



VF3120 / VF3240

SOFTWARE USER MANUAL FOR MAC

V2.0

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Disclaimer

- The screenshots in this user manual are for reference only. The actual screens may vary depending on the macOS version, scanner driver version, and software version, but the functions remain generally the same.
- The specifications of this software and the contents of this user manual are subject to change without notice. Software features, corrections, or updates may not be reflected immediately in this manual. Please refer to the actual software interface for the most current information. Any misprints, translation errors, or inconsistencies will be corrected in future revisions.

Disposal of Waste Equipment by Users in Private Households in the European Union

- This symbol on the product or on its packaging indicates that this product must not be disposed of with other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment.

Introduction

Thank you for purchasing the VIISAN A3 Flatbed Scanner.

This manual provides the information needed to set up, connect, and use the VIISAN flatbed scanner on macOS. Read this manual 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 built-in Image Capture application with the supplied ICA driver, or use the Event Utility for quick-button scanning.

Image Capture 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 the 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.

Minimum system requirements

To ensure proper scanner performance, the following system requirements are recommended:

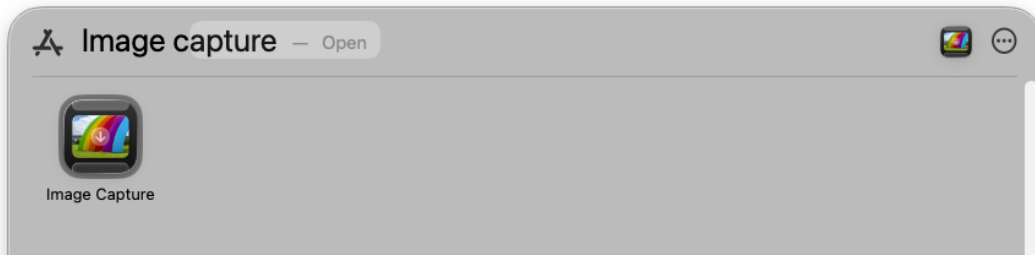
CPU	Intel® Core™ i5 or higher Recommended: Apple silicon Mac with M1 chip or later
RAM	8 GB RAM minimum; 16 GB RAM recommended.
GPU	Mac computer that supports Metal
Hard Disk	At least 1 GB of available disk space is required for installation and operation. For storing scanned images, 20 GB or more of available disk space is recommended.
Operating System	macOS 11 or later *Earlier versions of macOS are not supported.
USB	USB port

NOTE: The system requirements and compatibility can change over time, depending on the operating system and updates from macOS®.

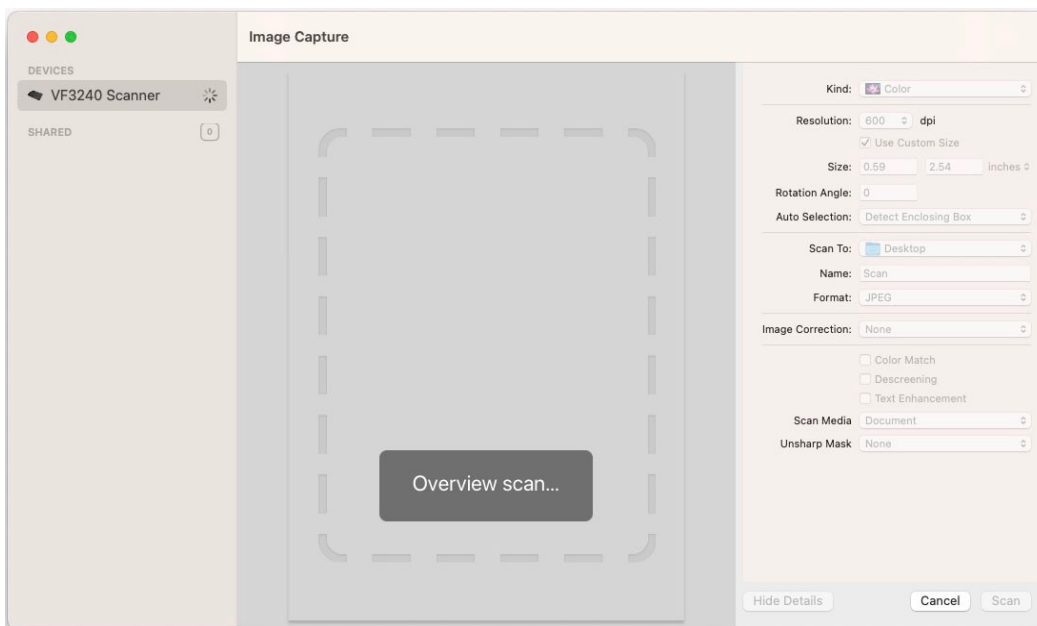
Using Image Capture on Mac

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

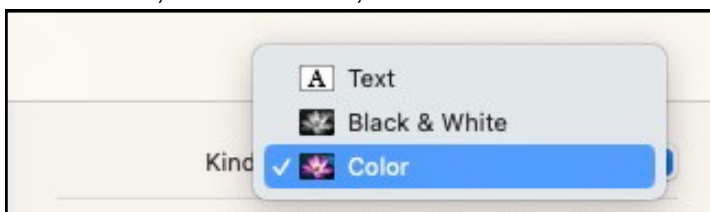
1. To open Image Capture on Mac, click the Launchpad icon in the Dock. Locate the Image Capture app, then click it to open.



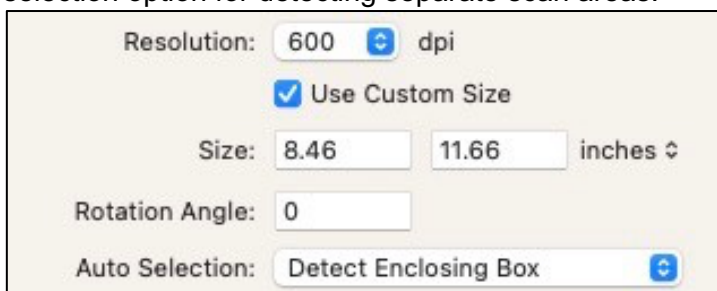
2. When Image Capture starts, your Mac will automatically perform a preview scan with the connected scanner.



3. Click Show Details to display the settings panel on the right. From the Kind drop-down menu, select Color, Black & White, or Text mode.

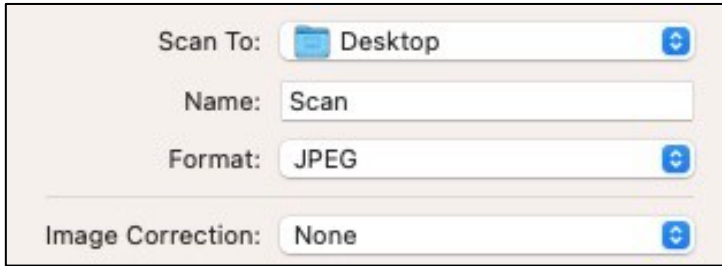


4. Below the Kind menu, you can set the scan resolution, scan size, rotation angle, and auto-selection option for detecting separate scan areas.

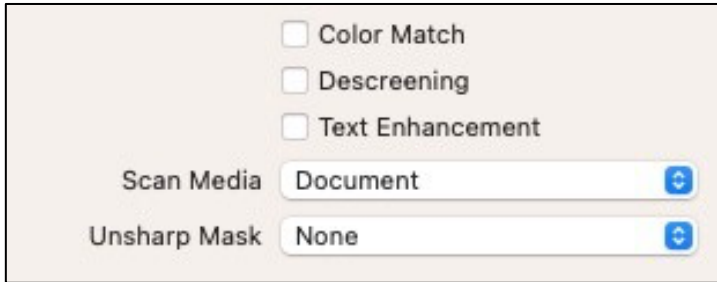


5. Choose where to save the scanned files in the Scan To field. You can also select the output file format from the Format drop-down menu, with JPEG as the default. Enter a file name in the

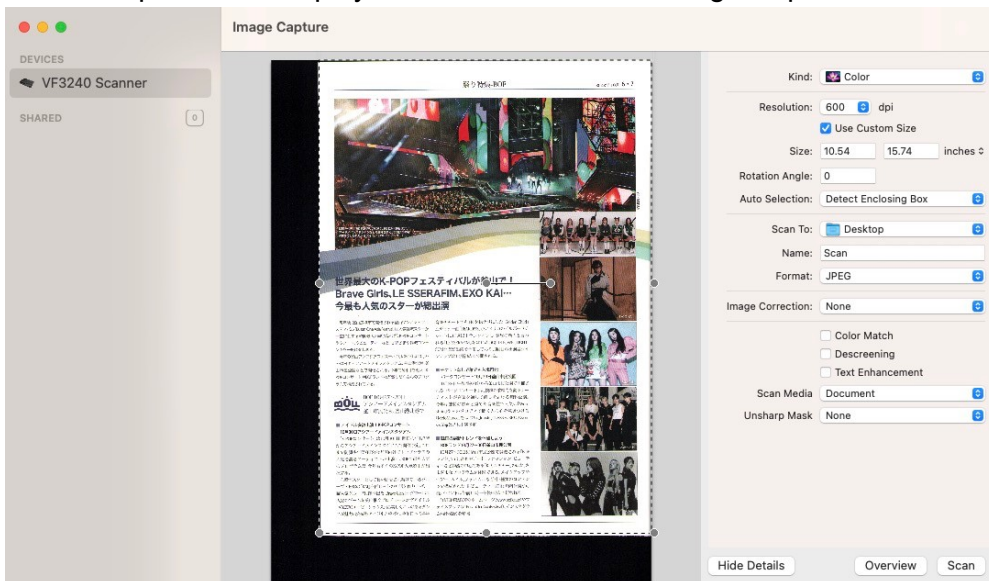
Name field. To apply image correction, select Manual from the Image Correction drop-down menu; otherwise, leave the setting as None.



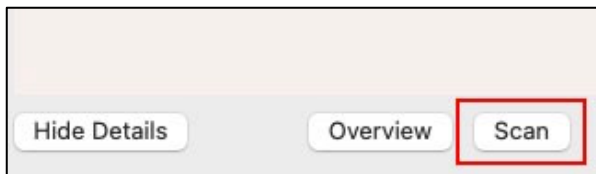
6. Additional color and image enhancement options are available. Select the appropriate options based on the original material, or enable features such as Color Match, Descreening, Text Enhancement, and Unsharp Mask to improve scanned image quality.



7. When Image Capture launches, it performs a quick preview scan so you can check the scan area. The preview is displayed in the center of the Image Capture window.



8. After confirming the preview and adjusting the scan settings as needed, click the Scan button to start scanning your document or image.



9. The scanning time depends on the selected resolution. When scanning is complete, the scanned image will be saved to the specified location with the file name you selected, or with the default Scan name if unchanged. You can also view the scanned files in the Scan Result box.
10. You can repeat the Image Capture scanning process for multiple pages or documents using the same settings, or adjust the settings for each scan. After scanning is complete, the files will be saved in the selected folder and can be accessed in Finder.

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>.

Then follow the on-screen instructions to install it on your Mac.

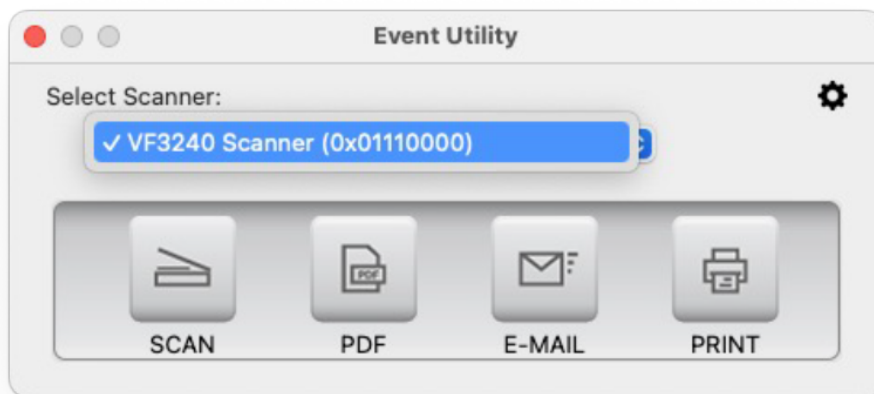
Note: After installation is complete, you may be prompted to restart your Mac. After restart, the Event Utility will launch automatically and remain available in the status bar.



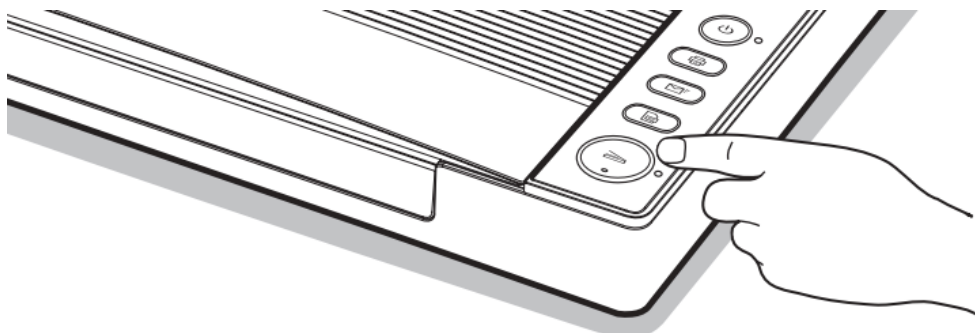
2. Click the **Event Utility**  icon in the **status bar** to open the Event Utility panel.



3. From the drop-down list, select your scanner. Then click a function button in the Event Utility panel to start scanning with the configured destination and scan settings.







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



Button Functions

The Event Utility provides four Scan To buttons for one-touch scanning. Each button can be assigned to a different destination, allowing you to 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.

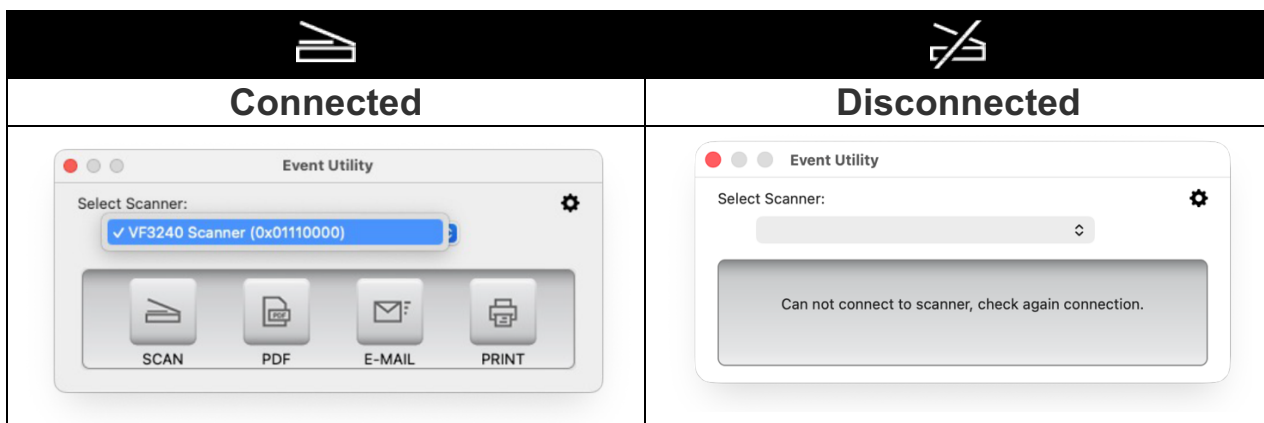
Scanner Connection Status

Connected:


When the scanner is connected, the scanner model appears in the Select Scanner list, and the Scan To buttons are available.

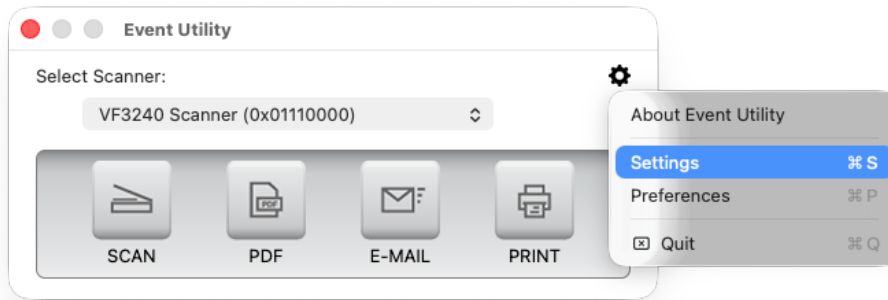
Disconnected:

When the scanner is disconnected, the Event Utility displays a connection message. Check the USB cable and make sure the scanner is powered on and properly connected.



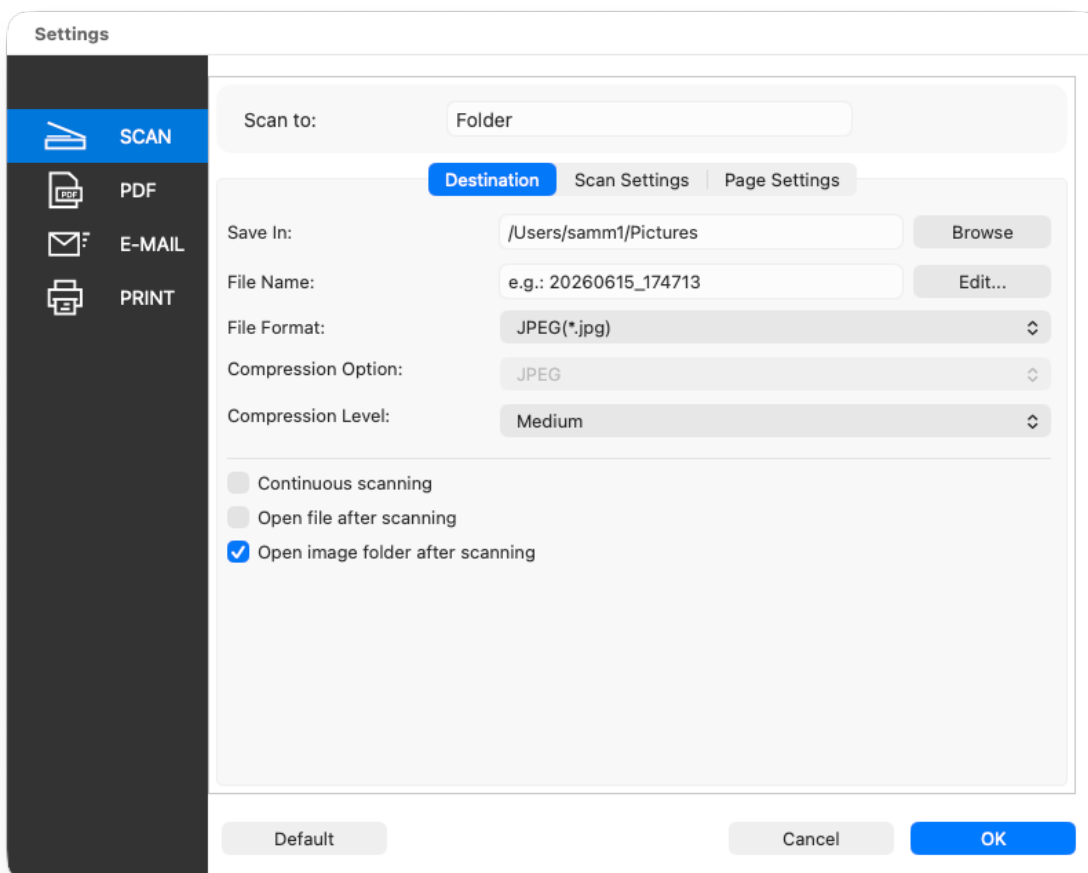
Settings

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, then configure the preferred scan settings for the selected Scan To button.
3. Click OK to apply the changes and close the Settings dialog box, or click Cancel to exit without saving changes.



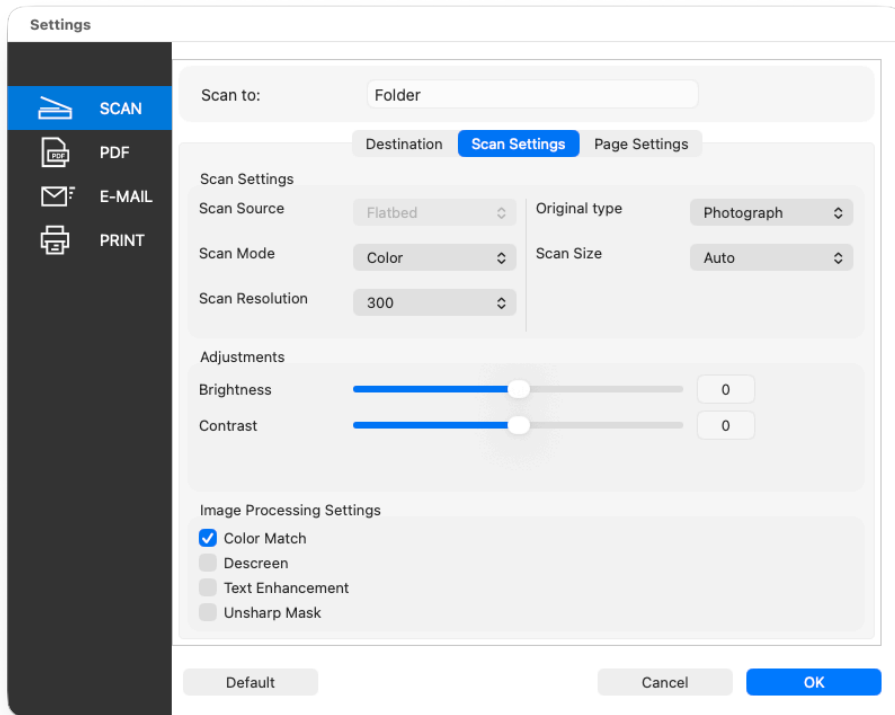
Destination Settings

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 and choose whether to open the scanned file or destination folder after scanning.



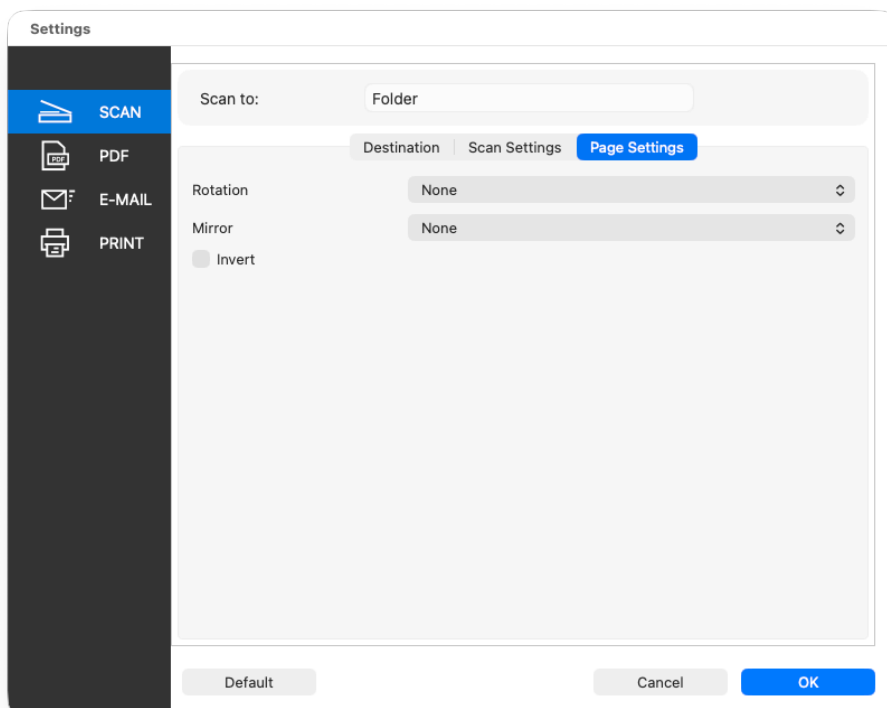
Scan Settings

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 scanned image quality.



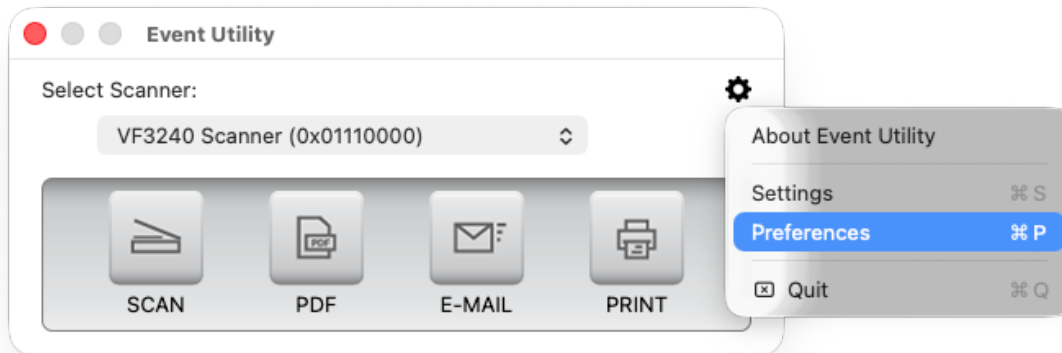
Page Settings

In the Page Settings tab, you can adjust the scanned image using the Rotation, Mirror, and Invert options. These settings help correct image orientation 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:

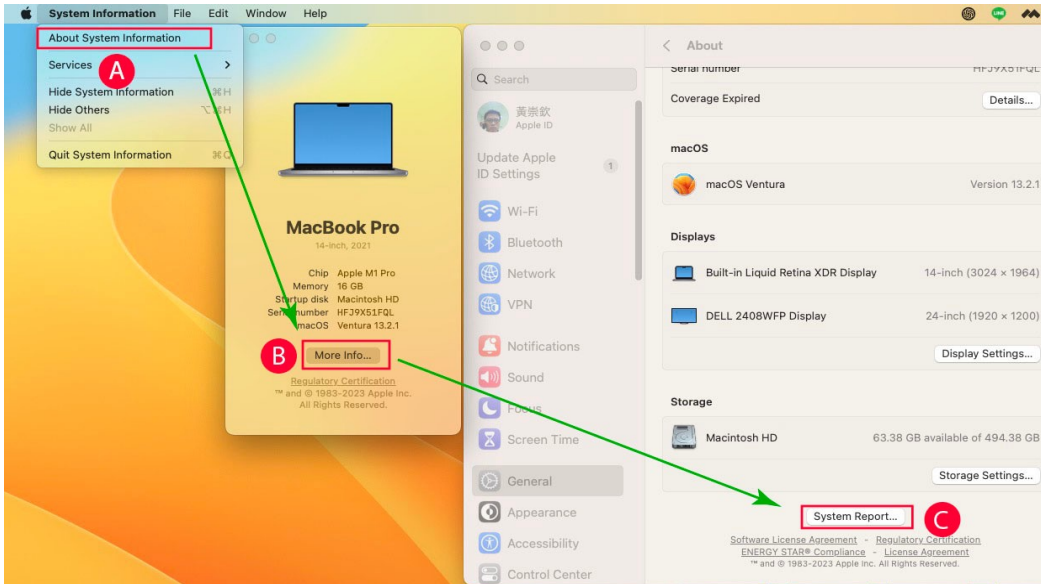
When this option is enabled, the scanner will automatically power off after 15 minutes of inactivity to reduce power consumption.

Troubleshooting

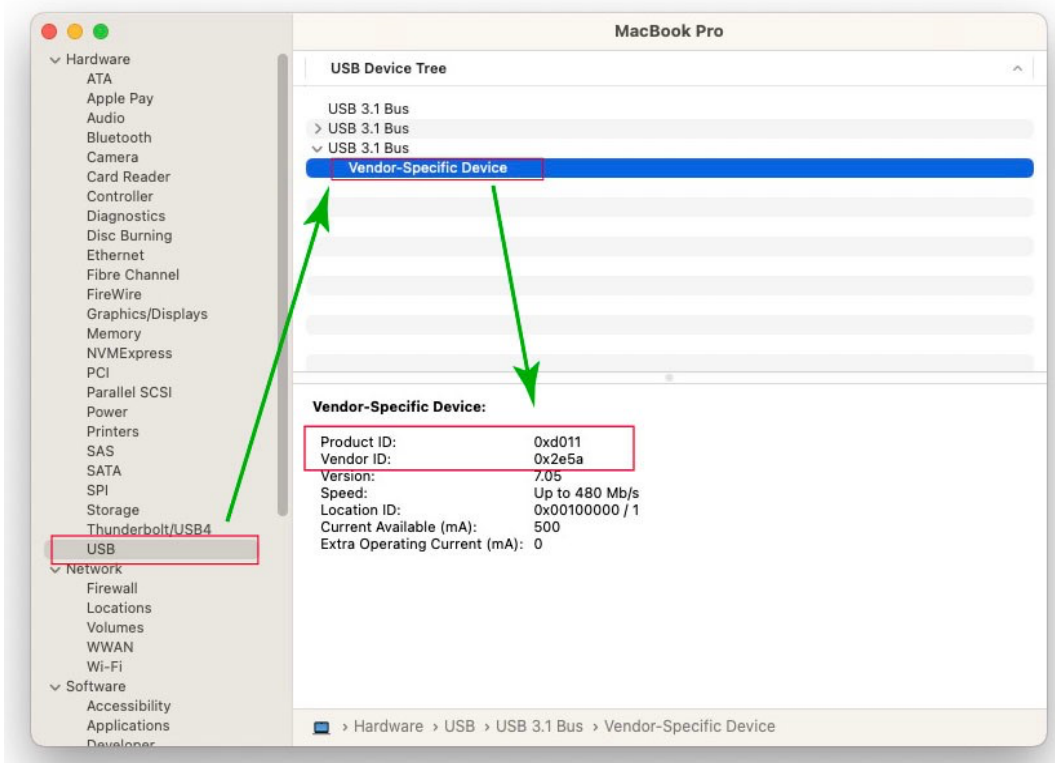
Q: The scanner cannot connect properly on macOS. How can I check the ICA driver installation?

A:

1. First, make sure the supplied USB cable is connected to your Mac and the scanner is powered on.
2. Next, check whether your Mac recognizes the scanner.
 - A. Click the Apple logo in the top-left corner, then choose About This Mac.
 - B. Click More Info in the pop-up window that shows the basic details about your Mac.
 - C. In System Settings, scroll to the bottom and choose System Report.



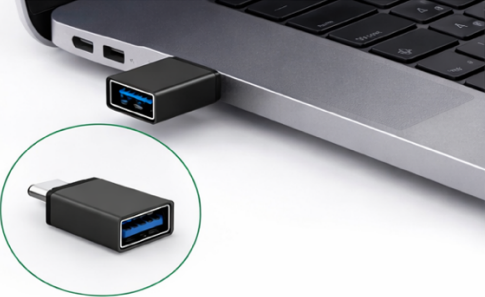

3. In the System Information window, click USB in the left sidebar under Hardware. The connected USB devices will be listed. Confirm that your Mac recognizes a “Vendor-Specific Device” in the USB Device Tree.



NOTE: If your Mac cannot find the Vendor-Specific Device with VID/PID 0xd011/0x2e5a for the VF3240, the scanner is not recognized by macOS. To resolve this issue, connect the scanner USB cable to another available USB port until the scanner is detected before using the scanner driver. If you are using the VF3120, the VID/PID should appear as 0xd012/0x2e5a.

NOTE: If you have tried the steps above and the scanner does not work, it may be due to a USB signal issue. This can occur when using a multi-port USB hub to connect the scanner to a Mac without a built-in USB Type-A port.

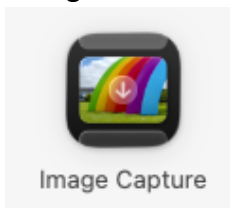
Therefore, we recommend using a USB Type-A to USB-C adapter, like the one shown below, to connect the scanner directly to your Mac.

<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>  <ul style="list-style-type: none">✓ Direct connection, stable signal✓ Fully compatible with macOS and Windows✓ Compact and easy to carry	<p>✗ NOT RECOMMENDED</p> <p>USB Hub</p> <p>Do not connect the document camera through a USB hub.</p>  <ul style="list-style-type: none">✗ May cause low power or unstable connection✗ macOS may not properly recognize the device✗ Not recommended for document camera use
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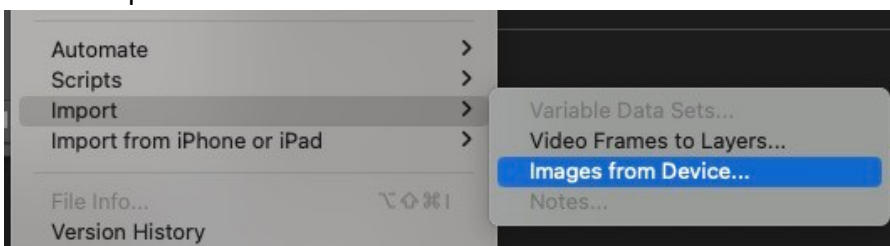
Q: Why does Image Capture not work?

A:

1. Download and reinstall the latest macOS driver for your scanner. Use the appropriate download link for your model: <https://www.viisan.com/en/download/type2.html>
2. After the driver is downloaded, reinstall the complete scanner driver and application package.
3. After the macOS ICA driver installation is complete, launch the Image Capture app and start scanning.



4. If the scanner cannot be found in Image Capture, try importing from the scanner using Adobe Photoshop.

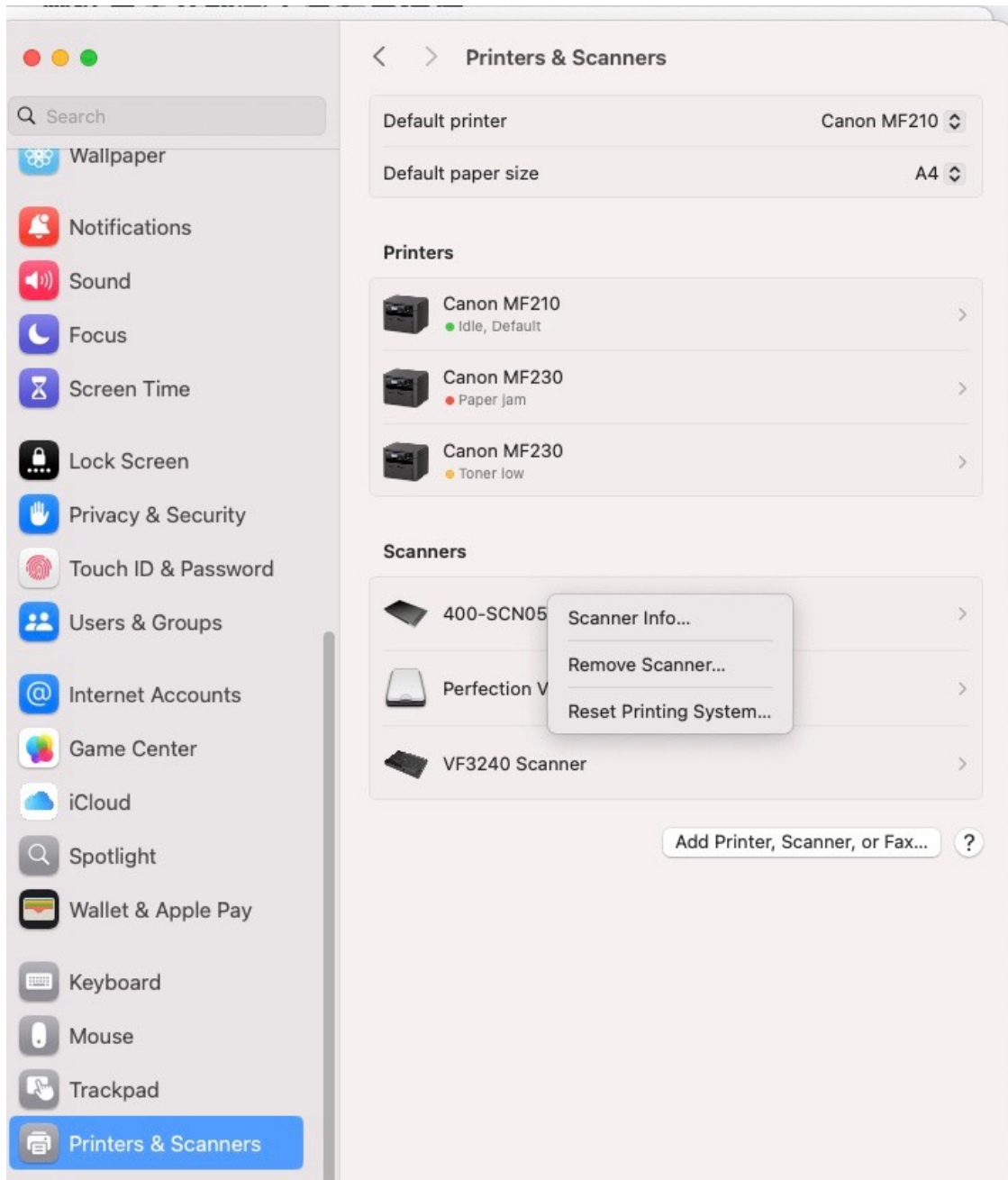


Additional Troubleshooting

If the scanner is no longer connected to macOS, try the method below:

Reset the Printing System:

- In System Preferences > Printers & Scanners, right-click the scanner list and select Reset printing system.
- This will remove all printers and scanners from your system. Use this option only if the previous steps do not resolve the issue.



Restart your Mac after making changes, then try using the scanner software again.