Kodak alaris

S2060w / S2080w Troubleshooting

What aspect of the S2060w / S2080w are you having problems with?

- Hardware

- Installation

- Networking

- Software

Hardware Help Walkthrough

Are you able to turn your scanner on?

Yes, my scanner can turn on

No, my scanner can not turn on

Power Troubleshooting

- Check both ends of the connection between your power outlet and the scanner.

- Try plugging in another electrical device to the outlet your scanner is connected to verify the outlet has a working electrical connection.

Did that fix your problem?

Yes

No

Is your scanner able to connect to your PC and attempt to scan an image?

Yes, my scanner can, or at least try to, scan an image

No, my scanner cannot connect to my PC / scan at all

No, my scanner is making abnormal / loud noises

What is the behavior of your scanner?

Pages are not being fed through the scanner

Some or multiple pages get taken into the scanner at once

Scanner Feeding Troubleshooting

See the suggestions below to try and fix your problem:

- Is the scanner powered on?

- Is the scanner driver installed?

- Is your scanner properly connected to your PC by the USB cable?

- Do consumables such as the feed module and/or separator need to be replaced? Open the scanner and check to see if the rollers are worn / dull.

If your consumables need to be replaced, you can purchase them here: LINK TO CONSUMABLE PURCHASE PAGE

Did that fix your problem?

Yes

No

Running Multifeed calibration on your S2050/70

1. Turn on the scanner

2. Tap the 'X' button

3. Use the arrow buttons to highlight the 'Calibration' line and press the 'Play'-triangle button

4. Place a blank sheet of white paper in the input tray

5. Ensure'Multi-feed Calibration' is highlighted on the screen and press the 'Play'-triangle button

6. The scanner will run the document and you will see a 'UDDS Calibration Succeeded' screen

The display says the UDDS calibration failed.

Still Multi-feeding / Jamming?

Multifeed / Paper Jam Troubleshooting

- If your scanner is not detecting multifeeds, check to see that multifeed detection is set 'On' within your scanning application

- Do consumables such as the feed module and/or separator need to be replaced? Open the scanner and check to see if the rollers are worn / dull

- Is the gap release open?

- Try adjusting the angle of the scanner to be more flat

- For lightweight paper, make sure the 'Active Feed' feature is set to 'none'

- Is 'Intelligent Document Protection' on? If so, try turning down the sensitivity.

- Are the scanner rollers dirty?

If your consumables need to be replaced, you can purchase them here: LINK TO CONSUMABLE PURCHASE PAGE

Did that fix your problem?

Yes

No

Unable to connect to scanner?

Click here to navigate to the connection help section.

We are unable to diagnose your problem.

Please refer to the user guide and call your regional support number.

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Installation Help Walkthrough

Which part of the Setup Wizard is causing issue?

- Failure to install drivers?

- Failure to connect to scanner?

Driver Installation Troubleshooting

- Does your computer have enough storage for the drivers?

- If installing from the DVD, does your DVD have any scratches on it?

- If installing from the DVD, is it possible your DVD drive is damaged?

- Try installing the drivers from our website, located here: LINK

- Do you have administrative permissions on your computer?

- If you have anti-virus software installed, it's possible it may be blocking the driver installation. In your anti-virus settings, make the following directories exempt:

- - c:\programdata\kds_kodak

- - c:\windows\twain.mtx

- - c:\windows\twain.log

Did that fix your problem?

Yes

No

How are you trying to connect to the scanner?

USB

Scanner USB Connection Troubleshooting

- Unplug and replug the USB cable from both the scanner and your PC

- Check for an error on the Scanner Control Panel

- Turn the scanner off and on

- Try the conection with a different USB cable

- Try a different USB port on your PC

- Check with your IT support to verify that your USB ports are enabled

- Use your computer's search function and look for the program 'Connect Scanner'. Open this up and run through the process for setting up a USB connection

- Use your computer's search function and look for the program 'Task Scheduler'. Run the program and look for the 'kodakalarisincscanner' within the Task Schedule Library and verify the Status is Running.

Did that fix your problem?

Uninstalling and Reinstalling your drivers

1. Turn off your scanner and remove the USB cable from your computer

2. Navigate to your computer's Control Panel

3. Under 'Programs', select 'Uninstall a Program'

4. Right-click 'Alaris S2000w Scanners' and select 'Uninstall'

5. Go to: alarisworld.com/go/s2000install and download the latest drivers

6. Continue through the wizard until the drivers have been uninstalled

7. Run the Setup Wizard for your S2000w again following the steps as necessary

Did that fix your problem?

Yes

No

We are unable to diagnose your problem.

Please refer to the user guide and call your regional support number

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Networking Troubleshooting

In what way are you trying to connect to your scanner?

- Wired Ethernet

- Wireless Network

- Wireless Directly

Wired Ethernet Connection Troubleshooting - Switches

On your scanner's display, go to 'Settings' > 'Network Settings' and make sure your 'Wired Network' switch is on. Additionally, scroll down and go into 'Wired Settings' and make sure that the 'Automatic' setting is checked.

Did that fix your problem?

Yes

No

Wired Ethernet Connection Troubleshooting - Confirm IP address

On your scanners display, go to 'Settings' > 'Network Settings'. Under the 'Wired Network' option, does it say 'Not Detected'?

Yes, I see 'Not Detected'.

No, I see a number present instead.

Wired Ethernet Connection Troubleshooting - Network Verification

Is your PC connected (either by wired ethernet or wirelessly) to the same network / router that your scanner is connected to? If not please make that change.

Did that fix your problem?

Yes

No

Wired Ethernet Connection Troubleshooting - Diagnosing Connection Issues

- Unplug and replug the ethernet cable from both the scanner and your network port / router

- Try the connection with a different ethernet cable

- Try a different ethernet port on your network outlet / router

- Turn the scanner off and on

- Check your router settings for question marks ?????

Did that fix your problem?

Yes

No

Wireless Network Connection Troubleshooting - Switches

On your scanner;s display, go to 'Settings' > 'Network Settings' and make sure your 'Wireless Network' switch is on and the 'Wireless Directly' switch is off.

Did that fix your problem?

Yes

No

Wireless Network Connection Troubleshooting - Disconnect USB

Disconnect any active USB connection your scanner may have to your computer.

Did that fix your problem?

Yes

No

Wireless Network Connection Troubleshooting - Network and Password

Make sure you are selecting the correct wireless network you want to connect to. Also double check you are entering the correct password to your network if you have one in place.

Did that fix your problem?

Yes

No

Wireless Directly Connection Troubleshooting

On your scanner's display, go to 'Settings' > 'Network Settings' and make sure your 'Wireless Directly' switch is on, while the 'Wireless Network' and 'Wired Network' switches are off.

Did that fix your problem?

Yes

No

Wireless Directly Connection Troubleshooting - Connecting to Scanner's access point

Ensure that you are connecting to your scanner's wireless access point by going into your available wireless connections, and looking for a connection named 'S2080w-#######'.

Did that fix your problem?

Yes

No

Wireless Directly Connection Troubleshooting - Channels

Under 'Network' -> 'Wireless Settings', try switching the 'Channel' option to any of the different channel numbers and attempt to connect again. You should re-try with multiple different channels if it doesn't initially work.

Did that fix your problem?

Yes

No

Wireless Directly Connection Troubleshooting - Changing Subnets

Under 'Network' -> 'Wireless Settings', go to the 'Address Subnet' option and try any of the three different subnet addresses, trying to connect to them on your PC each time you switch it.

Did that fix your problem?

Yes

No

Wireless Directly Connection Troubleshooting - Connect Scanner

Within your start menu, search for the program 'Connect Scanner' and run it.

1. Click 'Begin'

2. Make sure 'Network - Wireless or Wired' is selected and click 'Next'

3. On your scanner, make sure the 'Wireless Directly' switch is set to on, and then click the 'i' Button and note the Pairing ID.

4. Back on your PC, look at the available wireless connections over wifi and connect to your scanners' wifi. It should look something like 'S2080w-#######'

5. Input the Pairing ID into the 'Pairing ID' field and click next

Your computer should show a success screen after a few moments if the connection was set up correctly.

Did that fix your problem?

Yes

No

We are unable to diagnose your problem.

Please refer to the user guide and call your regional support number.

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Software Help Walkthrough

Which of the following are you using?

- A Kodak Alaris Scanning Application (Capture Pro, Info Input, etc.)

- A third-party scanning application

Is your Kodak Alaris scanning application on the latest version?

If not, update your application to the newest version:

- Smart Touch
- Capture Pro Software

Did that fix your problem?

Yes

No

Does your problem involve issues with the quality or other aspects of the scanned image?

No, that is not my problem

If yes, check the suggestions below.

Blank Page Removal

Are Blank Pages showing up in your scanned documents? Go into your scanning application settings and turn on the 'Blank Page Removal' option.

Did that fix your problem?

Yes

No

Hole-fill

Are you attempting to get rid of the black holes on a document that show up due to hole punches? Go into your scanning application settings and enable the 'Hole-fill' option.

Did that fix your problem?

Yes

No

Background Color Smoothing

Does your document background have multiple background colors which distract or otherwise make the document hard to read? Go into your scanner application settings and enable 'Background Smoothing'. This will attempt to smooth the document background into a uniform color. You are also able to set the aggressiveness of this setting from -10 to 10.

Did that fix your problem?

Yes

No

Foreground Boldness

Are the text or lines on your scanned image faded, or otherwise not showing up as prominently as you would like? Go into your scanner application settings and enable 'Foreground Boldness'. You are also able to set the aggressiveness of this setting from -10 to 10.

Did that fix your problem?

Yes

No

Noise Reduction

Are there black specks scattered throughout your document? Go into your scanner application settings and enable the 'Noise Reduction' setting.

Did that fix your problem?

Yes

No

Color Dropout

Do you wish to eliminate form lines and / or boxes on your documents so that only text is shown on the final scanned image? Go into your scanning application settings and enable the 'Color Dropout' setting. If you find that some lines are still making it through on the resulting scanned image of your document, you can also set the aggressiveness of this option from -10 to 10.

Did that fix your problem?

Yes

No

Image Merger

Combines front and rear images. Accessible through the driver's advanced setup feature. See user's guide for more information.

Did that fix your problem?

Yes

No

Dual-Stream

A scanner configuration which produces two electronic images per document side. Valid combinations are: black and white with color, and black and white with grayscale. Accessible through the driver's advanced setup feature. See user's guide for more information.

Did that fix your problem?

Yes

No

Streak Removal

Are there black vertical streaks appearing on your scanned image? Go into your scanning application settings and enable the 'Streak Filter' setting. If you still find streaks are making their way onto your scanned image, you set the aggressiveness of the setting from -2 to 2. Also, refraining from scanning paper with fresh ink can also reduce streaks.

Did that fix your problem?

Yes

No

Image Edge Fill

Is there a black border surrounding your scanned image? Go into your scanning application settings and enable 'Image Edge Fill'. This can be configured to automatic, or you can determine how much fill you would like for each side of the document individually.

Did that fix your problem?

Yes

No

Image Straightening

Are your scanned images coming in skewed / at an angle? Go into your scanner application settings and enable the 'Automatically Detect and Straighten' setting.

Did that fix your problem?

Yes

No

Auto-rotation

If you are scanning a stack of documents which may or may not be face-up, then Post-Scan Rotation can help. Go into your scanner application settings and enable 'Post-Scan Rotation'. This setting can automatically flip upside-down documents to the correct orientation, or you can set scanned documents to automatically rotate 90, 180, or 270 degrees.

Did that fix your problem?

Yes

No

Resolution

Do you need your documents to be scanned at a higher quality? Go into your scanner application settings and look for 'Resolution'. The Resolution can be set at various intervals of DPI; the higher the DPI, the higher the quality of the image. Also note that the higher the DPI, the more storage space the image will take up.

Did that fix your problem?

Yes

No

Clean the scanner rollers / Check if they need replacing

Dirty or dull scanner rollers can have a negative effect on image quality as well as general scanner use. Clean the rollers in your scanner as well as check to see if they need to be replaced.

ROLLER CLEANING VIDEO

If your consumables need to be replaced, you can purchase them here: LINK TO CONSUMABLE PURCHASE PAGE

Did that fix your problem?

Third-Party Scanning Application

We are unable to diagnose issues with scanning applications that are not made by Kodak Alaris. Contact the support service for the third-party scanning application that you are using.

We are unable to diagnose your problem.

Please refer to the user guide and call your regional support number.

Thank you for using our self-help troubleshooting

We are glad we could help you resolve your problem!