

Unable to communicate error

The unable to communicate error is a common one, Make sure the scanner is connected to a live rear USB port, front ports and hubs not supported, the number 1 cause of this error is another USB scanner or All in one Scanner/Printer also residing on the system, if you have these devices please turn them off, if they are DELL or LEXMARK brand they need to be disconnected from the USB port altogether, most other brands turning them off is sufficient.

1. Turn off/disconnect conflicting devices, turn on PrimeFilm scanner, make sure scanner is connected to a live port on the back of the system, no front ports or hubs.

2. Go to the Device Manager (Right click My Computer Left click Properties, then click on the Hardware tab, then click on the Device Manager Button.

3. In this list do you see Imaging Devices and below it do you see Single Frame Film scanner, LC or maybe even USB Film Scanner?

Is there a yellow exclamation mark on it?

Also are there any other devices listed in this category? If you still see Flatbed scanners etc, listed here then that device will need to be removed from the USB port

Windows XP does not support more than 1 USB scanner powered/connected to the system at the same time.

4. If the Single Frame Film scanner (Multiple frames, or Multiple Slides), LC or even USB Film Scanner is the only device but it has a yellow exclamation mark on it, then double click on this device and select the Reinstall driver button from the window that opens up, and then let windows install the software automatically, this should resolve the yellow exclamation mark.

- The USB Film Scanner may appear under Other Devices if it is not showing under Imaging Devices
- If you do not see it under Imaging Devices or Other Devices check under Universal Serial Bus Controllers: Do you see an Unknown device? If so be sure the unit is connected to the proper port as mentioned above and no other conflicting devices are connected
- Try a different cable, if the device still appears as Unknown under USB Controllers category the unit may have a problem, contact Technical Support support@scanace.com

Providing the following info:

Description of the problem?

Please also identify if the green light is flashing or steady (Models: 3650u, 7250u, 3610AFL, 3650Pro3, 7250Pro3, PS3600, PS3650)

Registration info:

Name:

Phone:

Address:

(Sorry No PO Boxes)

City:

State:

Zip:

Email:

Operating System:

Product Name:

Place of Purchase:

Date of purchase:

Serial #:

(1/2 inch high barcode sticker on the back or the bottom of the unit)

5. Once the scanner appears normal under Imaging Devices, close all open windows and try the scanner again.