900-gt Series FAQs

Contents

Settings and Usage 2

What is the purpose of the Archive scanning profile assigned to Button 0? 2

How do I access Profile Manager? 2

How do I access the Button Properties in AmbirScan ADF-gt software? 3

How/when to use Additional Length Detection? 3

Where are my documents saved? How do I change the save location? 6

How do I access the TWAIN driver? 7

How do I import/export the AmbirScan ADF-gt settings? 8

How to create additional scan profiles and how to assign to the buttons? 8

How do I adjust my Energy Star power settings? 8

What are the options for using the scanner with Microsoft Word? 8

What is the purpose/value of using the nScan to App function? 9

Maintenance 9

How do I clean my scanner? 9

How do I know if I need new rollers? 9

Troubleshooting 11

The display on my scanner shows 0. 11

Paper Jam error 11

©2018 Ambir Technology, Inc.

Settings and Usage

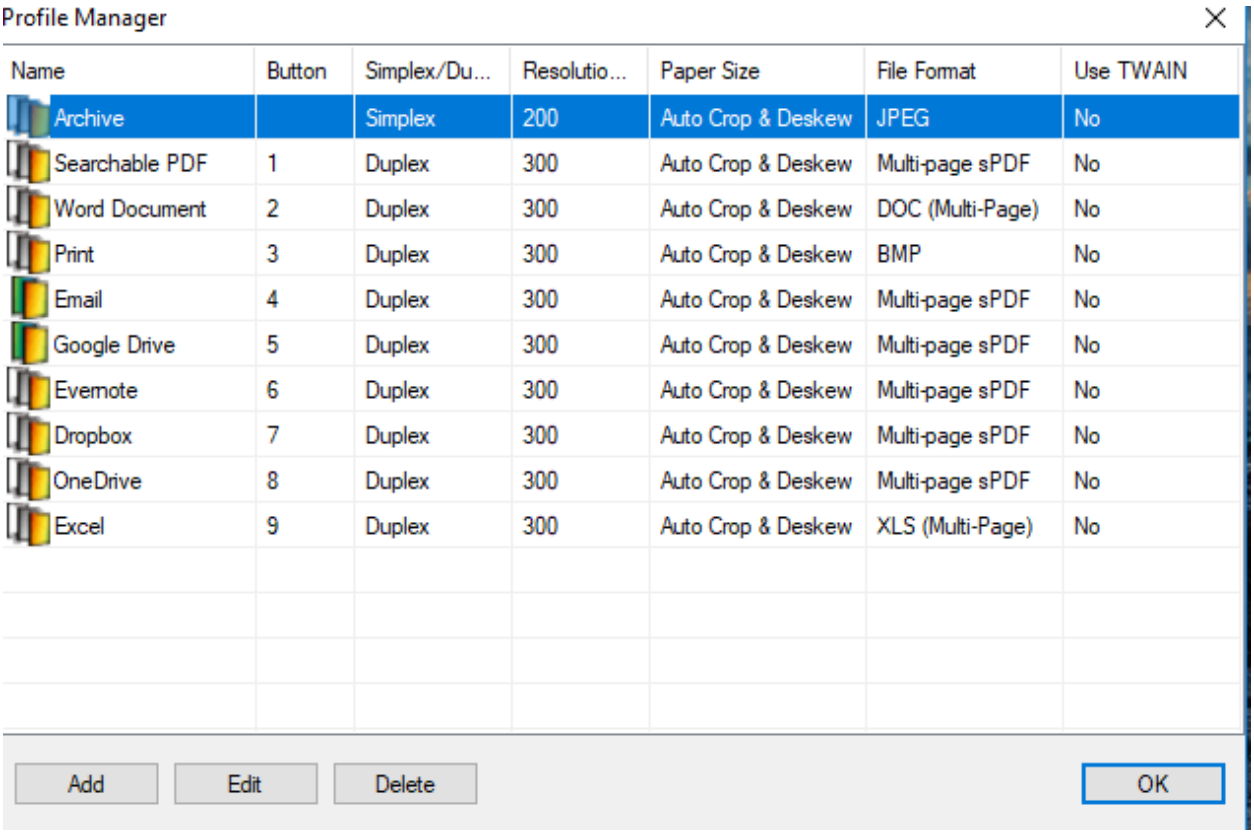
What is the purpose of the Archive scanning profile assigned to Button 0?

Archive setting is a default profile built in the Profile Manager of the 940/960-gt scanners. You may edit or delete the profile at any time via Profile Manager.

How do I access Profile Manager?

To access the Profile Manager in the AmbirScan ADF-gt software, complete the following steps:

1. **Right-click** on the AmbirScan ADF-gt icon located in your System Tray.
2. **Left-click** on **Profile Manager**
3. The **Profile Manager window** will display.



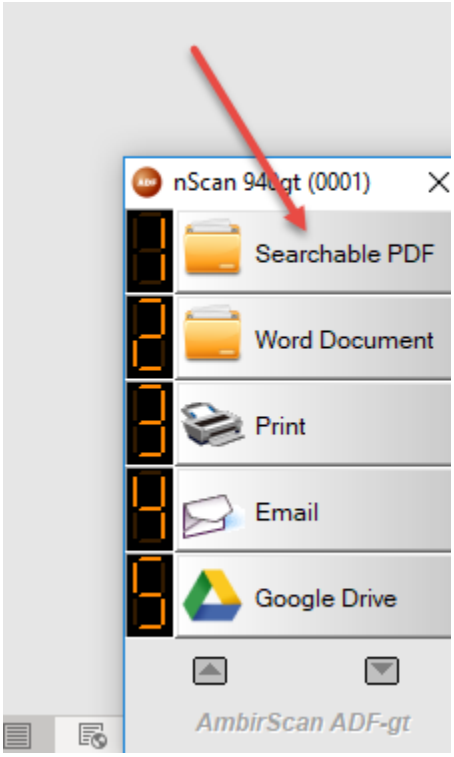
©2018 Ambir Technology, Inc.

900-gt Series FAQs

How do I access the Button Properties in AmbirScan ADF-gt software?

To access the properties dialogue box, complete the following steps:

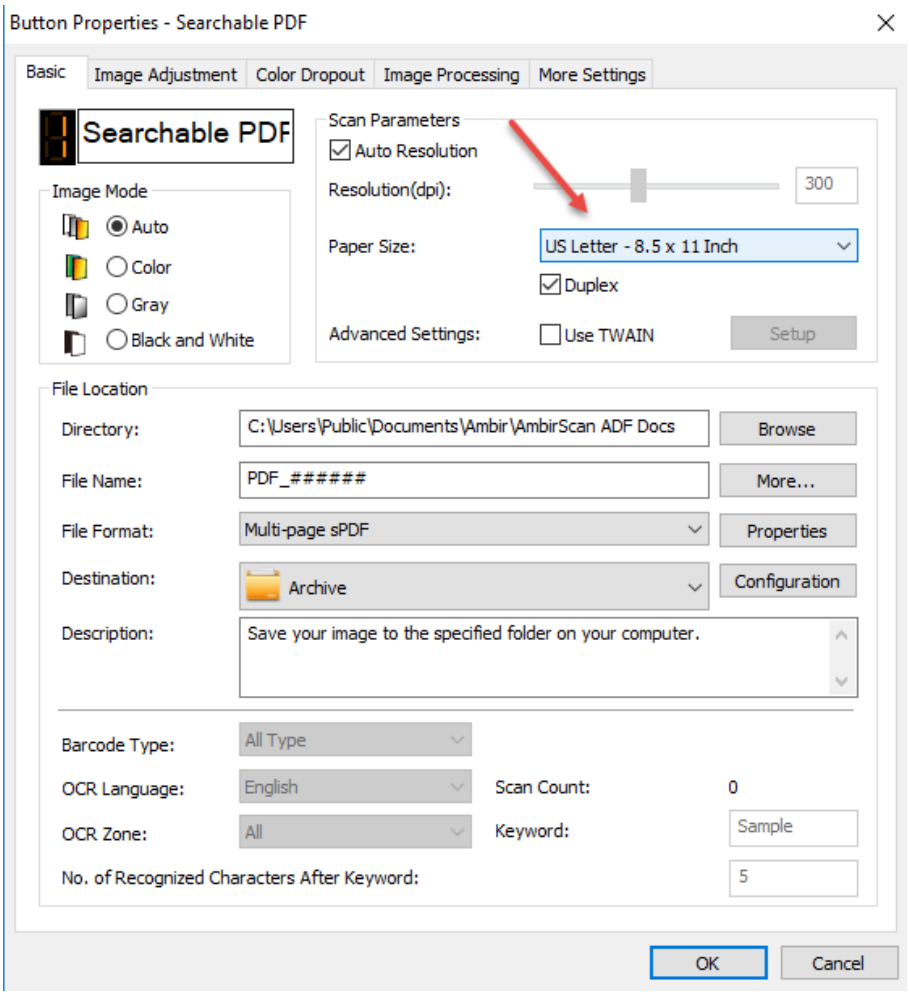
1. **Left-click** the AmbirScan ADF-gt icon in your System Tray, or **double click** the icon located on your desktop.
2. **Right-click** on the name of the button you wish to view. *Note – you must click on the name, not the number to access the properties.*



How/when to use Additional Length Detection?

Additional Length Detection is located on the **More Settings** tab. can be enabled if you have selected a *specific* page size in the Paper Size section of the **Basic tab**. See screenshot below for reference:

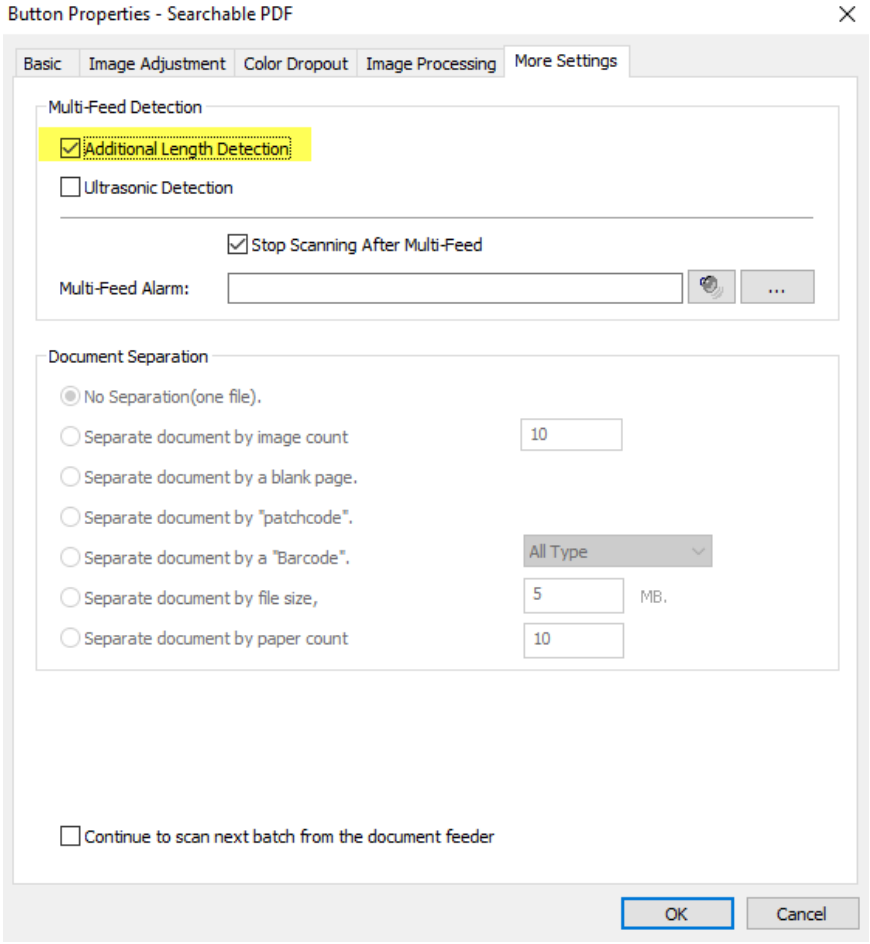
©2018 Ambir Technology, Inc.



Please note Auto Crop & Deskew is the default setting for all button configurations.

©2018 Ambir Technology, Inc.

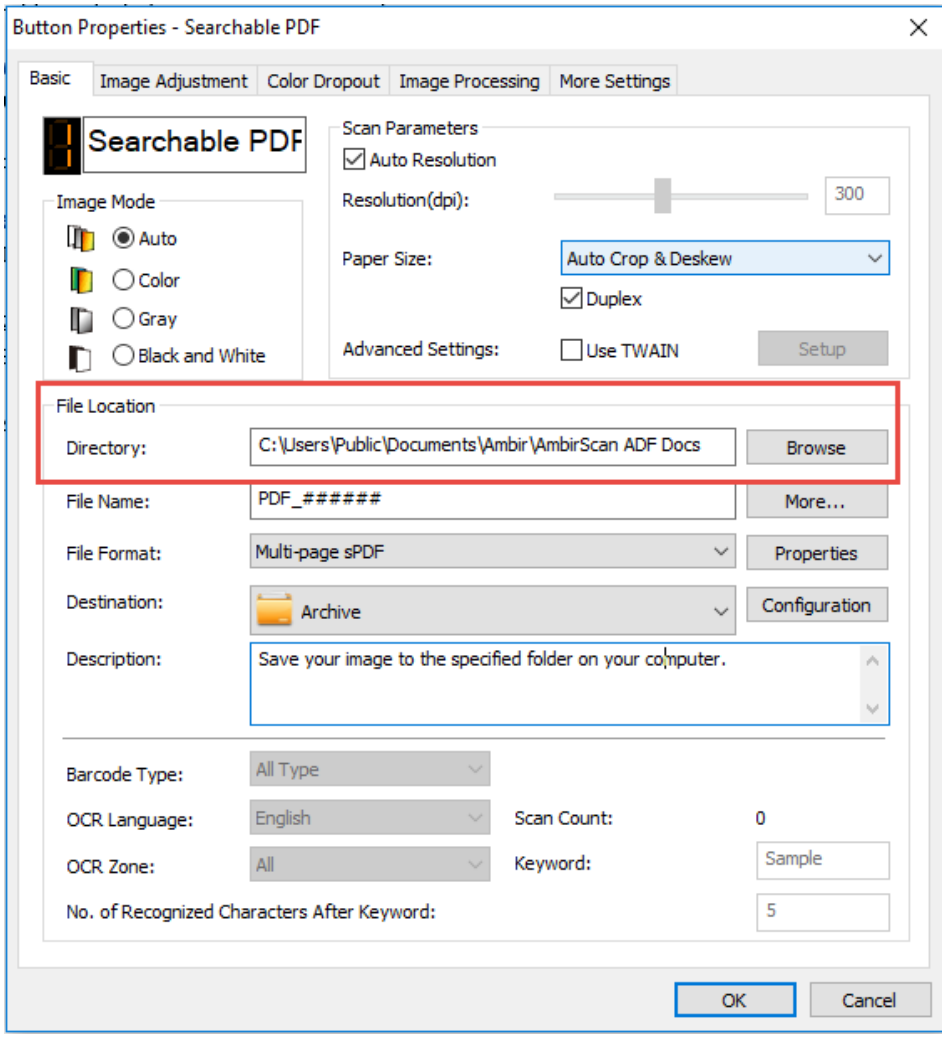
If you are using a specific paper size and need to turn on Additional Length Detection, select the box next to the option on the **More Settings** tab. See screenshot below for reference:



©2018 Ambir Technology, Inc.

Where are my documents saved? How do I change the save location?

1. Double-click on the **AmbirScan ADF-gt icon** on your desktop or left-click the icon in your system tray.
2. **Right-click** on the name of the button (not the button number).
3. The settings window will display for the specified button. In the example below, button #1 is displayed.
4. The **Directory** section is where your image will be sent. See the image below:

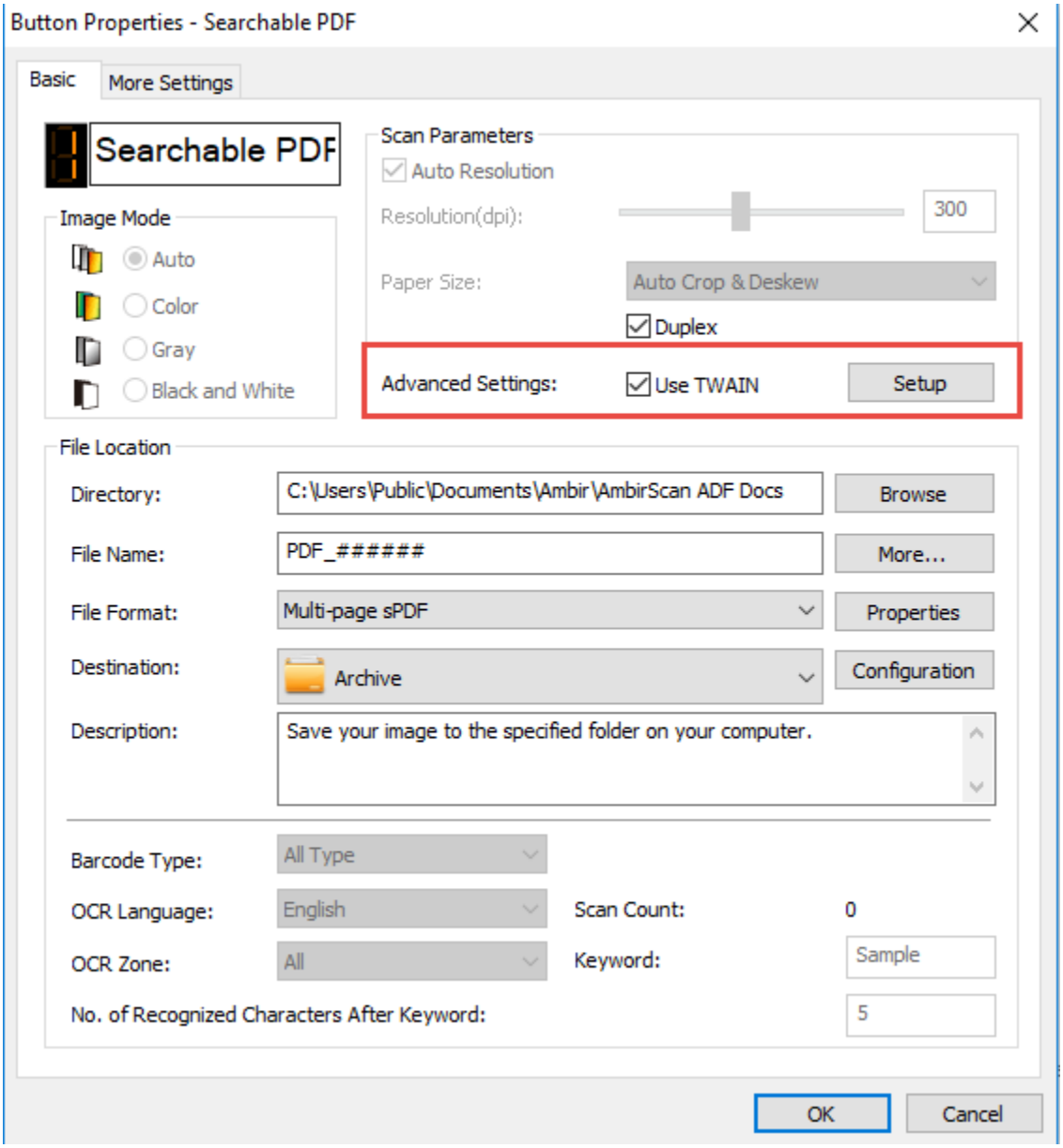


5. To change the save location, click **Browse** and select your new location.

©2018 Ambir Technology, Inc.

How do I access the TWAIN driver?

The TWAIN driver has several other advanced settings users may choose to access for their scanning needs. The TWAIN driver is accessed via the **Basic Tab** within the Button Properties section. Check the box next to 'Use TWAIN', then click **Setup** to enter the TWAIN settings menu. See the screenshot below for reference:



©2018 Ambir Technology, Inc.

900-gt Series FAQs

How do I import/export the AmbirScan ADF-gt settings?

Follow these steps to import/export your scanner settings:

Export Settings

1. **Right-click** on the AmbirScan ADF-gt icon in your System Tray.
2. Click **Options.**
3. Click **Advanced.**
4. Select **Export.**
5. Save the file to your desired location.

Import Settings

1. **Right-click** on the AmbirScan ADF-gt icon in your System Tray.
2. Click **Options.**
3. Click **Advanced.**
4. Click **Import.**
5. Add the saved file.

How to create additional scan profiles and how to assign to the buttons?

Right-click on the AmbirScan ADF-gt icon in your System Tray, then **Profile Manager.** In the Profile Manager window, you can add a profile setting to your specifications.

How do I adjust my Energy Star power settings?

The default settings for the Energy Star power settings is 15 minutes. This means if the scanner is not in use over 15 minutes, it will enter Sleep Mode.

The power off setting is enabled after 240 minutes (4 hours).

To adjust these settings, complete the following steps:

1. **Left-click** the AmbirScan ADF-gt icon in your System Tray, or **double click** the icon on located on your desktop.
2. **Right-click** on the name section any of the buttons in the Button Manager software
3. **Check** the box next to **Use TWAIN**
4. Click **Setup** next to the TWAIN option
5. Click on the **Setting** tab
6. Adjust the time settings to your desired specifications.

What are the options for using the scanner with Microsoft Word?

1. Button #2 in AmbirScan ADF-gt software is pre-configured to create Microsoft Word documents from a scan.
2. Using the nScan to App function, an image file created by a scan (JPEG, BMP, TIF, etc.) will be inserted into your open Word file at the placement of the cursor.
3. Using the nScan to App function, an OCR scan will insert editable text into your open Word file at the placement of the cursor.

©2018 Ambir Technology, Inc.

What are the options for using the scanner with Microsoft Excel?

1. Button #9 in AmbirScan ADF-gt software is pre-configured to create Microsoft Excel documents from a scan.
2. Using the nScan to App function, an image file created by a scan (JPEG, BMP, TIF, etc.) will be inserted into your open Excel file at the placement of the cursor.

What are the options for using the scanner with Microsoft Power Point?

1. Using the nScan to App function, an image file created by a scan (JPEG, BMP, TIF, etc.) will be inserted into your open Power Point file at the placement of the cursor.

What is the purpose/value of using the nScan to App function?

The purpose of the nScan to App function is to send a scanned image to a designated application (ex: Microsoft Word, Power Point, Paint, etc.).

Maintenance

How do I clean my scanner?

For best results, lightly spray the scanner cleaning solution onto the cleaning cloth and gently wipe the inside of the scanner, including the rollers. If you do not have cleaning solution available, you may also use rubbing alcohol. Do not use water to clean your scanner.

How do I know if I need new rollers?

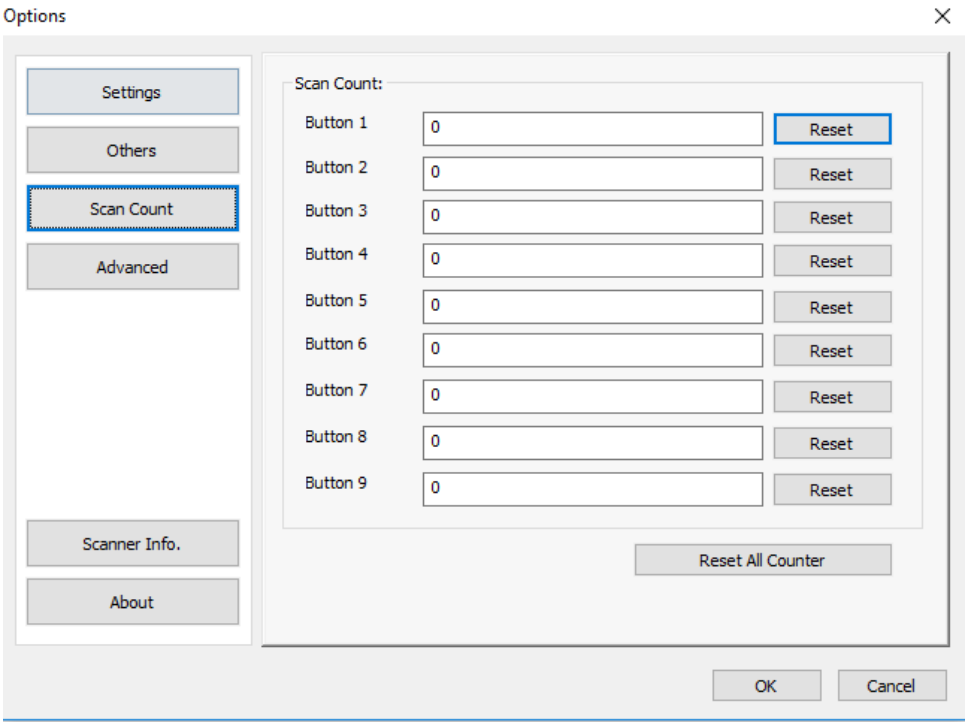
There are two rollers in the 940/960-gt scanner: the ADF roller and the Reverse roller. The life cycle for the ADF roller is approximately 200,000 scans and 100,000 scans for the Reverse roller.

If your items are getting stuck in the scanner frequently, or paper stacks are going through in one pass, it may be time to replace the rollers on your scanner. New rollers and maintenance kits are available via the **Products → Consumables → High Speed ADF Scanner Consumables** menu on ambir.com

To check the life cycle of your scanner, complete the following steps:

1. **Right-click** the AmbirScan ADF-gt icon located in your System Tray.
2. **Left-click** on **Options.**
3. Click the **Scan Count** button in the left menu.
4. Your scan count for each button will be displayed.
5. Use **Reset All Counters** when you change your rollers.

©2018 Ambir Technology, Inc.



©2018 Ambir Technology, Inc.

900-gt Series FAQs

Troubleshooting

The display on my scanner shows 0.

If your scanner is displaying zero, there are several reasons: the scanner is in sleep mode, the driver is not installed, or the AmbirScan ADF-gt software is not running.

Take Scanner Out of Sleep Mode:

1. Push any of the buttons on the front of the scanner.

Verify the AmbirScan ADF-gt software is running:

1. Look for the orange **AmbirScan ADF-gt icon** in the system tray (bottom right corner of the PC, next to the time)
2. If the icon is not present, double click on the **AmbirScan ADF-gt icon** on your desktop to launch.

Verify the driver is installed:

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. Open **Imaging Devices**

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**

Your scanner should be listed under Imaging Devices. If you *do not* see your scanner listed, or your scanner is showing up under 'Other Devices', you need to install the driver.

Paper Jam error

To clear a paper jam, open the door to your scanner and gently remove any paper stuck in the roller. Close the door and try scanning again.

Warranty and Repair

What is the warranty on my 940/960-gt scanner?

The warranty period is 3 years from the date of purchase.

How do I send my scanner in for repair?

You must have an approved RMA set up with Ambir Support prior to sending your scanner in. Contact Ambir Support for details.

©2018 Ambir Technology, Inc.

©2018 Ambir Technology, Inc.