

SimpleSCAN

Portable Wand Scanner FAQs

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Cloud Settings

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 scans to save to a cloud service?

A: Yes. To save multiple scans, hold the **Ctrl** button and select all the images. Once selected, drag the images 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.

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 tagged a file, you can search for the tag within SimpleSCAN for quick retrieval. For example, if you scan a large amount of 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

Q: My scanner will not power on. How do I fix this?

A: If your scanner will not power on, it is likely low on battery power or batteries are not inserted properly. Please replace batteries and/or check that batteries are installed correctly.

Q: Can I use my wand scanner without batteries?

A: Yes, you can scan without the use of battery power by connecting the scanner to your computer with the included USB cable.

When your scanner is connected to your computer, press the Power button and hold for 2 seconds.

You will then need to switch your scanner to SD card mode. Look for a blinking icon with a computer and arrow in lower portion of the display screen. Use the Up and Down buttons to shift to the icon representing an SD card and arrow.

You can use scanner normally while connected to the computer.

Q: Why am I receiving an ERROR on the display screen while trying to scan?

A: If you are seeing an **ERROR** on the display screen, you are likely scanning too fast or not smoothly enough. Please stop scanning and try again.

Make sure the wand scanner roller is fully in contact with the document. Ensure you are moving the wand at a slow and steady pace as you scan.

Try to avoid any tilts or gaps while scanning. Your scanner should be positioned straight to ensure quality images.

Q: My pictures cannot be saved on the wand scanner. How do I fix this?

A: If your pictures are not saving on the scanner, it is likely due to an issue with the SD card.

Confirm the SD card is installed properly. It should be inserted into the SD card slot on the left side of the scanner.

If your SD card is full, download the pictures from the scanner to the computer. You can delete stored pictures on your SD card to create storage space. Press the Up/Playback button on the wand and then pressing SCAN on the image you wish to delete. Select the check icon and press SCAN again to delete your image.