



Service Note

BSI Note

TOSHIBA TEC CORPORATION

BSI No.: [G16B184](#)  
 Publish Date: 03/11/2016  
 Subject: Release of TOSHIBA Viewer V2 (Ver.1.07) for e-STUDIO243/245 Series

Model: e-STUDIO223, e-STUDIO243, e-STUDIO195, e-STUDIO225, e-STUDIO245

Category	Field Application	UNIT
C28 Addition of the Supported OS/Application	F03 To be applied when problem happens	U53 Application Software, U81 Printer driver, U83 Scanner driver (TWAIN)

FactoryApplication: [Applied in the field](#)

Parts Availability in Tokyo:

## CONTENT

We would like to inform you of a release of TOSHIBA Viewer V2 (Ver1.07).

### **1. Release Content**

1. Windows 10 have been supported.
2. Windows XP(32bit, 64bit), Windows Server 2003(32bit, 64bit) have been removed from the supported OS.

#### Support OS:

Windows Server 2008 32bit/64bit  
 Windows Server 2012  
 Windows Server 2012R2  
 Windows Vista 32bit/64bit  
 Windows 7 32bit/64bit  
 Windows 8 32bit/64bit  
 Windows 8.1 32bit/64bit  
 Windows 10 32bit/64bit

#### Applicable languages:

English, Japanese, French, Italian, German, Spanish, Dutch, Hungarian, Czech, Swedish, Norwegian, Finnish, Danish, Polish, Greek, Portuguese, Chinese, Russian

#### How to install:

Refer to the Operator's Manual for installation.

#### Note:

Use a USB2.0 Hi-Speed cable, which is certified by USB Implementers Forum and supports the USB 2.0 Hi-Speed mode.

## **2. Applicable Model**

Applicable models for fields:

Model
e-STUDIO195/223/225/243/245

## **3. Supported OS**

OS
Windows Server 2008 32bit/64bit
Windows Server 2012
Windows Server 2012R2
Windows Vista 32bit/64bit
Windows 7 32bit/64bit
Windows 8 32bit/64bit
Windows 8.1 32bit/64bit
Windows 10 32bit/64bit

## **4. Combination of ROM Versions**

### 4-1. Combination of ROM Versions

Refer to the attached file [ToshibaViewerV2 ROM Combination CJIV E.pdf](#) .

### 4-2. Combinations of Nonoperating Software Versions

The operation is not guaranteed for the combination of versions earlier than the ones described in "4-1. Combination of ROM Versions".

## **5. Restriction**

### **Restriction in creating a shortcut (Japanese, Chinese and Taiwanese only)**

#### [Phenomenon]

If you select [Send] in [Output method] and enter an e-mail address in [Recipients] to create a shortcut by clicking its icon on the menu bar, the subject of the e-mail sent from the shortcut will be garbled.

#### [What to do]

Create a shortcut without entering mail address in [Recipients].