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Color OneScanner 600/27: Chattering Sound due to Lock (4/96)

Revised: 4/30/96
Security: Everyone

Color OneScanner 600/27: Chattering Sound due to Lock (4/96)

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TOPIC -----

When I power on my Color OneScanner 600/27, I get a chattering sound and it will not scan. What is wrong?

DISCUSSION -----

The Apple Color OneScanner carriage is locked during shipment. The scanner will not work if the carriage is locked. The Color OneScanner software displays an error message telling you to make sure the scanner is unlocked and turned on if you try to scan when the scanner is locked.

Note:
The Color OneScanner 600/27 does not always make a chattering sound when it is locked. Sometimes no sound is heard but the scanner carriage still does not move.

Unlocking the Color OneScanner
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Step 1

Grip the scanner top cover on both sides and lift it off.

Step 2

Use a coin or flat-blade screwdriver to turn the lock, located at the top of the scanner glass, to the unlocked position. You need to turn the lock 90 degrees.

IMPORTANT: A small arrow on the lock's plastic dial (NOT the slot used to turn the dial) indicates the position. The arrow needs to point to the unlocked (open) position for the scanner to operate.

Step 3

Replace the scanner top cover.

If you ever need to ship the scanner somewhere or move it to a different place, you should relock the scanning unit so the arrow points to the locked (closed) position.

Article Change History:

29 Apr 1996 - Explained scanner lock

05 Apr 1996 - Added additional information on symptoms.

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