



Frequently Asked Questions

Installation and Setup of PrintWizard

Abstract

The WideTEK® wide format scanners are the fastest and most productive wide format scanners on the market. Due to the Scan2Net® technology integrated in the scanner's own built in 64 bit Linux PC, a Scan2Net® scanner is a true standalone system capable of scanning directly to FTP servers, hot folders, USB drives, to cloud applications in the internet or copying to printers directly, without the need for an extra PC.

The PrintWizard is an extension to the ScanWizard software and converts every WideTEK® scanner to a powerful MFP system by adding the printer of your choice. PrintWizard maintains full control of all features of the attached printer, even paper properties or the level of available ink are visible without having to physically access the printer.

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Revision	1.0
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Owner	Image Access Support
Authors	ERI

1. Confidentiality

Status	Interested Party	Source	PDF
Public Information	Image Access Support	Yes	Yes
	Authorized Service Providers	No	Yes
	Image Access Customers	No	Yes

2. Revision History

Date	Rev.	Name	Description of Change	Reason of Change
26.09.2018	1.0	ERI	Initial Version	
02.10.2018	1.1	ERI	Revised version	chapter 9.3 added
15.10.2018	1.2	ERI	Minor corrections	format and layout issues resolved

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4. Purpose

The purpose of this document is to answer frequently asked questions about how to install and set up the PrintWizard, a Scan2Net add-on which supports wide format printers.

5. Scope

The scope of the document includes all WideTEK scanners as well as OEM versions of these scanners. The firmware versions covered by this document are 6.xx and higher. The Windows versions covered in the documentation are Windows 7 and higher.

This FAQ helps you establish a printer interface so that you can print from within the ScanWizard.

6. Terms and Definitions

Term	Description, Meaning
Scan2Net	Technology from Image Access implemented in many scanners. More at: www.imageaccess.de/?page=SoftwareScan2Net
PrintWizard	An extension to the ScanWizard software, which adds a printer interface to a WideTEK scanner for a large variety of printers. See the list of supported printers at https://www.imageaccess.de/?page=SoftwarePrintWizard&lang=en
WideTEK	Wide format scanner. More at: www.imageaccess.de/?page=ScannersWideformat

7. Introduction

The target audience for this FAQ document is the administrator of a Scan2Net scanner and the administrator of the customer's PCs. The administrator should have experience setting up and configuring Windows PCs, network, firewalls and virus checkers.

The document will offer a guideline to:

- Purchasing the PrintWizard
- Installation and activation of the PrintWizard
- Troubleshooting

This FAQ does not cover issues of scan and print quality.
It helps you to install and set up the PrintWizard to enable the ScanWizard to communicate with the supported printer models and to modify the printer settings.
It does not describe features and functions of printers, and it does not tell you how to install and set up the printer for remote access. This must be done beforehand and is described in the printer manual.

8. Purchase the PrintWizard

8.1. Purchase the option key

Step	Action
1	Log on to the Customer Service Portal https://portal.imageaccess.de .
2	Select Software Options from the Actions menu. Enter the serial number of your WideTEK scanner and hit the Send button.
3	Find your printer model, mark the checkbox and hit the Send button. Please note that that the list of available options shows the list price. Your agreed rebate will be considered automatically in the invoice.
4	Hit the Purchase with invoice button to confirm and execute your order. You will be offered the INVOICE for download. The invoice contains the option key.
5	Now select Device Updates from the Actions menu. Enter the serial number of your WideTEK scanner and hit the Send button.
6	Download two zip files: 1. The regular firmware update: s2nfirm-x.xx.zip 2. The PrintWizard zip file that matches the option key you purchased: s2nfirm-PW-name_of_printer_family-x.xx.zip . Store both zip files on a PC from where you can access the WideTEK scanner through a web browser.
7	If you are not already familiar with updating the WideTEK firmware, download also the Mandatory Post Update Procedures . You find this PDF directly beneath the History version of the firmware. Log out from the Customer Service Portal.

8.2. Install and activate the PrintWizard

Step	Action
1	Power on the WideTEK scanner and access it through a web browser. Enter the Setup Device area, choose login level Poweruser and log on. Default User Name is Poweruser, default Password is Poweruser.
2	Select Update Scanner Firmware in section Updates & Uploads . Select s2nfirm-x.xx.zip and tap Send File . After the upload completed successfully, wait until the scanner has rebooted.
3	Again, select Update Scanner Firmware in section Updates & Uploads . Select s2nfirm-PW-name_of_printer_family-x.xx.zip . and tap Send File . After the upload completed successfully, wait until the scanner has rebooted.

4	<p>Access the scanner through a web browser to finish the installation.</p> <p>Enter the Setup Device area, choose login level Poweruser and log in.</p> <p>Select Installed Options in the section Updates & Uploads.</p> <p>Find the proper PrintWizard entry field. Read the following hint before you go on.</p>
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ATTENTION!	
	<p>The PrintWizard option key is an encrypted alphanumeric string which can contain symbols, for example, \ (backslash) or . (period) and is available also in the Customer Service Portal.</p> <p>Therefore, we strongly recommend that you copy and paste the option key from the Customer Service Portal to avoid typing errors.</p> <p>Repeat steps 1 and 2. You will find the option key beneath the chosen PrintWizard.</p>

5	<p>Copy the key and paste it into the entry field, then tap Apply.</p> <p>The PrintWizard label of the entry field turns green. The PrintWizard is now ready to be used.</p> <p>Please stay logged in for the following actions.</p>
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8.3. Final actions

Step	Action
1	<p>After you updated the firmware, go through the Mandatory Post Update Procedures.</p> <p>WideTEK scanners require that you perform the White Balance adjustment.</p> <p>Please see the Setup Manual of the scanner for a detailed instruction.</p>
2	<p>In the Setup Device area of the WideTEK scanner, select Templates from the Base Settings.</p>
3	<p>The installation of PrintWizard adds one or more templates to the Remote Printer section.</p> <p>Switch on the printer, then set up at least one template. For further details please see the online help for Base Settings.</p>

9. Troubleshooting

9.1. Compatibility check: FAILED when installing PrintWizard

This warning is displayed if the PrintWizard version is not compatible with the currently installed Scan2Net firmware version.

Log on to the Customer Service Portal and check for updates. Make sure to install the latest versions of both Scan2Net firmware and PrintWizard.

9.2. I installed the PrintWizard successfully but cannot find any templates

Log in to the scanner at level Poweruser. Select **Installed Options** in section **Updates & Uploads**.

Make sure that you entered the option key for PrintWizard in the appropriate entry filed.

Make sure that the label of this field is green. Otherwise, see table ATTENTION! in chapter 8.2 and check for typing errors.

Deactivate and empty the cache of your web browser to make sure that ScanWizard can refresh its web pages at every access.

9.3. Color code of option key labels

The color of the PrintWizard label beside the entry field for the option key shows you if the PrintWizard is ready to use.

Print Wizard: Add-on is installed, option key is correct, PrintWizard is ready to use
Action: No further action required.

Print Wizard: Option key is correct, add-on is not installed, PrintWizard cannot be used
Action: Download and install the PrintWizard add-on, see chapter 8.2.

Print Wizard: Option key is incorrect or missing, add-on is not installed, PrintWizard cannot be used
Action: a) Download and install the PrintWizard add-on, see chapter 8.2.
b) Insert the option key and check for proper spelling. It is recommended log on to the Customer Service Portal and to copy and paste the option key. For a more detailed instruction please see chapter 8.2 and the ATTENTION! table between steps 4 and 5.

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