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## **Images with horizontal black lines**

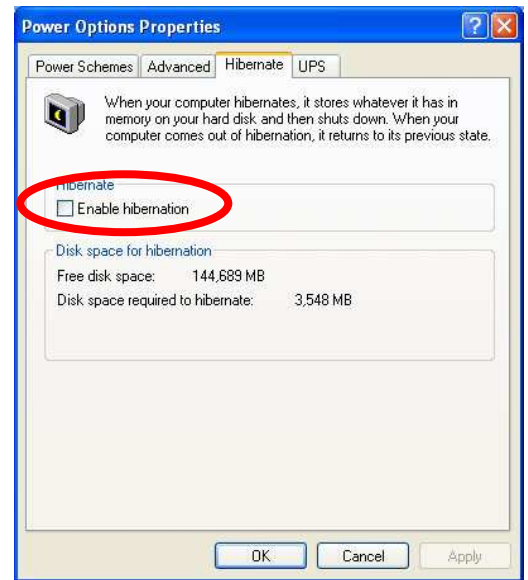
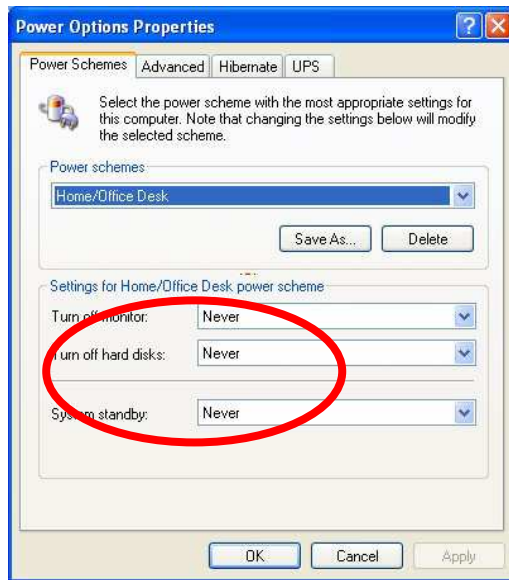
There are a number of potential causes for images that are streaked with horizontal black lines. The following pages will discuss different solutions for eliminating the problem. It is suggested that you implement each of the steps, in the order presented, one step at a time and not proceed with the following steps once the problem has been resolved.

After each step, disconnect both the power and USB cables from the back of the scanner and reboot your computer before resuming your normal activities.

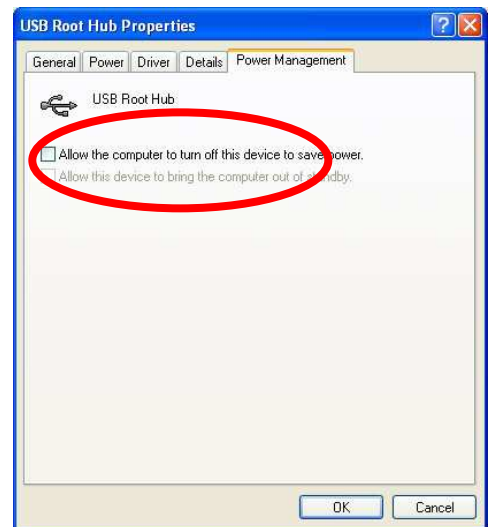
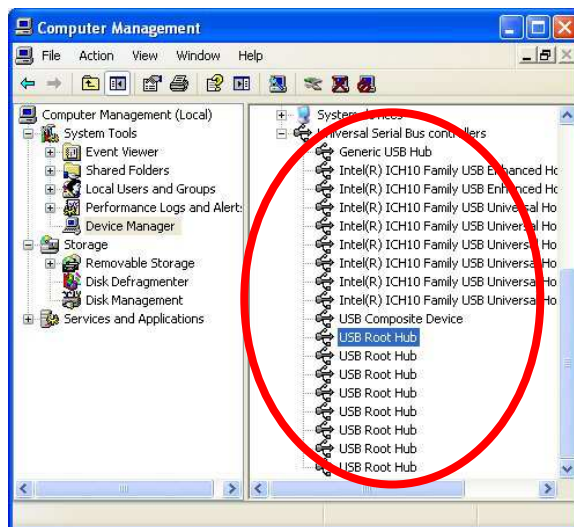
1) Standby / Sleep / Hibernation mode interference. Eliminate Standby / Sleep / Hibernation mode. See the following pages.

a. Power options for XP users:

From the Control Panel, edit the power options. On the power schemes tab, make sure the monitor, hard disks, and system standby are set to never. On the hibernate tab, if present, make sure the enable hibernation check box is not checked.

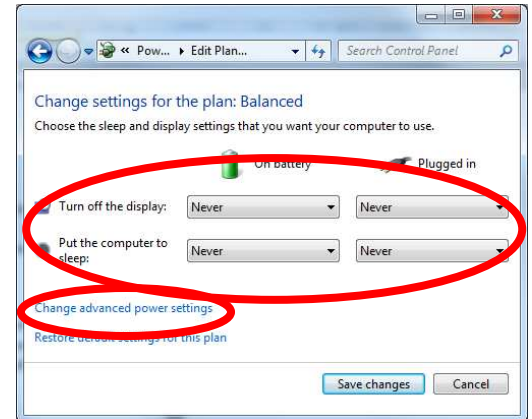
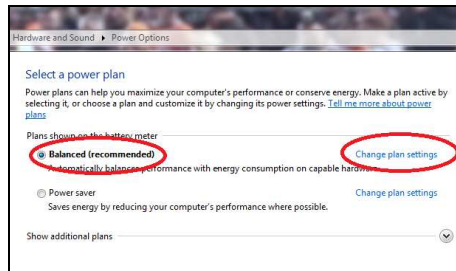


In Device Manager, under the Universal Serial Bus controllers node, open the properties for each entry and make sure the check box to allow the computer to turn the device off is unchecked.

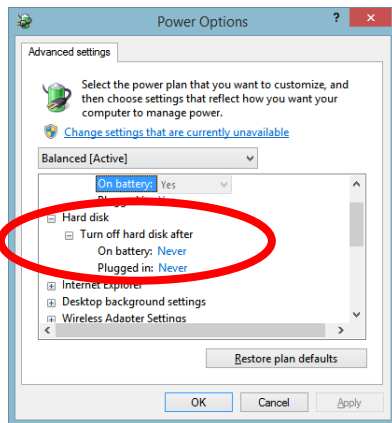


b. Power options for Windows 7, 8 and 10 users:

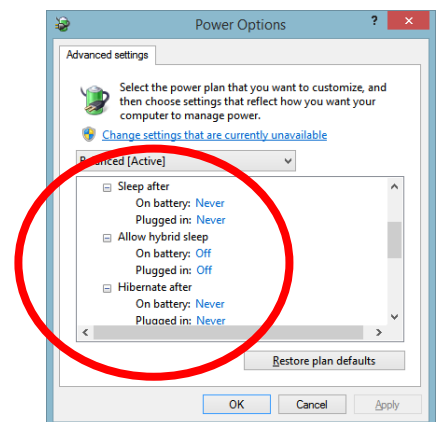
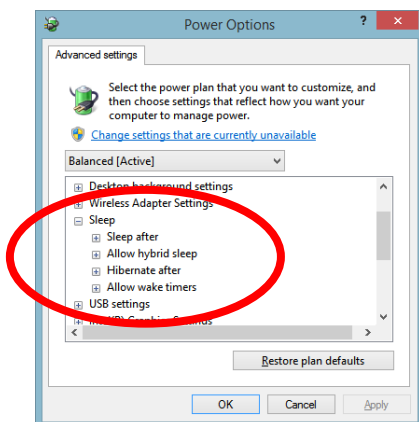
From the Control Panel, edit the power options. Choose **Change Plan Settings** for the active power plan. Make sure the monitor and hard disks are set to never.



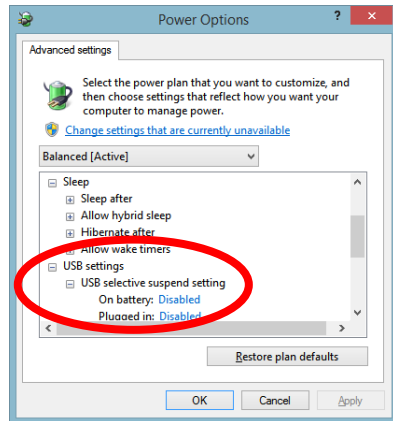
Click on **Change advanced power settings**.



The “Turn off the hard disk after” setting(s) should be “Never.”



All settings under the sleep node must be set to “Off” or “Disabled”.



All settings under the USB node must be set to “Disabled”.



- 2) Streaks may develop on the image caused by a buildup of ink deposits.

If a streak develops on the image and running the cleaning card does not remove streak, remove the inner and outer covers, gently open the front image camera and using a swab wipe down the glass on both front and back cameras. **DO NOT USE ALCOHOL TO CLEAN THE CAMERAS!** Use Panini cleaning supplies that can be purchased at [PaniniOnlineStore.Com](http://PaniniOnlineStore.Com)



- 3) There may be electrical interference from an appliance such as an oscillating fan, a space heater, an old CRT style computer monitor, etc.
    - a. Move such appliances at least 18 inches from the scanner.
  - 4) A poor quality electrical circuit.
    - a. Relocate the scanner's power source to another electric circuit in the building.
  - 5) Degraded USB controller or USB cable.
    - a. Replace the USB cable.
    - b. Use a powered USB hub for your scanner's USB connection with the computer.
  - 6) Other USB devices connected to your computer, such as a Laser Printer or 3-in-1 printers. These types of devices sometimes interfere with other USB devices on the computer.
    - a. Simply turn the power to these types of devices off during scanning operations to eliminate the interference.
  - 7) Outdated BIOS / firmware / chipset for your computer.
    - a. Update your computer's firmware. Contact your computer manufacturer for assistance.
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