

Welcome to the **Velox LOCAL AGENT** troubleshooting guide.

The Velox scanning agent is known as **Local Agent** and runs in the background of your computer. It must be enabled in order for Velox to perform tasks such as printing, scanning or saving images. If you see a 'warning' indicator or are having trouble performing these tasks please follow the instructions below.

## Warning

Quick Scan Component is not running on your computer. Please run Velox Scanning component.

OK

Step 1: Before you begin look at the task bar along the bottom of your computer to see if **Velox Imaging Local Agent** is already there.



**Step 2:** If there is no the **Velox Imaging Local Agent** icon in the system tray, run **Velox Imaging Local Agent** by clicking on **Velox Imaging Local Agent** icon on your desktop.



- ❑ A dialog box may appear asking if you want to allow the following program to make changes to this computer. Click "yes".

The ***Velox Imaging Local Agent*** icon will now appear in your sytem tray at the bottom of your screen.

**Step 3:** If there is no ***Velox Imaging Local Agent*** icon on your desktop please click here [link](#) (this is a hyperlink) for instructions on how to download and install ***Velox Imaging Local Agent***.

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*Please contact **Velox Technical Support** at (416) 699 4125 if you are unable to locate **Velox Local Agent Icon** or either scan, print, save images.*