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Warranty

Hardware Warranty

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HOW TO OBTAIN LIMITED WARRANTY SERVICE

Raven Scanners are supplied with information on unpacking, setup, installation and operation. Careful reading of the materials will answer most of the questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at: https://www.raven.com/faq or contact: 1-800-713-9009

In order to properly service you, please be prepared to describe your issue and provide the Raven account email address, scanner model, serial number and proof of purchase.

For more Raven Scanner information, visit our website at: https://www.raven.com/
Safety Information

When using this machine, the following safety precautions should always be followed.

Safety During Operation

In this manual, the following important symbols are used:

- **WARNING:**
  Indicates potentially hazardous situations, which if instructions are not followed, could result in death or serious injury.

- **CAUTION:**
  Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.

**Important:**
Indicates operational requirements and restrictions. Please read and follow these instructions to ensure a proper operation and to avoid damage to the hardware.

**Note:**
Indicates further explanation or clarification. Reading this is highly recommended.

- **WARNING:**
  To avoid hazardous electric shock or fire, do not remove any covers or screws other than those specified in this manual.

- **CAUTION:**
  ✔ Only use the AC adapter provided with the scanner. Use of other AC adapters may lead to malfunction.
  ✔ To reduce the risk of fire, use only no.26AWG or larger telecommunication line cord.
  ✔ Disconnect the power plug by pulling the plug, not the cable.
  ✔ Do not touch the metal fingers of the ADF pad module. The edges are sharp and touching them may result in injury.
  ✔ Keep the space around the AC adapter clear in case you need to quickly unplug the AC adapter during emergencies.
  ✔ Damaged wires could cause fire or electrical shock. Keep the power cord straight and without being twisted, bended, or scraped.
  ✔ Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
  ✔ Be sure not to bump or knock the scanner glass as it is fragile and could break.
  ✔ Do not subject the scanner to excessive vibration. It may damage the internal components.
Precautions

- Do not install the hardware near heating or air conditioning units.
- Do not install the hardware in a humid or dusty place.
- Place the hardware securely on an even, flat surface. Tilted or uneven surfaces may cause mechanical or paper-feeding problems.
- Retain the box and packing materials for shipping purposes.
Federal Communications Commission (FCC) compliance information statement

Part 15

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 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 hardware and receiver.
- Connect the hardware into an outlet on a circuit different from that to which the receiver is connected.
- Shielded interconnect cables and shielded power cord which are supplied with this equipment must be employed with this equipment to ensure compliance with the pertinent RF emission limits governing this device.
- Consult the dealer or an experienced radio/TV technician for help.

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.

FCC Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this hardware.

FCC Radiation Exposure Statement:

This hardware complies with FCC radiation exposure limits set forth for an uncontrolled environment. This hardware should be installed and operated with minimum distance 20cm between the radiator & your body. To maintain compliance with FCC RF exposure compliance requirements, please avoid direct contact to the transmitting antenna during transmitting.
Product Safety Guide

Please clearly read all these instructions and follow all instructions and warnings before installing and using the device.

The following indications are used in this document to obviate any chance of accident or damage to you and/or the device.

<table>
<thead>
<tr>
<th>WARNING</th>
<th>Indicates potentially hazardous situations, which if instructions are not followed, could result in death or serious injury.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAUTION</td>
<td>Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.</td>
</tr>
</tbody>
</table>

**WARNING**

- Use only the AC power adapter that came with your device. Using any other AC power adapter could cause fire, electrical shock, or injury.
- Use only the AC power cord and USB cable that came with your device and avoid abrasions, cuts, fraying, crimping, and kinking. Using any other AC power cord and USB cable could cause fire, electrical shock, or injury.
- Do not place objects on top of the AC power cord, and do not allow the AC power adapter or the AC power cord to be stepped on or run over.
- Place the device and its AC power adapter near an electrical outlet where the AC power adapter can easily be unplugged.
- If you use an extension cord with the device, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating.
- Place the device close enough to the computer so that the interface cable can easily reach between the device and the computer.
- Do not place or store the device or its AC power adapter:
  - Outdoors
  - Near excessive dirt or dust, water, or heat sources
  - In locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity
- Do not use the device with wet hands.
- Never disassemble, modify, or attempt to repair the AC power adapter, device, or device option by yourself, except as specifically explained in the device’s documentation. This could cause fire, electrical shock, or injury.
- Do not insert objects into any opening, as they may touch dangerous voltage points or short-out components. Beware of electrical shock hazards.
- Unplug the device and the AC power adapter, and refer servicing to qualified service personnel under the following conditions:
  - The AC power adapter or plug is damaged.
- Liquid has entered the device or the AC power adapter.
- Object has entered the device or the AC power adapter.
- The device or the AC power adapter has been dropped, or the case has been damaged.
- The device or the AC power adapter does not operate normally (i.e. appearance of smoke, strange smell, odd noise, etc.), or exhibits a distinct change in performance
  - Unplug the device and the AC power adapter before cleaning.

- **CAUTION**
  - Do not locate the device on rackety or aslope tables. Do not locate the device on unstable surface. The device may fall down and this may result in injury.
  - Do not place heavy objects on the unit. It may cause unbalance and the device may fall down. This may result in injury.
  - Store the AC Power cord/USB cable bundled out of the reach of children to avoid the risk of injury.
  - Keep plastic bags bundled out of the reach of children to avoid the danger of suffocation.
  - If you are not going to use the device for a long period, unplug the AC power adapter from the electrical outlet.

**Disposal of Waste Equipment by Users in Private Union**

![Waste Equipment Symbol]

This symbol on the product or on its packaging indicates that the product cannot be disposed of with your other household waste. Instead it should be sent to appropriate facilities for recovery and recycling in an effort to protect human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.
Getting Started

Introduction

Thank you for purchasing the Raven Scanner Plus. With the internet-connected Raven Scanner, you can instantly scan single-sided or double-sided document(s) and deliver the electronic images to various destinations including e-mail addresses, fax, and cloud services such as Raven Cloud, Dropbox, Google Drive or Evernote. In addition, the product also allows you to save the scanned image to an inserted USB flash drive.

Package Items

Raven Scanner Plus
Automatic Document Feeder Paper
Tray

Power Cord  Pad Module  Cleaning Cloth  Quick Guide

Note:
1. Only use the AC adapter included in the machine. Using other AC adapters may damage the machine and void the warranty.
2. Please unpack the packing carefully, and check the contents against the checklist. If any items are missing or damaged, please contact us immediately by emailing support@raven.com or calling +1-800-713-9009.
## Front View

<table>
<thead>
<tr>
<th>#</th>
<th>Part Name</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Stacker</td>
<td>Keeps the paper in place. Extend it in case of longer paper.</td>
</tr>
<tr>
<td>2</td>
<td>Panel Unit</td>
<td>ADF cover with the touch panel.</td>
</tr>
<tr>
<td>3</td>
<td>Touch Panel</td>
<td>Use this touch panel to operate the scanner.</td>
</tr>
<tr>
<td>4</td>
<td>Panel Unit Open Lever</td>
<td>Opens the panel unit. Pull it to open the panel unit when you need to clear paper jam or clean the scanner.</td>
</tr>
<tr>
<td>5</td>
<td>Paper Width Slider</td>
<td>Adjusts the paper width slider for the paper size you are using.</td>
</tr>
<tr>
<td>6</td>
<td>Paper Chute</td>
<td>Helps keep the paper in place. Install the paper chute before using the scanner.</td>
</tr>
<tr>
<td>7</td>
<td>Paper Chute Extension</td>
<td>Extends to hold longer paper.</td>
</tr>
<tr>
<td>8</td>
<td>ADF (Automatic Document Feeder)</td>
<td>Automatically feeds a stack of documents for scanning.</td>
</tr>
<tr>
<td>9</td>
<td>Screen Saver Button</td>
<td>Press to enter the panel screen saver mode. Press again to wake up the touch panel from power saving.</td>
</tr>
<tr>
<td>10</td>
<td>LED Indicator</td>
<td>Indicates the scanner status.</td>
</tr>
<tr>
<td>11</td>
<td>LED Indicator</td>
<td>Indicates the scanner status.</td>
</tr>
<tr>
<td>12</td>
<td>USB Port</td>
<td>Connect a USB flash drive or other USB storage device.</td>
</tr>
<tr>
<td>#</td>
<td>Part Name</td>
<td>Function</td>
</tr>
<tr>
<td>---</td>
<td>----------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>13</td>
<td>Power Switch</td>
<td>Use this to turn the scanner ON or OFF.</td>
</tr>
<tr>
<td>14</td>
<td>Power Receptor</td>
<td>Connects the scanner to a standard AC power outlet by the included AC adapter.</td>
</tr>
<tr>
<td>15</td>
<td>Ethernet Port</td>
<td>Connects the scanner to a port on the Ethernet hub by the Ethernet cable.</td>
</tr>
</tbody>
</table>
Setting Up Your Scanner

1️⃣ Install the Scanner

1.1 Open the panel unit by pulling the lever, and get the paper chute ready.

1.2 Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner.

1.3 Close the panel unit by pushing it back down until it snaps back into place.
2. **Connect The Scanner**

2.1 Connect one end of the power cable to the power receptacle of the scanner. Connect the other end to an appropriate power outlet.

- **ATTENTION:** Please make sure the scanner is turned OFF before you plug or unplug the scanner power adapter.

2.2 (Optional) To use a wired internet connection, connect one end of your Ethernet LAN cable to an available port of your Ethernet Hub (router/modem). Connect the other end to the port marked at the back of the product.

2.3 Switch on the scanner power from the rear of the scanner.
3 Power on and get connected via ethernet cable or your preferred wireless network.

3.1 Connect to available wireless network

3.2 Or connect to other hidden network.

4 Sign in to your Raven account. Sign up if you don’t already have an account.

4.1 Sign in to your Raven account or sign up for free.

4.2 Welcome screen shows scan options and displays quotes for fun.

5 Scan preview shows pages scanned. You can change upload destination options.

5.1 On scan preview screen, you can combine/separate files, rearrange pages, or change file destination.

5.2 You can edit individual pages by clicking on preview thumbnails.
Updating Your Scanner Software

To take advantage of the latest features and enhancements of your Raven Scanner, periodic updates are required. When connected to the internet, your Raven Scanner will automatically detect when new updates are available and prompt for installation. Simply follow the steps below to install the latest update.

1. When prompted that a new update is available, choose “Update”
2. After the update has finished downloading, choose “Install”, then “OK”. If prompted, choose “Install Manually”

Turning Off Your Scanner

To put your scanner to sleep, simply press the “Zz” button on the front of the scanner. To power your scanner off entirely, flip the power switch to the off position on the rear of the scanner.

Adjusting Scanner Settings

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sides</td>
<td><strong>One-sided (Face Up)</strong>: Choose to scan a single side of your document with the first page facing up in the feeder.</td>
</tr>
<tr>
<td></td>
<td><strong>One-sided (Face Down)</strong>: Choose to scan a single side of your document with the first page facing down against the feeder.</td>
</tr>
<tr>
<td></td>
<td><strong>Two-sided (Face Down)</strong>: If you have a double-sided document, choose to scan both sides of your document with the first page facing down against the feeder.</td>
</tr>
<tr>
<td></td>
<td><strong>Auto-detect</strong>: Automatically scan both sides and remove any blank pages without content.</td>
</tr>
<tr>
<td>Color</td>
<td><strong>Color</strong>: The original is scanned in full color. This mode is best for full color originals such as pictures.</td>
</tr>
<tr>
<td></td>
<td><strong>Black &amp; White</strong>: Colors in the original are scanned as black or white. This mode is best for text-only originals.</td>
</tr>
<tr>
<td></td>
<td><strong>Grayscale</strong>: The colors in the original are scanned in black and white as shades of gray (grayscale). Most common setting.</td>
</tr>
<tr>
<td>Scan Type</td>
<td><strong>Separated</strong>: Choose to scan each page as its own digital document.</td>
</tr>
<tr>
<td></td>
<td><strong>Combined</strong>: Choose to scan all document pages as a single digital document.</td>
</tr>
<tr>
<td>Quality</td>
<td><strong>Excellent</strong>: Choose to scan at 600dpi (much slower scanning)</td>
</tr>
<tr>
<td></td>
<td><strong>Great</strong>: Choose to scan at 400dpi (slower scanning)</td>
</tr>
<tr>
<td></td>
<td><strong>Better</strong>: Choose to scan at 300dpi (slower scanning)</td>
</tr>
<tr>
<td></td>
<td><strong>Good</strong>: Choose to scan at 200dpi (good for most documents)</td>
</tr>
</tbody>
</table>
| **Destination** | Choose one or more destinations where your scanned documents should be sent.  
**Raven Cloud**: Scan to your Raven Cloud document management account for searchable filing & organization.  
**Google Drive**: Scan to your Google Drive account (login required).  
**SharePoint**: Scan to your SharePoint account (login required)  
**OneDrive**: Scan to your OneDrive account (login required)  
**Dropbox**: Scan to your Dropbox account (login required).  
**Evernote**: Scan to your Evernote account (login required).  
**Box**: Scan to your Box account (login required).  
**Email**: Scan to one or more email addresses.  
**Fax**: Scan to a fax number.  
**USB Drive**: Scan to a USB flash drive attached to the side of the scanner.  
**Network**: Scan to a custom SMB shared drive or folder (setup required) |
|---|---|
| **Page Preview** | **Page Preview**: Display previews of scanned pages for review and editing prior to sending to destinations.  
**No Page Preview**: Skip the previews and send directly to destinations after scanning. |
| **Blank Page Removal** | **On**: Scanned pages that do not contain content (blank) will be automatically removed from the final document.  
**Off**: Scanned pages that do not contain content (blank) will be retained as pages in your final document. |
| **Status Display** | **Always**: The scan send status screen will always display until “OK” is pressed.  
**Until Success**: The scan send status screen will display until all send statuses are successful, then automatically close. |
| **Scan Brightness** | Adjust the brightness of all scans. Note that adjusting the brightness too much could result in white or black pages. |
| **Scan Contrast** | Adjust the contrast of all scans. Note that adjusting the contrast too much could result in poor image quality. |
| **File Compression** | **High**: high compression, smallest file size  
**Medium**: medium compression, medium file size  
**Low**: low compression, large file size |

### Operation

### Document Loading Tips

Make sure the size and ream weight of your documents are acceptable by the scanner. Refer to “Specifications” of this guide for more information.
To scan multiple documents in a batch from the ADF can increase your work efficiency and make large scanning tasks easier. The ADF of this scanner accepts a variety of paper and stationery you may use in your daily work or personal life, such as:

- Normal paper whose size and ream weight meet the requirements stated in “Appendix A: Specifications” of this guide.
- Notched paper.
- Coated paper (e.g., brochure)

**Attention:** To prevent paper feeding errors and damages to the ADF unit, strictly follow the instructions below:

- Remove all small objects e.g., paper clips, pins, staples or any other fasteners attached, before loading the paper into the ADF.
- Make sure the paper is completely flat with no creased or curled corners.
- Avoid scanning documents with pencil lead and newspaper clippings as they will make the ADF exposure glass and the inner ADF dirty. If you have to scan such paper, clean the scanner frequently (refer to “Chapter III. Care and Maintenance” of this guide for more information).
- DO NOT use the ADF to scan photographic sheets or particularly valuable document originals; wrinkles or other damages can happen in case of paper feeding errors.
- DO NOT place paper with wet ink or correction fluid into the ADF. Wait a few minutes for it to dry.

The following documents types are not designed for the automatic document feeder:

- Paper lighter than 40 g/m² (12 lb.) or heavier than 157 g/m² (40 lb.)
- Paper with clips or staples attached
- Paper with inconsistent thickness, e.g., envelops
- Paper with wrinkles, curls, folds, or tears
- Paper with an odd (non-rectangular) shape
- Tracing paper
- Carbon paper, pressure sensitive paper, carbonless paper
- Items other than paper, e.g., cloth, metal foil.

**Loading Document(s) in the ADF**

**Document Feeding**

1. Load the stack of documents **face down** with the top of the pages pointing into the feeder.
2. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.

Feeding Tips

To avoid occasional multi-feeds or paper jams, please fan your documents and align the top edges before feeding them into the scanner.

1. Hold both ends of the documents and fan them a few times.
2. Rotate the documents by 90 degrees and fan them in the same manner.
3. Align the edges of the documents in a step-like pattern (see picture).

If you need to scan longer documents, pull out the paper chute extension and stacker to provide further support for the documents.

Attention

- DO NOT load more than 50 sheets of paper (70 g/m2, 18 lb.) to the ADF.
- Paper scanned from the ADF must be a minimum of 5.08 x 5.08 cm (2" x 2", W x L).
- Make sure there are no gaps between the document stack and the paper-width slider; otherwise, the scanned images can be skewed.
- Although the documents should be loaded firmly in place ensuring optimum scanning accuracy, they should never be wedged in so tightly that the process of feeding them through the scanner is strained.
- Do not load additional paper into the ADF while the unit is feeding and scanning.
Scanning a Stack of Document with Various Sizes and Weights

When scanning a batch of documents with different sizes and weights, be sure to follow the following guidelines to avoid a skewed image or a paper jam:

1. Align the documents TOP EDGE first in the sequence of paper size from large to small.

2. If two pages are of the same size yet with different weight, arrange these pages in the sequence of paper weight from heavyweight to lightweight.

3. Align the edges of the documents by tapping the bottom of the stack against the table top.

4. Center these pages in the document feeder and make sure that the edges of page of the largest size slightly touch the Paper Guide.
Scanning Business Cards

1. Horizontally load the business cards, headfirst and face down, toward the center of the ADF and all the way into the ADF until touching the bottom.
2. For single-sided scans, load the business cards face down.
3. For double-sided scans, load the business cards in desired order.
4. Adjust the paper width slider to the business card width. The paper width slider should be gently touching both sides of the business cards.

Attention
- Make sure the business cards you wish to scan are horizontally loaded into the ADF.
- Do not load more than 30 business cards in a batch.

Scanning Plastic Cards

The plastic card can be embossed credit card, driver license, ID card, insurance card, medic-care card or any membership card. Make sure to load the embossed face of the embossed card face up into the scanner. When scanning multiple embossed cards, the pad module can be removed to ease the scanning process. To remove the pad module, please refer to the following instruction:

1. Open the panel unit by pulling the panel unit open lever.

2. Remove the pad module by pinching both sides of the pad module and pull it out.
3. Close the panel unit by pushing it back down until it snaps back into place.

4. Horizontally load the plastic card, headfirst and face up, toward the center of the ADF.
5. Make sure to load the embossed face of the embossed card face up into the scanner.
6. For double-sided scans, load the card in desired order.
7. Adjust the paper width slider to the card width. The paper width slider should be gently touching both sides of the card.

Attention
- Make sure the plastic cards you wish to scan are horizontally loaded into the ADF.
- Maximum thickness of each plastic card is 1.2 mm.
**Editing Scanned Pages**

Scanned pages can be edited after scanning by tapping the page thumbnail edit icon, then selecting your edit options such as rotating or cropping. Choose “Save” when done.

To add pages to a scanned document, load documents into the document feeder, then choose “Add Pages” within the scan preview page to begin scanning.

To remove pages from a scanned document, choose “Remove Pages” within the scan preview page, then select the pages you would like to remove from the document.

To reorder pages within a scanned document, choose “Reorder Pages” within the scan preview page, then drag the page to the appropriate placement within the scanned pages.

To customize the name of a document, choose “Name Doc” within the preview page, then enter a single document title for combined documents, or individual document titles for separate documents.

**Scanning and Sending Your Document to Raven Cloud**

1. Load the stack of documents with the top of the pages pointing into the feeder.
2. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
3. Select “Raven Cloud” as the Destination.
4. Press “Scan”.
5. Preview thumbnails of the scanned pages and make any necessary edits.

**Scanning Your Document to E-mail Addresses**

1. Load the stack of documents with the top of the pages pointing into the feeder.
2. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
3. Select “Email” as the Destination.
4. Enter email address or addresses to receive the scan, or select from saved contacts in the drop down menu.
5. Preview thumbnails of the scanned pages and make any necessary edits.

**Scanning Your Document to USB Flash Drives**

1. Insert a USB Flash Drive or External USB Hard Drive into the USB port on the left side of the scanner. Note: the USB drive must be formatted to FAT32 format.
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “USB” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

Scanning Your Document to Google Drive

1. Connect your Google Drive account within your account settings by visiting https://app.raven.com/connect
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “Google Drive” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

Scanning Your Document to SharePoint

1. Connect your SharePoint account within your account settings by visiting https://app.raven.com/connect
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “SharePoint” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

Scanning Your Document to OneDrive

1. Connect your OneDrive account within your account settings by visiting https://app.raven.com/connect
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “OneDrive” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

Scanning Your Document to Dropbox

1. Connect your Dropbox account within your account settings by visiting https://app.raven.com/connect
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “Dropbox” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

**Scanning Your Document to Box**

1. Connect your Box account within your account settings by visiting https://app.raven.com/connect
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “Box” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

**Scanning Your Document to Evernote**

1. Connect your Evernote account within your account settings by visiting https://app.raven.com/connect
2. Load the stack of documents with the top of the pages pointing into the feeder.
3. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
4. Select “Evernote” as the Destination.
5. Press “Scan”.
6. Preview thumbnails of the scanned pages and make any necessary edits.

**Scanning Your Document to Fax Numbers**

1. Load the stack of documents with the top of the pages pointing into the feeder.
2. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
3. Select “Fax” as the Destination.
4. Enter fax number to receive the scan, or select from saved contacts in the drop down menu.
5. Preview thumbnails of the scanned pages and make any necessary edits.

**Scanning Your Document to SMB Network Shared Folders / Drives**

1. Load the stack of documents with the top of the pages pointing into the feeder.
2. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
3. Select “+ ADD” button on the Destination screen and choose “Network”
4. Enter a DESTINATION NAME (the name entered here will be displayed on your Destination Menu).
5. Locate and enter the IP ADDRESS or FULLY QUALIFIED DOMAIN NAME (FQDN) for your SMB share.
6. Type the FOLDER NAME of the folder on your SMB share.
   a. Please note: if you type <folder name>/<child folder name> it will upload into the child folder.... However, if you just type in <child folder name> then it will upload into that folder as well. Additionally, folders containing “/” will not be accepted.
7. USERNAME is the username that the user is set up for your SMB share (if required).
8. PASSWORD is the users password that is used to log in to your SMB share (if required).
9. Click TEST CONNECTION to verify connection (Test Connection will upload a temporary file to verify setup is complete).
10. Press SAVE to finalize your changes.

**Scanning and Sending to Multiple Destinations**

1. Load the stack of documents with the top of the pages pointing into the feeder.
2. Verify that the paper guides are aligned with the edges of the stack by sliding the paper feed guides in the automatic feeder tray.
3. Select the “Destination” option on the home screen and choose your destinations by tapping the destination rows individually until you have selected all destinations where you would like to send your document, then choose “Save”.

**Saving Contacts**

1. From the main home screen, press the gear in the top right corner.
2. Select “Contacts”
3. Select “Add Contact”
4. Input the contact name
5. Input the contact email address and/or fax number
6. Select “Save”
7. Select the saved contact from the email or fax destination screen

**Scanning to a Windows PC**

1. Visit [www.raven.com/twain](http://www.raven.com/twain) to download and install the necessary TWAIN drivers for your Windows PC
2. From the main home screen, press the gear in the top right corner.
3. Select “Settings”
4. Scroll down to find the “Network TWAIN” option and select “TWAIN Settings”
5. Click to Enable TWAIN
6. Install a TWAIN compatible scanning application to control your scanner
7. Full instructions can be found at www.raven.com/twain
Troubleshooting

Clearing Paper Jams

In the event of a paper jam, follow the procedures below to remove the paper:

1. Remove any unjammed documents still loaded into the ADF.
2. Open the panel unit by pulling the panel unit open lever.

3. Gently but firmly pull the jammed documents out of the ADF. Try to avoid creasing or wrinkling the documents.

Attention: Do not try to pull jammed or half-scanned documents out of the ADF without first opening the panel unit. Doing so may permanently damage the ADF.
4. Close the panel unit by pushing it back down until it snaps back into place.
# Questions and Answers

<table>
<thead>
<tr>
<th>Question</th>
<th>Paper becomes jammed during scanning.</th>
</tr>
</thead>
</table>
| **Answer:** | 1. Open the front door.  
2. Pull out the jammed paper carefully.  
3. Close the front door |

<table>
<thead>
<tr>
<th>Question</th>
<th>More than one sheet of paper are fed into the scanner.</th>
</tr>
</thead>
</table>
| **Answer:** | 1. Open the scanner front door.  
2. Remove the multi-fed sheets.  
3. Close the front door.  
4. Flatten the corners and edges. Loosen the paper before putting it into the paper guide again.  
5. Check the feeding roller condition. If necessary, follow the cleaning directions and perform the cleaning. |

<table>
<thead>
<tr>
<th>Question</th>
<th>Paper becomes skewed in the scanner.</th>
</tr>
</thead>
</table>
| **Answer:** | 1. Use the slide guide to keep the paper path straight.  
2. Check the condition of the feeding roller. If necessary, follow the cleaning directions and perform the cleaning. |
Maintenance

Your scanner is designed to be maintenance-free. However, constant care and maintenance can keep your scanner working smoothly.

Cleaning The Scanner

Paper powder, dust, ink and toner from paper being scanned may make the inner ADF dirty, which leads to poor image quality or document-feeding errors. How often to clean your scanner depends on the type of paper and number of pages being scanned.

Perform the following procedures to clean the scanner surface and the ADF unit. Gently wipe locations described herein. Do not rub too hard.

Warning

- Before cleaning the scanner, turn off the scanner and disconnect the scanner’s power cable and Ethernet cable, and then wait a few minutes for the glass and/or the inner ADF to cool to ambient temperature.
- Wash your hands with soap and water after cleaning the scanner.

Cleaning Materials

Have the following cleaning materials ready to clean the scanner:

- Soft, dry, lint-free cloth (or a cotton swab)
- Non-abrasive cleaner—Isopropyl alcohol (95%). DO NOT use water.

Attention

- Alternatively you can use glass cleaner or neutral detergent for windows cleaning to clean the scanner glass.
- However, DO NOT use either of them to clean the ADF feed roller or pad module.
- Use of other cleaning materials could damage your scanner.
Cleaning the ADF

After using the scanner for a long period of time, the rollers and glass inside the scanner may become contaminated with ink, toner particles or paper dust. It is necessary to perform routine cleaning to ensure the optimum image quality and performance.

**Tip!** If documents do not feed easily, if several documents feed at the same time or if streaks appear on the scanned images, it is time to clean your scanner.

1. Open the panel unit by pulling the lever.

![Panel unit open lever](image)

**Clean Feed Roller**

2. Wipe the Feed Roller from side to side and then rotate it. Repeat this until the entire surface is cleaned.

![Clean Feed Roller](image)

**Clean Pad Module**

3. Wipe the Pad Module from top to bottom (in the direction of arrow shown in below picture). Be careful not to damage the pick springs of the pad.

![Clean Pad Module](image)
Cleaning The Glass

4. Wet a clean cloth with some isopropyl alcohol. (95%)

5. Wipe the glass and the white area as illustrated below to rid the dust or dirt.

Attention: Do not spray cleaner directly onto the scanner glass. Excess liquid residue may fog or damage the scanner.

6. Wait for cleaned areas to dry completely.

7. Close the panel unit by pushing it back down until it snaps back into place.
Replacing the Pad Module

As a guideline, it is recommended to replace the pad module every 50000 sheets of scans (A4, 70 g/m² or 18 lb.), and it is recommended to replace the feed roller every 300000 sheets of scans (A4, 70 g/m² or 18 lb.).

Disassembling Procedure

1. Open the panel unit by pulling the panel unit open lever.

2. Remove the pad module by pinching both sides of the pad module and pull it out.

3. Install the new pad module by inserting the tabs on the module onto their slots on the scanner.
4. Close the panel unit by pushing it back down until it snaps back into place.

**Replacing The Feed Roller**

1. Open the panel unit by pulling the panel unit open lever.

2. Remove the paper chute by pinching both sides of the handles on the paper chute to remove it.
3. Remove the feed roller by pinching both sides of the feed roller and pull it out.

4. Install the new feed roller by aligning and inserting the feed roller onto the roller pitman on the scanner.
5. Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner.

6. Close the panel unit by pushing it back down until it snaps back into place.
## Specifications

<table>
<thead>
<tr>
<th>Description</th>
<th>Raven Scanner Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanner Type</td>
<td>ADF (Automatic Document Feeder), Duplex scanning</td>
</tr>
<tr>
<td>Image Sensor Technology</td>
<td>Color Contact Image Sensor (CIS) x 2 (front x 1, back x 1)</td>
</tr>
<tr>
<td>Light Source</td>
<td>LED</td>
</tr>
<tr>
<td>Optical Resolution (dpi)</td>
<td>600</td>
</tr>
<tr>
<td>Document Feeder Capacity</td>
<td>Maximum 50 sheets (70 g/m² or 18 lb)</td>
</tr>
<tr>
<td>Document Feeder Paper Sizes</td>
<td>Maximum : 9.6 x 14 in.</td>
</tr>
<tr>
<td></td>
<td>Minimum : 2 x 2 in.</td>
</tr>
<tr>
<td>Daily Scanning Capability</td>
<td>6,000 sheets</td>
</tr>
<tr>
<td>Scanning Modes</td>
<td>Color, Grayscale, Monochrome (Black &amp; White)</td>
</tr>
<tr>
<td>Scanning Speed</td>
<td>Grayscale Simplex : 30 ppm, Duplex : 60 ipm</td>
</tr>
<tr>
<td></td>
<td>Color Simplex : 10 ppm, Duplex : 20 ipm</td>
</tr>
<tr>
<td>Scanner Size</td>
<td>12.53 x 6.69 x 7.45 in.</td>
</tr>
<tr>
<td>Scanner Weight</td>
<td>6.17 lbs.</td>
</tr>
<tr>
<td>Touch Screen</td>
<td>7 in. LCD</td>
</tr>
<tr>
<td>USB Flash Drive Port</td>
<td>USB 2.0 (compatible with USB 3.0)</td>
</tr>
<tr>
<td>Internet Connectivity</td>
<td>RJ-45 Ethernet 10/100/1000 Mb or Wi-Fi</td>
</tr>
<tr>
<td>Wi-Fi Standard</td>
<td>IEEE 802.11 b/g/n standards compliant</td>
</tr>
<tr>
<td>Wi-Fi Communication Mode</td>
<td>1T1R Mode</td>
</tr>
<tr>
<td>Wi-Fi Frequency Range</td>
<td>2.412 ~ 2.472GHz (subject to local regulations)</td>
</tr>
<tr>
<td>Wi-Fi Security</td>
<td>WEP 64/128, TKIP, WPA, WPA2 mixed, 802.1x and 802.11i</td>
</tr>
<tr>
<td>Roller Lifetime (scans)</td>
<td>300,000</td>
</tr>
<tr>
<td>Pad Lifetime (scans)</td>
<td>70,000</td>
</tr>
<tr>
<td>Power Requirement</td>
<td>100-240V ~ 50-60Hz, 1.5A Max</td>
</tr>
<tr>
<td>Power Source</td>
<td>24Vdc, 1.67A</td>
</tr>
<tr>
<td>Power Consumption</td>
<td>Operation &lt; 30 W, Ready &lt; 9 W, Sleep &lt; 5.2 W, Off &lt; 0.3 W</td>
</tr>
<tr>
<td>Operating Environment</td>
<td>Temperature (41°F~95°F)</td>
</tr>
</tbody>
</table>

**Included Items:** Raven Scanner Plus, AC Cable, AC Adaptor

For more Raven Scanner information, visit our website at: [https://www.raven.com/](https://www.raven.com/)

**Safety Precautions**

- Be sure to carefully read all safety precautions prior to using this product and use this device as instructed.
- Do not place this device in wet, moist, steamy, dusty or oily areas. Using this product under such conditions may result in electrical shock, fire or damage to this product.

Specifications are subject to change without notice.
Technical Support

Raven
5821 Southwest Freeway
Suite 600
Houston, Texas 77057

1-800-713-9009

support@raven.com

www.Raven.com