Uninstalling the Current Driver and OneTouch Software

Before you begin:

- **Unplug** scanner power source
- **Unplug** scanner USB cable
- Ensure computer you are working on has **Local Administrator** credentials

1. Right click on the following link: [Driver Removal Tool](http://support.visioneer.com/downloads/software/removal_tools/Driver_Removal_tool.exe)
2. http://support.visioneer.com/downloads/software/removal_tools/Driver_Removal_tool.exe
3. and select "Save Target as..." or "Save Link as..." then **save to the Desktop**

- Right-click removal tool and choose **"Run as Administrator"**
- Click on "Proceed"
- Close when finished.
- *IMPORTANT: This tool must be run first*

2. Right click on the following link: [OneTouch Removal Tool](http://support.visioneer.com/downloads/software/removal_tools/Onetouch_removal_tool.exe)
http://support.visioneer.com/downloads/software/removal_tools/Onetouch_removal_tool.exe
and select "Save Target as..." or "Save Link as..." then **save to the Desktop**

- Right-click removal tool and choose **"Run as Administrator"**
- Click on "Start"
- Close when finished
- *This tool must be run after the Driver Removal Tool*

3. **Reboot** Computer

4. **Install** Driver
   Click [here](http://www.xeroxscanners.com/en/us/support/DriversAndManuals.asp) http://www.xeroxscanners.com/en/us/support/DriversAndManuals.asp
   for Xerox Scanners support page.
   Click [here](http://support.visioneer.com/)   http://support.visioneer.com/ for Visioneer Scanners support page

   a. On the support page, search model number of scanner and download the latest TWAIN/WIA driver.

   b. Find the driver download in your "*downloads*" folder then double click on it - The Welcome screen for the scanner driver Setup Wizard opens. Click Next.

   c. On the License Agreement window, select "I Agree" then click **Next**.

   d. If applicable, Select "*Full Install*" then click **Next**.

e.   Follow the rest of the prompts and driver will now be installed.

f.   **STOP** when you see the "Complete the installation by connecting your hardware" window.
Note: DON'T click OK yet. Follow the instructions in that window then proceed to the next step.

g.   Click **OK** to complete the installation process then click **Close** on the "*Installation Complete*" window to close and exit the driver installer.

h.   Let your Operating System complete installing device driver software

4. **Install** OneTouch software
5. http://www.xeroxscanners.com/downloads/drivers/OT4/OT4.4.6.2716.11040.XX.exe
6.

a.   Left click on the link and click "Run" when prompted

b.   Follow the prompts to complete installation.

c.   When complete, the OneTouch icon will be available at the bottom right corner on your screen in your system tray, next to the date & time.

Note: Remember to look in the hidden icons by clicking on the small arrow nearby if the OneTouch icon is not visible.