# nScan 690gt FAQs

## Contents

## General/Hardware/PC Information

### What operating systems will this scanner work with?

The nScan 690gt is supported on Windows 7 / 8 /10 operating systems.

### Can I scan multiple cards at one time?

No. The nScan 690gt will only scan one card at a time.

### Do I have to use the T-cable for this scanner?

The provided T-cable should be used on computers with USB 2.0 ports. It is not needed for USB 3.0

### Can I use your scanners in a USB 3.0 port?

Yes. USB 3.0 is backwards compatible and will support all Ambir products.

### How do I know if I have a USB 2.0 or USB 3.0?

Go to your Device Manager and look under Universal Series Bus controllers. Your USB port type will be listed there. See the image below:
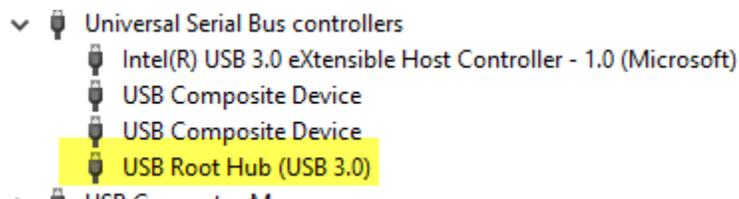


### How do I know if my scanner is installed?

The scanner name will show under Imaging Devices in your Device Manager and the LED light will turn blue. If the LED light on the scanner is not on, you may not have installed the driver.

### How do I check my Device Manager?

Complete the following steps to check your Device Manager:

**Windows 7**
1. Click the **Start** button on the lower left side of your computer screen.
2. **Right click Computer** (menu on the right).
3. Click on **Properties.**
4. Select **Device Manager.**
5. Click the arrow next to **Imaging Devices**. You should see **nScan 690gt** displayed.

**Windows 8.1 or 10**
1. **Right click** on the lower left-hand corner of your pc screen on the **Windows button.**
2. Select **Device Manager.**
3. Click the arrow next to **Imaging Devices**. You should see **nScan 690gt** displayed.

If you do not see nScan 690gt displayed, go to the next FAQ.

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## Errors/Installation/Uninstalls

**My scanner is not showing under Imaging Devices.**
1. Check your USB connection to ensure it is securely in place. Unplug and re-plug the scanner from both ends.

**If there is still no power to your scanner:**
1. Plug one side of the included T-cable into the scanner, the other into the PC. Plug the longer USB connection into the included USB power adapter.
2. If the scanner is showing under Other Devices with the scanner name listed properly, please check that you have installed the driver.
3. If you do not see your scanner listed anywhere and Device Manager does not display after unplugging/re-plugging, please contact Support at (630) 530-5400, option 3.

## There's a yellow caution symbol next to the scanner name.

If you see a yellow caution symbol, the driver is not installed.

Download the driver from [www.ambir.com/690gt-support](http://www.ambir.com/690gt-support)

## My scanner is giving me a power error.
1. Confirm your driver is installed. Check **Device Manager → Imaging Devices** and ensure you see **nScan 690gt** as an available device.
2. Check your USB connections.
3. If your USB is connected and still have no power, plug the T-cable in to the scanner, PC, and USB power adapter.
4. If you continue to have a problem, contact [Ambir Support](#).

## I received an error that says I don't have permission to install.

To install drivers and software, you must have full administrative rights on your computer. Please contact your local IT contact to assist you with those permissions.

## How do I uninstall my scanner?
### Windows 7

1. Click the **Start** button on the lower left side of your computer screen.
2. Select **Control Panel.**
3. Select **Uninstall Program** under the Programs setting.
4. Locate your device name. Right click and select **Uninstall.**

### Windows 8.1 or 10:

1. **Right click** on the lower left-hand corner of your pc screen on the **Windows** button.
2. Select **Programs and Features.**
3. Locate your device name. Right click and select **Uninstall**.