No Scanner Detected

Error document:

User installs Q Local but it cannot detect the scanner. The user reports an error that indicates no scanner found.

ScanTools II and ScanTools Plus Link are not yet compatible with the direct USB connection available with the iNSIGHT scanners.

Find out what kind of scanner and the type of connection they are using.

If the user has an iNSIGHT 2 or 4 scanner & reports problems please verify their connection type

If the scanner connects directly to the USB port with no adapter then they need to attach the serial cable (RS232) that came with their scanner. It is not necessary to detach the USB cable.

(If the computer has no serial port the user will need to purchase a USB-> Serial Adapter kit.)

Next, use the scanner Defaults menu to change the type of connection to RS232. Hold down the buttons to see Background Menu, release the keys & press continue until you see Utilites, at Utilities say No, at Defaults say Yes, select the RS232 connection.

If necessary, change the scanner configuration in Q Local to reflect the Model: OpScan 4/4U/iNSIGHT 4 (OMR only).

Try scanning again

Article ID: 4281
Last updated: 15 Nov, 2010
Software Support -> — Q — -> Q Local -> Scanners -> No Scanner Detected
https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4281