



VF3120 / VF3240

SOFTWARE USER MANUAL

macOS Edition / 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

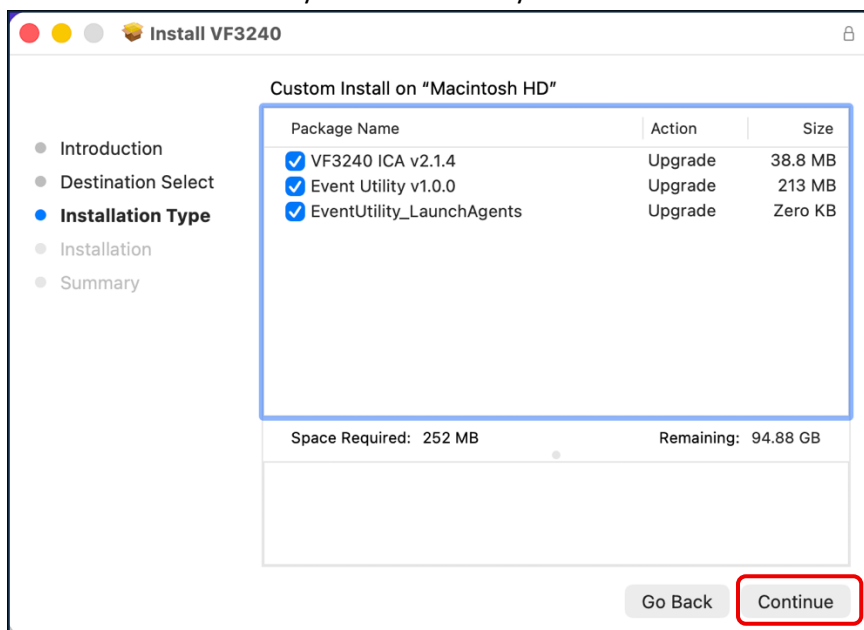
NOTE: The system requirements and compatibility can change over time, depending on the operating system and updates from macOS®.

Installing the software

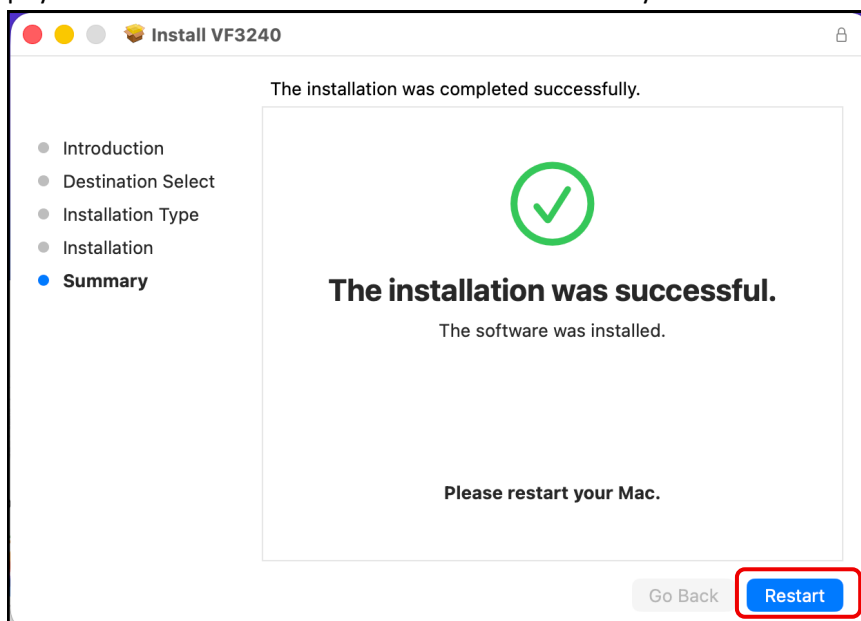
1. Download the Scanner driver from <https://www.viisan.com/en/download/type2.html>
2. Double-click the **PKG** installation package and follow the on-screen instructions to complete the installation.



3. During installation, the following components will be installed by default:
 - **ICA Driver**
Used for scanning with macOS **Image Capture**.
 - **Event Utility**
Used for scanner button functions, such as button scan and button configuration.
 - **EventUtility_LaunchAgents**
Used to automatically start Event Utility after macOS starts.



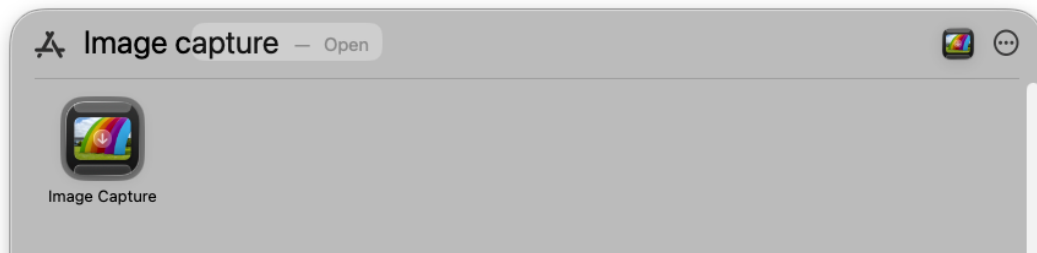
4. After installation, the Mac will be required to restart. Once the restart is complete, **Event Utility** will automatically run in the macOS status bar. This allows the software to communicate with the scanner's physical buttons and enables button scan functionality.



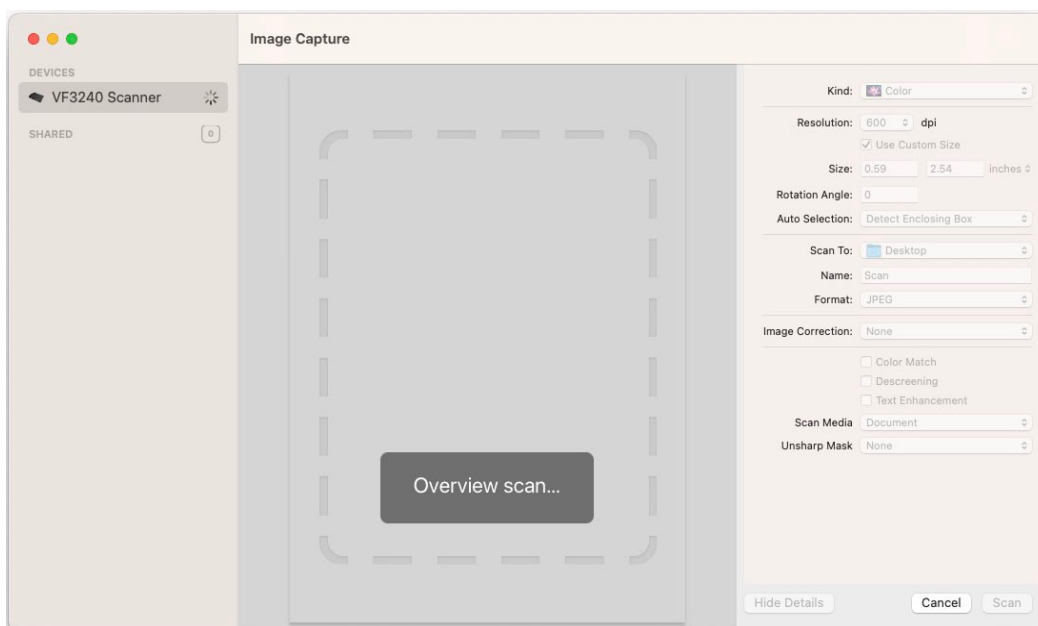
Using Image Capture on Mac

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

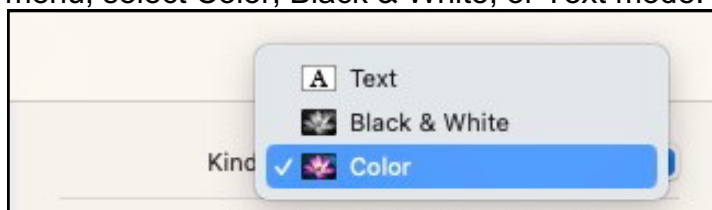
1. To open Image Capture on Mac, click the Launchpad icon in the Dock. Locate the Image Capture app, then click it to open.



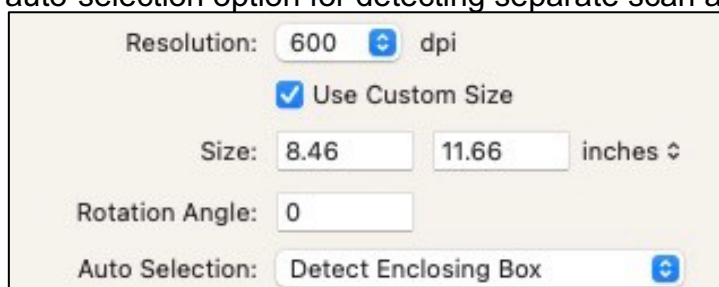
2. When Image Capture starts, your Mac will automatically perform a preview scan with the connected scanner.



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.

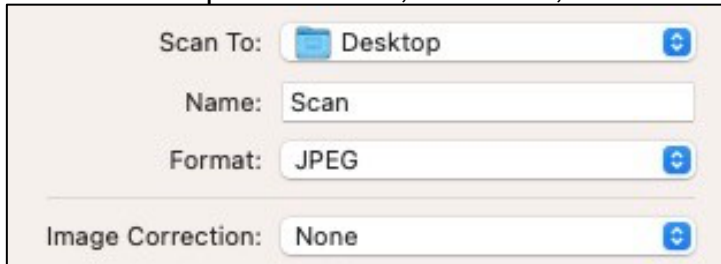


4. Below the Kind menu, you can set the scan resolution, scan size, rotation angle, and auto-selection option for detecting separate scan areas.



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.



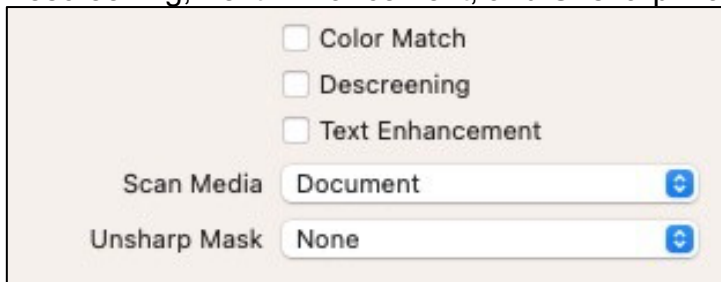
Scan To: Desktop

Name: Scan

Format: JPEG

Image Correction: None

- 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.



☐ Color Match

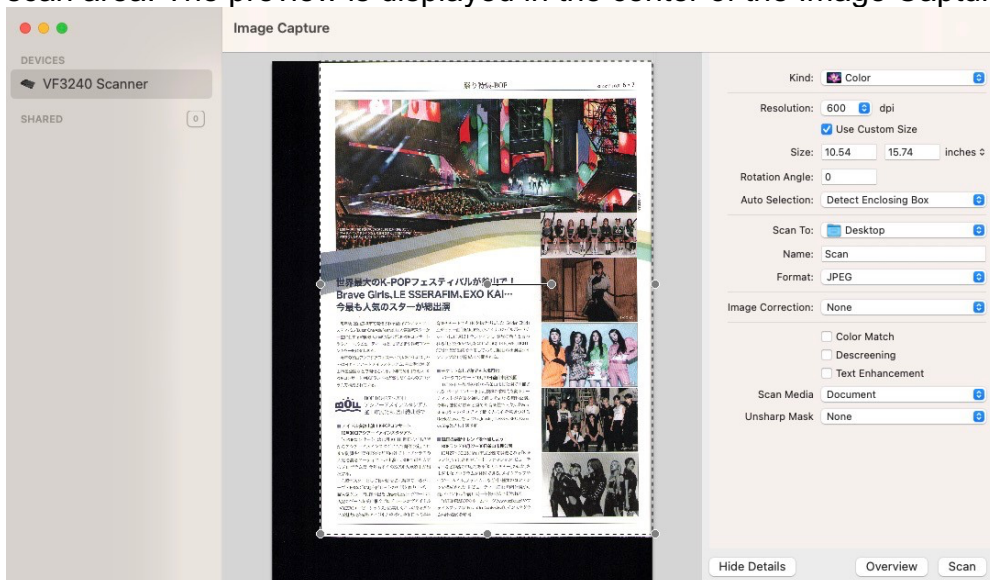
☐ Descreening

☐ Text Enhancement

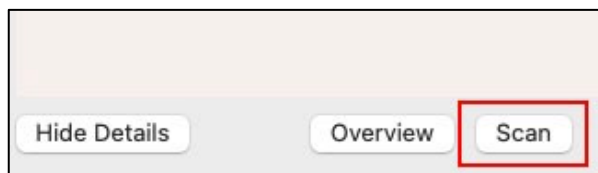
Scan Media: Document

Unsharp Mask: None

- 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.



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



- 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.
- 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.

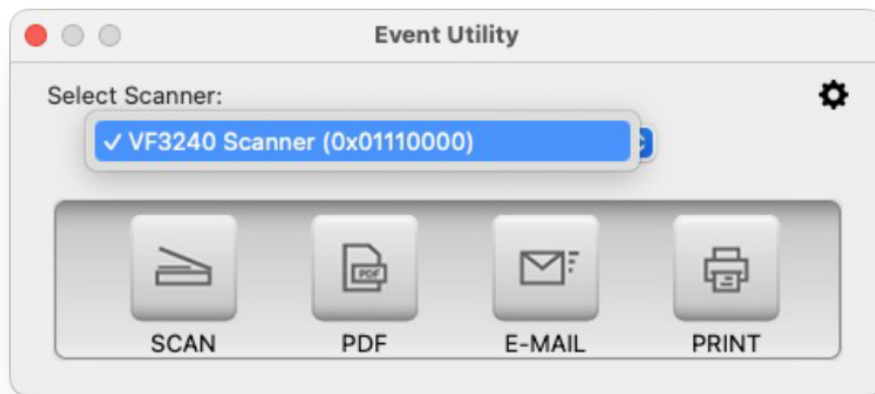
Using Event Utility on Mac for Quick Scanning

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.

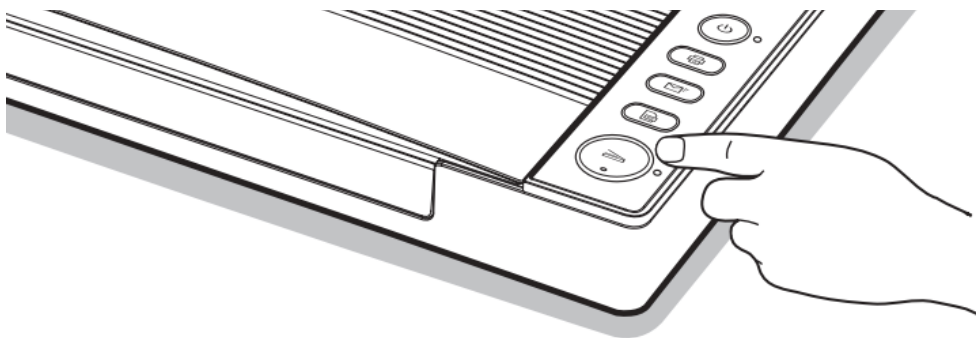
1. Click the **Event Utility**  icon in the **status bar** to open the Event Utility panel.



2. 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.



3. 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.

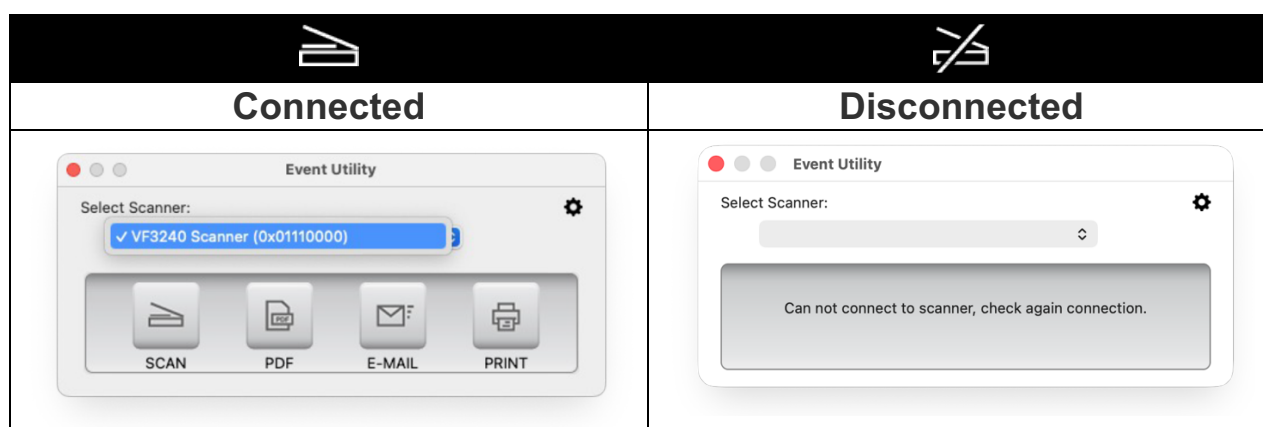
Scanner Connection Status

Connected:

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

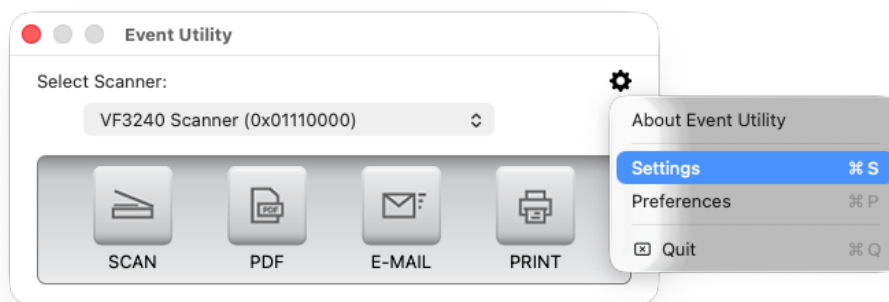
Disconnected:

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.



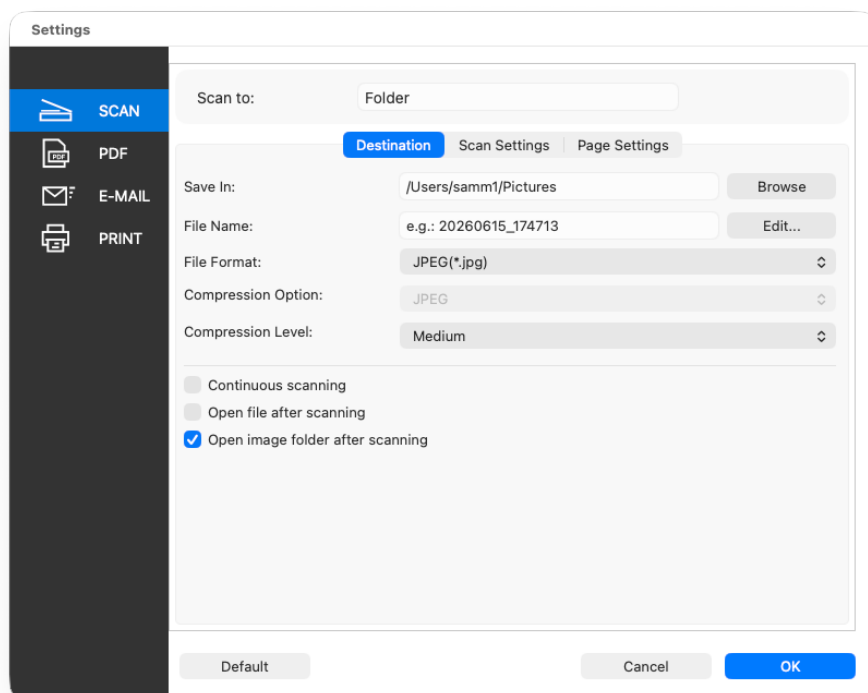
Settings

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.



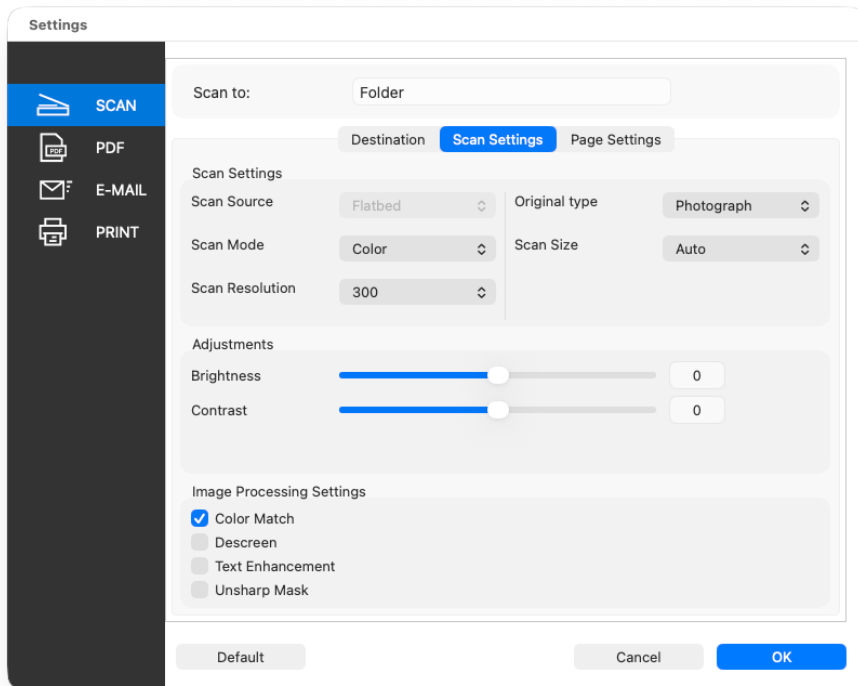
Destination Settings

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.



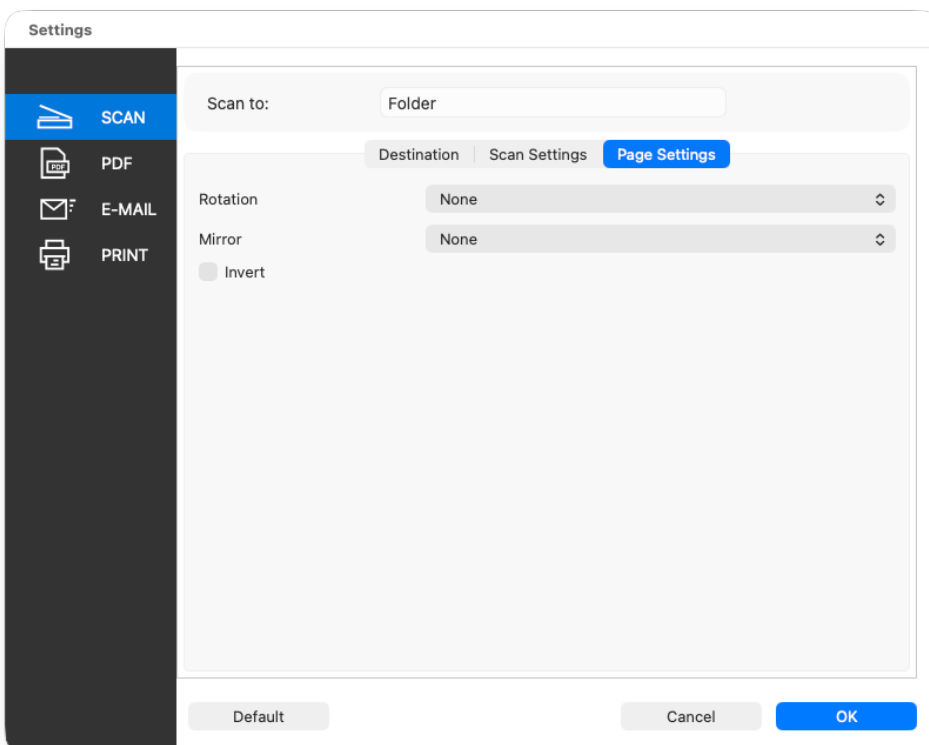
Scan Settings

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.



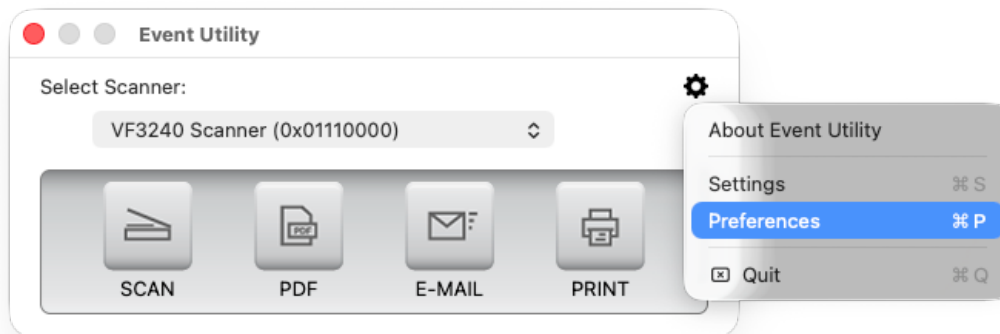
Page Settings

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:

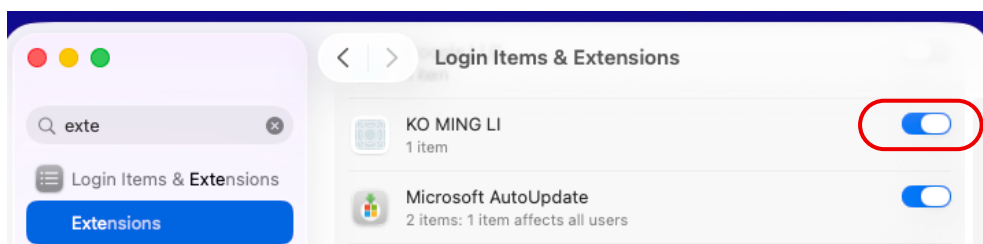
Select the scanner button to be used for Direct Scan. This option is available only when Enable Direct Scan is turned on.

Power Saving:

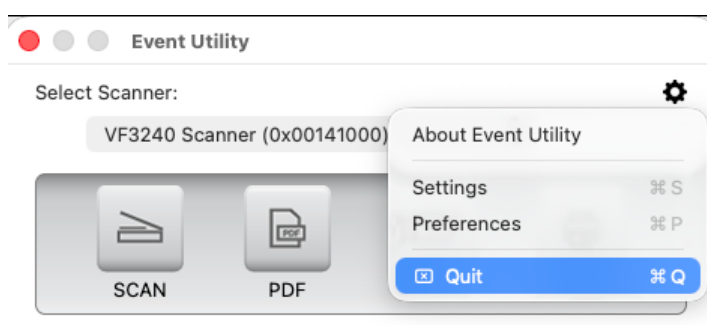
When this option is enabled, the scanner will automatically power off after 15 minutes of inactivity to reduce power consumption.

Uninstall Event Utility from macOS

1. Open **System Settings > General > Login Items & Extensions**, then disable “**KO MING LI**” under Extensions.



2. In the **Event Utility** window, click the **Settings**  icon in the upper-right corner and choose **Quit**.
3. Open the **Applications** folder and move **Event Utility** to the **Trash**.

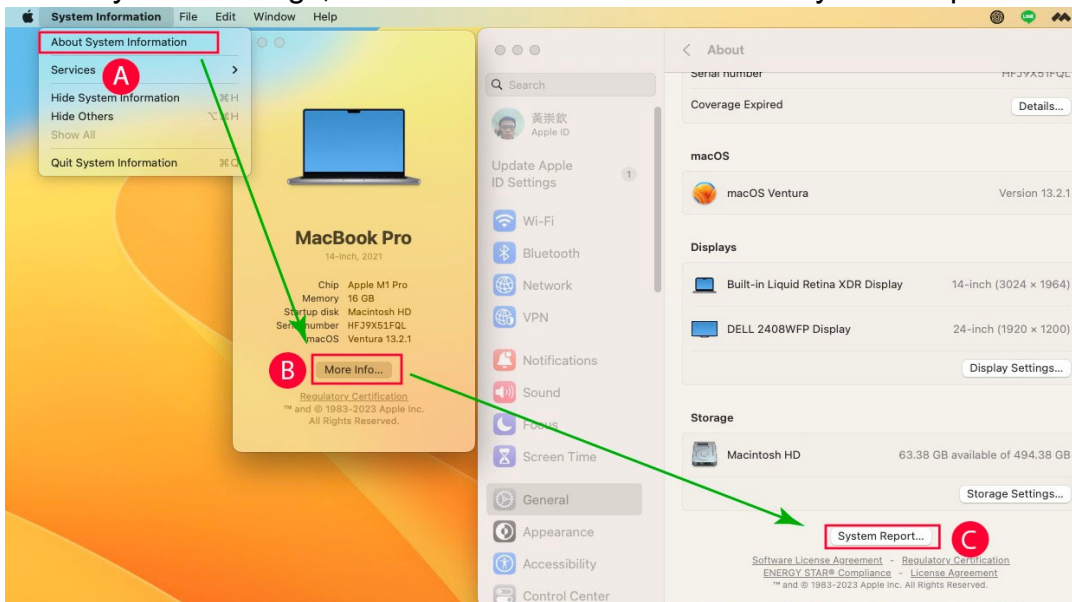


Troubleshooting

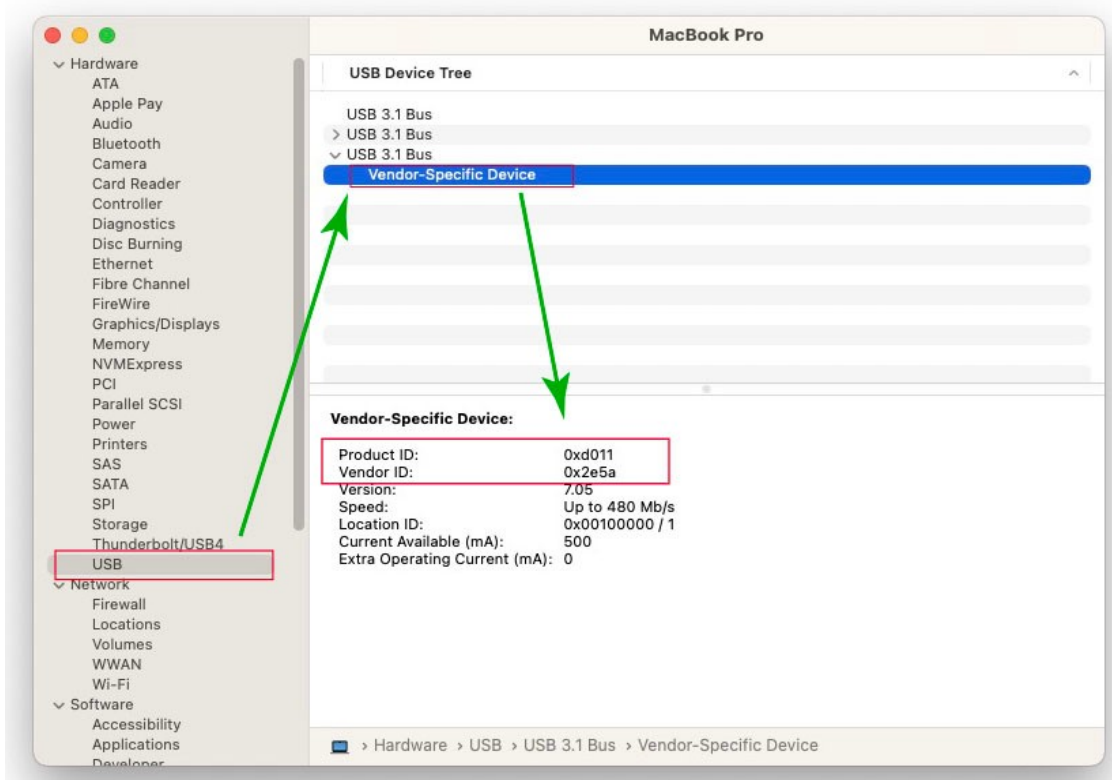
Q: The scanner cannot connect properly on macOS. How can I check whether the scanner is recognized?

A:

1. Make sure the supplied USB cable is securely connected to your Mac and that the scanner is powered on.
2. Check whether macOS 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 to view the basic details about your Mac.
 - C. In System Settings, scroll to the bottom and choose System Report.



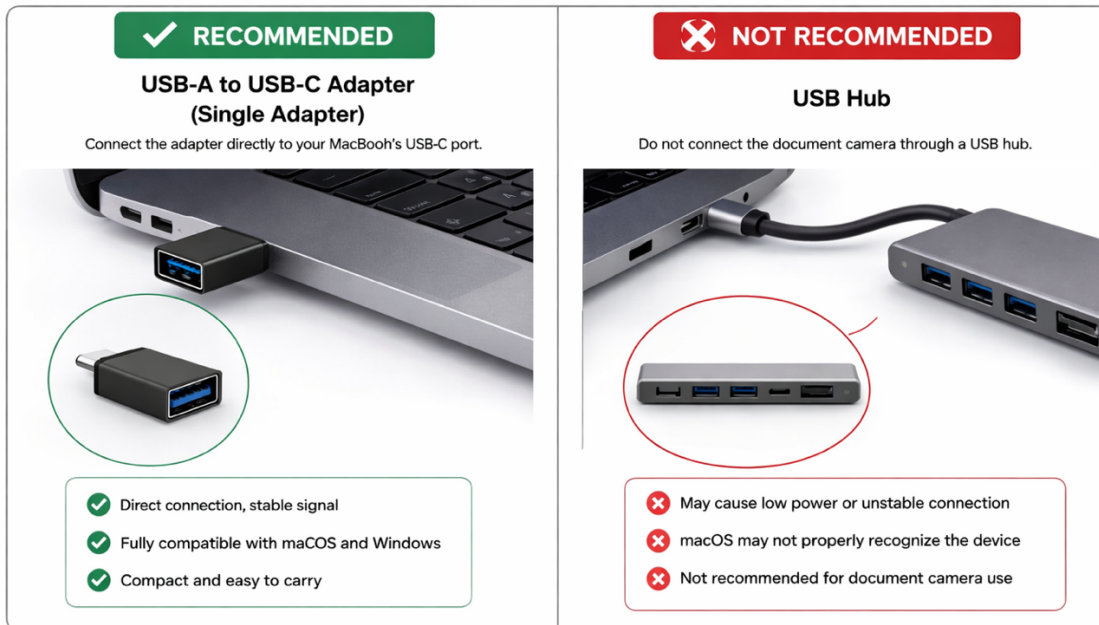
3. In the System Information window, click USB in the left sidebar under Hardware. The connected USB devices will be listed. Confirm that a “Vendor-Specific Device” appears in the USB Device Tree.



NOTE: If your Mac cannot find the Vendor-Specific Device, the scanner is not being recognized by macOS. For the VF3240, the VID/PID should appear as 0xd011/0x2e5a. For the VF3120, the VID/PID should appear as 0xd012/0x2e5a. Try reconnecting the scanner or using another USB port until the device is detected before opening the scanner software.

NOTE: If the scanner is still not detected, the issue may be caused by an unstable USB signal. This can happen when the scanner is connected through a multi-port USB hub, especially on Mac models without a built-in USB Type-A port.

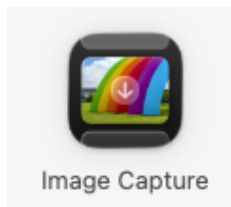
For best results, connect the scanner directly to your Mac using a single USB Type-A to USB-C adapter, as shown below. Avoid connecting the scanner through a USB hub.



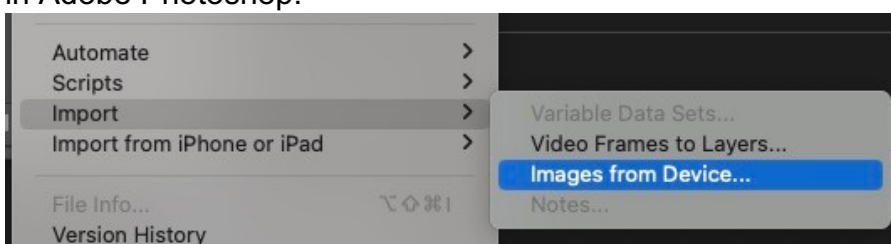
Q: Why does Image Capture not detect the scanner or fail to scan?

A:

1. Make sure the scanner appears in System Information under USB. If it does not appear, reconnect the USB cable, try another USB port, or use a direct USB Type-A to USB-C adapter.
2. Quit Image Capture, then reopen it after the scanner is detected by macOS.
3. Download and reinstall the latest macOS ICA driver and Event Utility package for your scanner model from: <https://www.viisan.com/en/download/type2.html>



4. After installation, restart your Mac. Then open Image Capture and try scanning again. If Image Capture still does not list the scanner, you can also try importing from the scanner in Adobe Photoshop.



Typical Cases

Typical Case 1:

Moiré patterns appear in the scanned image.

Moiré patterns may appear when scanning printed materials, such as magazines, catalogs, or documents with fine dot patterns.

Solution:

Go to the Image Processing Settings tab in Image Capture or Event Utility, enable Descreening, and then scan again. A resolution of 600 dpi is recommended for better results.

Without Descreening



With Descreening



Typical Case 2:

Auto cropping is inaccurate.

Solution:

Auto cropping may be inaccurate when scanning photos or documents with a dark, complex, or low-contrast background. Open the Image Processing Settings tab in Image Capture, then use manual cropping to select the required scan area.

Note:

Auto cropping works best with documents or photos placed on a white, clean, or high-contrast background.

Automatic cropping is accurate (Original)



Automatic cropping is inaccurate.



Typical Case 3:

The scanned image of a white-background document appears gray, as shown below.

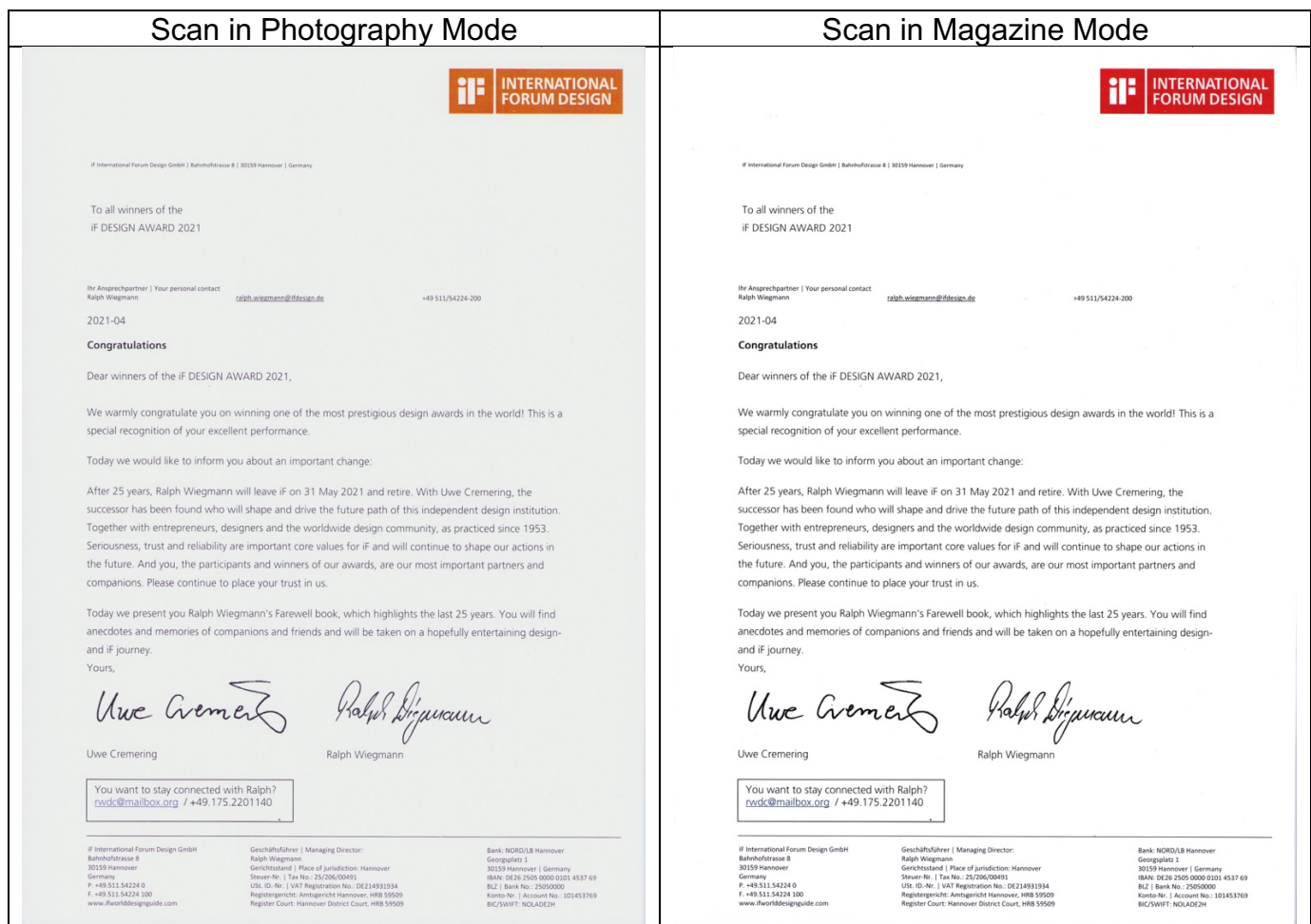
Solution:

Change the original type from Photography Mode to Magazine Mode. Then, uncheck Color Match in Image Capture or Event Utility and scan again.

Note:

Photography Mode is recommended for scanning photos.

Magazine Mode is recommended for scanning white-background documents or color magazines.

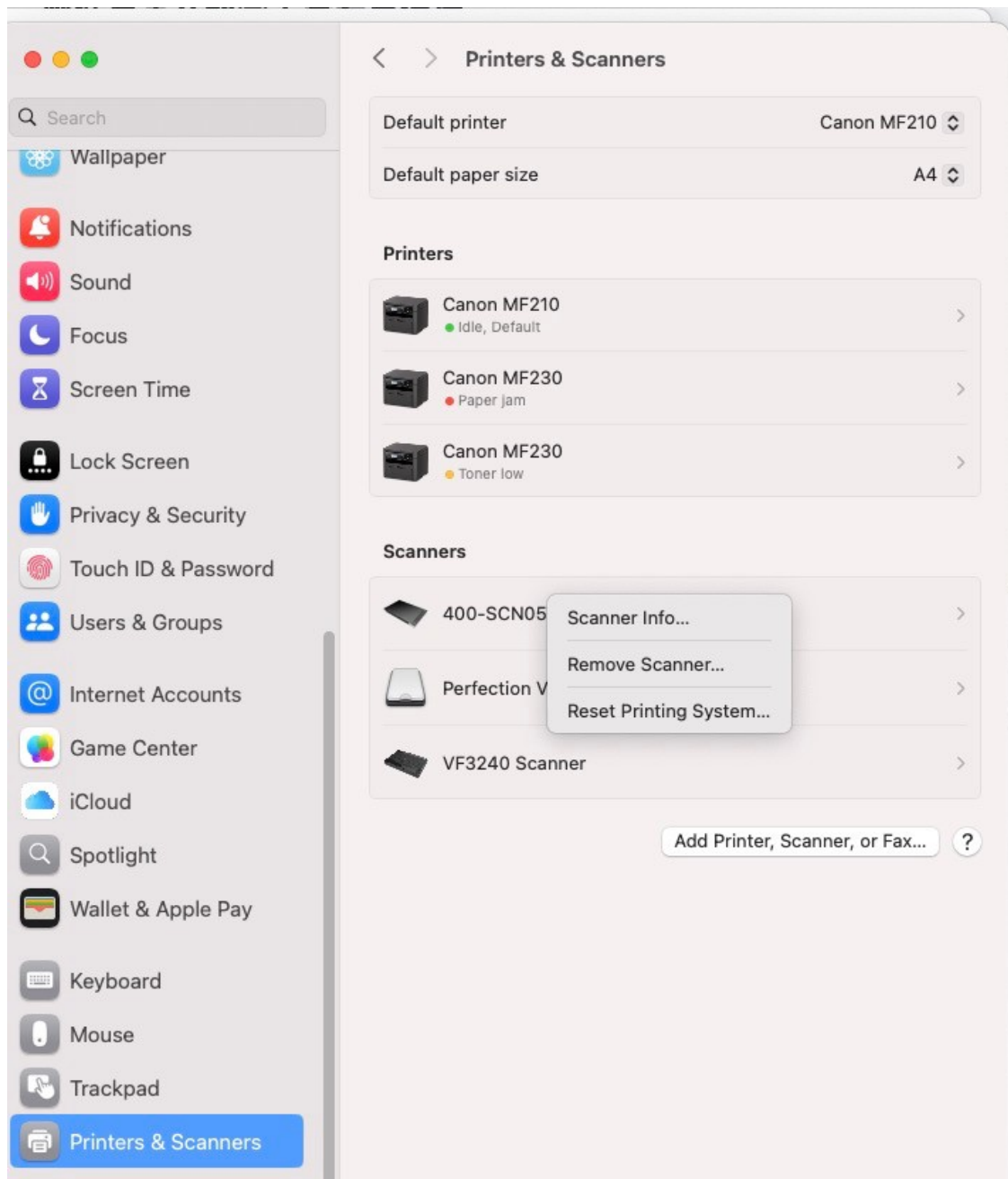


Typical Case 4:

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

Reset the Printing System:

- In System Settings > Printers & Scanners, Control-click or right-click the printer/scanner list, then select Reset Printing System.
- This will remove all printers and scanners from your system. Use this option only if the previous troubleshooting steps do not resolve the issue.



After resetting the printing system, restart your Mac, reconnect the scanner, and try using the scanner software again.