<u>Windows 2000 Installation</u>

This information is issued to provide greater detail and precautions that should be exercised when installing the fi-4110CU USB drivers on the Windows 2000 OS.

Several recent Windows 2000 installations have encountered a situation where the Mini USB driver is not loaded properly, and it results in the system not seeing the scanner and not allowing the mini driver to be reinstalled. It appears that the problem is the result of the incorrect driver being installed by the Windows Wizard. This can / will occur if the proper file is not specifically designated when installing the mini driver.

<u>Initial installation of the drivers</u>

Step 1 - Connect the scanner
Confirm that the power of PC and the image scanner device is turned off.
Connect the PC end of the USB cable to the PC.
Connect the scanner end of the USB cable to the scanner.
Plug in the power adapter for the scanner to the scanner and a compliant 110AC outlet.
Power on the PC.
A message should display indicating a new device has been detected. Follow the instructions
     below to install the driver.

Step 2 - Installing the mini-driver
When operating system starts up, the message should display "image scanner is detected".
The message" Starting the new hardware wizard" is displayed.
Insert the fi-4410CU Installation CD in your CD-ROM drive. If the CD auto-loads, close the
     Acrobat window.
Follow the instructions of the installation wizard to continue the installation. When it asks how you
     want to find the driver, select "Search……. (recommended)".

When asked to "Locate the Driver File", select the option "Specify Location" **- do not let the Wizard look for files on the CD Drive**.

Then browse and specify the following directory:
　For Windows2000®　　　　**[CDDRIVE:] ¥TwainDriver¥Win2K**

Windows will confirm the file selected - check and make sure it is the Win2K folder

Select next to complete the installation. The final window will indicate that the device is not functional. This appears because the scanner driver is not installed. Select finish and proceed with the scanner driver installation below

Step 3 - Installation of the scanner drivers

Re-insert the fi-4110CU Installation CD and it should auto-start. If the CD does not auto-start, open
the CD with the Explorer and select   *Start.pdf*.
Select the TWAIN or ISIS driver to start the driver installation.   Follow the screen instructions.

During the installation the following screen may appear. It indicates the installer did not go
through testing and certification by Microsoft. It will not effect the loading or operation of
the driver.   Select yes and proceed.

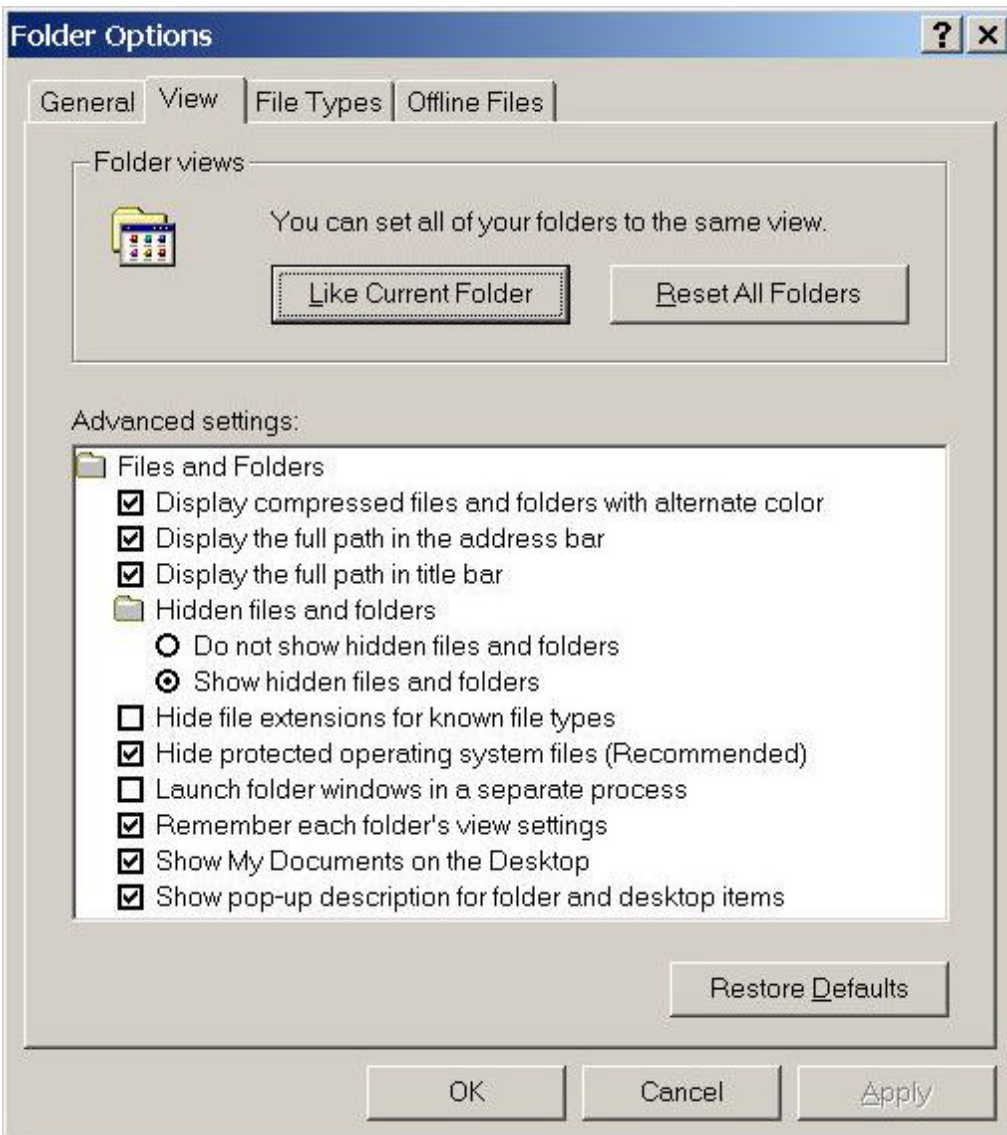When the installation completes, restart the computer.

Problem:
Several recent Windows 2000 installations have encountered a situation where the Mini USB driver
is not loaded properly, and results in the system not seeing the scanner in the Control Panel, or
the applications not finding the scanner when you select device. Also, the Wizard will not allow
the mini driver to be reinstalled. It appears that the problem is the result of the incorrect driver
being installed by the Windows wizard. This can / will occur if the proper file is not specifically
designated when installing the mini driver as detailed above.

Recovery:
The folder options for Windows need to be configured with these options.
1. Show hidden files and folders should be selected.
2. Hide file extensions for known file types should not be selected.

Folder Options

General | View | File Types | Offline Files

Folder views

You can set all of your folders to the same view.

[Like Current Folder]   [Reset All Folders]

Advanced settings:

📁 Files and Folders
☑ Display compressed files and folders with alternate color
☑ Display the full path in the address bar
☑ Display the full path in title bar
📁 Hidden files and folders
  ○ Do not show hidden files and folders
  ⊙ Show hidden files and folders
☐ Hide file extensions for known file types
☑ Hide protected operating system files (Recommended)
☐ Launch folder windows in a separate process
☑ Remember each folder's view settings
☑ Show My Documents on the Desktop
☑ Show pop-up description for folder and desktop items

[Restore Defaults]

[OK]   [Cancel]   [Apply]

If you have the situation where the fi-4110CU does not show up in the Control Panel / Scanners and Cameras window after the mini drivers were installed. The wizard will not allow the mini driver to be reloaded. The following procedure will remove the offending driver and allow the correct driver to be installed:
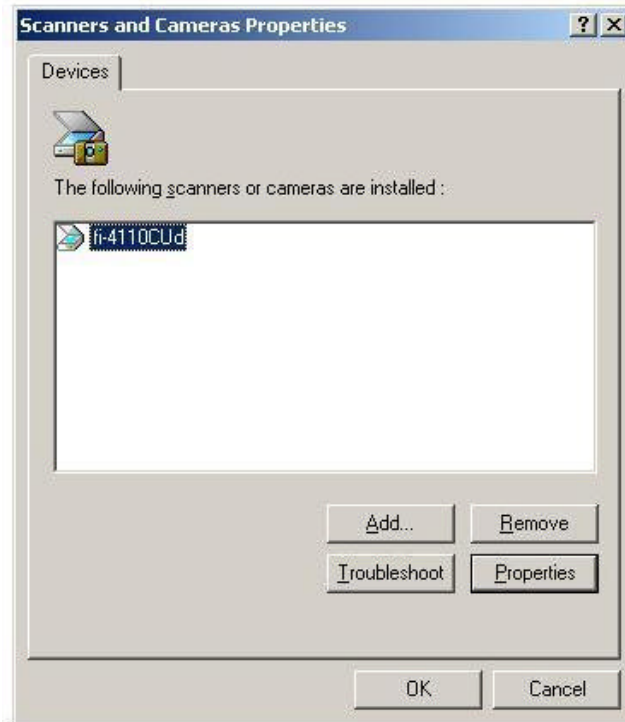
Disconnect the scanner from the computer.

Go to Settings in the Start menu and open up the Control Panel.

Open the Scanners and Cameras folder

Look for the fi-4110CU scanner to be listed under "Devices".

Some incorrect installs have a USB device with an exclamation point on it in the Imaging Devices section. This will need to be removed.
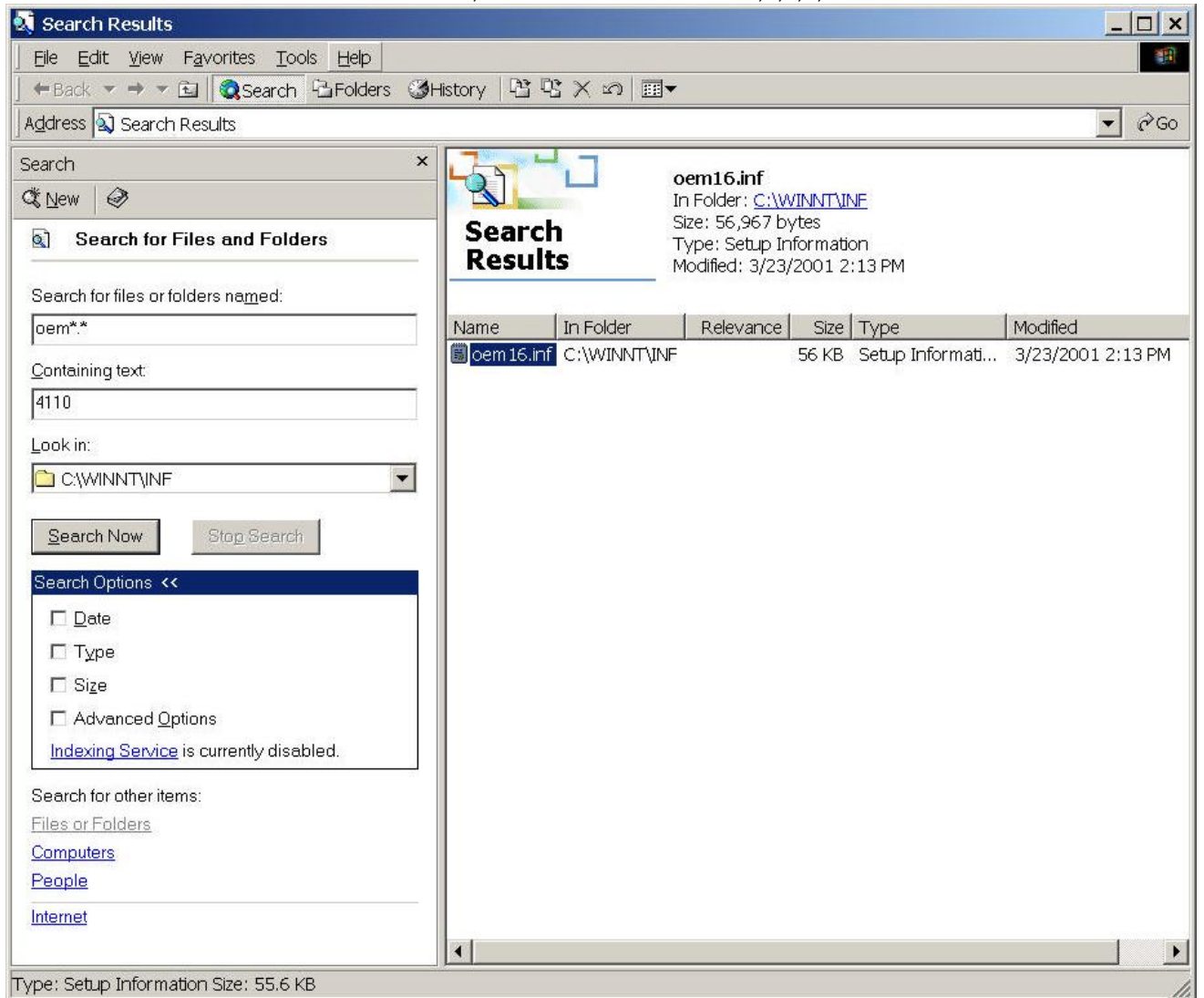

Highlight the fi-4110CU and then click on "Remove".

Close the Control Panel windows and open the Explorer.

Open the folder WINNT and locate the folder INF

Perform a search for files using the name OEM*.inf and search for text: fi-4110CU {right mouse click on the "inf" folder to open the search window}

The search will find a file named OEMxx.inf, where x is the number 0,1,2,3, etc.

Delete the OEMxx.inf file

Unplug the USB cable from the scanner and plug the cable back into the scanner. The detect new hardware wizard should launch.

Following the steps listed above in section 2, re-install the mini driver from the CD file: D:¥¥Win2k¥Fjscmnt.inf

Complete the scanner driver installation if not done in section 3 above.

Restart the computer and use the Control Panel to verify the fi-4110CU is seen by the computer.