



VF3120 / VF3240

SOFTWARE USER MANUAL FOR MAC

V2.0

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About This Manual

Thank you for purchasing the VIISAN A3 Flatbed Scanner.

This manual provides the information you need to set up, connect, and use the VIISAN flatbed scanner on macOS. Please read this manual carefully before using the scanner to ensure proper installation and operation.

On macOS, the scanner supports two scanning methods. You can scan photos or documents using the macOS built-in Image Capture application with the supplied ICA driver, or use the Event Utility for quick-button scanning operation.

The Image Capture application allows you to perform basic scanning directly from macOS, including selecting the scanner, choosing scan settings, and saving scanned images to your computer.

The Event Utility allows you to assign scanner buttons to predefined scan destinations for faster one-touch scanning, such as scanning to a folder, PDF, email, or printer.

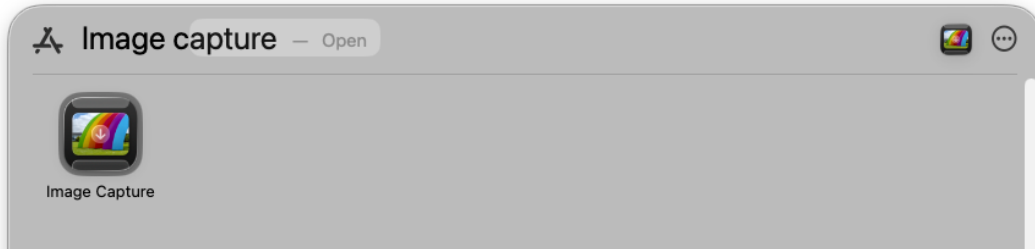
This manual explains how to install the required driver, connect the scanner to your Mac, use Image Capture, configure the Event Utility, and adjust the available scan settings.

If you have any questions or need technical assistance, please contact VIISAN Support at info@viisan.com.

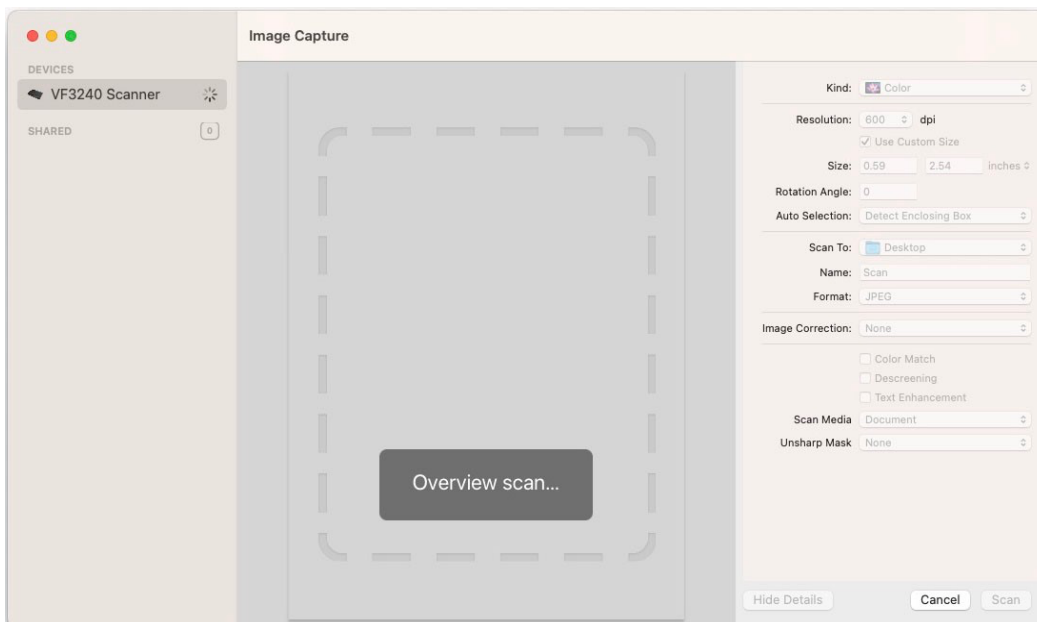
Using Image Capture on Mac

Before using Image Capture on your Mac, make sure you have installed the scanner ICA driver.

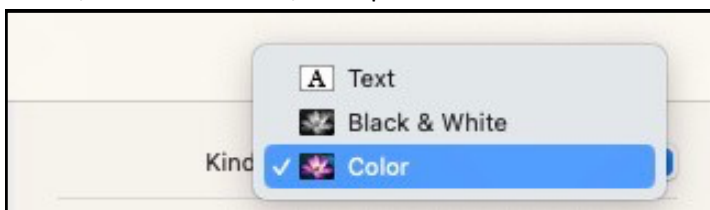
1. To open **Image Capture** on Mac, click the **Launchpad** icon from the **Dock** at the bottom of your screen. From here, locate the **Image Capture** app and press it to open it.



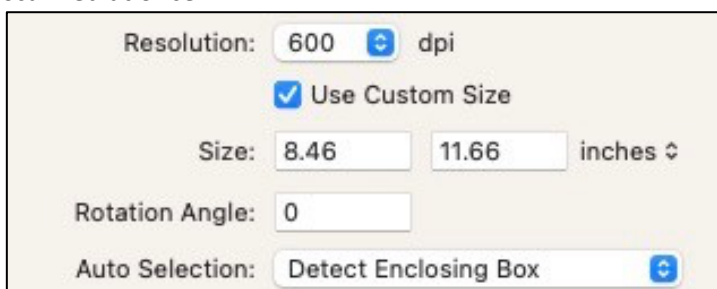
2. When starting Image Capture, your Mac will automatically perform a preview with the scanner you connected.



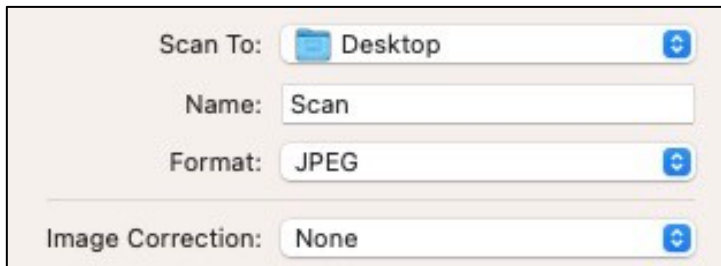
3. If you click **Show Details**, a side menu will appear on the right. You can select whether to scan in **Color**, **black & white**, or a special **text** mode from the **Kind** drop-down menu.



4. Underneath the **Kind** menu are options that allow you to select the scan resolution (in dots per inch), size, rotation, and whether Image Capture should auto-detect if multiple, separate objects are being scanned at once.



5. You can choose where to save your scanned files underneath the scan resolution section. You can also choose the image file format under the **Format** drop-down menu, with **JPEG** as the default. Give your scanned document a name under the **Name** box. If you require the image to undergo any kind of image correction, select **Manual** from the drop-down menu, otherwise leave the setting as **None**.



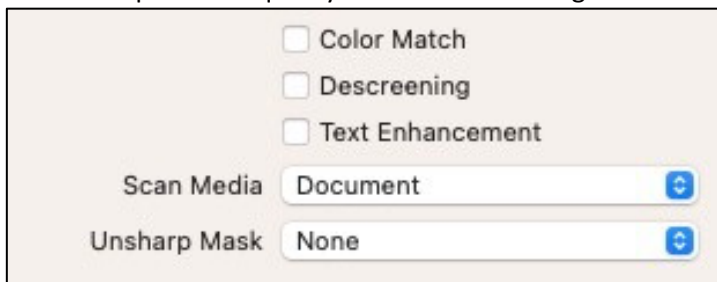
Scan To: Desktop

Name: Scan

Format: JPEG

Image Correction: None

6. Additional color and image enhancements are available. You can choose the best option based on your actual scan media or enable features such as Color Match, Descreening, Text Enhance, and Unsharp Mask to improve the quality of the scanned images further.



Color Match

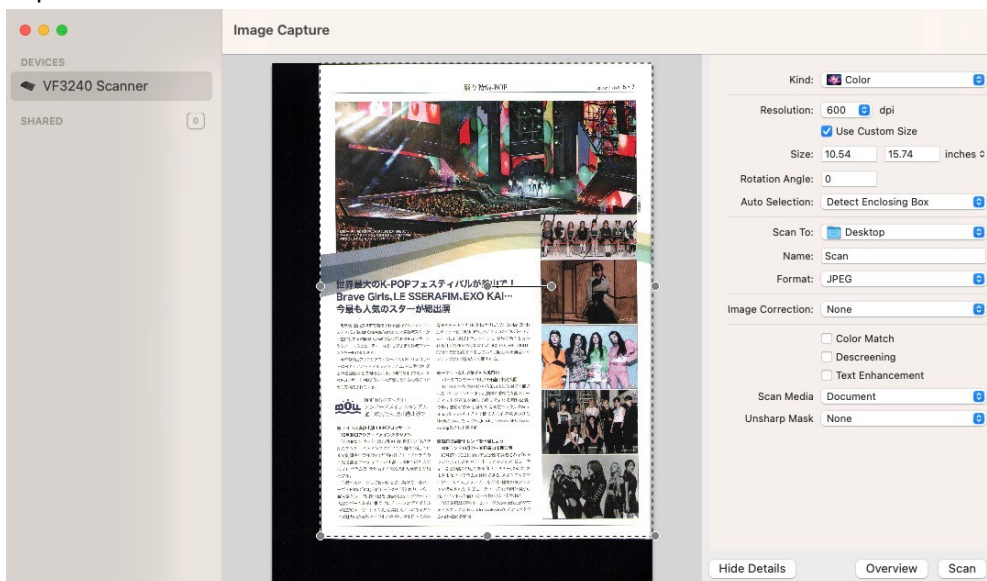
Descreening

Text Enhancement

Scan Media: Document

Unsharp Mask: None

7. When you launch the Image Capture on Mac, it will attempt to perform a quick preview scan to allow you to see a preview of what your device can see. The preview is shown in the center of the Image Capture screen.

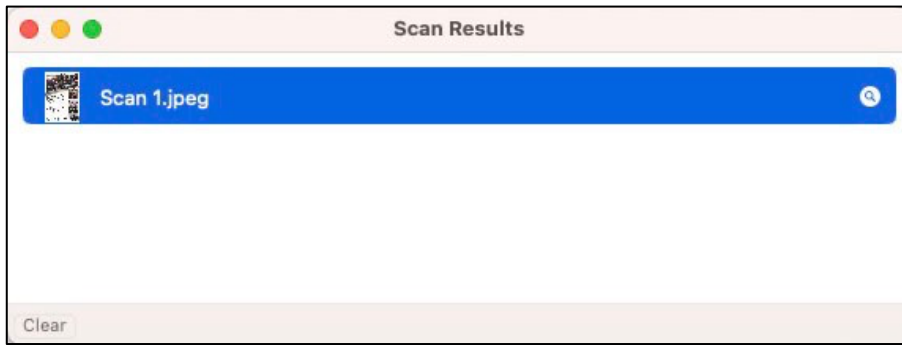


8. If you're happy with the scan preview, and once you've made the necessary changes to your scan settings, press the **Scan** button to begin the thorough scan of your document or image.



9. The scan process will take some time, depending on the scan resolution you've chosen. Once the scan process has been completed, your scanned image will be saved in the location you specified, with the name you selected (or with the default **Scan** name, if left unchanged). You can also quickly view a list of your scanned documents and images

in the **Scan Result** box.



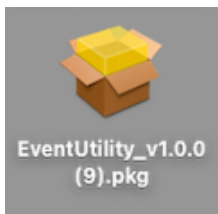
10. You can repeat the Image Capture scanning process for multiple pages or documents using your chosen settings, or change the settings for each page you scan. The scan process will be the same—your images will be saved in the chosen folder, accessible using the **Finder** app, once the device has finished scanning.


Using Event Utility on Mac for Quick Scanning

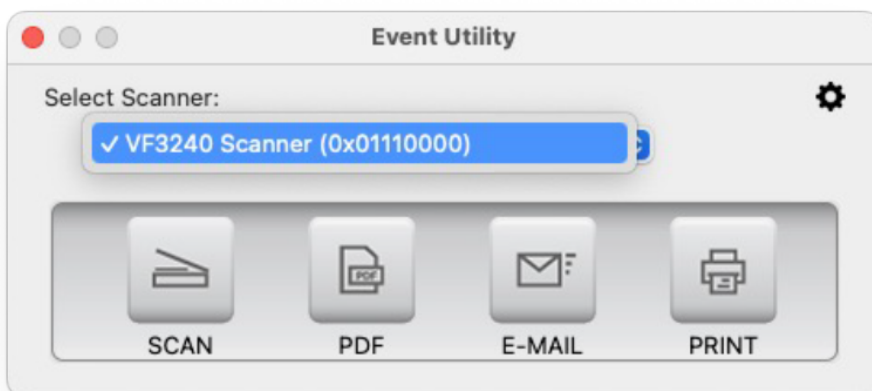
The Event Utility is a quick-button scanning tool that allows you to scan directly to a selected destination, such as Folder, PDF, Email, or Print, using the scanner buttons.

1. Download the Event Utility package from <https://www.viisan.com/en/download/type2.html> and follow the on-screen instructions to install it on your Mac.

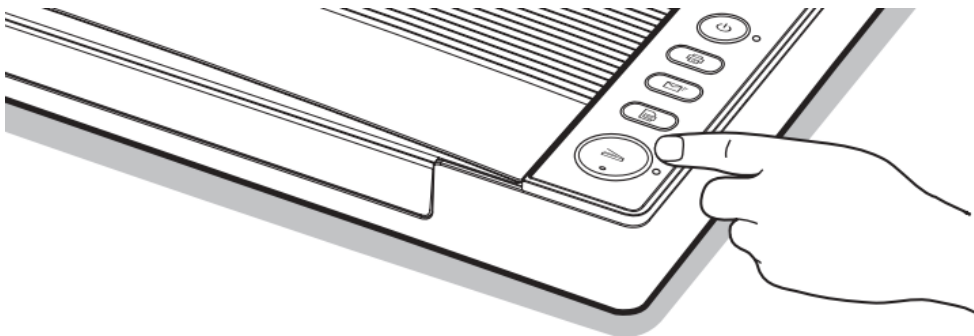
Note: After the installation is completed, the system may require you to restart your Mac. Once the Mac restarts, the Event Utility will launch automatically and run in the status bar.



2. Click the **Event Utility**  icon in the **status bar** to open the Event Utility panel.
3. From the drop-down list, select your scanner. Then click a function button in the Event Utility panel to start scanning using the previously configured destination and settings.







4. Alternatively, press the Scan To button on the scanner to start scanning to the selected destination.



Button Functions

The Event Utility provides four quick Scan To buttons for one-touch scanning. Each button can be assigned to a different scan destination, allowing you to quickly scan to a folder, PDF, email, or printer without opening the full scanning software.

Button	Functions
	Scan directly to a selected folder.
	Scan directly to PDF.
	Scan directly to email as an attachment. Note: Please set up your email account first.
	Scan directly to your printer to make copies.

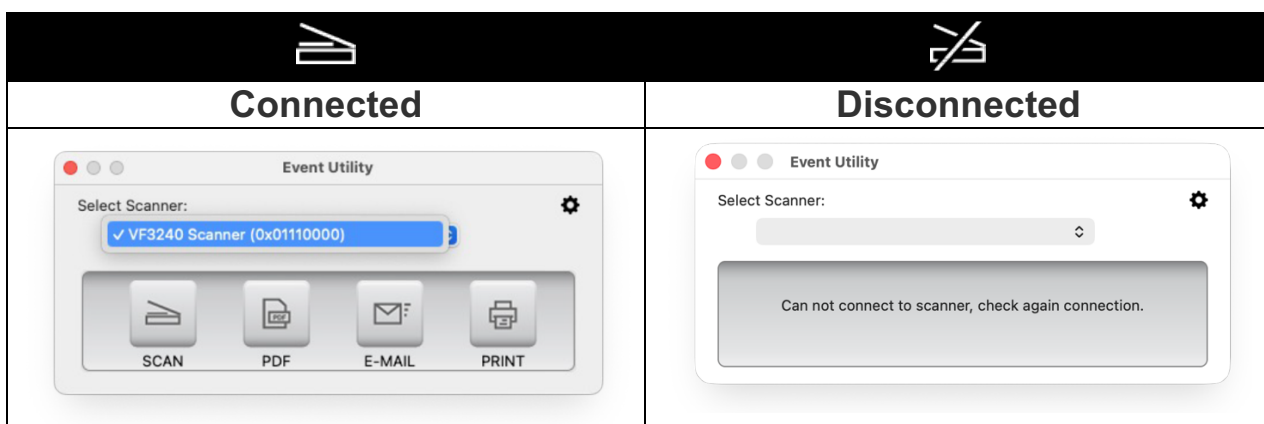
Scanner Connection Status

Connected:


When the scanner is connected, the scanner model will appear in the Select Scanner list, and the Scan To buttons will be available.

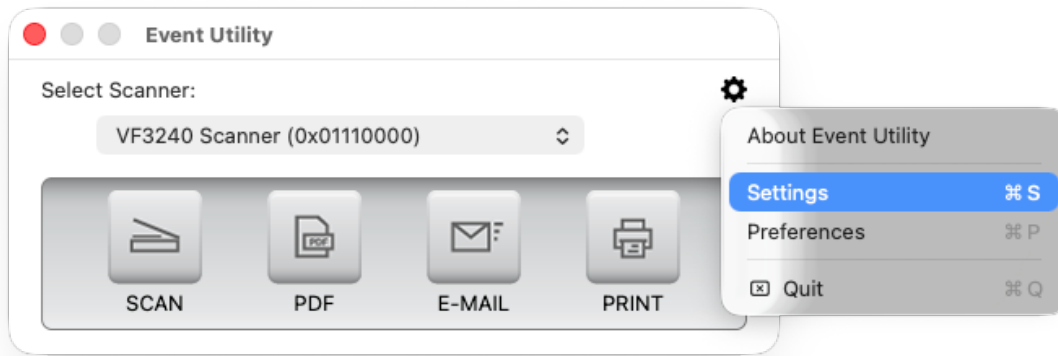
Disconnected:

When the scanner is disconnected, the Event Utility will display a connection message. Please check the USB cable and make sure the scanner is powered on and properly connected.



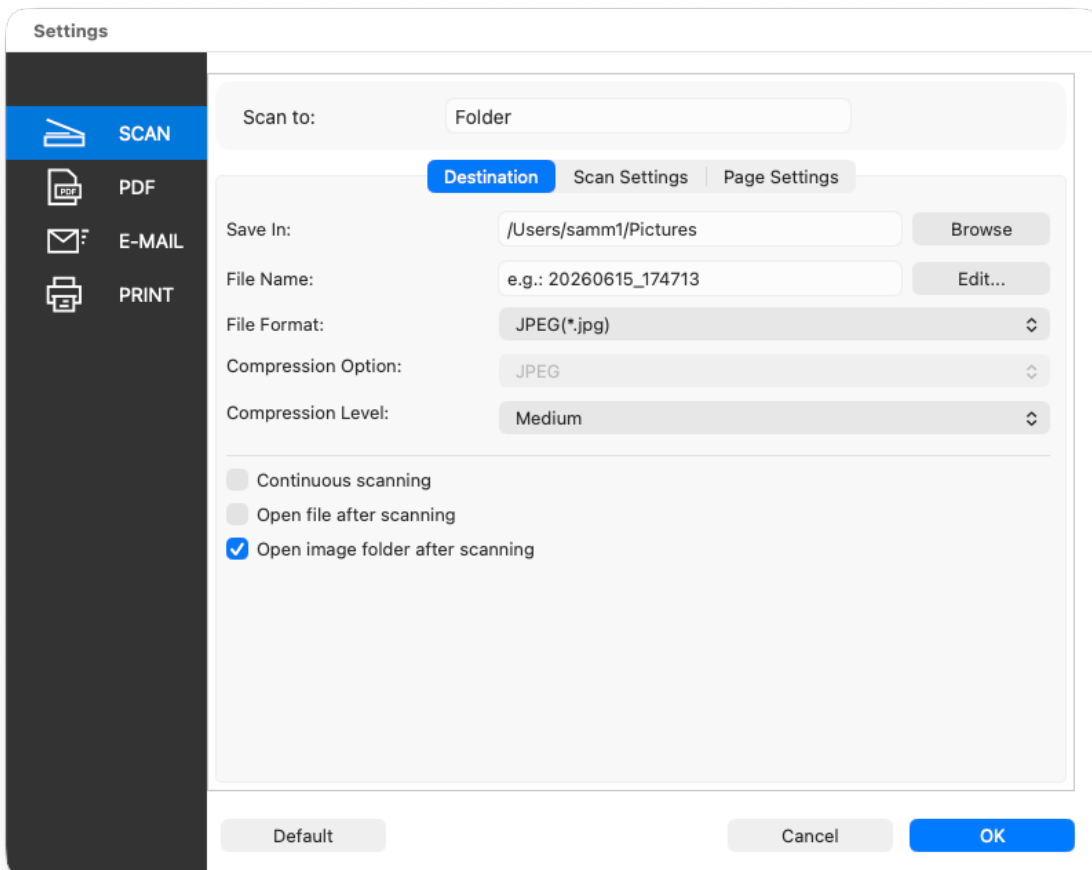
Settings

1. Click the **Settings**  icon in the upper-right corner of the **Event Utility** panel to open the settings dialog box.
2. Select a **Scan To** function from the left toolbar to assign it to the **Scan To** button.
3. Click **OK** to apply the changes and close the settings menu, or click **Cancel** to exit without saving any changes.



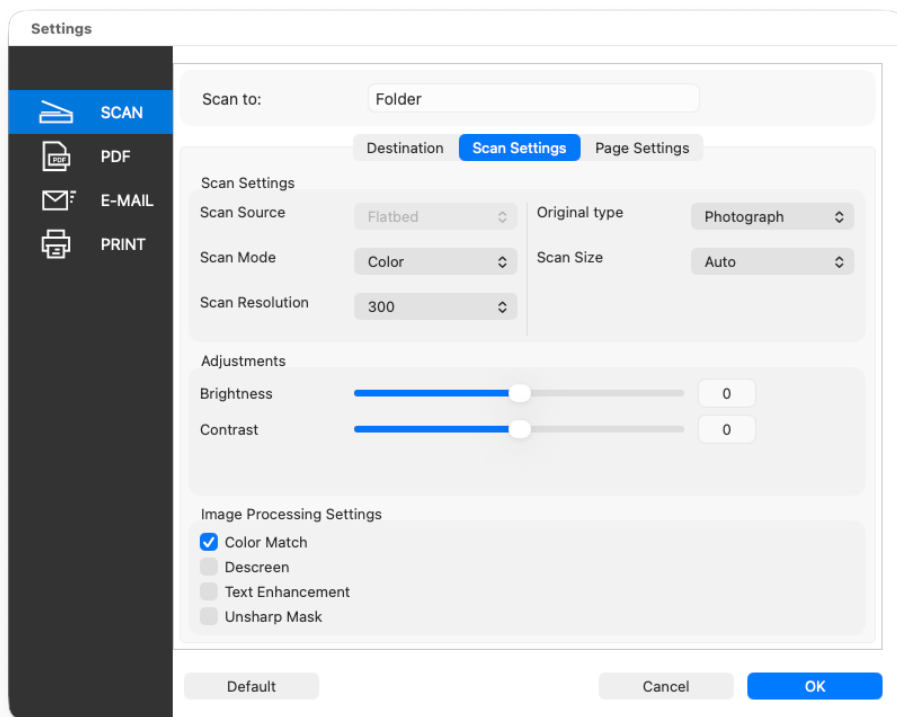
Destination Settings

In the Destination tab, you can choose where to save the scanned files, set the file name, select the file format, and adjust the compression settings. You can also enable continuous scanning or choose whether to open the scanned file or destination folder after scanning.



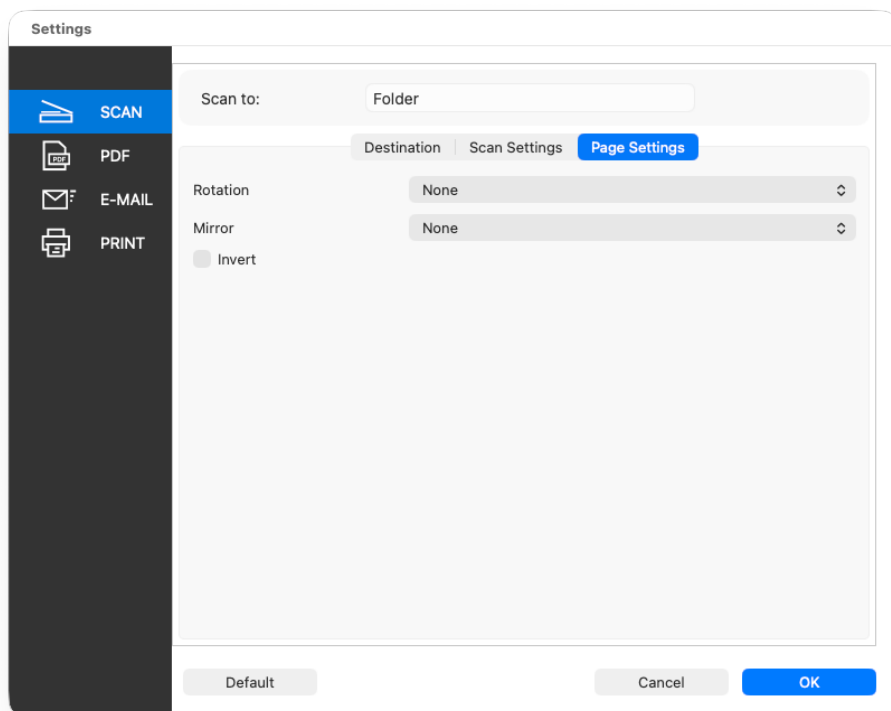
Scan Settings

In the Scan Settings tab, you can set the scan mode, resolution, original type, and scan size. You can also adjust brightness and contrast, or enable image processing options to improve the scanned image quality.



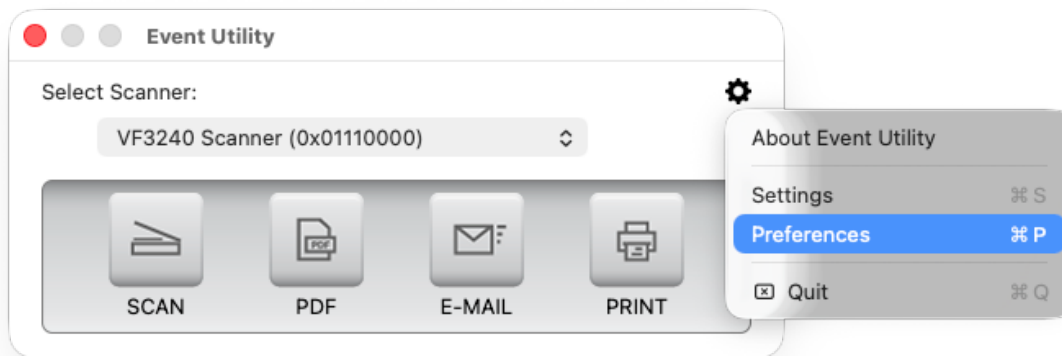
Page Settings

In the Page Settings tab, you can adjust the scanned image by setting rotation, mirror, or invert options. These settings help correct the image direction or apply special image effects before scanning.



Preferences Settings

The Preferences window allows you to adjust the basic behavior of the Event Utility.



Show Tooltips:

Enable this option to display helpful tips when moving the cursor over buttons or settings.

Enable Direct Scan:

Enable this option to start scanning automatically when the scanner lid is closed. You can select which Scan To function will be applied from the Apply with list.

Apply with:

Select the scanner button to be used for Direct Scan. This option is available only when Enable Direct Scan is turned on.

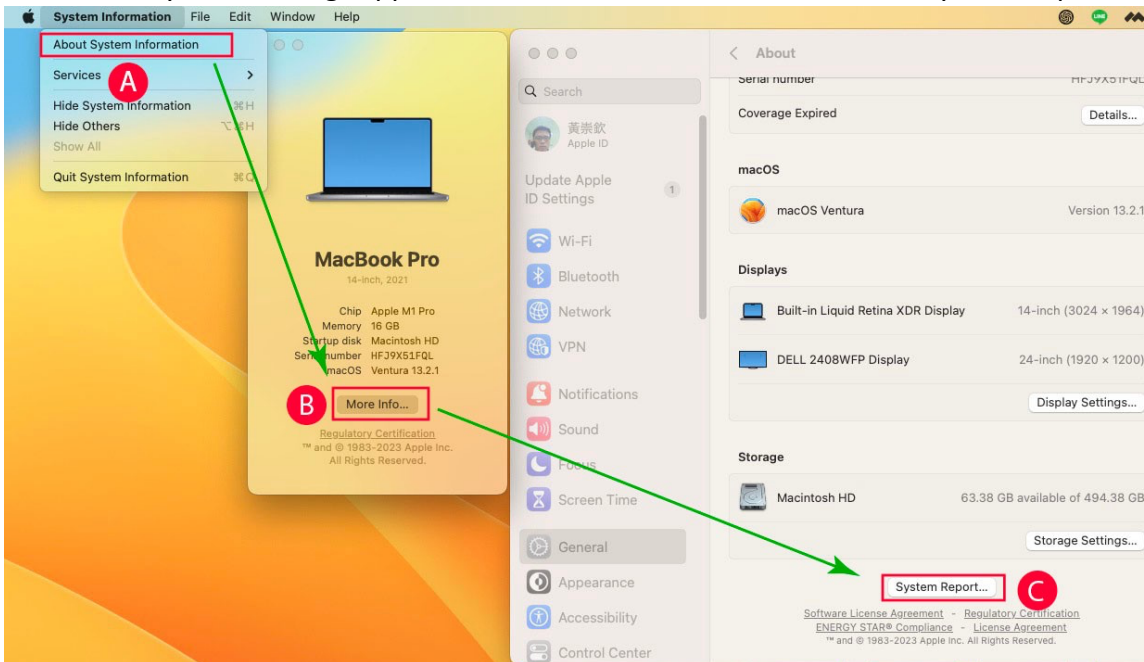
Power Saving:

When this option is enabled, the scanner will automatically power off after 15 minutes of inactivity to reduce power consumption.

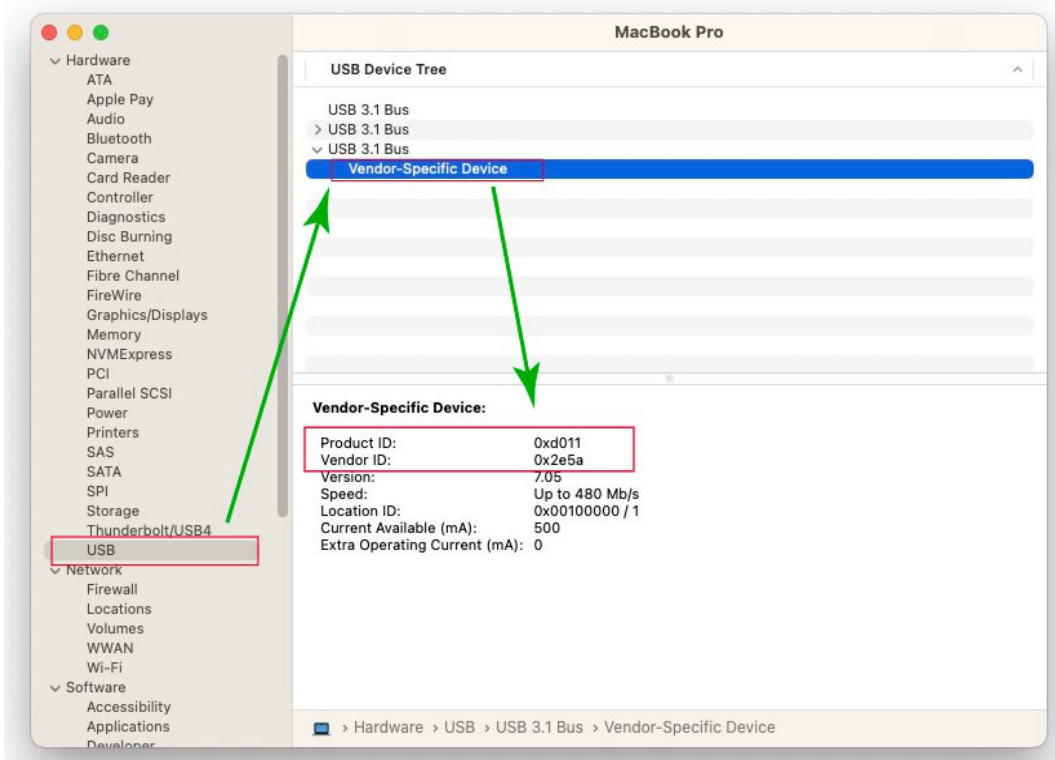
Troubleshooting

If your scanner cannot connect properly on macOS, please follow the steps below to check the ICA driver installation.

1. Firstly, make sure you have connected the supplied USB cable to your Mac and turn on the power.
2. Secondly, make sure your Mac has recognized the scanner.
 - A. Click the Apple logo in the top-left corner, then choose About This Mac.
 - B. Click More Info on the pop-up window which shows the basic details about your Mac.
 - C. On the System Settings app, scroll down to the bottom and choose System Report.

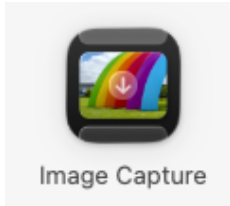


3. In the System Information screen that comes up, click "USB" on the left-hand bar under Hardware at the very bottom. It will list all of the devices connected. **Confirm your Mac has recognized a "Vendor-Specific Device" in the USB Device Tree.**

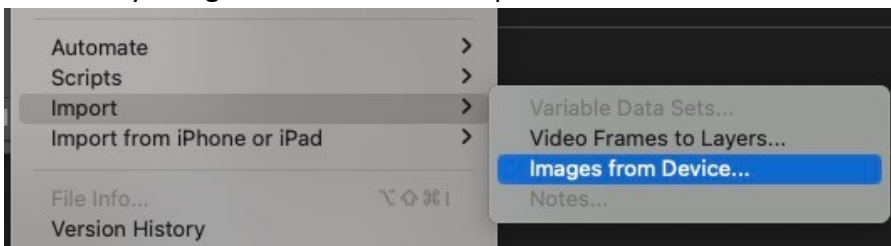


NOTE: If your Mac cannot find the 'Vendor-Specific Device with VID/PID **0xd011/0x2e5a** for the VF3240 device, it means that the scanner is not recognized in your MacOS. To resolve this issue, try connecting the scanner USB cable to another available USB port until the scanner is detected before using the scanner driver. If you are using a VF3120 scanner, the VID/PID should have appeared as **0xd012/0x2e5a**.

4. Click below link to download the latest MacOS driver of your scanner once again. If you are using VF3240 scanner, please use below download link <https://viisan.oss-us-west-1.aliyuncs.com/en/file/t91/VF3240%20Mac%20ICA%20v2.1.4.zip>
If you are using VF3120 scanner, please use below download link https://img.viisan.com/en/file/t91/VF3120%20Scanner%20Setup_v2.1.3.zip
5. Once driver download, please reinstall again the complete scanner driver and application.
6. When the Mac ICA driver installation is complete, launch Image Capture app to start a scanning.





7. If the scanner still can't be found by using the Image Capture app, please try to import the scanner by using the Adobe Photoshop.



NOTE: If you've tried the above points and it still doesn't work, it may be a USB signal problem. This is a common issue because MacOS doesn't have a USB Type-A port, and some users using a multi-port USB hub to connect with our document scanner encounter issues.

Therefore, we suggest using a "USB Type-A to Type-C adapter" like the one shown below to connect with our scanner.

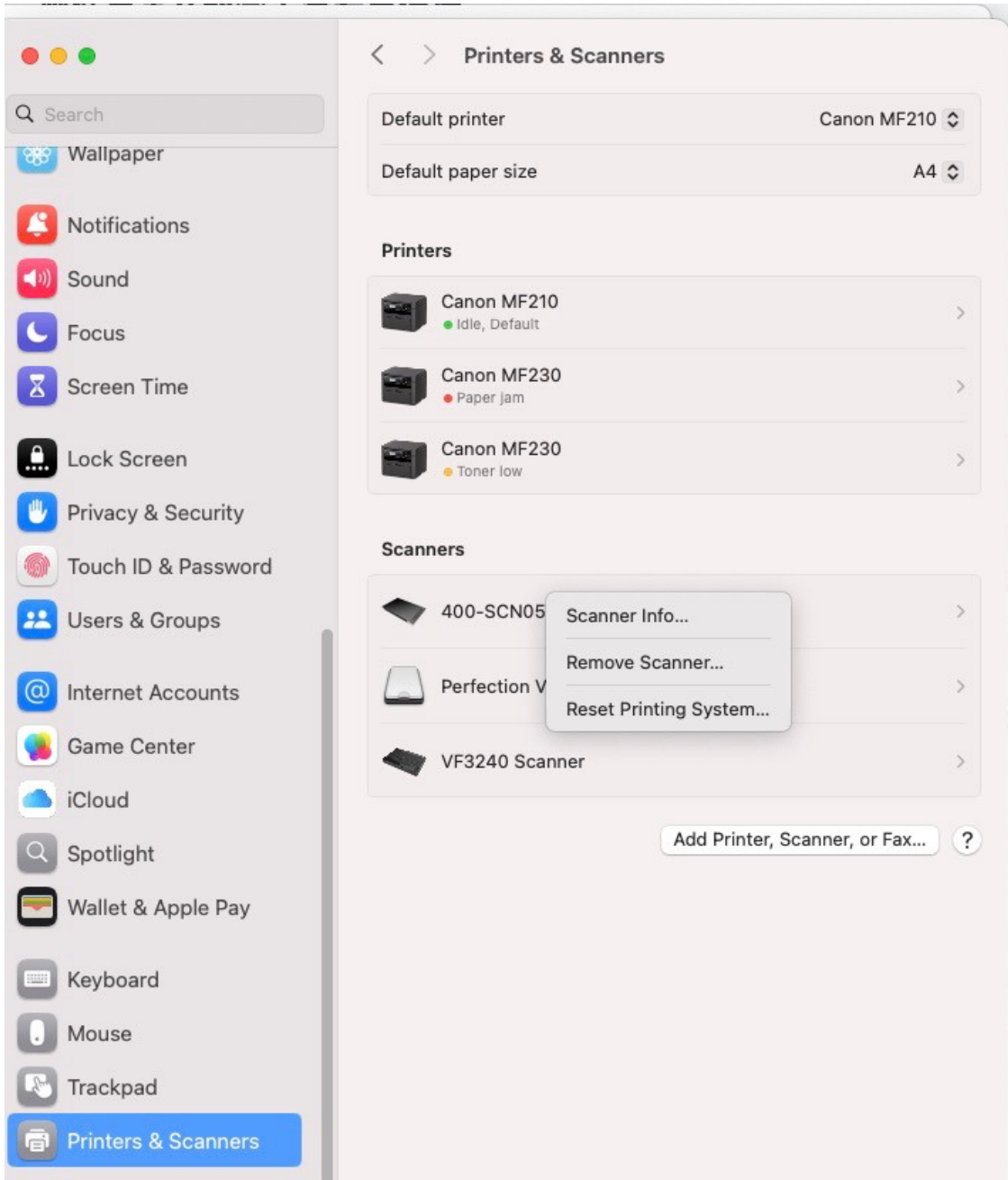
<p>✓ RECOMMENDED</p> <p>USB-A to USB-C Adapter (Single Adapter)</p> <p>Connect the adapter directly to your MacBooh's USB-C port.</p>  <p>✓ Direct connection, stable signal ✓ Fully compatible with macOS and Windows ✓ Compact and easy to carry</p>	<p>✗ NOT RECOMMENDED</p> <p>USB Hub</p> <p>Do not connect the document camera through a USB hub.</p>  <p>✗ May cause low power or unstable connection ✗ macOS may not properly recognize the device ✗ Not recommended for document camera use</p>
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Additional Troubleshooting

If the scanner is not longer connect your macOS, please try below method :

Reset the Printing System:

- In **System Preferences > Printers & Scanners**, right-click on the printer list of your scanner and select **Reset printing system**.
- This will remove all printers and scanners from your system, so only do this if other steps haven't worked.



Restart Your Mac after making changes and try using the scanner software again.