



We have received reports that a small number of end-users have experienced computer USB communication issues with ScanX.

Computers that have had issues include but may not be limited to:

-Dell Optiplex GX 320

-Dell Optiplex GX 620

-Dell Optiplex 745

In cases where a communication issue exists between your particular computer and ScanX, we recommend the use of an internal PCI USB card. Owners of “low profile” computers will need to purchase a PCI USB card specifically designed to fit those units.

If you are experiencing a communication issue, and have successfully tested your ScanX on another brand computer (or otherwise proved the ScanX to be functioning properly), we recommend the installation of a PCI USB card such as the one detailed below, which is available at COMPUSA: Mfg Part #: 10415010 SKU: 288605 CompUSA 5 Port USB PCI Card

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### **ScanX Support**

There currently is an issue that will affect the communication between the ScanX and the computer connected to it. The issue arises when using a Gigabyte Technologies motherboard containing the MUTIOL Chipset. The driver for the Silicon Integrated Systems (SIS) 96X based on USB 2.0 controller seems to be what causes the breakdown in communication. When this happens you may get an error stating that the scanner cannot be found or that there is no communication with the scanner. We have seen multiple installations using the SIS USB drivers that have this communication problem. We are currently investigating additional corrective procedures, but there are a few that will work:

Replace the USB PCI with a D-Link, Inland, NEC, or equivalent specifically to replace the SIS drivers with that of the new card.

Place a 1.0 USB hub between the SIS controller and the ScanX.

Replace the SIS drivers with Microsoft drivers