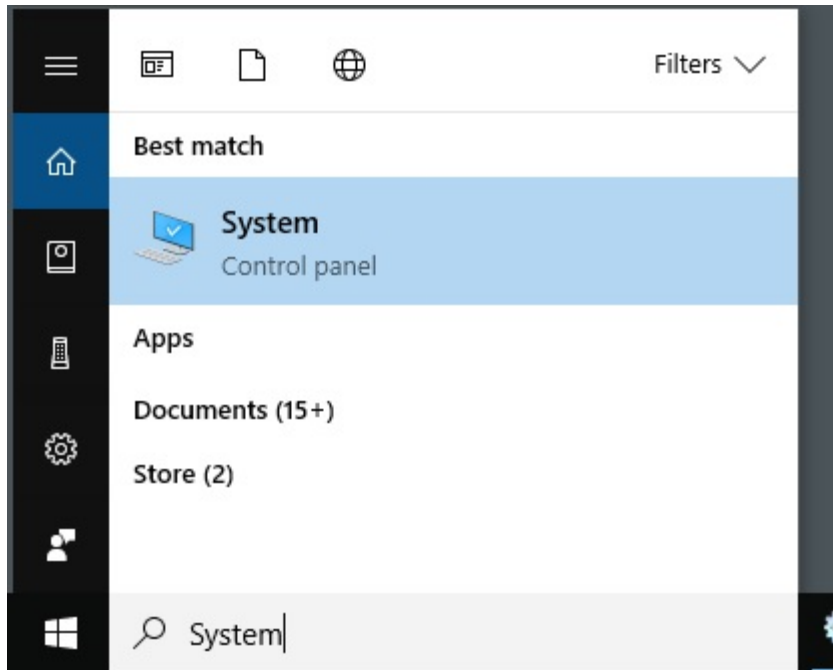
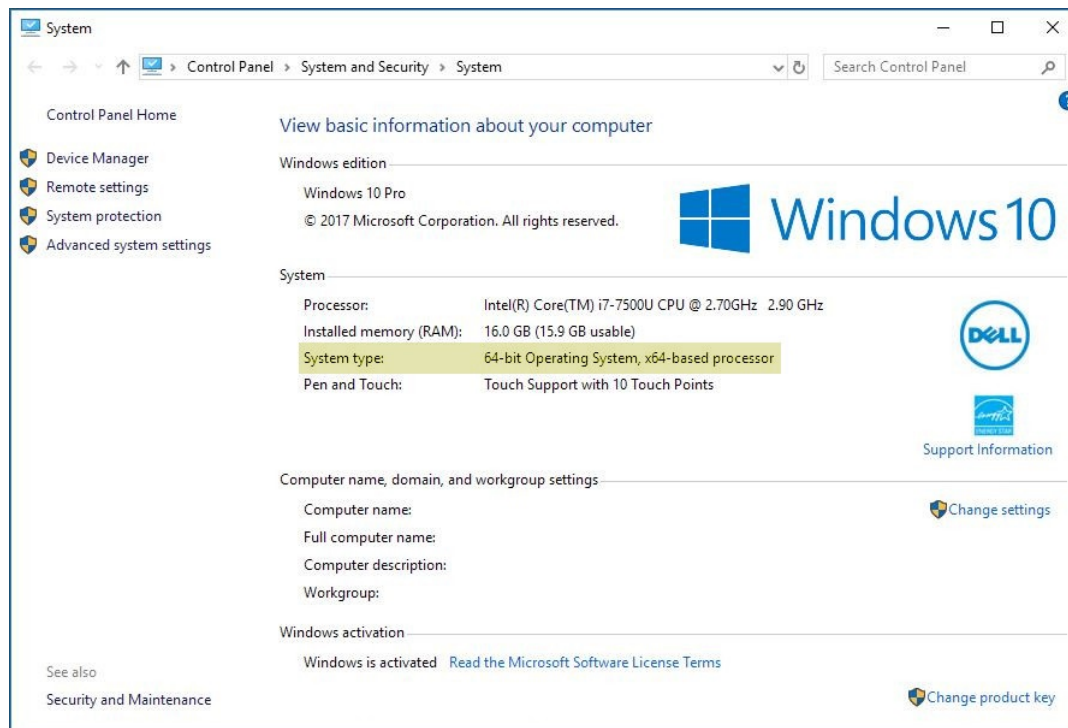


Getting a Scanner to work with Windows 10

1. Go to the Start Menu and type 'System' to go to your System Control Panel:



2. Confirm your computer's processor type in the 'System Type' section:



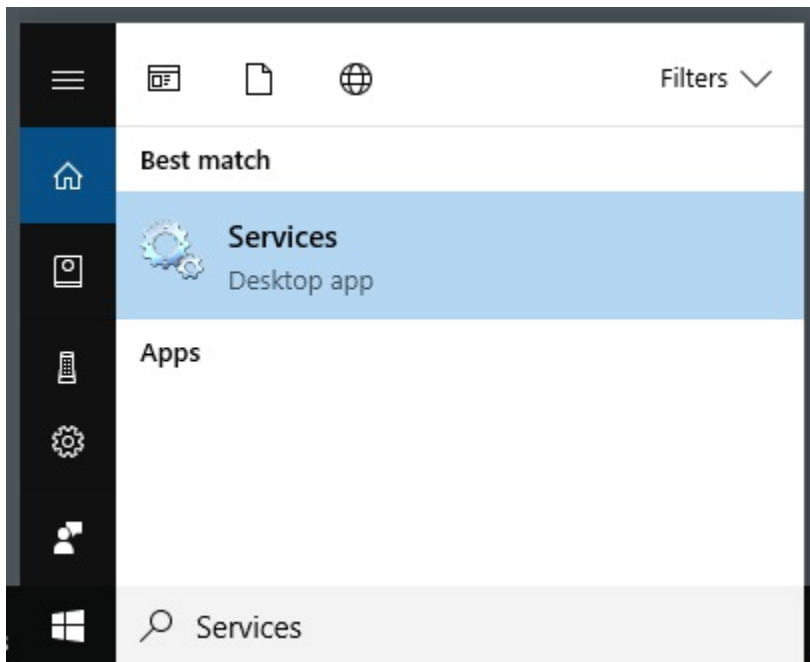
3. If you have a 64-bit processor, download and install Windows Mobile Device Center from this link:

[Microsoft Windows Mobile Device Center 6.1 Driver for Windows Vista \(64-bit\)](#)

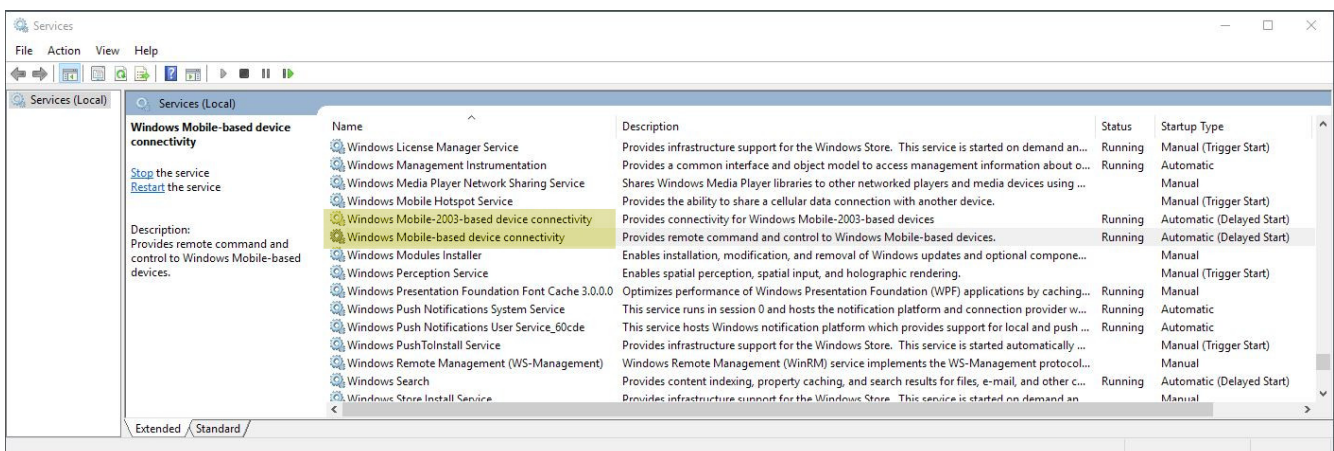
If you have a 32-bit processor, download and install Windows Mobile Device Center from this link instead:

[Microsoft Windows Mobile Device Center 6.1 for Windows Vista \(32-bit\)](#)

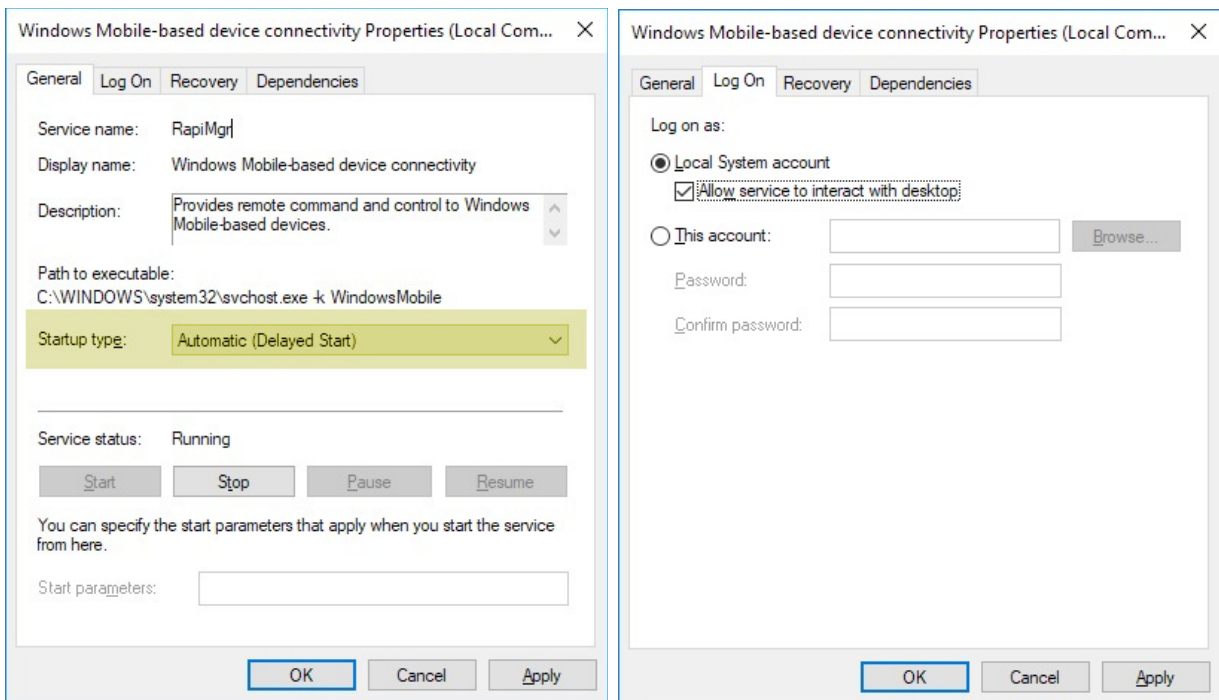
4. After Windows Mobile Device Center is installed, reboot Windows 10.
5. When Windows 10 is back, go to the Start Menu and type 'Services' to go to your Services Desktop app:



6. In the Services Window, scroll down to 'Windows Mobile-2003-based device connectivity' and 'Windows Mobile-based device connectivity'.



7. Double-click the 'Windows Mobile-based device connectivity' service. On the General tab set the 'Startup type' to 'Automatic (Delayed Start)'. On the 'Log On' tab, set 'Local System account' and check 'Allow service to interact with desktop'. Save the changes by clicking 'OK':



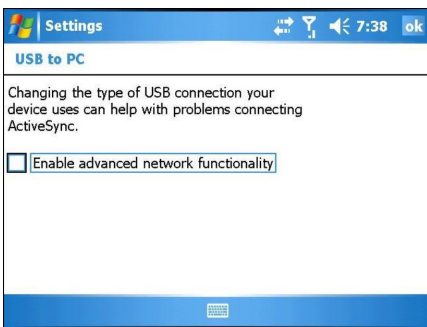
8. Double-click the 'Windows Mobile-2003-based device connectivity' service. On the General tab set the 'Startup type' to 'Automatic (Delayed Start)'. On the 'Log On' tab, set 'Local System account' and check 'Allow service to interact with desktop'. The settings should match the two screenshots above. Save the changes by clicking 'OK'.
9. Reboot Windows 10.
10. When Windows 10 is back, right click the OneScan icon in your System Tray, log in to OneScan, connect the USB scanner and verify that the scanner connects.

Additional Steps:

1. If your scanner still does not connect and your scanner has a modern Windows Mobile 6 operating system, detach the scanner from the computer by removing the USB plug.
2. On the scanner, tap Start > Settings > USB to PC:



3. Uncheck 'Enable enhanced network functionality' and tap 'OK' in the upper right corner



4. Right click the OneScan icon in your System Tray, log in to OneScan, connect the USB scanner and verify that the scanner connects.