

Mariner Software

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I've purchased a newer ScanSnap scanner, but when I try to select Use ScanSnap Scanner in Paperless preferences, it's not available (greyed out). How can I resolve this?

Customer Service - 2015-03-25 - Scanners

After purchasing a newer model of ScanSnap scanner, you may find that it is not possible to select Use ScanSnap scanner in Paperless preferences. This article will provide directions to attempt to resolve the issue.

To resolve this issue, please try using these suggestions:

- Make sure the release of Paperless being run is the latest version available
- Make sure all of the conditions are met to select Use ScanSnap scanner in Paperless preferences

We discuss each of these suggestions in greater detail, below.

Make sure the release of Paperless being run is the latest version available

Support for newer models of ScanSnap scanners is included in updates to Paperless. If a release of Paperless does not include support for a specific model of ScanSnap scanner, it will not be possible to select Use ScanSnap scanner in preferences.

It should be possible to download the latest release of Paperless from either of the following locations:

- [The downloads page on our Website](#)
- [Our download mirror](#)

Paperless version requirements for recent models of ScanSnap scanners

Here are the version numbers of the releases of Paperless required to run specific models of ScanSnap scanners:

- **ScanSnap S1300i:** Paperless for Mac 2.2.0
- **ScanSnap iX500:** Paperless for Mac 2.2.2

Make sure all of the conditions are met to select Use ScanSnap scanner in Paperless

preferences

Even if you are running the latest release of Paperless, it might not be possible to select Use ScanSnap scanner if some basic conditions are not met.

To verify that all conditions have met to be able to select Use ScanSnap Scanner, please follow these steps:

- **Make sure ScanSnap Manager is running on your Mac.** In order for Paperless to be able to import from a ScanSnap scanner, ScanSnap Manager must be running.
- **Verify that you can import successfully to your Mac from your scanner.**
Make sure that you can import a page to Finder with your scanner.
- **Verify sure your scanner is ready to scan.** Make sure your scanner is connected to your Mac and powered on, and that the Scan button is glowing solid blue.

Typically, ScanSnap Manager will display a notification on your Mac that a scanner is ready to scan.

If none of the above seems to work...

If, after following the suggestions provided above, please [contact us for support](#).