

AmbirScan FAQs

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Calibration and Cleaning

Calibrating

Q: How do I calibrate my scanner?

To calibrate in AmbirScan, complete the following steps:

1. Open **Ambirscan**.
2. **Deselect AutoScan** (Note: when deselected, circular arrows will be displayed on the button).
3. Click on **Settings** on the left side menu.
4. Insert your calibration sheet.
5. Click on **Calibration**.
6. Follow the onscreen prompts to complete calibration.

Cleaning

If calibration does not fix your scan quality, it is recommended you clean the scanner. Please see the instructions below for cleaning your scanner.

Cleaning Non-IX series scanners (excluding PS667ix):

To clean the scanner, follow the steps below:

1. Lightly spray a lens cleaning solution on the cleaning sheet provided. If you do not have a spray, place a few drops of rubbing alcohol on the sheet.
2. Open the **AmbirScan** software.
3. Select **Cleaning**.
4. Place the cleaning sheet in the scanner and click **Cleaning**.
5. Click **OK** to finish

Cleaning IX Series Scanners

1. Gently open the scanner top*. Lightly spray a lens cleaning solution on the lens.
2. Wipe the cleaning solution off the lens with the cleaning cloth provided. If you do not have the cleaning cloth that came with your scanner, please use a lint-free cloth.

***Excludes PS667ix. Please follow non-IX series cleaning instructions for PS667ix models.**

Cleaning ADF Scanners

1. Open the front door of your scanner by pressing the release button on the door (button location varies per scanner.)
2. Lightly spray a lens cleaning solution on the lens.
3. Wipe the cleaning solution off the lens with the cleaning cloth provided. If you do not have the cleaning cloth that came with your scanner, please use a lint-free cloth.

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Scanning

AutoScan Settings

Below is a chart of all the various setting combinations available for AmbirScan software.

Feature Name	Feature Enabled (Y/N)	Behavior	Best Use
Auto Scan	Y	<ul style="list-style-type: none"> Automatically scans documents when inserted. Multi-page scanning available. Add pages to scan until complete. File automatically saves to the designated save path chosen in Settings. File Created message displays above the Show Preview button. Scan is automatically saved. Prompt to add Tag to a file for sPDF, Word, and Excel files. You may enter a Tag or cancel to bypass. Preview/Switch Mode window does not have thumbnail view and you will only see the first page scanned in your document in the window. No editing options available in Preview window. 	<ul style="list-style-type: none"> Scanning multi-pages. No manipulation of images needed. Automatically save scans when completed. Using Tags to organize scans.
Continuous Scan	Y		
Auto Scan	Y	<ul style="list-style-type: none"> Automatically scans documents when inserted. Multi-page scanning available. Add pages to scan until complete. File must be manually saved using the Preview or Switch View window to complete. Use Save to save to the pre-selected save path in Settings or Save As to save to a different location. Prompt to add Tag to a file. You may enter a Tag or cancel to bypass. Thumbnails of scanned images available in Preview/Switch Mode windows and can be edited. 	<ul style="list-style-type: none"> Multi-page scanning. Need to edit documents contrast/color/rotation. Manually save to another file location. Using Tags to organize scans.
Continuous Scan	N		

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Feature Name	Feature Enabled (Y/N)	Behavior	Best Use
Auto Scan	N	<ul style="list-style-type: none"> Multi-page scanning available. Add pages to scan until complete. Prompt to continue scanning or finish after scanning (approximately 8-10 seconds after last scanned page). If Finish is selected, file is automatically saved to save path in Settings. Thumbnail view not available in Show Preview/Switch Mode. Prompt to add Tag to a file. You may enter a Tag or cancel to bypass. 	<ul style="list-style-type: none"> Multi-page scanning available. Manually save to another file location. Using Tags to organize scans.
Continuous Scan	Y		
Auto Scan	N	<ul style="list-style-type: none"> Multi-page scanning available. Add pages to scan until complete. Must view document in the Show Preview or Switch View window to complete the scan. File must be manually saved using the Preview or Switch View window to complete. Prompt to add Tag to a file. You may enter a Tag or cancel to bypass. Thumbnails of scanned images available in Preview/Switch Mode windows and can be edited. 	<ul style="list-style-type: none"> Manually scan and save documents. Manually save to another file location. Using Tags to organize scans.
Continuous Scan	N		

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Preview Window

Q: Why can't I adjust my images in the Preview window?

A: You can only adjust images in the Preview Window when AutoScan is turned off. Please note when AutoScan is turned off, you must manually click the Scan button as well as manually save the files after scanning. [Click here](#) for a chart of all scanning functionalities.

Q: The image in the Preview window is so small. How do I adjust that?

A: Click on the Zoom In icon in the Preview menu window to enlarge the image. You can also click the **Switch View** button to open a new window to view and readjust your image.

Settings

Exporting Software Settings

Q: Can I export the settings of AmbirScan from one computer to another?

A: Yes. To export the settings, follow the steps below:

1. Close AmbirScan
2. Open C:\ProgramData\AmbirTechnology
3. Copy the AS.sdf file
4. Drop the file into the C:\ProgramData\AmbirTechnology of the computer you want the settings copied to.
5. Open AmbirScan

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Cloud Services

Saving to Cloud Service

Q: How do I save to a cloud service?

A: Click the **Cloud** icon on the left menu of AmbirScan. Select the cloud service you want to save to and enter your login credentials. Once entered, AmbirScan will remember your login.

Q: Can I select multiple documents to save to a cloud service?

A: Yes. To save multiple documents, hold the **Ctrl** button and select all the documents. Once selected, drag the documents over to the icon of the cloud service you are saving to.



For Microsoft OneDrive Personal and OneDrive Business accounts, [click here](#).

Logging Out of Cloud Services

Q: How do I log out of a cloud service?

A: To log out of a cloud service, click the **Advanced Settings** icon in the left menu. In the Advanced Settings menu, click **Reset Cloud Credentials**.

Microsoft OneDrive Personal and OneDrive Business

Q: I don't see OneDrive Personal or OneDrive Business. Can I save to those cloud services?

A: Yes. To save to **OneDrive Personal** or **OneDrive Business**, complete the following steps:

1. Open **AmbirScan software**.
2. Click on **Settings**.
3. Click the ... next to **Select a Save File Path**.
4. Select your **OneDrive or OneDrive Business** folder.
5. Click **OK**.
6. Your settings are now saved.

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AmbirScan Profile Manager

Default Profiles

Creating a New Profile

Deleting a Profile

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Searching Files/Tags

Tags

Q: What is a tag? Do I need to use it?

A: Tags are labels you add to files after the scans are completed to help you organize. Tagging is turned on by default in AmbirScan. It is not a required field and may be bypassed by clicking Cancel if you do not want to use the tagging feature.

Searching Tags

Q: How do I search for tagged files?

A: After you have a tagged a file, you can search for the tag within AmbirScan for quick retrieval. For example, if you scan a large amount invoices, use 'Invoice' as a tag. When you enter 'Invoice' in the Search field in AmbirScan, any file tagged with 'Invoice' that is located in your indexed folder will populate.

Searching Files

Q: Can I search for a file name?


A: At this time, the Search function only searches for words located within a document. It does not search for words in the file name.

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Errors/Troubleshooting

Scanner is not pulling cards/paper through

If your scanner is not pulling cards or paper through, please check the following:

1. **Confirm your scanner is plugged securely into the computer.**
2. **Confirm the AmbirScan software is open and running.** The AmbirScan software icon  will be on your Task Bar, as well as running in your System Tray (icons next to the time on your computer.)
 - a. If the software is not running, double click on the icon on your desktop to start the software.
3. Confirm AutoScan is turned on.
 - a. The icon show look as below when enabled:

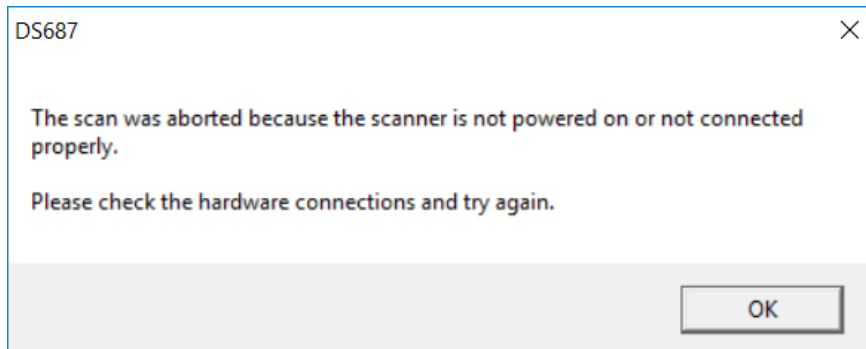


- b. If it does not look as the picture above, click on the icon to activate.

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No Power/Scanner Not Connected Error.

If you received an error message that your scanner is not connected, there may be a problem with the driver. This can be caused by several factors, the most common being incorrect driver installation or incomplete driver installation. Below is a screenshot of what the error looks like:



Verifying Driver Installation

To troubleshoot, complete the steps below:

1. Open [Device Manager](#) and confirm the model name under Imaging Devices matches what is on your scanner.
 - a. If you see the name of your scanner under Other devices with a yellow triangle next to it, that means the driver is not installed, or the wrong driver is installed. See next steps.

Uninstalling the scanner driver

1. **Unplug** your scanner from the computer.
2. Go to **Programs and Features** in your **Control Panel**.
3. Locate your scanner driver.
4. Highlight the driver and uninstall.
5. Go to ambir.com/drivers and search for your scanner.
6. Install the driver.
7. Plug your scanner back into the computer.
8. Check the Device Manager. Your scanner should be listed under Imaging Devices.

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Verifying Install in Device Manager

Please see the instructions below for accessing your Device Manager.

Windows 7

1. Click the **Start** button in the lower left corner of your computer screen.
2. **Right-click Computer** (menu on the right)
3. Select **Properties**.
4. Select **Device Manager**.
5. **Expand** the Imaging Devices section. Your scanner model should be listed.

Windows 8 and 10:

1. **Right-click** on the lower left-hand corner of your pc screen on the Windows button.
2. Select **Device Manager** from the list.
3. **Expand** the Imaging Devices section. Your scanner model should be listed.

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Email Permission Error

Q: I'm getting an error message when I try to email. What do I do?

A: If you receive this error, your email permissions are not matching the permissions on your computer. Please contact your local administrator to resolve.

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Image Quality/Calibration

Q: My images are blurry/fuzzy/color is off. How do I fix that?

A: See [Calibration and Cleaning](#) for more information.