

DocketSCAN FAQs

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Calibration and Cleaning

Calibrating

Q: How do I calibrate my scanner?

To calibrate in DocketSCAN, complete the following steps:

1. Open **DocketSCAN**.
2. **Deselect Auto Scan** (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.

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

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Scanning

Q: My card/document isn't automatically scanning.

If your card/document isn't being automatically scanned, complete the following steps:

1. Confirm **DocketSCAN** is running.
2. Confirm **Auto Scan and Continuous Scan (located in Settings)** are turned **on**. Please refer to the [Auto Scan](#) chart below for more details.

Q: How do I change scanning profiles?

DocketSCAN software comes with 4 default scanning profiles identified as the most commonly used. While they are default settings, they can be edited, renamed, and/or removed based on personal preference.

Users can add and delete profile settings based on their preferences by clicking the + or – buttons below the drop down. Click **Save** when completed.

Hotkeys are shortcuts to access the profiles. DocketSCAN has 4 default profile hot key settings:

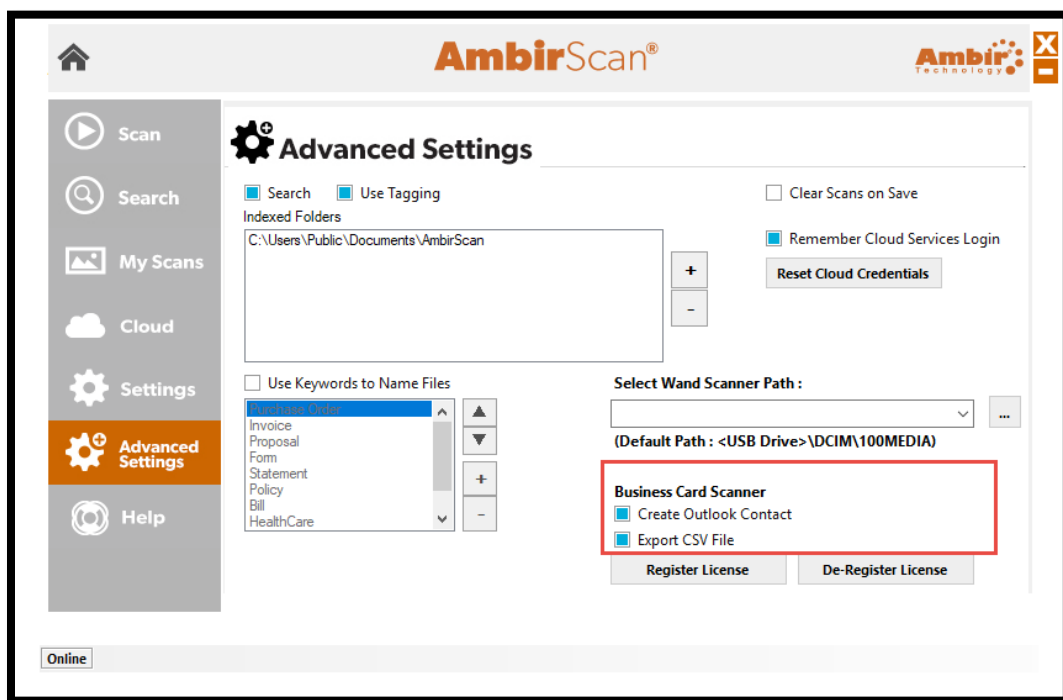
- F1 – Color
- F2 – Grayscale
- F3 – Black and White
- F4 – Business Card

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Q: I deleted the profile. How do I get it back?

To create the Business Card Reader profile again, complete the following steps:

1. **Open** DocketSCAN.
2. Select **Advanced Settings** in the left menu bar.
3. Select **Create Outlook Contact and Export CSV file**.



4. Select **Settings** in the left menu bar.
5. Make sure the following settings are selected:
 - a. **File Format:** Searchable PDF
 - b. **Scan Type:** Color
 - c. **DPI:** 300
6. Click the + under the **Scan Profile** drop down.
7. **Name** the profile when prompted.

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Auto Scan Settings

Below is a chart of all the various Auto Scan setting combinations available for DocketSCAN 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?

You can only adjust images in the Preview Window when Auto Scan is turned off. Please note when Auto Scan 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 too small. How do I adjust that?

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.

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Business Card Scanning

Licensing

Q: Is the Business Card scanning free?

DocketSCAN allows a 10-scan trial period for scanning and reading business cards. After your trial expires, you will need to purchase a license key to continue use. To purchase your license key, [click here](#).

Where do I enter my license key?

Select **Advanced Settings** in the left side menu. Select **Register License**. Enter your license key when prompted.

If you receive an error message the key is not valid, ensure you have entered the key correctly. Examples: adding extra spaces, entering the letter O instead of the number zero.

Q: Can I purchase one license key for multiple computers?

No. The purchase of a license key is *per computer*. If you wish to use this software on multiple computers, separate license keys must be purchased for each computer.

Scanning to Outlook

Q: How do I scan to Outlook?

To scan to Outlook, complete the following steps:

1. Select **Business Card Profile F4** in DocketSCAN.
2. **Insert** the card into the scanner. The scanner will pull the card through automatically (*Auto Scan must be turned on.*)
3. After a few seconds, you may see a message of how many scans are left in Trial mode. Click OK.
4. A separate window will populate displaying the card image and information taken from the card.
 - a. Verify all information in the window. Incorrect data can be adjusted manually.
5. Click **OK**
6. A Windows notification in your system tray will alert you the contact has been created.

Q: I don't have Outlook installed on my computer. Can I scan using the web version?

No, DocketSCAN Business Card Reader does not scan to Outlook's web version. You must have Outlook client installed on your computer.

Q: Can I scan to Google and/or online email contacts?

No, DocketSCAN does not scan to any online contacts.

Does the software detect duplicates?

Yes. DocketSCAN will notify you if a duplicate contact is detected. Users can select Yes to proceed and create the contact, or no to discontinue and no new contact will be created.

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Q: The software is not reading/entering wrong information in the fields.

DocketSCAN software is designed to identify and read most commonly used data fields on business cards. However, there are times where data may not be displayed properly after scanning. Certain factors may cause minor errors in reading: layout of the card, language, font type and size, background color, and font color.

While the OCR technology has extremely high accuracy, there may be times characters are off. It's important to review your contact information in the preview field prior to saving.

Q: Does the software recognize languages other than English?

No. DocketSCAN OCR technology is only available for English language at time of this release.

Q: Will the software recognize handwritten notes?

No. The software does not recognize handwritten text.

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Backing Up Contacts

Q: How do I backup my scanned contact information?

DocketSCAN makes backing up your contacts easy by exporting the data to a .CSV file located in the C:\Users\Public\Documents\DocketSCAN folder.

The CSV file contains the following fields: Title, First Name, Last Name, Company, Address, Email, Phone, Cell, Fax, URL, and Notes.

Q: How do I turn off scanning to .CSV?

To turn off scanning to .CSV, select **Advanced Settings** in DocketSCAN and **deselect** the **Export to CSV** option.

Importing to Third Party Software

Q: Can I import my contacts into a third-party software?

Most applications allow for .CSV importing. Please check with your application for information on importing.

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Settings

Exporting Software Settings

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

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

1. **Close** DocketSCAN
2. **Open** C:\ProgramData\AmbirTechnology folder.
3. **Copy** the DocketSCAN.sdf file and place in a file location that can be accessed on the new computer.
4. **Drop** the copied file into the C:\ProgramData\AmbirTechnology of the computer you want the settings copied to.
5. **Open** DocketSCAN.

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Cloud Services

Saving to Cloud Service

Q: How do I save to a cloud service?

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

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

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?

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?

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

1. Open **DocketSCAN 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 Files/Tags

Tags

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

Tags are labels you add to files after the scans are completed to help you organize. Tagging is turned on by default in DocketSCAN. 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?

After you have a tagged a file, you can search for the tag within DocketSCAN 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 DocketSCAN, any file tagged with 'Invoice' that is located in your indexed folder will populate.

Searching Files

Q: Can I search for a file name?

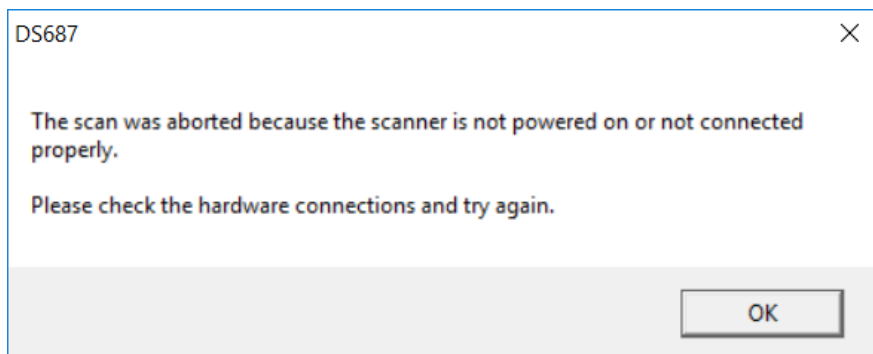
At this time, the Search function only searches for words located within a document. It does not search for words in the file name.

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Errors/Troubleshooting

Q: How do I fix a 'no power' 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:



To troubleshoot, complete the steps below:

1. Verify you have the correct driver installed.
 - a. Open [Device Manager](#) and confirm the model name under Imaging Devices matches what is on your scanner.
 - i. 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.
 - b. Uninstall the scanner driver
 - i. **Unplug** your scanner from the computer.
 - ii. Go to **Programs and Features** in your **Control Panel**.
 - iii. Locate your scanner driver.
 - iv. Highlight the driver and uninstall.
 - v. Go to ambir.com/drivers and search for your scanner.
 - vi. Install the driver.
 - vii. Plug your scanner back into the computer.
 - viii. Check the Device Manager. Your scanner should be listed under Imaging Devices.

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Verifying Install in Device Manager

Q: How do I know if my scanner is installed?

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.

Q: I see my scanner in Imaging Devices but it's still not working.

If you see your scanner in the Device Manager under Imaging Devices and it's still not scanning, complete the following steps:

1. Open Programs and Features on your computer (called Apps and Features on Windows 8/10)
2. Verify there are **two** driver components installed. See the below formats with example install:
 - a. DocketPORT <<scanner model name>>
 - b. DocketPORT <<scanner model name>> TWAIN

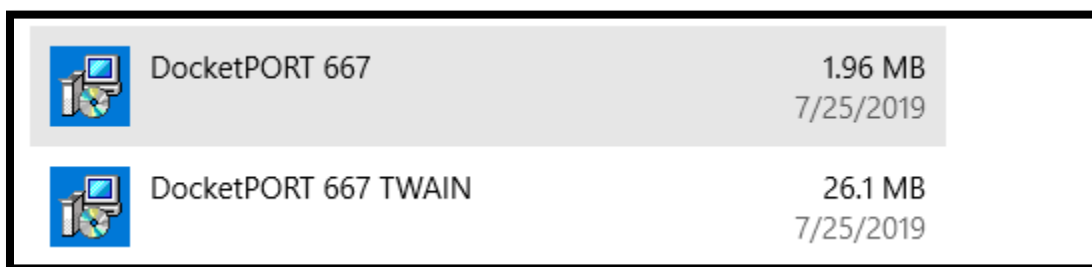


Image: Displaying both driver components for DP667 installation.

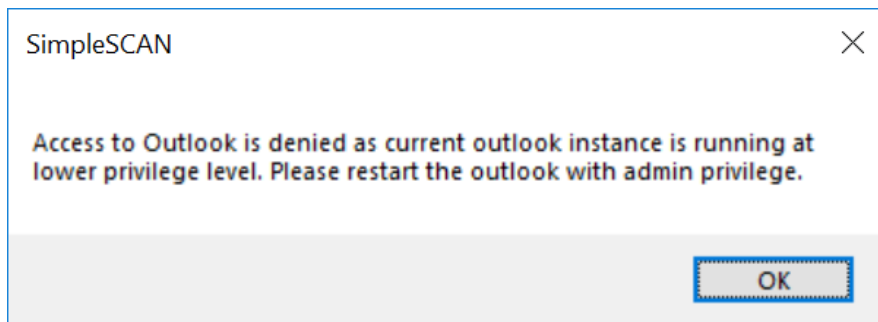


If you are missing one or both of these components, your scanner did not install correctly. Re-install the driver for your scanner mode. If you have continued issues, please contact Support.

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Email Permission Error

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



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

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

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