacks do not exceed 10 mm in height (including curls) for either of the above.

❗ IMPORTANT

A document must meet the following criteria to be scannable:
• When scanning a multipage document, pages must be grouped together so that they have the same size, thickness, and weight. Scanning different types of paper at one time can cause the scanner to jam.
• Always make sure that the ink on a document is dry before scanning it. Scanning documents with the ink still wet may soil the rollers or scanning glass, cause lines or smudges to appear on images, or dirty other documents.

• Always clean the rollers or scanning glass after scanning a document written in pencil. Scanning documents with pencil written on them may soil the rollers or scanning glass, cause stripes to appear in images, or dirty other documents.
• When scanning a two-sided document that is printed on thin paper, the image on the opposite side of each page may show through. Adjust the brightness in the scanning conditions before scanning the document.
• When scanning thin paper documents, feed errors may occur depending on the paper type, and the documents may be scanned and ejected out of order.
• Laminated documents may not be scanned correctly, depending on the document.
• Note that scanning the following types of documents can cause a paper jam or malfunction. To scan such a document, scan a photocopy of the document or use an optional carrier sheet.

	Wrinkled or creased documents		Carbon paper
	Curled documents		Coated paper
	Torn documents		Extremely thin, translucent paper
	Documents with paper clips or staples		Documents with excessive paper particles

❏ Business Card

Size

Width: 1.97" (50 mm) and above

Length: 3.35" (85 mm) and above

Thickness

101.33 lb Cover (380 g/m^2) and below

ⓘ IMPORTANT

- We recommend placing business cards horizontally. Vertically placed business cards may not feed properly depending on their size.
- If the stack of business cards that you placed is not fed properly, reduce the number business cards.
- Business cards may sometimes be stacked in the wrong order when they are ejected, depending on the size and thickness of the business cards, and the orientation that they are loaded.

❏ Card (plastic)

Size

2.12" x 3.37" (54 mm x 86 mm) (ISO standard)

Card thickness

0.055" (1.4 mm) or smaller

Orientation

Horizontal feeding only

Embossed cards

Embossed cards can be scanned.

Loading capacity

10 cards (non-embossed), 1 card (embossed)

⚠ CAUTION

- When scanning cards, place them to be fed horizontally. If you place cards to be fed vertically, they may not be ejected properly, and cards that get jammed may be damaged when you remove them.
- Embossed cards may not be able to be scanned correctly, depending on the type of embossment.
- When scanning cards, set [Double feed detection by Ultrasonic] to [OFF] in the Detailed Settings screen. (Refer to p. 89 of the *ScanFront 400 INSTRUCTIONS*.)

❏ Passport

Size

3.46" × 4.92" (88 mm × 125 mm) (ISO standard)

Insert the passport into an optional carrier sheet (passport type) in an opened state.

Thickness

0.236" (6 mm) or less (including carrier sheet)

2. *Preparing the Scanner*

When placing a document in the scanner, pull out the tray extension based on the size of the document and raise the document eject stopper if necessary. After placing the document, change the feed method (i.e., set [Non Separation Feeding Mode] to [ON] or [OFF]) in the ScanFront's Detailed Settings screen according to the type of document placed.

❏ Preparing the Document Feed Tray and Eject Tray

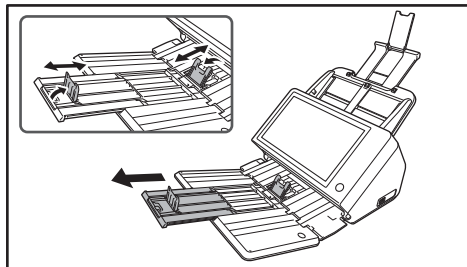Prepare the trays in accordance with the type of document.

1. Open the document eject tray ①.
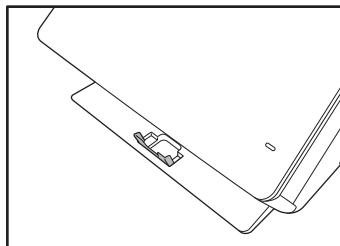
2. Open the feed support ②.
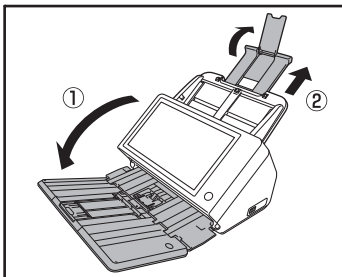
Hint
- Pull out the center tray extension when output documents are likely to fall out of the tray.

- When scanning documents of different size at the same time, the scanned documents may not collect neatly on the eject tray. In such cases, scan with the tray extension extended.

❏ Changing the Feed Method

Set [Non Separation Feeding Mode] to [ON] or [OFF] in the Detailed Settings screen according to the feed method of the document.

OFF

When you want to scan multiple documents while separating each sheet one at a time, set [Non Separation Feeding Mode] to [OFF].

ON

When you want to scan continuous documents, such as receipts, without separating each sheet or scan documents made of thick paper, set [Non Separation Feeding Mode] to [ON].
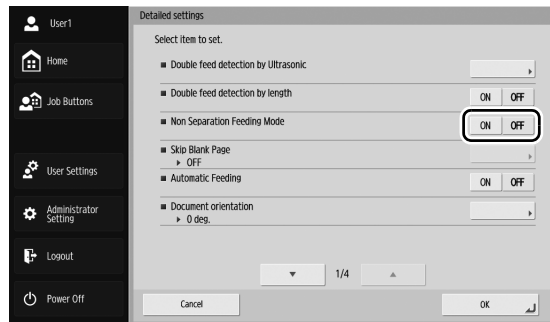
⚠ IMPORTANT

When scanning multiple page documents that are fastened together, such as invoices, place the documents so that the edge that is fastened together is facing down.

❏ USB Port

You can insert a USB memory device into the USB port to store image files.
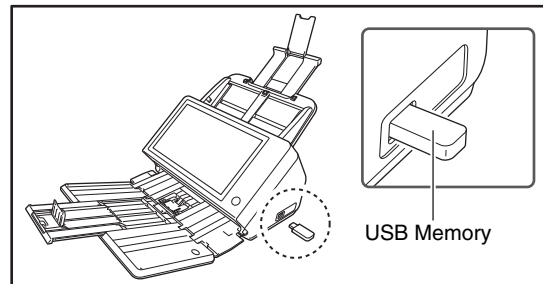
You can also connect a USB keyboard and USB mouse to operate the ScanFront.
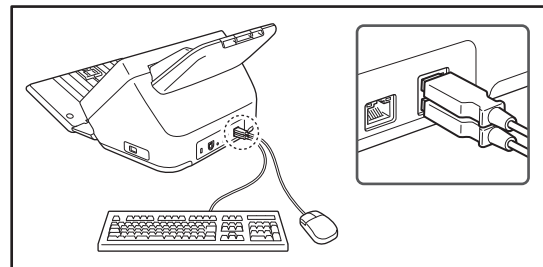
⚠ IMPORTANT

• The scanner will not start if you turn the power ON while a USB memory device is inserted. Insert the USB memory device after the scanner starts up and the Home screen appears.

- Use USB memory that is not write-protected. If the USB memory is write-protected, data cannot be written to the USB memory.
- This scanner does not support USB memory equipped with password security, data encryption, or functions other than data storage.
- Use a USB memory device that is formatted in the FAT16, FAT32, or exFAT file system.
- Make sure that the USB memory has sufficient space to store images.

3. *Placing Documents*

When placing documents into the scanner, place them face down into the tray with the top edge of the document at the bottom of tray.

❏ Placing a Document

Follow the procedure below to place a document.

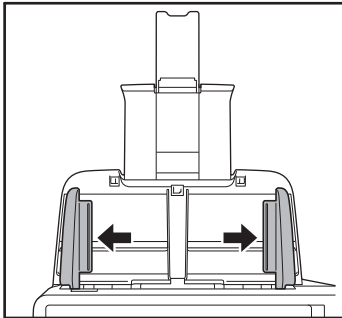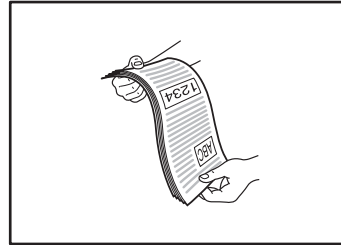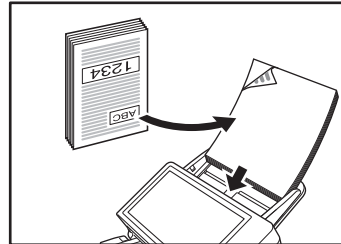*1.* Adjust the document guides to be wider than the width of the document.

2. Fan the document.

3. Place the document face down with its top edge at the bottom of the tray.

4. Adjust the document guides to fit the width of the document.
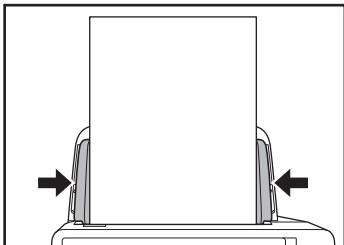
⚠️ **IMPORTANT**

Make sure that document stacks placed in the feed tray do not exceed the document guides.

Loading mark
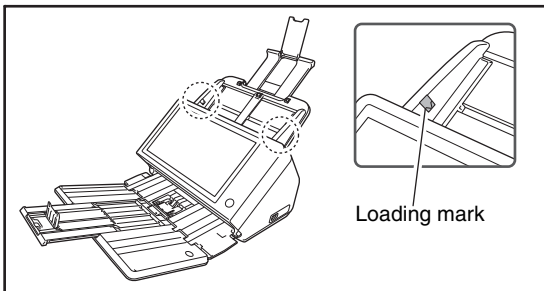
The number of sheets that you can place in the scanner at one time varies by paper size as follows.
A4/LTR Size or Smaller:
Less than 60 sheets (22 lb bond ($80g/m^2$)). Make sure stacks do not exceed 10 mm in height (including curls).

Sizes Larger than A4/LTR:
Less than 40 sheets (22 lb bond ($80g/m^2$)). Make sure stacks do not exceed 10 mm in height (including curls).

❏ **Placing a Folded Document**

Folio Scan enables you to scan documents that are larger than A4/LTR and therefore do not fit in the feeder. (The maximum size is 11" × 17"/A3.) To use the function, fold the document in half lengthwise and place it into the feeder. The ScanFront will scan both sides and combine the scanned images into a single image.
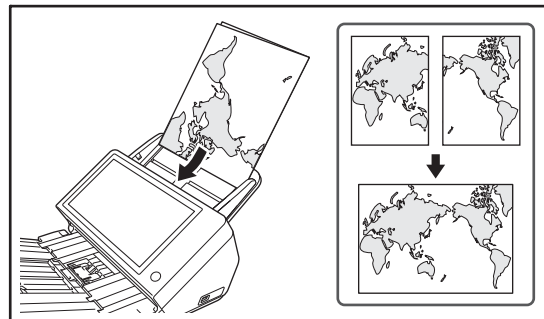
⚠️ **IMPORTANT**

• When folding the document, align the right and left sides and create a sharp, straight fold. Otherwise the document may jam or the image may not be aligned properly.
• The fold line itself will not be scanned. Keep this in mind if there is content such as photos, diagrams, or text that spans the fold.

- For Folio scanning, set [Non Separation Feeding Mode] to [ON]. Place documents one at a time.
- Adjust the document guides to fit the width of the document. Otherwise, the image may scan as skewed or shifted.

💡 Hint

- When placing folded documents, place the document into the scanner so that the fold is on the right side. The side of the folded document facing you will become the right side of the combined image.
- When scanning a document that is folded in half, set [Scanning Side] to [Folio].
- The maximum size for combined images is A3. When scanning a folded document of a size other than the standard formats, set [Page Size] to [Auto size].
- When scanning a document that is folded in half, set [Resolution (dpi)] to 300 dpi or less.
- When scanning a document that is folded in half, the [Double feed detection by Ultrasonic] function cannot be used.

❏ Placing a Long Document

You scan documents up to 120" (3048 mm) in length.

⚠ IMPORTANT

- When scanning a long document, set [Page Size] to [Auto size (Long)].
- When scanning a long document, set [Resolution (dpi)] to 200 dpi or less.
- You cannot set [Scanning Side] to [Folio] when scanning a long document.

❏ Placing a Card

When you want to scan a card, follow the procedure below to place the card.

1. Set [Non Separation Feeding Mode] to [ON].

2. Adjust the document guides to match the width of the card.
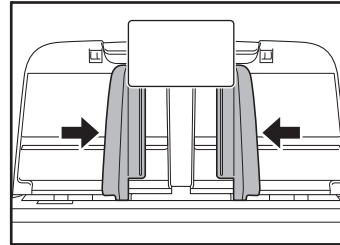
3. Place the card face down with the top edge at the bottom of the tray.
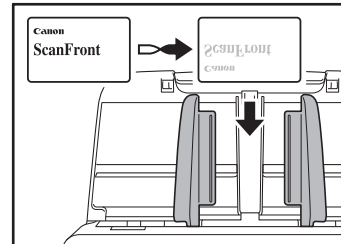
⚠ CAUTION

- Place the cards one at a time.
- When scanning cards, place them to be fed horizontally. If you place cards to be fed vertically, they may not be ejected properly, and cards that get jammed may be damaged when you remove them.
- When scanning cards, set [Double feed detection by Ultrasonic] to [OFF] in the Detailed Settings screen. (Refer to "Double feed detection by length" on p. 89 of the *ScanFront 400 INSTRUCTIONS*.)
- Pull the lock lever and open the panel unit before removing a placed card. Inserting a finger into the scanner while the panel unit is closed may result in an injury.

Lock lever

💡 Hint

When scanning cards without embossing, up to 10 cards can be placed on the scanner at the same time. In such cases, set [Document type] to [Extra-thick paper/plastic card] in the Detailed Settings screen. (Refer to "Document type" on p. 94 of the *ScanFront 400 INSTRUCTIONS*.)

❏ Placing a Carrier Sheet

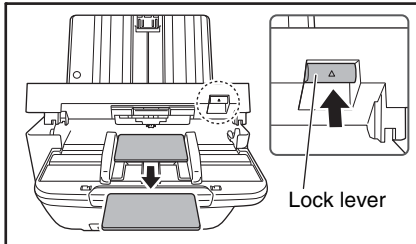When scanning a document that requires extra protection from damage, insert the document into an optional carrier sheet before placing it in the scanner.

1. Set [Document type] to [Carrier sheet] in the Detailed Settings screen. (Refer to "Document type" on p. 94 of the *ScanFront 400 INSTRUCTIONS*.)

2. Insert the document into the carrier sheet.
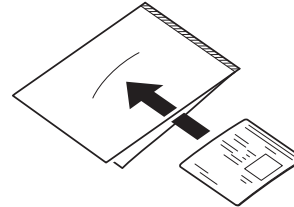
3. Load the document with the page you want to scan facing down.
After placing the document, align the document guides with both edges of the document.

⚠ CAUTION

- If the carrier sheet or passport is not loaded properly, you may get a document jam or not get a scan image as intended
- When [Carrier sheet] is selected, [Double feed detection by Ultrasonic] will be set to [OFF] automatically.

⚠ IMPORTANT

- Insert documents straight into the center of the carrier sheet. Proper scanning will not be possible if the document is too close to either side, tilted, or protruding from the carrier sheet.
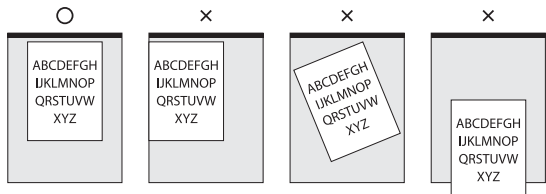
- The maximum thickness that can be scanned is 33.53 lb bond (0.00591" (127 g/m^2 (0.15 mm))). If the thickness exceeds 33.53 lb bond (0.00591" (127 g/m^2 (0.15 mm))), the scanner may break down due to problems such as paper jam.
- Depending on the condition of the carrier sheet, the scanned image may be cut off and the scanner's correction functions may not operate properly. In such cases, specify a larger paper size (e.g., A4) in the [Page Size] setting.
- The carrier sheet is a consumable item. Replace it as necessary, if there are visible scratches or smudges, for example. The general replacement cycle for the carrier sheet is about 1,000 scans involving a single sheet of 21 lb bond (80 g/m^2) paper per scan.

❏ Placing a Carrier Sheet for Passports

When scanning a passport, insert the passport into an optional carrier sheet for passports before placing it in the scanner.

1. Set [Document type] to [Carrier sheet (passport type)] in the Detailed Settings screen. (Refer to "Document type" on p. 94 of the *ScanFront 400 INSTRUCTIONS*.)

2. Open the page of the passport that you want to scan and insert it into the carrier sheet.
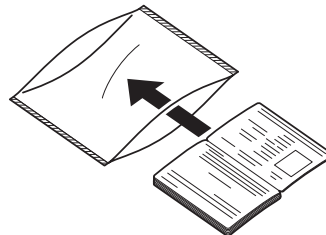
3. Place the document with the side you want to scan facing down.
Adjust the document guides on both sides of the document after placing the document.

⚠ **CAUTION**
- If the carrier sheet and passport are not placed properly, paper jams may occur or the document may not be scanned properly.
- When [Carrier sheet (passport type)] is selected, [Double feed detection by Ultrasonic] will be set to [OFF] automatically.

❶ IMPORTANT

- Depending on the condition of the carrier sheet or passport, the scanned image may be cut off and the scanner's correction functions may not operate properly. In such cases, specify a larger paper size (e.g., A4) in the [Page Size] setting. (Refer to p. 86 of the *ScanFront 400 INSTRUCTIONS*.)
- If the size of the passport is significantly different from the size of the carrier sheet, document jamming may occur and the scanner's correction functions may not operate properly.
- When scanning a passport, place the passport so that the side with more pages is fed into the scanner.
- The thickness limit for scannable documents is 0.236" (6 mm) with the passport inserted in the carrier sheet. If 0.236" (6 mm) is exceeded, document jamming may occur and the scanner may be damaged.
- The carrier sheet is a consumable item. Replace it as necessary, if there are visible scratches or smudges, for example.

4. *Clearing a Paper Jam or Double Feed Error*

When a paper jam or double feed error is detected, feeding and scanning stops.

1. Check the displayed message.

If a paper jam or double feed error is detected at the first page of a document, the following messages appear.
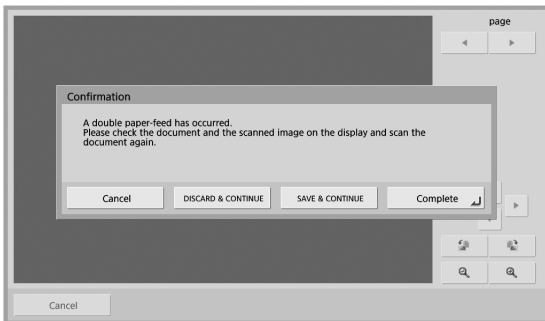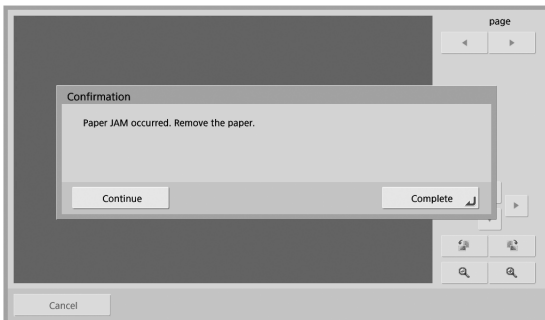
💡 **Hint**

- If you press [Complete], the display returns to the previous screen.
- If you want to continue scanning, reset the document before progressing with screen operations. Press [Continue] to resume scanning.

If a paper jam or double feed error is detected in the middle of a document, the following messages appear.
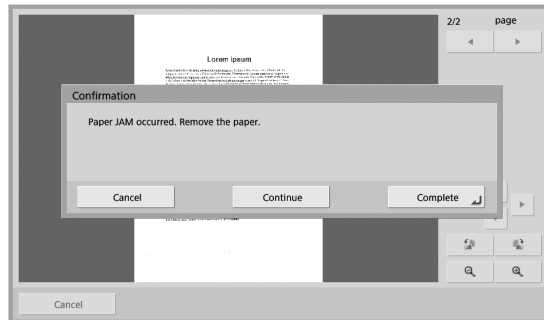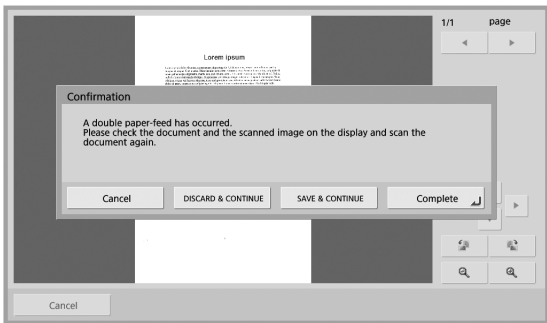
💡 Hint

- If you want to continue scanning, clear the document first before touching the screen. After you reset the cleared document, press [Continue] to resume scanning.
- To re-scan the document from the previewed page, set the document in the scanner, starting with the page displayed in the preview, and press [DISCARD & CONTINUE].
- To save the previewed image as a scanned image and then scan the remaining documents, set the remaining documents in the scanner and press [SAVE & CONTINUE].
- If you press [Complete], the scanned images up until the paper jam or double feed error are saved and scanning completes. The display switches to the Send screen.
- If you press [Abort], the scanned images are canceled, and the display returns to the previous screen.

⚠ IMPORTANT

When the message above is displayed and the scanner transitions to Low Power Mode, all of the data scanned up until that point is discarded. (Refer to "Adjust the wait time until the Low Power Mode." on p. 152 of the *ScanFront 400 INSTRUCTIONS*.)

2. Remove the scanned documents from the document eject tray, and any documents remaining in the document feed tray.

3. Pull the lock lever toward you and then fully open the panel unit.

Lock lever
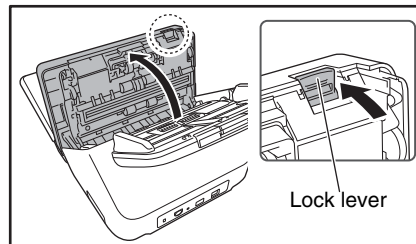
4. Pull out the jammed document in the direction that seems the easiest to remove it.
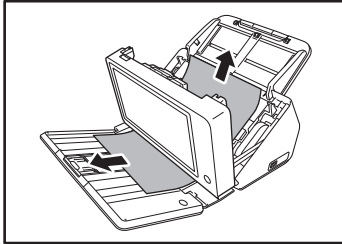
5. Close the panel unit and then place the document again.
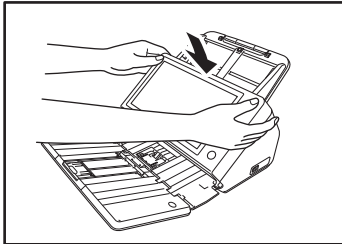
6. Press [Continue] to resume scanning.

> ⚠ **IMPORTANT**
>
> • If paper jams or double feed errors occur, set [Document type] to [Extra-thin paper] in the Detailed Settings screen. In addition, limit the number of documents placed on the scanner to about 10 sheets.

• A dirty or worn feed roller, or documents stuck together as a result of static electricity are common causes of paper jams or double feed errors.
If the feed roller is dirty, clean it. If paper jams or double feed errors continue to occur even after cleaning, purchase an Exchange Roller Kit and replace the rollers (feed roller and retard roller). (Refer to p. 181 of the *ScanFront 400 INSTRUCTIONS*.)

Chapter 4   Operating Procedures

1. Flow of Scanner Operations

The procedure and screen transitions for the process from turning the scanner ON, to sending an image file are as follows. For descriptions of the various settings, refer to the appropriate reference pages.

```
                              ┌─────────────────────────────┐
                              │ Turn the power ON (See p. 53.)│
                              └─────────────────────────────┘
No user is registered                          │ Users are registered (device/server authentication)
* When no user is registered and only          ▼
  the Shared Address Book and Shared    ┌──────────────────────┐   * Set the screen that appears after login in the user settings.
  Job Button are used                   │ Login screen (See p. 55.)│   * When you use server authentication, the user that logged in
                                        └──────────────────────┘     is registered automatically.

┌──────────────────────────┐   ┌──────────────────┐   ┌──────────────────┐   * Users restricted by [Use only Job
│ Administrator Settings screen│◄─►│   Home screen    │◄─►│  Job Button screen │     Buttons] in the function
│       (See p. 29.)       │   │   (See p. 59.)   │   │   (See p. 60.)   │     restrictions cannot scan from the
│   User Settings screen   │   └──────────────────┘   └──────────────────┘     Home screen.
│       (See p. 80.)       │            │
└──────────────────────────┘            ▼
                              ┌──────────────────────┐
                              │ Address selection screen│                Scanning starts immediately after a
┌──────────────────────────┐   │     (See p. 62.)     │                job button is pressed.
│ Password setting screen  │   └──────────────────────┘
│ (Refer to p. 157 of the ScanFront│        │
│   400 INSTRUCTIONS.)     │        ▼
└──────────────────────────┘   ┌────────────────────────────────────────┐
                              │ Scan / Send Settings screen (Refer to p. 85 of the ScanFront│
* The administrator password is │            400 INSTRUCTIONS.)          │
  registered in the Administrator└────────────────────────────────────────┘
  Settings screen, and the user        │
  password is registered in the User   ▼                                    * Send Settings are also
  Settings screen.          ┌────────────────────────────────────────┐      applied to job buttons.
                           │ Scan (The process after scanning differs depending on the Send Settings)│
                           │   (Refer to p. 98 of the ScanFront 400 INSTRUCTIONS.)│
                           └────────────────────────────────────────┘
                    ┌────────────────────────────────────────┐
                    │ Scanning finishes (A document confirmation message appears) (See p. 68.)│
                    └────────────────────────────────────────┘
                           │                              The document      After scanning of the
                           ▼                              and image are     document ends, the image is
                    ┌────────────────────────────────┐    not checked       sent as is and the process
                    │ Send/Image Confirmation screen (See p. 68.)│                         ends.
                    └────────────────────────────────┘
The image is sent          ▼
without the address ┌────────────────────────────────┐
being confirmed.    │ Address Confirmation screen (See p. 70.)│
                    └────────────────────────────────┘
                           ▼
                    ┌────────────────────────────────────────┐
                    │ Send (The screen displayed after sending differs depending on the Send Settings)│
                    │   (Refer to p. 98 of the ScanFront 400 INSTRUCTIONS.)│
                    └────────────────────────────────────────┘
                    │              │              │
                    ▼              ▼              ▼
            ┌──────────────┐ ┌──────────────┐ ┌──────────────┐
            │ Home screen  │ │Job Button screen│ │ Login screen │
            └──────────────┘ └──────────────┘ └──────────────┘
```
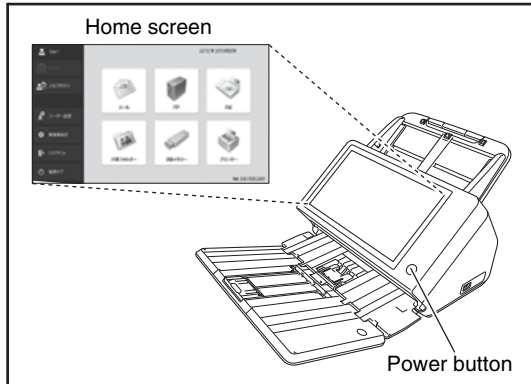
2. *Turning the Power ON and OFF*

Use the power button to turn the scanner ON, and press the [Power off] button on the touch panel to turn it OFF.

❏ Turning the Power ON

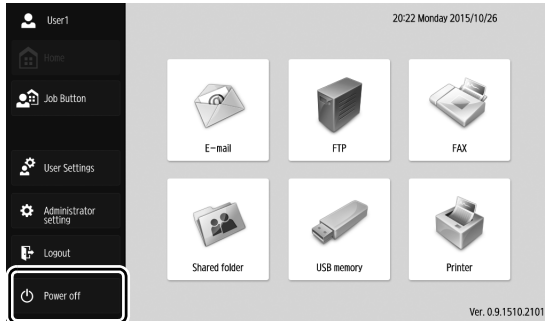Press the power button to turn the scanner ON. The power button lights, and the Home screen or the login screen appears.

Home screen

Power button

💡 **Hint**
- Wait a moment for the Home screen to appear after pressing the power button to turn the scanner ON.
- If users have been registered, the login screen appears. (See "Login Screen" on p. 55.)

- When the power indicator is lit but nothing appears on the touch panel, Display Off has activated to turn the panel display off. You can touch the touch panel to restore the display. (Refer to "Adjust the wait time until the display automatically turns off." on p. 152 of the *ScanFront 400 INSTRUCTIONS*.)
- When the power indicator is flashing but nothing appears on the touch panel, the Low Power mode has activated to temporarily stop scanner operations. To switch out of Low Power mode, press the power button. (Refer to "Adjust the wait time until the Low Power Mode." on p. 152 of the *ScanFront 400 INSTRUCTIONS*.)
- The touch panel display may appear dark at times. In such cases, touching the panel will restore it to its normal brightness.

❏ Turning the Power OFF

Press the [Power off] button displayed at the bottom left of the panel to turn the scanner OFF.

ⓘ IMPORTANT

- When restarting the scanner, wait at least 5 seconds after turning the power OFF before turning it ON again.
- If the scanner stops responding, you can press and hold the power button to force shutdown. In such cases, any configured settings may be lost and startup may not be possible. Pressing and holding the power button to force shutdown may result in malfunction, so do not perform this operation under normal circumstances.
- After ScanFront transitions to Low Power Mode while not connected to a network, power will automatically turn OFF when the scanner is not operated for approximately 4 hours.

3. Login Screen

The login screen appears at the startup when the scanner is turned ON.

❏ Login Screen Types

There are two types of login screen: a list type login screen for selecting from a list of registered users, and a key in type login screen for entering a user name and password.

List Type Login Screen
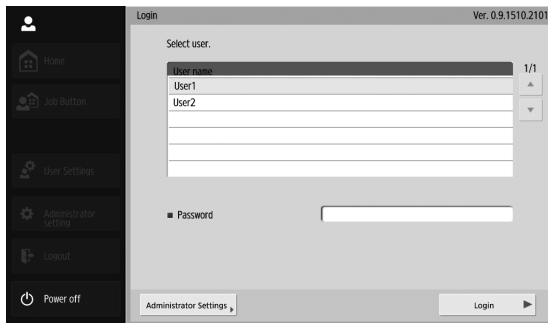
Key in Type Login Screen
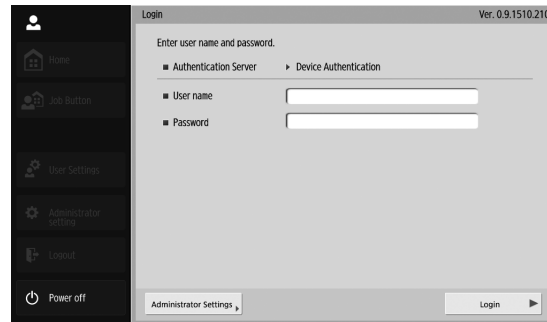
💡 **Hint**

Set the type of login screen in [System administration] - [Login type setting] of the Administrator Settings screen.

❏ When Using Server Authentication

The login screen when you use server authentication is a key in type, and a list box is displayed for selecting Device Authentication and Server Authentication.

⚠️ IMPORTANT

When you use server authentication to log in, you are registered as a new user of server authentication.

❏ List Type Login

Use the procedure below to log in to the list type login screen.

1. Select the user that will log in, and press the [Password] entry box.
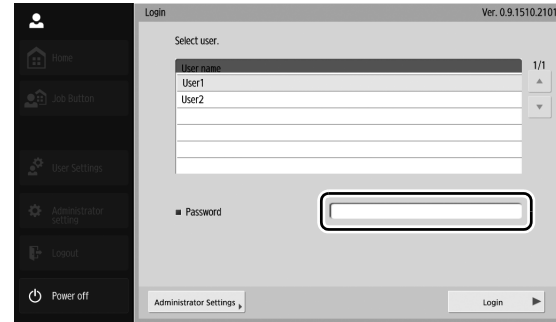
The keyboard screen appears.

2. Enter a password and then press [OK].

> ⚠️ **IMPORTANT**
>
> Passwords are case-sensitive. Make sure to enter the password correctly.

3. Press [Login] to log in to the scanner.

4. The Home screen (or Job Button screen) appears.

❏ Key in Type Login

In the key in type login screen, enter your user name and password to log in.

1. Press the [User name] ([Passwrd]) entry box.
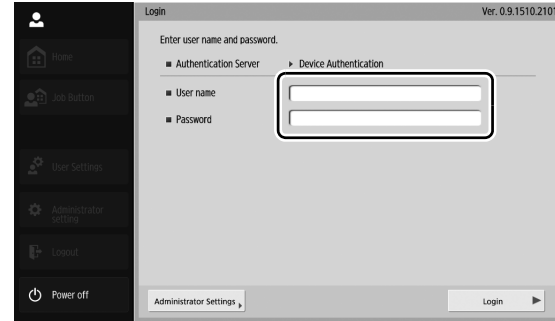
The keyboard screen appears.

2. Enter your user name (password) and then press [OK].

⚠ IMPORTANT

• User names and passwords are case-sensitive. Make sure to enter the user and password registered during device authentication correctly.

• If you do not know the user name and password registered for server authentication, contact the domain server administrator.

3. Press [Login] to log in to the scanner.
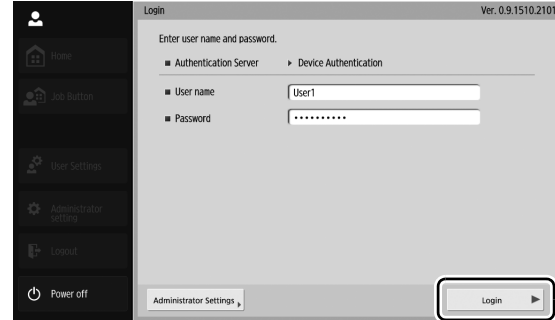
4. The Home screen (or Job Button screen) appears.

4. *Screen Displayed after Login*

You can set the screen (Home screen or Job Button screen) that is displayed after a user logs in. (See p. 81.)

❏ Home Screen
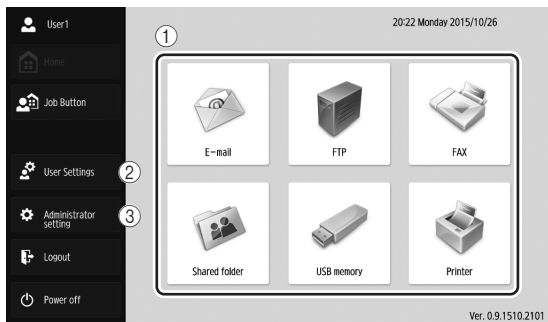
① Select destination (E-mail, FTP, FAX, Shared folder, USB memory, and Printer) buttons
These buttons open an address selection screen. (See "Scanning Procedures" on p. 61.)

② [User Settings] button
Open the User Settings screen. For details, see "User Settings" on p. 80.

③ [Administrator setting] button
Opens the Administrator Settings screen. For details, refer to "Configuring Administrator Settings" on p. 34 of the *ScanFront 400 INSTRUCTIONS*.

⚠ IMPORTANT

If a user whose use of the Home screen is restricted logs in, the Home screen is not available. For details, contact the administrator.

❏ Job Button Screen

This screen enables you to select a job button to scan using the conditions registered to the job button, and then send the image file. (See "Scanning Procedures" on p. 61.)
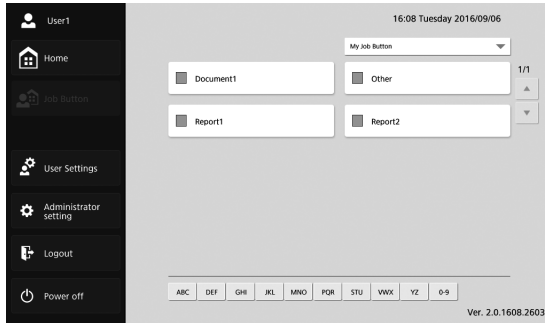
① Job Button

Opens the Scan / Send Settings screen. (See "Scanning From the Job Button Screen" on p. 62.)

② Jump Keys

Use these keys to find specific Job Buttons when there are many Job Buttons displayed, for example.

⚠ IMPORTANT

• The document is scanned immediately after you press the job button. Make sure to place your document before you press the job button. (See "Placing Documents" on p. 41.)

• Register and edit job buttons in the Administrator Settings screen or the User Settings screen.
• If you are unable to edit a job button, the editing of job buttons has been restricted by the ScanFront administrator. For details, contact the administrator.

5. Scanning Procedures

You can perform scanning from the Home screen or the Job Button screen. (See "Screen Displayed after Login" on p. 59.)
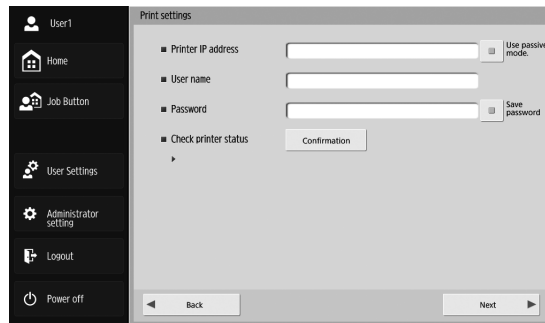
❏ Scanning From the Home Screen

If you press the destination (E-mail, FTP, Fax or Shared folder) selection button in [Address type], the address selection screen opens to specify an address to send an image file.
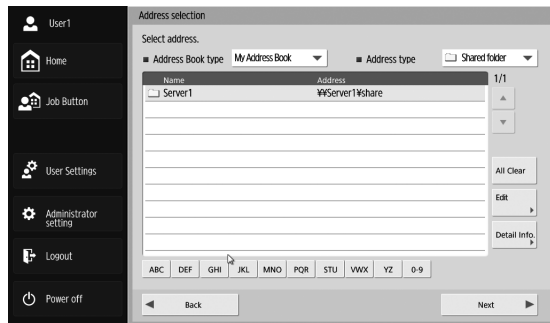
If you press the USB memory destination selection button, press [Downward] and specify the folder in the USB memory to which you want to save the image file.
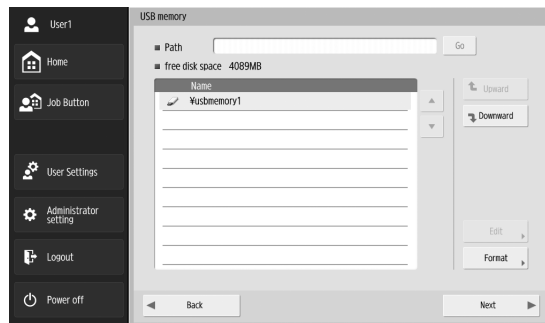
If you press the Printer destination selection button, configure the printer settings.

If you select an address and then press [Next], the Scan / Send Settings screen appears. Set the scanning conditions and then start scanning.

❏ Scanning From the Job Button Screen

If you press a job button, the Scan / Send Settings screen appears. Confirm the address and scanning settings registered to the job button and then start scanning. For details on the scanning procedure, read from the setting of scanning conditions in Step 5.
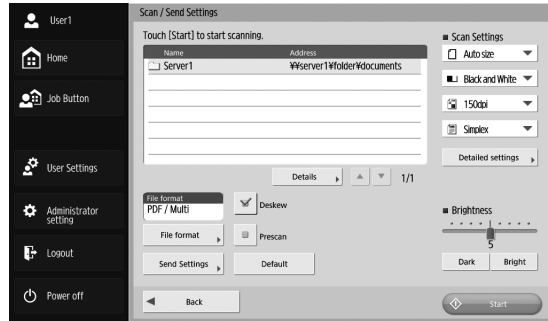

⚠ IMPORTANT

- The settings screen display and the screen displayed after scanning differ depending on the job button settings. For details on the overall flow from configuring settings to sending an image file, see "Flow of Scanner Operations" on p. 52.
- Job buttons cannot be used to save image files to USB memory or send them to printers for printing.

❏ Address Selection Screen

From the address selection screen, you can select the address to send an image file and register addresses.
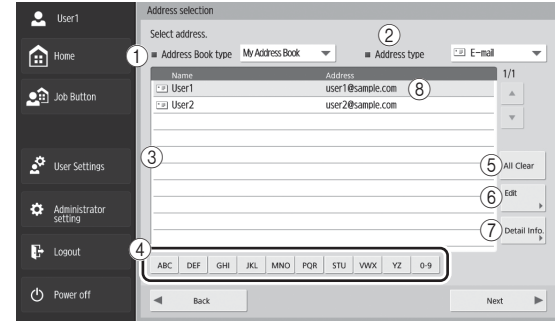
① Address Book type

Selects the address book type (Shared Address Book or My Address Book). If the address book server setting is enabled, [LDAP Address Book] is added.

② Address type

If you select the type of address (e-mail, shared folder, fax, FTP, and groups) to display in the address list, addresses of the selected type are displayed.

③ Address List

Displays registered addresses and enables you to select the address to send an image file.

💡 Hint

- The following icons are used to indicate the types of address.
  📧 : E-mail   📁 : Shared folder   📠 : Fax
  📦 : FTP   👥 : Group

- Pressing an address adds a checkmark (☑) to the icon and selects the address. Pressing a selected address again clears the selection.
- An address is not selected as an address if there is no checkmark added to the icon, even if the background of the address is colored and the address appears selected.
- Each time you press an e-mail or group icon, the send condition changes (To, Cc, Bcc).
  ☑ : To   : Cc   : Bcc   : Selection cleared

④ Jump Keys

A	B	C								
ABC	DEF	GHI	JKL	MNO	PQR	STU	VWX	YZ	0-9	

If there are many addresses and the address you want is not displayed in the address list, you can use these keys to specify a keyword to search for and display the address.

⑤ [All clear] button
Clears all address selections.

⑥ [Edit] button
Enables you to register new addresses and edit addresses.

⑦ [Detail Info.] button
Displays detailed information for the address.

⑧ [My E-mail address]
Displays the email address of the currently logged in user when the user's email address is registered and "Send to my mailbox" (p. 82) is enabled in the User Administration screen.

💡 **Hint**
- This is not displayed when the address book type is [LDAP Address Book].

When Direct Transmission to Fax Machines Is Enabled

When logged in as a user for which the [Permit to send to FAX directly] check box is selected under [User Administration] - [Restriction] of the Administrator Settings, you can send faxes to addresses that are not registered to the address book by entering the fax number directly in the address selection screen. (Refer to "Restricting User Functions" on p. 115 of the *ScanFront 400 INSTRUCTIONS*.)
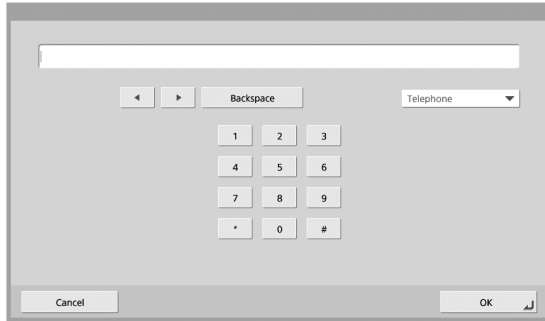
⚠ **IMPORTANT**
When performing direct transmissions, be sure to enter the fax number correctly.
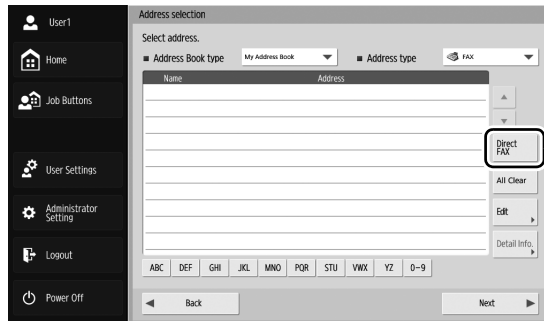
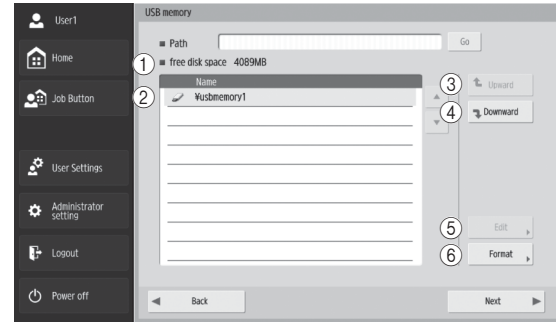When you press [Direct FAX], the fax number entry box appears.
When you press the entry box, the numeric keypad appears.

Entering the fax number and pressing [OK] displays the [Scan / Send Settings] screen.

❏ **USB Memory Screen**

The USB Memory screen enables you to specify the folder in the USB memory to save the image file.

① Path

Enter the folder path of the USB memory. You can also press [Downward] to select a folder.

② USB Memory Display

Displays the inserted USB memory.

💡 **Hint**

- When you insert a USB memory device, you can assign a number to it.
- If you want to insert or replace a USB memory stick while the USB memory screen is open, press the [Back] button to return to the Home screen, update the USB memory information, and then reopen the USB memory screen.

③ [Upward] button

Enables you to move to a higher level folder when a lower level folder is selected in the USB memory.

④ [Downward] button

Enables you to move to a lower level folder in the USB memory.

⑤ [Edit] button

Enables you to register new folders and edit folders.

New folder
Change folder name
Delete folder
Edit
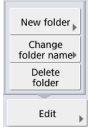
⑥ [Format] button

Enables you to delete all files on a USB memory device. (The file system will not be changed.)

❏ Print Settings Screen

The print settings screen enables you to specify the printer on which to use FTP printing.
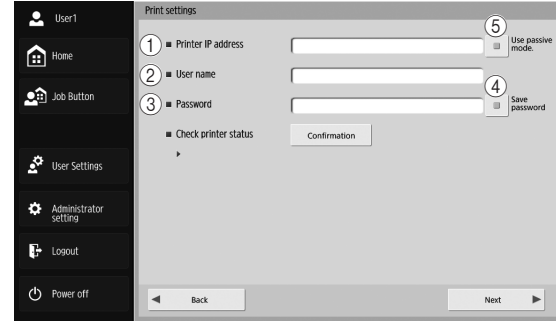
① Printer IP address

Enter the printer's IP address.

② User name

Enter the user name configured for the printer's FTP printing.

③ Password

Enter the password configured for the printer's FTP printing.

④ Save Password

Save the entered password.

⑤ Use passive mode

Transmit to the FTP server in Passive Mode.

⚠ IMPORTANT

Print settings vary depending on the printer. Print settings cannot be configured on the ScanFront.
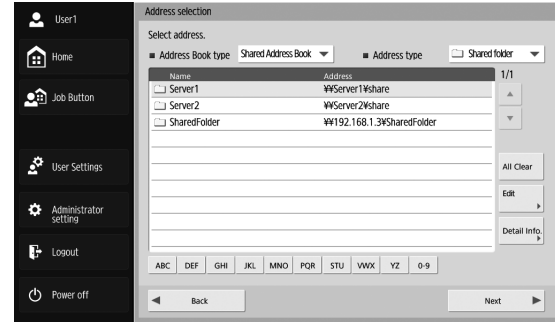
❏ Scanning

This section describes the procedure for scanning.
If you want to save the image file to USB memory, specify the folder in the USB memory to save the image file in Steps 2 to 4. (See "USB Memory Screen" on p. 64.)

1. Select a destination.
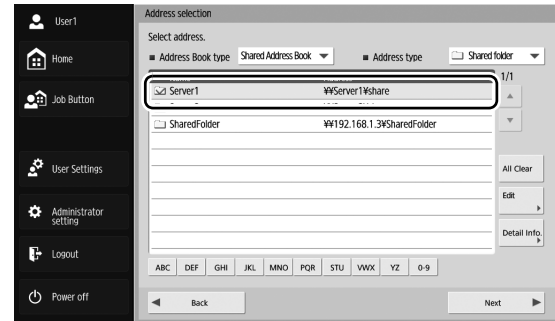
Press a destination button to select a destination.
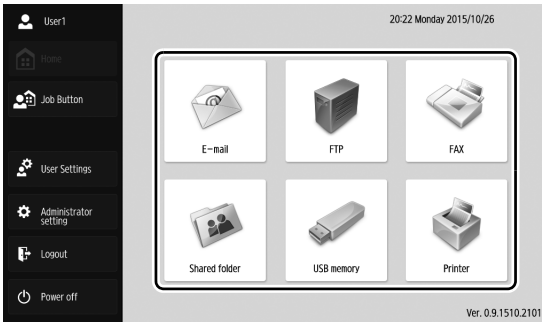
The address selection screen appears.

2. Use [Address Book type] and [Address type] to display the address to send the image file.

3. Press a displayed address to select it.

A checkmark (⬚) is added to the icon for the selected address. Pressing a selected address again clears the selection.
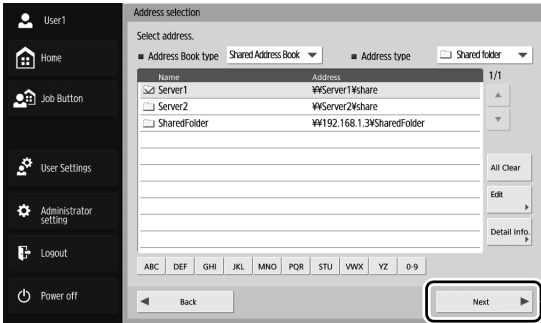
IMPORTANT

An address is not selected as an address to send data to if there is no checkmark, even if the background is shaded.
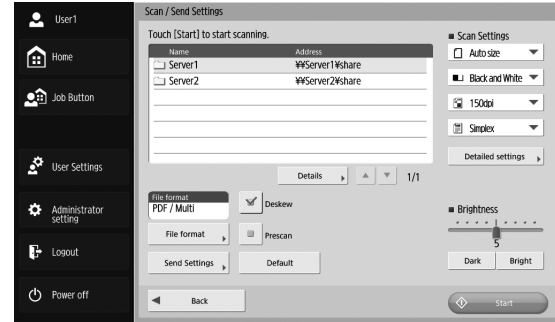
4. Make sure the selected address has a checkmark and then press [Next].

Hint

When a different type of address is selected, you can confirm the selected address by pressing [Selected address] in the Address type drop-down list.

The Scan / Send Settings screen appears.


5. Set the scan conditions.

For details, refer to "Scan / Send Settings" on p. 85 of the *ScanFront 400 INSTRUCTIONS*.

IMPORTANT

When you use a job button for scanning, the subsequent procedure varies as follows in accordance with the job button settings. For details, see "Registering New Job Buttons" on p. 89.

- If [When you select this Job Button] is set to [Skip Scan Setting Screen] and you press a job button, scanning is started without displaying the Scan / Send Settings screen of Step 4.
- If [Send the files immediately after scanning] is set to [ON], scanning ends without displaying the continue to scan confirmation screen of Step 7 and then the address confirmation screen of Step 10 appears.
- If [Confirm addresses before sending] is set to [OFF], the image is sent without displaying the address confirmation screen of Step 10 and the operation ends.

6. Press [Start] to start scanning.

Scanning stops after the document has been scanned.
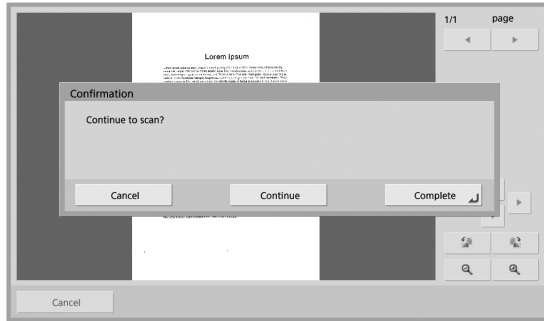

⚠ IMPORTANT

- If [Send the files immediately after scanning] is set to [ON] in Send Settings of the Scan / Send Settings screen, scanning ends without displaying the continue to scan confirmation screen, and the address confirmation screen of Step 10 appears.
- When the confirmation message is left displayed and the scanner transitions to Low Power Mode, all of the data scanned up until that point is discarded. (Refer to "Adjust the wait time until the Low Power Mode." on p. 152 of the *ScanFront 400 INSTRUCTIONS*.)

7. Check the document and go to the next step.
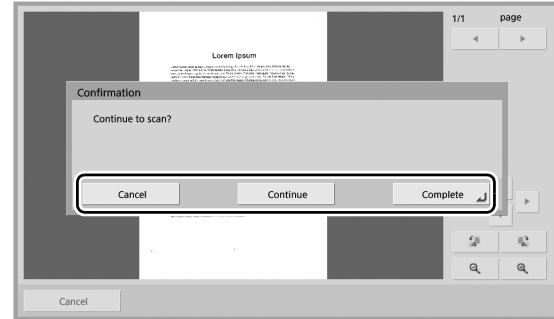
- Press [Complete] to go to the Send screen.
- Press [Continue] to resume scanning.
- Press [Cancel] to cancel the scanned images and return to the Scan / Send Settings screen.

8. Check the scanned images.
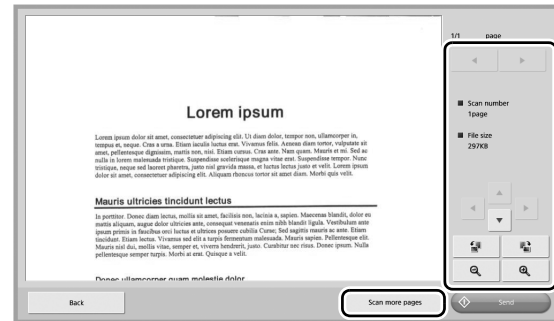
▶ : Display the image of the next page.

◀ : Display the image of the previous page.

◀ ▲ ▼ ▶ : Move the viewing area around an image when an enlarged view of the image is shown.

⬒ : Rotate the image 90 degrees counterclockwise.

⬓ : Rotate the image 90 degrees clockwise.

⊕ : Enlarge the image.

⊖ : Reduce the image.

❗ IMPORTANT

Rotations and size modifications will be applied to all scanned images that can be displayed in the Send screen.

• When you press [Scan more pages], the [Scan Settings] screen appears, allowing you to change scan conditions. After changing the settings, press [Check image and send] to return to the Send screen.
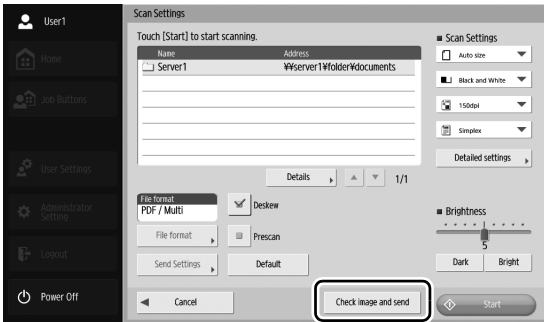
💡 Hint

When the preview image is enlarged, you can drag your finger on the image to scroll.
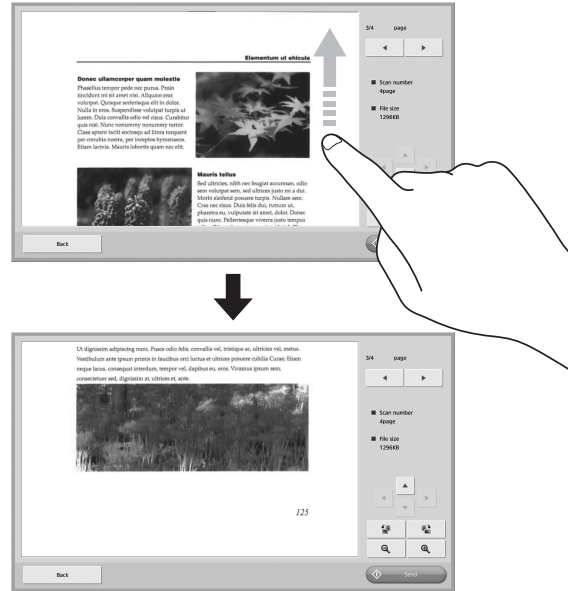
9. Press [Send].
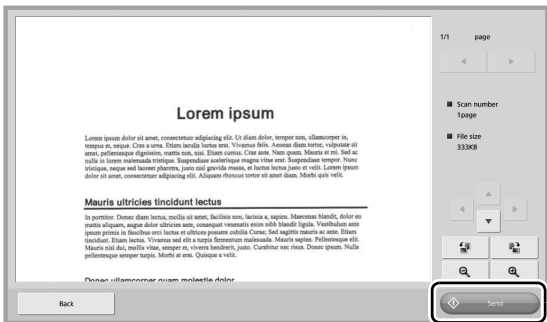
The address confirmation message appears.
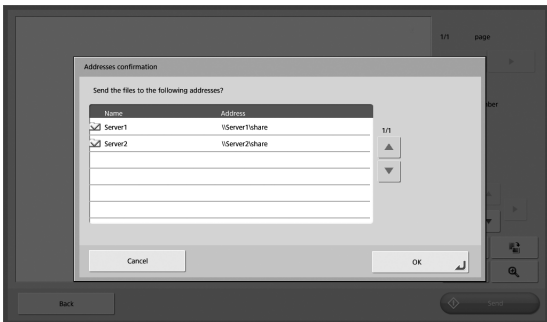
> ⚠ **IMPORTANT**
>
> If [Confirm addresses before sending] is set to [OFF] in Send Settings of the Scan / Send Settings screen, the image is sent without displaying the address confirmation screen and the operation ends.

10. Confirm the address and press [OK] to send the scanned image.
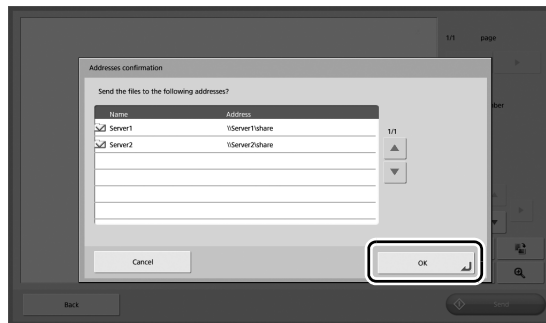
> ⚠ **IMPORTANT**
>
> If a send error message appears, check the address settings and send destination and try again.

11. Returns to the screen set for [Screen after sending] in Send Settings of the Scan / Send Settings screen.

6. *Registering and Editing Addresses*

If an address to which you want to send an image file is not registered in the address book or the information of a registered address has not been updated, use the procedure below to register a new address or modify an address in the address book.

❏ Registering a New Address

1. Make selections for [Address Book type] and [Address type], press [Edit], and then press [New].

2. Register the address in accordance with the setting conditions of the address type.

E-mail Registration Screen
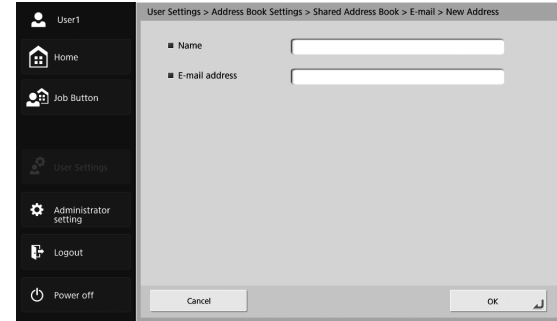

• Name
   Enter the name to appear in the address book.
• E-mail address
   Enter the sender's address for when image files are sent by e-mail.

Shared Folder Registration Screen

• Protocol

Select the protocol to be used when sending files to shared folders. You can select from [SMB], [WebDAV] or [WebDAV over SSL].

• Use Proxy

Connect to an external network via an HTTP proxy server.

This is enabled when [Protocol] is set to an option other than [SMB].

• Name

Enter the name to appear in the address book.

• Host name

Enter the name of the computer containing the publicly shared folder.

• Folder path

Enter the name of the shared folder and the path of the sub-folder to register.

Hint

If the path of the sub-folder is unknown, use the procedure below to specify the sub-folder.

1. Enter the host name, user name, password, and domain, and then press [Browse] to access the computer that is making the shared folder public.
2. Specify any sub-folder within the displayed folder.
3. Press [Downward] to move to a level lower than the selected folder, or press [Edit] and [Create a new folder] to create a new folder.

• Port number

Enter the port number when [WebDAV] or [WebDAV over SSL] is selected as [Protocol].

• User name/Password

Enter the user name and password of an account with write permission for the shared folder.

- Domain/Workgroup

  If the computer containing the shared folder is part of a domain, enter the domain name.
- Save password

  Save the entered password.

FTP Registration Screen

- Protocol

  Select the protocol to be used when sending by FTP. When performing encrypted communication, you can select [FTP], [FTPS (Explicit)], [FTPS (Implicit)] or [SFTP]. When [SFTP] is selected, you can select [Authentication Method].
- Name

  Enter the name to appear in the address book.
- FTP server

  Enter the address of the FTP server.
- Folder path

  Enter the path of the sub-folder when specifying a sub-folder on the FTP server.

Hint

If the path of the sub-folder is unknown, use the procedure below to specify the sub-folder.
1. Enter the server address, user name, and password, and click [Browse] to log in to the FTP server.
2. Specify any sub-folder at the level of the displayed folder and click [OK].

- Authentication Method

  When [SFTP] is selected in [Protocol], select the Authentication Method from [Password Authentication] or [Private Key Authentication].
- Port number

  Enter the port number. The standard port number is 21.

• User name/Password

Enter the user name and password for logging in to the FTP server.

IMPORTANT

Enter the user name and password of an account with write permission for the FTP server.

• Save password

Save the entered password.

• Use Passphrase

Use Passphrase when [Private Key Authentication] is selected as the [Authentication Method].

• Passphrase

Enter Passphrase.

• Save

Save the entered passphrase.

• Fingerprint

Enter the fingerprint of the Private Key.

IMPORTANT

Always enter the fingerprint when [Protocol] is set to [SFTP].

• Confirmation

Confirm the fingerprint.

• Use FTP proxy

Traverse the firewall via an FTP proxy server to connect to an external FTP server. Configure settings for the proxy server in the [FTP Proxy] screen. (Refer to p. 143 of the *ScanFront 400 INSTRUCTIONS*.)

• Use passive mode

Use passive mode for sending to the FTP server.

IMPORTANT

Use passive mode when normal communication with the FTP server cannot be established. However, be aware that communication may not be possible if the network is not functioning properly.

Fax Registration Screen
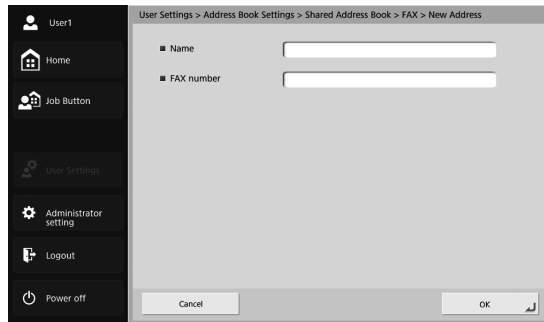
• Name

Enter the name to appear in the address book.

• Fax number

Enter the recipient fax number.

Group Registration Screen

• **Name**

Enter the name that you want to appear in the address book.

• **[Add] button**

Select addresses to register to the group from [Address Book type] and [Address type]. The selected addresses are displayed in the list.
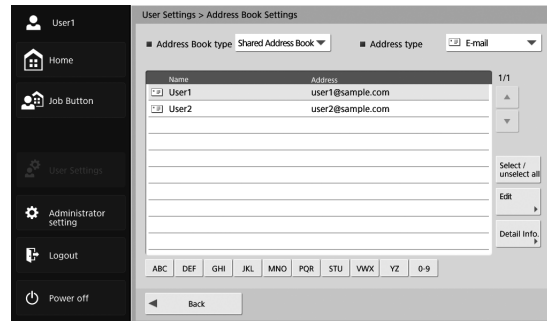
⚠ IMPORTANT

• When you add shared folders to groups, do not add multiple shared folders with different access privileges to one group.
• Using a group to simultaneously send to shared servers and the like and multiple shared folders with different access privileges may result in a send error.

❏ Modifying an Address

Modify an address when there is a send error because the information of the transfer destination registered for the address is wrong or has been changed.

1. Select the type of the address to modify and press [Detail Info.].
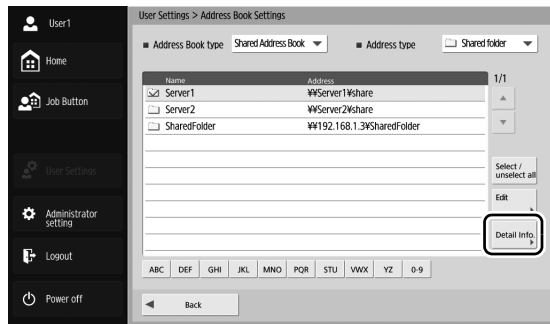
Detailed information for the address appears.

2. Check the detailed information for the selected address.

3. Press [Edit], and then press [Modify].
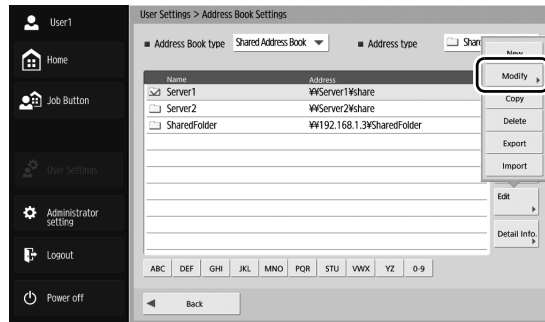
The edit screen for the address appears.

4. Modify the address.

💡 **Hint**

For details on editing items, see "Registering a New Address" on p. 71.

❏ Copying an Address

You can copy addresses between My Address Book and Shared Address Book.

1. Select the address book entry to copy.

2. Select the address, press [Edit], and then press [Copy].
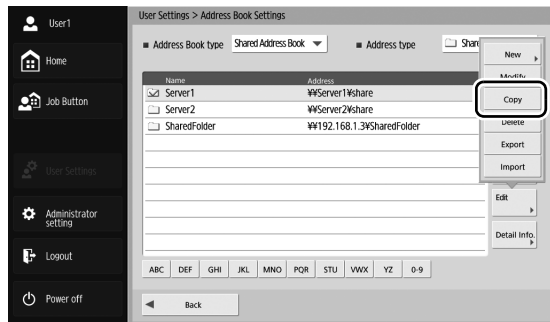
The Specify Destination and Confirmation screen appears.

3. Select the type for the copy destination address book, and press [OK].

The address is copied, and the address book of the copy destination appears.
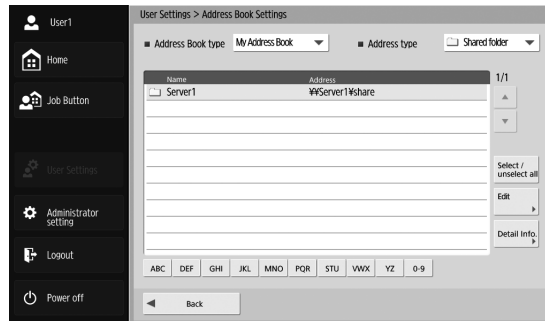
Chapter 5   User Settings

1. User Settings

In "User Settings", you can change the information of a user logged in by device authentication.

① User Administration (See "User Administration" on p. 81.)

Change the user settings.

② Address Book Settings (See "Address Book Settings" on p. 87.)

Register and manage entries in Shared Address Book available to all users and My Address Book provided for each user.

③ Job Button Settings (See "Job Button Settings" on p. 89.)

Register and manage job buttons in Shared Job Button available to all users and My Job Button provided for each user.

④ Show Operation History

Displays the operation history of logged in users.

💡 **Hint**

When history is selected and [Detailed info] is pressed, detailed history information is displayed.

2. User Administration

In the User Administration screen, you can edit the user information.

• **User name**
Displays the registered user name. To change the user name, contact the administrator.

• **Change password**
Select the [Change password] check box, and then enter the new password in the Password field and then enter it again in the Confirmation password field.

• **Mail Address**
Displays the registered mail address. To change the mail address, contact the administrator.

• **SMTP/POP Before SMTP Authentication**
This is displayed when the administrator has set "Mail Server Authentication Method" to other than [SMTP] in the mail server settings. Enter the user name and password that will be used for authentication by the mail server.

> ⚠ **IMPORTANT**
> • When entering a password, select the [Change Password] check box before entry.
> • For a user logged in by server authentication, an e-mail address may not be registered. For details on the mail address setting, contact your administrator.

• **Default Address Book screen**
Select whether to display [My Address Book] or [Shared Address Book] when opening the [Address selection] screen from the Home screen.

• Default Job Button screen
Select whether to display "My Job Button" or "Shared Job Button" when the Job Button Screen is displayed after login.
• Screen after Login
Select "Home screen" or "Job Button screen" for the initial screen to display after the user logs in.

IMPORTANT

• The setting for the initial screen after login also affects which screen appears after a scanned image is sent. (Refer to "8. Scan / Send Settings" – "Send Settings" on p. 85 of the *ScanFront 400 INSTRUCTIONS*.)
• If the administrator has restricted use of the Home screen, only [Job Button screen] is displayed for the "Screen after Login" setting. For details, contact your administrator.

• Send to my mailbox
Set this to [Yes] to display the email address of the logged in user in the address book.
If an email address is set for the user, the user's email address will be displayed even if it has not been registered in the address book.
The user's email address is displayed at the very top of the address list.
• Custom file name
Display the Custom file name Settings screen. (See "Custom File Name Settings" on p. 82.)
• Index settings
Display the Index settings screen. (See "Index Settings" on p. 84.)

Custom File Name Settings

Specify the method in which file names used for saving scanned images are created. When you select to use custom file names during a scanning procedure, the image files will be saved under file names that are determined by the settings configured here. The order of the components that are included in the custom file name can be configured in the [Custom file name item setting] screen.
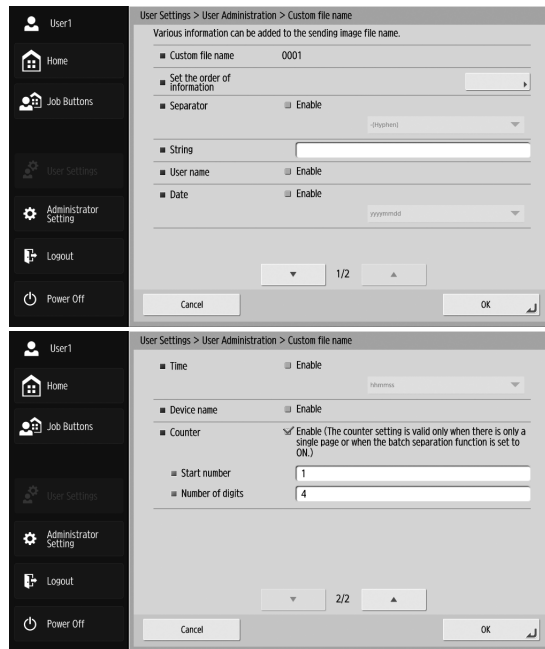
⚠ IMPORTANT

The following characters cannot be used to set the custom file name.
/ : ? * " < > |

- Custom file name

  Displays the components included in the custom file name in the order specified in the settings.
- Set the order of information

  Displays the [Custom file name item setting] screen. This allows you to configure the order of the components that are included in the custom file name.
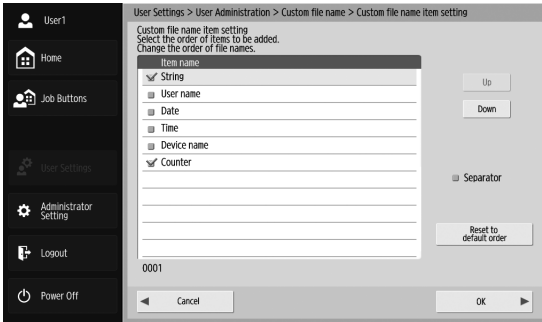
Select an item and press the [Upward] or [Downward] button to change its position in the order.

💡 Hint

- The check boxes for items that are set to [Enable] in the [Custom file name] screen will be selected. Similarly, the selected/deselected state of the [Enable] check boxes in the [Custom file name] screen will reflect the check boxes you configure in this screen.
- The position of [String] can be changed, but its check box cannot be deselected.

- Separator

  Select the [Enable] check box to include a separator between character strings in the file name, and select a character to use as the separator in the list box.
- String

  Specify a string to include in the file name.
- User name

  Select the [Enable] check box to include the user name in the file name.
- Date

  Select the [Enable] check box to include the date in the file name, and select a format for the date in the list box.
- Time

  Select the [Enable] check box to include the time in the file name, and select a format for the time in the list box.
- Device name

  Select the [Enable] check box to include the device name in the file name.
- Counter/Start number/Number of digits

  Select the [Enable] check box to include a counter in the file name. When this is enabled, you can specify the starting value and number of digits used for the counter.

Index Settings

Specify the content of index files (metadata) that are attached to scanned image files. The order of the components that are included in the index file can be configured in the [Index item settings] screen.

⚠ IMPORTANT

The following characters cannot be used in strings contained in the index file.

& " ' < >

• **Order of information**

Displays the components included in the index file in the order specified in the settings.

- **Index file format**

  Specify a file format for the index files.
- **Set the order of information**

  Displays the [Index item settings] screen.

  This allows you to configure the order of the components that are included in the index file.

Select an item and press the [Upward] or [Downward] button to change its position in the order.

Hint
- The check boxes for items that are set to [Enable] in the [Index settings] screen will be selected. Similarly, the selected/deselected state of the [Enable] check boxes in the [Index settings] screen will reflect the check boxes you configure in this screen.
- The position of [Index string] can be changed, but its check box cannot be deselected.

- **Index string/Field name**

  Enter a string for the index. You can change the default field name ("String") as necessary.

- **User name**

  Select the [Enable] check box to include the user name in the index file. You can change the default field name ("User") as necessary.
- **Date**

  Select the [Enable] check box to include the date in the index file, and select a format for the date in the [Format] list box. You can change the default field name ("Date") as necessary.
- **Time**

  Select the [Enable] check box to include the time in the index file, and select a format for the time in the [Format] list box. You can change the default field name ("Time") as necessary.

  Hint

  The time set on the ScanFront will be used.
- **Device name**

  Select the [Enable] check box to include the device name in the index file. You can change the default field name ("Device") as necessary.
- **Counter/Start number/Number of digits**

  Select the [Enable] check box to include a counter in the index file. When this is enabled, you can specify the starting value and number of digits used for the counter. You can change the default field name ("Counter") as necessary.
- **File name**

  Select the [Enable] check box to include the file name in the index file. You can change the default field name ("FileName") as necessary.

- File size

  Select the [Enable] check box to include the file size in
  the index file. You can change the default field name
  ("FileSize") as necessary.
- Number of Pages

  Select the [Enable] check box to include the number of
  pages that are in the scanned image in the index file. You
  can change the default field name ("PageNumber") as
 necessary.
- Destination path

  Select the [Enable] check box to include the destination
  path in the index file. You can change the default field
  name ("Folder") as necessary.
- Sheets

  Select the [Enable] check box to include the number of
  pages that are in the scanned image in the index file. You
  can change the default field name ("SheetNumber") as
  necessary.

3. Address Book Settings

In "Address Book Settings" of the user settings, you can register entries in Shared Address Book available to all users and My Address Book provided for each user.
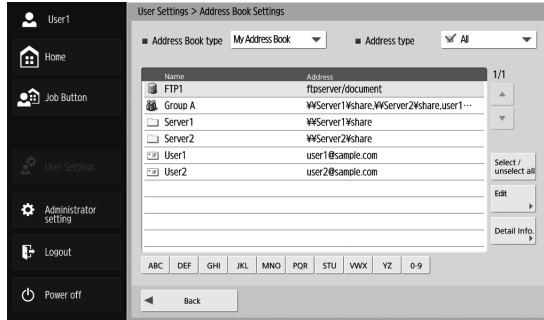
For details on the Address Book Settings screen, see "6. Scanning Procedures" – "Address Selection Screen" on p. 62.

> **IMPORTANT**
>
> If the administrator has restricted editing of address books, the address book settings will be as follows. For details, contact your administrator.
> - If editing is restricted for only one of My Address Book and Shared Address Book, it is only possible to copy addresses from the restricted address book and paste them into the unrestricted address book.
> - If editing is restricted for both My Address Book and Shared Address Book, the [Edit] button is not available.
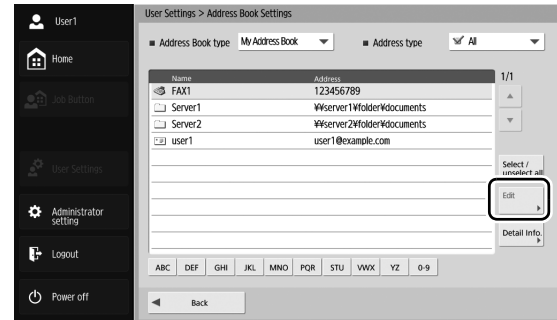
❏ Registering New Addresses

If an address to which you want to send an image file is not registered in the address book, you can register a new address.
For details on how to register a new address, see "6. Registering and Editing Addresses" – "Registering a New Address" on p. 71.

💡 **Hint**

- The number of addresses that can be registered to Shared Address Book (My Address Book) is up to 1,000 in combination with the total number of addresses included in Shared Job Button (My Job Button).
- Up to 100 addresses can be registered in a group.
- The available settings vary depending on the type of address (E-mail, Shared folder, FTP Server, Fax, or Group).

❏ Modifying Addresses

Modify an address when there is a send error because the information of the transfer destination registered for the address is wrong or has been changed.
For details on how to modify an address, see "6. Registering and Editing Addresses" – "Modifying an Address" on p. 76.

❏ Copying Addresses

You can copy addresses and register them as new addresses.
For details on how to copy an address, see "6. Registering and Editing Addresses" – "Copying an Address" on p. 77.

💡 **Hint**

Use this function when you want to copy an address between Shared Address Book and My Address Book and register it as a different address after changing some of the settings.

4. Job Button Settings

In "Job Button Settings" of the administrator settings, you can register job buttons to Shared Job Button available to all users and My Job Button provided for each user.
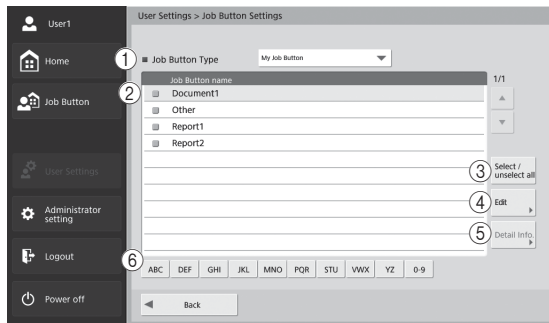

① Job Button Type

Select the type of job button to edit (Shared Job Button or My Job Button).

② Job Button List

Displays the registered job buttons.

③ [Select / unselect all] Button

Select all job buttons or clear all selected job buttons.

④ [Edit] Button

Register new job buttons and edit job buttons.

⑤ [Detail Info.] Button

Display details on the job buttons.

⑥ Jump Keys

Use these keys to find specific Job Buttons when there are many Job Buttons displayed, for example.

❏ **Registering New Job Buttons**

You can register new job buttons.

1. Press [Edit] - [New Job Button].
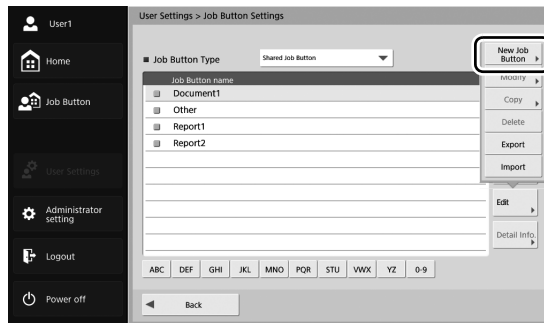
The New Job Button screen appears.

2. Enter the necessary information for each item, and then press [OK].

- Job Button name

  Enter the job button name to display on the touch panel of the scanner.

  Hint
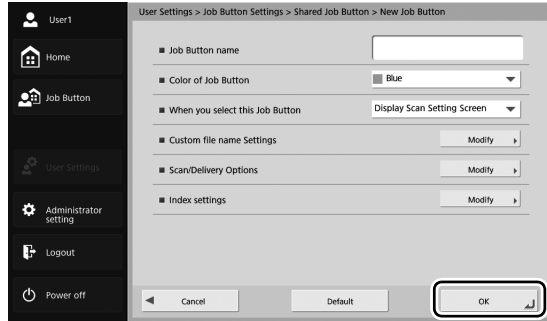 - Job buttons are sorted and displayed by job button name. If you want to set to display job buttons in a particular order, insert sequential letters or numbers before the name when registering each job button.@ Ex.) 01_xxxx
  - If you enter a job button name that is two lines long, the job button display will be two lines long.
- Color of Job Button

  Specify a color for the job button.
- When you select this Job Button
  - Display Scan Setting Screen

    Displays the Scan Setting screen when the job button is pressed.

  - Skip Scan Setting Screen

    Starts scanning without displaying the Scan Setting screen when the job button is pressed.

  IMPORTANT

  If you select [Skip Scan Setting Screen], scanning starts as soon as the job button is pressed, regardless of whether or not a document is inserted.

- Custom File Name Settings

  Display the Custom file name Settings screen. (See "Custom File Name Settings" on p. 91.)
- Scan/Delivery Options

  Display the Scan / Send Settings screen. (Refer to "Send Settings" on p. 85 of the *ScanFront 400 INSTRUCTIONS*.)

  Hint

  When you are registering a new job button, the following items are not displayed in the "Send Settings" in the scan settings of the Scan / Send Settings screen.
  - File name
  - Auto file name
  - Send index file
- Index Settings

  Display the Index settings screen. (See "Index Settings" on p. 91.)

Custom File Name Settings

Specify the method in which file names used for saving scanned images are created.

• File name

Specify a name for the image file to be sent.

• When you select this Job Button

Specify whether the file name entry screen appears when you start scanning with the job button.

• Add Date to File name

The scanner adds 17 digits that indicate the date and time to the file name of the image to be sent.

Ex.) May 14, 2016, 3:40:30 p.m.

yyyymmdd: File name + 20160514154030123
mmddyyyy: File name + 05142016154030123
ddmmyyyy: File name + 14052016154030123

* The last three digits indicate the number of milliseconds.

You can select [Custom] to configure additional file name settings. The additional settings are identical to those in the "Custom File Name Settings" (see p. 82) under User Administration.

Index Settings

Specify whether to attach metadata (index files) to scanned images.
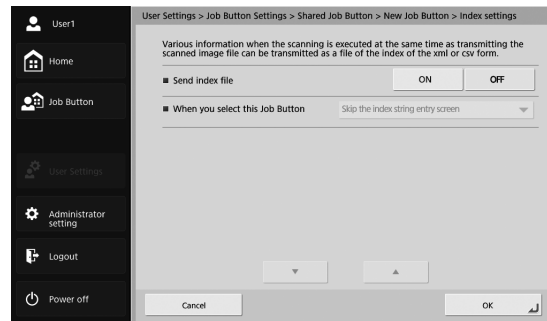
• Send index file

Select [ON] to send index files.

Index files are created according to the "Index Settings" (see p. 84) configured under User Administration.

• When you select this Job Button

Specify whether the index string entry screen appears when you start scanning with the job button.

❏ Copying Job Buttons

You can copy job buttons and register them as new job buttons.

💡 Hint

- Use this function when you want to copy a job button in Shared Job Button and register it as a different job button after changing some of the settings.
- In the individual user job button settings displayed by pressing the [Edit] button in the job column in the user list of the User Administration screen, you can copy job buttons between Shared Job Button and My Job Button.

1. Select the job button to copy, and then press [Edit] - [Copy].
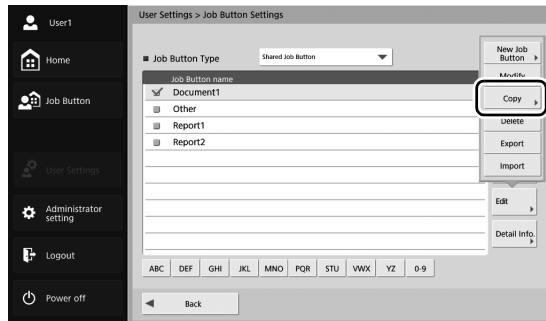
The Copy screen appears.

2. Press [OK].
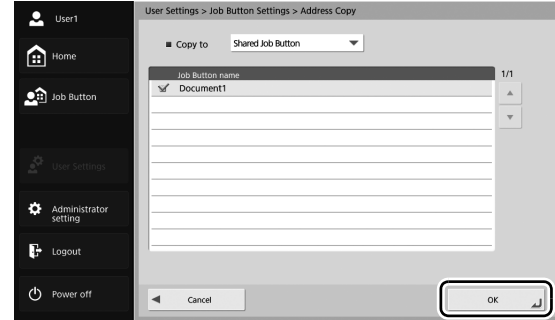
A duplicate job button with the same name as the copy source is created.

3. Change the name and settings of the copied job button, and register it as a new job button.

❏ Editing Jobs

You can edit the settings of a registered job.

1. Select the job button to edit, and then press [Edit] - [Modify].
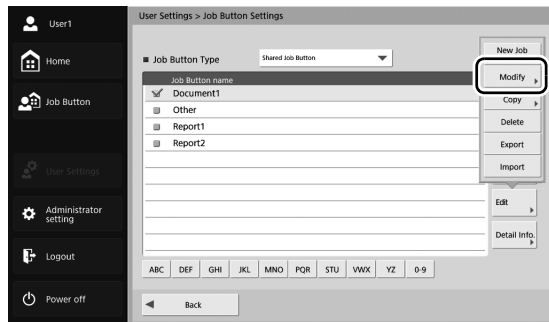
The Edit screen appears.

2. Change the job button settings, and then press [OK].

For details on the settings, see "Registering New Job Buttons" on p. 89.

❏ Exporting Job Buttons

You can save job button data to a specified folder as a file in CSV format.

Export job buttons when you wish to back up the job buttons or move the job button data to a different server because you are, for example, changing the server.

1. Press [Edit] - [Export].
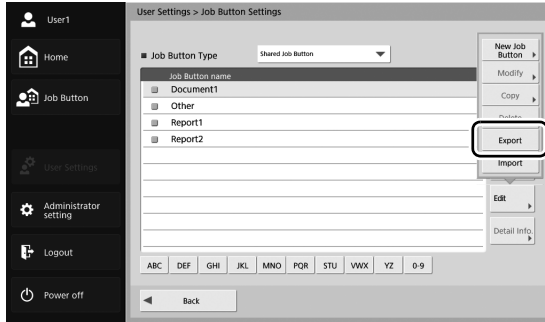
The Export screen appears.
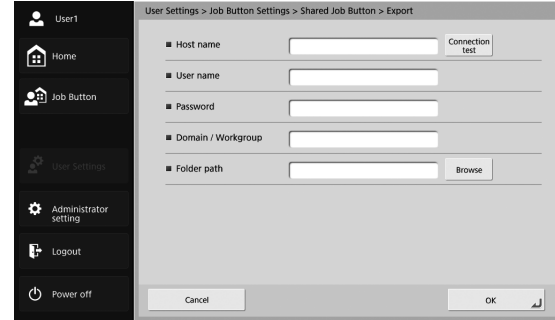
2. Enter the necessary information for each item.

💡 Hint

- Press [Connection test] to check the connection for the entered host name.
- Press [Browse] to display the Shared folder screen and then specify the host and shared folder.

3. Press [OK].

Exporting starts.

When the process is complete, a message appears.

4. Press [Yes].

❏ Importing Job Buttons

You can import exported job button data to the ScanFront.

1. Press [Edit] - [Import].
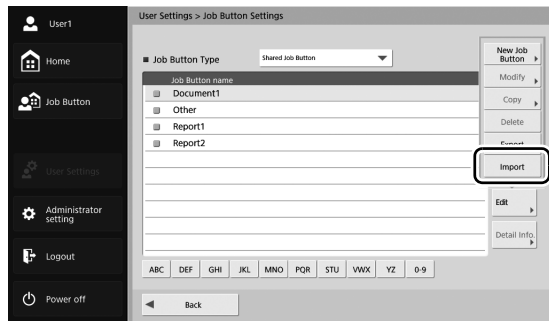
The Import screen appears.

2. Enter the necessary information for each item, and then specify the exported job button setting file.
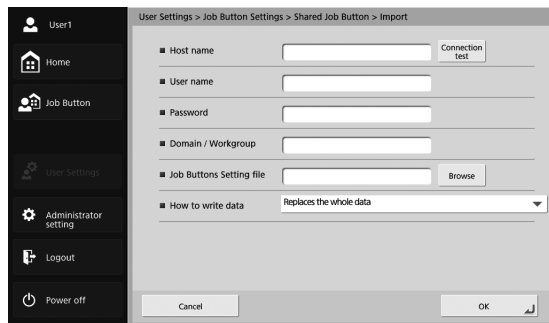
💡 **Hint**
- Press [Connection test] to check the connection for the entered host name.
- Press [Browse] to display the Shared folder screen and then specify the host and shared folder.

3. For "How to write data", select the action to perform when importing the job button setting file.
- **Replaces the whole data:** Deletes all currently registered job buttons and overwrites them with the imported job buttons.
- **Appends data:** Adds the imported job buttons to the currently registered job buttons.

4. Press [OK].
Importing starts.
When the process is complete, a message appears.

5. Press [Yes].

Chapter 6   Troubleshooting

1. *Troubleshooting*

If any of the following problems occurs, solve the problem as described in the corresponding solution.

Network settings and other settings		
Cannot use an LDAP address book (certain users only)	Cause	The administrator has restricted the use of the LDAP address book.
	Solution	Contact the administrator of the ScanFront.
Cannot communicate with LDAPS, SMTPS, FTPS, WebDAV over SSL, or other servers despite properly configured connection settings	Cause	The certificate has not been imported.
	Solution	Consult the server administrator, and import the appropriate certificate.
	Cause	The clock on the ScanFront is out of sync.
	Solution	Sync the clock.
Cannot access the shared folder	Cause	The clock on the computer on which the shared folder is located and the clock on the ScanFront are out of sync.
	Solution	Sync the clocks.
Cannot update the settings	Cause	The ScanFront is being used or a user has not logged out.
	Solution	Check the ScanFront status and then try again.
Cannot create a new folder (shared folder/FTP server)	Cause	Permission to write to the shared folder has not been granted for the user name and password that were entered.
	Solution	Contact the administrator of the shared folder.
Specifying a mail address as the address and then starting scanning results in an error	Cause	The mail server settings have not been registered, or have been deleted.
	Solution	Contact the administrator of the ScanFront.
Cannot edit the address book/ job buttons (certain users only)	Cause	The administrator has restricted editing of the address books/job buttons.
	Solution	Contact the administrator of the ScanFront.

Can only select certain destinations. For example, can only select shared folders (certain users only)	Cause	The administrator has set user function restrictions.
	Solution	Contact the administrator of the ScanFront.
Cannot connect to an FTP server that can be accessed from outside the company	Cause	There is a problem with the firewall.
	Solution	Change the firewall configurations to allow access to an external FTP server, or use an FTP proxy server. (Refer to p. 143 of the *ScanFront 400 INSTRUCTIONS*.)
The wrong send time is displayed for an e-mail message received at the destination	Cause	(1) The date and time settings are incorrect. (2) The time zone is set to a different country.
	Solution	Contact the administrator, and check the "Language/Timezone" setting. (See p. 32.)
The sender's address is not displayed at the destination of an e-mail message	Cause	The e-mail addresses of the user and administrator have not been registered. (Refer to p. 108 and p. 148 of the *ScanFront 400 INSTRUCTIONS*.)
	Solution	Contact the administrator, and register the e-mail addresses.
Cannot connect to the network (IP address conflict problem)	Cause	The IP address that was set is already being used by another device.
	Solution	Contact the system administrator of the network, and change the IP address setting.
Cannot connect to the network (LAN cable connection problem)	Cause	The LAN cable is not connected properly.
	Solution	Check the connections of the LAN cable.
Cannot connect to the network (device name conflict problem)	Cause	The device name that was set is already being used by another device.
	Solution	Contact the system administrator of the network, and change the device name setting. When you install two or more ScanFront scanners, take care to ensure duplicate device names are not set.

Cannot delete a folder	Cause	Data has been saved to the folder.	
	Solution	Contact the administrator of the shared folder.	
	Cause	Permission to change the shared folder has not been granted for the user name and password that were entered.	
	Solution	Contact the administrator of the shared folder.	
Cannot scan from the Home screen (certain users only)	Cause	The administrator has set "Use only Job Buttons" as a function restriction.	
	Solution	Contact the administrator of the ScanFront.	
Cannot log in	Cause	Uppercase and lowercase letters were not entered correctly. (See p. 58.)	
	Solution	Enter the uppercase and lowercase letters for the user name and password correctly.	
	Cause	[Authentication Method] is set to [Active Directory] for the authentication server, and an IP address or PC name is specified for [Host Name].	
	Solution	Specify the FQDN in [Host Name] (refer to p. 140 of the *ScanFront 400 INSTRUCTIONS*), and configure the DNS server to which the specified FQDN is registered in the [Network Setting] screen (refer to p. 35 of the *ScanFront 400 INSTRUCTIONS*).	
	Cause	[Authentication Method] is set to [Active Directory] for the authentication server, and a NetBIOS domain name is specified in [Domain].	
	Solution	Specify the DNS domain name in [Domain] (refer to p. 140 of the *ScanFront 400 INSTRUCTIONS*), and configure the DNS server to which the specified DNS domain name is registered in the [Network Setting] screen (refer to p. 35 of the *ScanFront 400 INSTRUCTIONS*).	

Cannot connect to the device via the network	Cause	[Allow remote operation] is set to [OFF].
	Solution	Set [Allow remote operation] to [ON]. (Refer to p. 152 of the *ScanFront 400 INSTRUCTIONS*.)
Cannot access shared folders from a computer	Cause	WINS server name resolution is being used.
	Solution	Use an IP address.
Cannot access folders or servers despite successful connection tests	Cause	The connection test is simply the results of issuing a PNG command to the specified host.
	Solution	Check that the other settings (user name, password, domain, path to folder, port number, etc.) are configured properly.
Scan		
Streaks appear in images	Cause	The scanning glass is dirty.
	Solution	Clean the scanning glass. (Refer to p. 175 of the *ScanFront 400 INSTRUCTIONS*.) If there are scratches on a scanning glass, contact your local authorized Canon dealer.
Paper becomes jammed	Cause	The rollers are dirty.
	Solution	Clean the rollers. (Refer to p. 175 of the *ScanFront 400 INSTRUCTIONS*.)
	Cause	A feed error related to the document type occurred.
	Solution	Set [Document type] to [Extra-thin paper] in the Detailed Settings screen. In addition, limit the number of documents placed on the scanner to about 10 sheets. (See p. 49.)
Paper jams occur frequently	Cause	The rollers (consumable parts) have worn out.
	Solution	Purchase an Exchange Roller Kit and then replace the rollers. (Refer to p. 181 of the *ScanFront 400 INSTRUCTIONS*.)

Documents are double fed	Cause	Static electricity is causing the pages of the document to stick to each other.
	Solution	Before you load a stack of documents, fan the documents.
	Cause	The type of paper of the documents is causing a paper feed error.
	Solution	Set [Document type] to [Extra-thin paper] in the Detailed Settings screen. In addition, limit the number of documents placed on the scanner to about 10 sheets. (See p. 49.) In addition, set [Non Separation Feeding Mode] to [OFF] and scan the pages one by one.
	Cause	The retard roller and feed roller are dirty.
	Solution	Clean the retard roller anf feed roller. (Refer to "Remove the retard roller and feed roller, and remove any dirt from them." on p. 176 of the *ScanFront 400 INSTRUCTIONS*.)
A stack of documents are fed together	Cause	[Non Separation Feeding Mode] is set to [ON]. (See p. 39.)
	Solution	Set [Non Separation Feeding Mode] to [OFF].
Scanning starts immediately after I press a job button (certain users only)	Cause	[Skip Scan Setting Screen] is selected in the job button settings. (See p. 90.)
	Solution	Change the job button setting or place the document and then press a job button.

Passports do not scan properly	Cause	The specified paper size is too small.
	Solution	Specify a larger paper size (e.g., A4) for the [Paper Size] setting in the Scan / Send Settings screen. (Refer to p. 86 of the *ScanFront 400 INSTRUCTIONS*.)
	Cause	A feed error related to the thickness of the paper occurred.
	Solution	Set [Resolution (dpi)] to 300 dpi or less in the Scan / Send Settings screen. (Refer to p. 87 of the *ScanFront 400 INSTRUCTIONS*.)
	Cause	The side of the passport with fewer pages is being inserted first.
	Solution	When scanning a passport, place the passport so that the side with more pages is fed into the scanner.
Hardware		
Cannot turn on the power	Cause	The AC adapter is not connected properly or the power plug is not inserted.
	Solution	Check the connections of the AC adapter and power plug. If the problem is not resolved after checking the connections, contact your local authorized Canon dealer.
The scanner does not turn ON when the power switch is pressed.	Cause	A USB memory device in inserted in the scanner.
	Solution	Remove the USB memory device, and restart the scanner.
An "invalid password" error message appears even when the correct password is entered.	Cause	The date and time settings on the computer and ScanFront 400 do not match.
	Solution	Match the date and time settings on the computer and ScanFront 400. If there is a discrepancy of 2 minutes or more when the date and time settings on the computer and ScanFront are converted to Greenwich Mean Time, an "invalid password" error message will appear.

Index

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