**When I run the software, a message appears indicating that the scanner cannot be found.**

As the message indicates, make sure that the scanner has been switched on and that the power cable is correctly connected.

If the problem continues, make sure that the computer has recognized the scanner correctly:

- Click on **Start/Settings/Control Panel**.

- Double-click on the **System** icon.

- Select the **Device Manager** tab.

- If the scanner appears with a yellow exclamation mark next to it under **Other Devices** or **Imaging devices**, select the scanner's name and click on **Delete**.

- Disconnect the scanner from the computer.

- Click on **Start/Settings/Control Panel**. Select **Add/Delete programs**.

- Select **Scan@home V4.02** and click on **Add/Delete** to uninstall the scanner's drivers.

- If you have a Scan@home Touch 1248 USB scanner, select **ScanButton** and click on **Add/Delete**.

- Click on **Start/Find/Folders or Files**.

- Enter **twain*.*** in the **Named** field.

- Click on **Find Now**.

- Delete any files that are found.
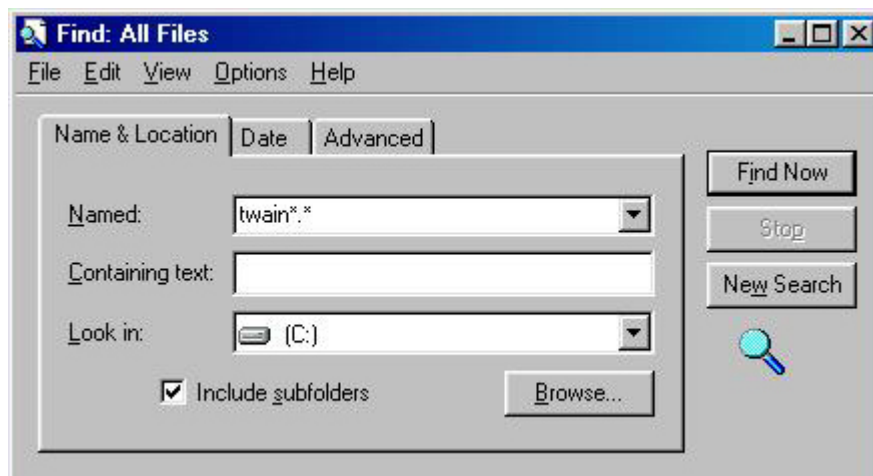


- Reinstall the scanner by following the instructions in the manual.

In Device Manager, if the scanner appears as usual under **Imaging devices** and the problem persists, connect the scanner to a different USB port on the computer. Avoid using a USB hub as certain hubs do not control all USB devices.