SimpleSCAN FAQS

SimpleSCAN

Contents

Scanning

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

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

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

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

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Cloud Services

Q: How do I save to a cloud service?

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

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

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.**

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.

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 **SimpleSCAN 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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Searching/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 SimpleSCAN. It is not a required field and may be bypassed by clicking Cancel if you do not want to use the tagging feature.

Q: How do I search for tagged files?

A: After you have a tagged a file, you can search for the tag within SimpleSCAN 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 SimpleSCAN, any file tagged with 'Invoice' that is located in your indexed folder will populate.
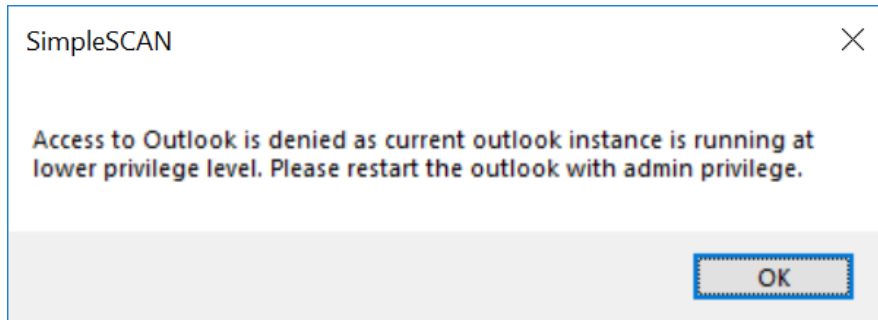
Q: Can I search for a file name?

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.

Errors/Troubleshooting

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.

Image Quality/Calibration/Cleaning

Q: My images are blurry. How do I fix that?

A: To calibrate your SimpleScan S1 scanner, complete the following steps:

1. Open the **SimpleSCAN** software
2. Click on **Settings**
3. Select **Calibration**
4. Place the calibration sheet in the scanner and click **Calibrate**
5. Click **OK** to finish

If calibration does not resolve the issue, try cleaning the scanner.

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 **SimpleSCAN** software
3. Select **Cleaning**
4. Place the calibration sheet in the scanner and click **Cleaning**
5. Click **OK** to finish

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Feature Name	Feature Enabled (Y/N)	Behavior	Best Use
Auto Scan	Y	• 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 files4. 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.	• Scanning multi-pages. • No manipulation of images needed. • Automatically save scans when completed. • Using Tags to organize scans.
Continuous Scan	Y		
Auto Scan	Y	• 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.	• 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	• 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.	• Multi-page scanning available. • Manually save to another file location. • Using Tags to organize scans.
Continuous Scan	Y		
Auto Scan	N	• 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.	• Manually scan and save documents. • Manually save to another file location. • Using Tags to organize scans.
Continuous Scan	N		