ABBYY® Business Card Reader FAQs

Contents

ABBYY® Business Card Reader FAQs

Activating Software

Q: How many activations are allowed?

A: Your software allows for 1 activation per scanner. If you need additional activations, please contact Sales at (630) 530-5400, option 2.

Q: How do I activate my software with ABBYY®?

A: To activate your software, enter the license key which was provided to you in the box with your scanner at the following website: activation.abbyy.com/BCR/default_com

General Software Questions

Q: What is the accuracy of the Optical Character Recognition (OCR) software?

A: OCR technology uses intelligent algorithms that convert images into editable text. While no software has 100% accuracy, the OCR capabilities with ABBYY® have been tried and tested with excellent results, making them an industry leader.

Q: Does the software OCR dual-sided business cards?

A: No. The ABBYY Business Card Reader software can only OCR one side of a card. However, it does capture the back side of the card as a picture for your file retention.

Q: What languages are supported by the application?

A: The software recognizes 25 different languages with the full list found here: **www.abbyy.com/en-us/support/bcr_windows/20/languages**

The application interface itself can be run in 15 different languages with the full list found here: **www.abbyy.com/en-us/support/bcr_windows/20/il**

General Scanner Setup

Q: How do I select my Scanner?

A: During the installation of the ABBYY software, you will be prompted to select your scanner.

In the event the wrong scanner is selected during setup, or you need to change scanners, you can do so by completing the following steps:
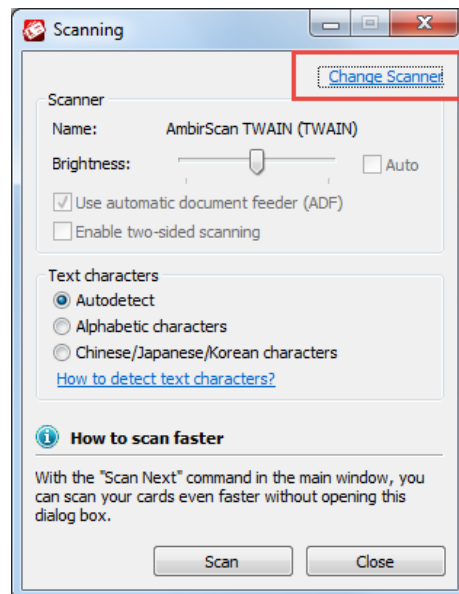
1. **Open** ABBYY Business Card software
2. Click on the **Scan** button in the upper left-hand corner.
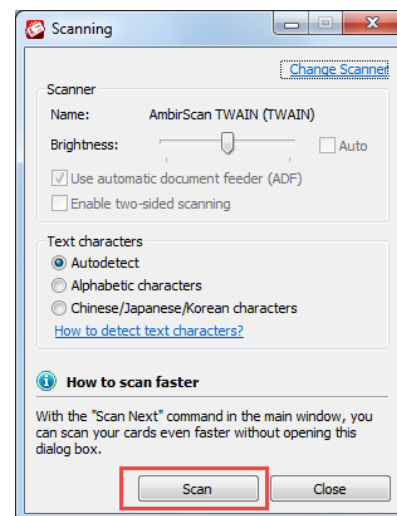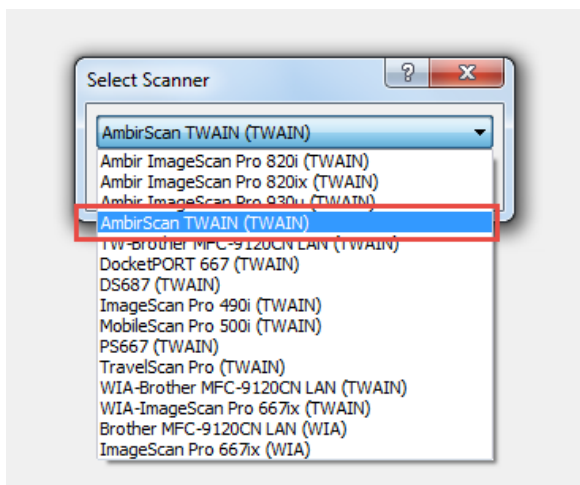
ABBYY® Business Card Reader FAQs
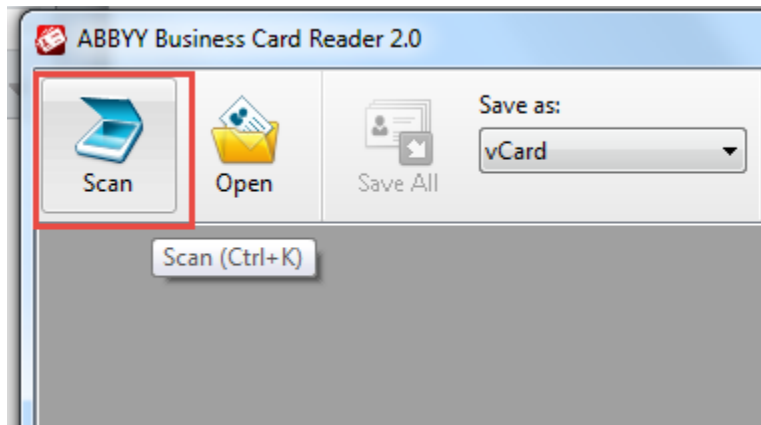
ABBYY® Business Card Reader FAQs

3. Click on **Change Scanner**.

4. **Select your scanner** from the dropdown. *In this example, the AmbirScan Twain is being selected.*
5. Once you have selected the correct scanner, click **Ok, then Scan**. Insert a business card into the scanner.

*Card being inserted into the scanner.*

ABBYY® Business Card Reader FAQs

6. Once the scan is initiated, a spinning wheel in the upper left-hand side will indicate progress and the dialog in the middle will announce the card is being scanned.
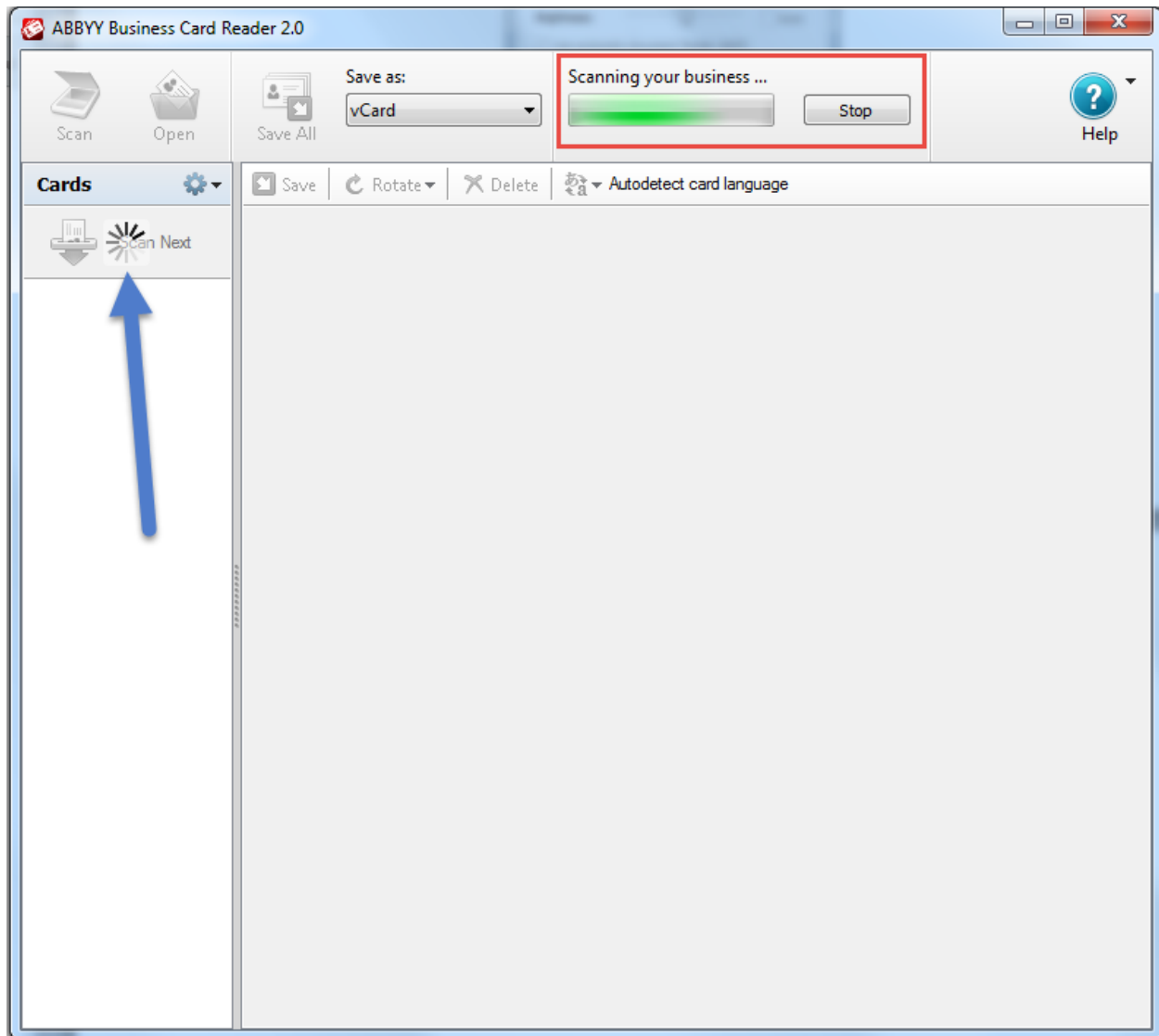
ABBYY® Business Card Reader FAQs

7. After the card is scanned, a confirmation dialog window display, showing the fields and data that were captured. Clicking on the data field will highlight the scanned information on the card image itself.

8. Once the card is scanned, there is the option to scan another card. **Save all the cards scanned** and additional options such rotate, delete and autodetect card language are offered.
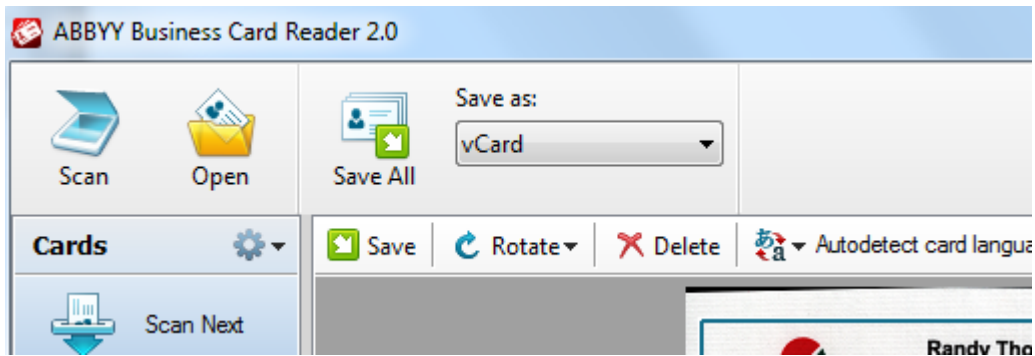
ABBYY® Business Card Reader FAQs

Exporting Contacts to Excel

Q: I exported my contacts to Excel, but the information is not in the right columns. How can I fix this?

A: To open CSV file using MS Excel:

1. Run **MS Excel**.
2. Open blank workbook.
3. Go to **Data** tab and select **From Text**.
4. In **Import Text file Window** select **BusinessCards.csv file** and press **Import**.
5. In **Text Import Wizard** window mark checkbox **Delimited** and press **Next** button.
6. Select **Tab** and **Semicolon** as delimiters and press **Next** button.
7. Select **General** as **Column data format** and press **Finish** button.
8. Select how you want to view data in workbook and press **OK**.

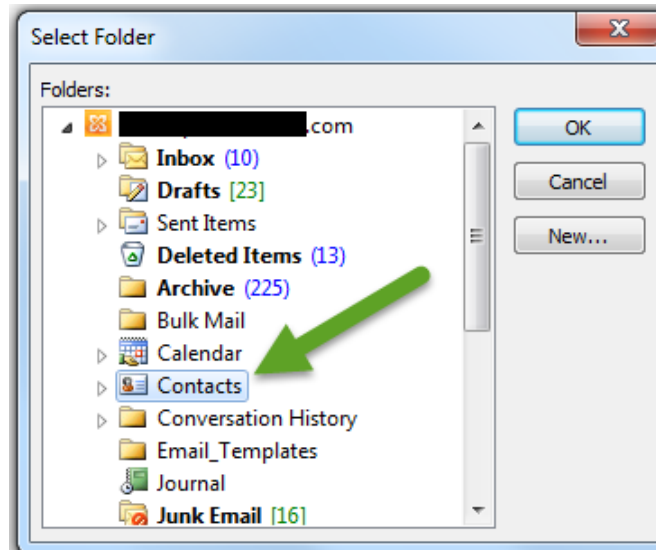## Importing Contacts to Outlook

Q: How do I scan to Outlook?

A: To convert your scanned card images into a format that Outlook will recognize, complete the following steps:

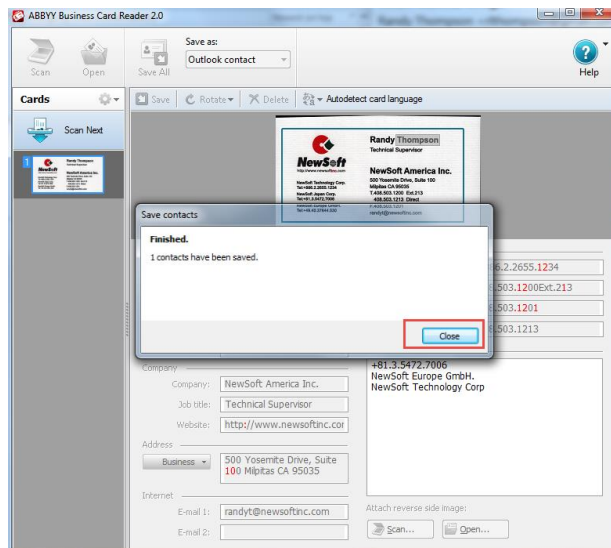1. Under the **Save As** menu, select **Outlook contact**.
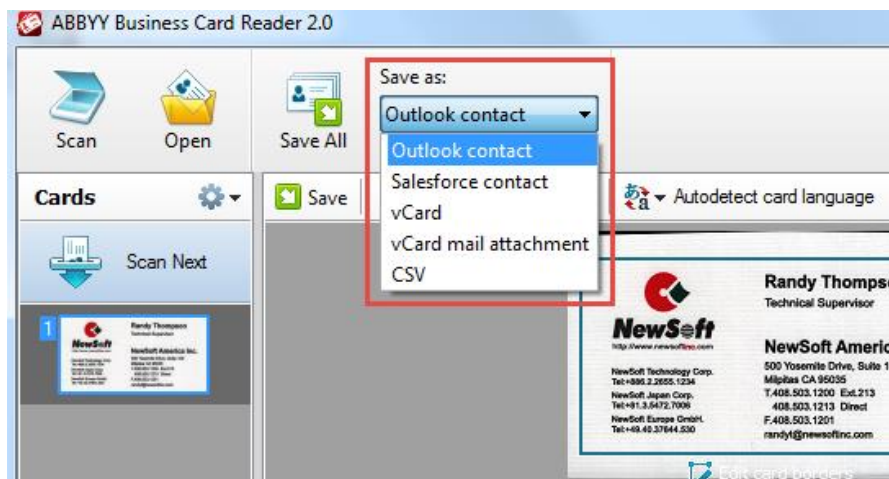
2. Click **Save**. A dialog box will pop up asking where you want to save it. Select your **Contacts** option.

3. Click the OK button.

4. Click the **Close** button and either scan another card or finish.