Service and Support FAQs
Easi-Scan:Go™

My scanner won't switch on.
Make sure you're pressing and holding the button until the power LED illuminates (approximately 3 seconds).
Make sure that the battery is charged, the LED sequence on the charging dock indicates the following;
One blue flashing – Charging, charge level below 33%
First LED solid blue, second LED lashing blue – Charging, charge level below 66%
First and second LEDs solid blue, third LED flashing blue – Charging, charge level below 100%
All LEDs solid blue – fully charged.
All LEDs flashing yellow – Temperature is too high (more than 45 Celsius, 113 Fahrenheit) for safe charging
All LEDs flashing blue – Temperature is too low (less than 0 Celsius, 32 Fahrenheit) for safe charging.

What do the power lights mean?
Flashing blue – scanner is booting
Solid blue – scanner is running, battery is above 66% charged.
Solid yellow – scanner is running, battery is between 33% and 66%
Flashing yellow – scanner is running, battery is below 33%.

What do the Wi-Fi lights mean?
Flashing blue – No viewing devices connected
Solid blue – Connected to viewing device.
Both lights flashing yellow – Scanner software is being updated.
Both lights solid yellow – Scanner is resetting to factory software.

My scanner is not visible in the Wi-Fi settings page of my device.
The scanner defaults to a Wi-Fi channel in the 5GHz range. However many older or budget devices do not support this range.
To change to a channel in the 2.4GHz range, with the scanner switched on, but no viewing devices connected (Wi-Fi LED will be flashing), press the power button twice, the scanner will hop to the next channel.
There are various apps available that you can use to check which channel the scanner is using. usually they are called Wifi Analyzer or similar.
Note, we do not recommend using the 2.4GHz band as it is much more susceptible to interference.

I'm getting a lot of interference and poor image quality while scanning.
The scanner sends data across Wi-Fi, if there are any other networks on the same channel, they can cause interference. You can change the channel of your scanner like this:
a) In the Go-Scan app, go to Settings, then WiFi, from there you can see which channels are clear and which are not, pressing one of the channel buttons will tell the scanner to move to that channel.
b) With the scanner switched on, but no viewing devices connected (Wi-Fi led will be flashing), press the power button twice, the scanner will hop to the next channel. There are various apps available that you can use to check for other, interfering, networks usually they are called Wifi Analyzer or similar.

I'm getting poor run time from my scanner.
The scanner run time is highly dependent on use. When it detects a lack of contact, it enters a low-power mode.
If the probe face has a lump of gel or dirt on it, then the scanner will see the contact and will not enter low power mode, shortening the run-time. Make sure that your scanner enters low power mode by giving the probe face a quick wipe between scans.

The app says that my scanner is not licensed.
The scanner should be delivered to you already licensed, but if you have performed a factory reset, then you will need to retrieve the license from the IMV Imaging server.
The app will ask you to connect to the scanner, then to the internet, then to the scanner again, where it will send the license to the scanner.
You need an internet connection in order to retrieve the license.

How do I reset my scanner to the factory settings?
Before doing this, be aware that you will need to retrieve the scanner license after completing this procedure, only attempt this if you have an internet connection at your location.

To reset, press and hold the power and down buttons until both LEDs show yellow, then release both buttons.

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