

## Calibration and Cleaning

### How do I calibrate my scanner?

1. Click the **Start button or Windows icon** on the lower left side of the computer screen
2. **Open** the folder corresponding to the scanner name listed on the front of your scanner (ex: *Ambir ImageScan Pro 960*).
3. Click **Calibration Wizard** in the folder
4. Follow the on-screen prompts

[Click here](#) for a video on calibrating your scanner.

### How do I clean my scanner?

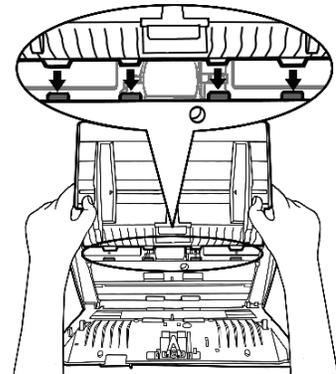
For best results, lightly spray the scanner cleaning solution onto the cleaning cloth and gently wipe the inside of the scanner, including the rollers. If you do not have cleaning solution available, you may also use rubbing alcohol. Do not use water to clean your scanner.

## Maintenance

### How do I install the paper chute?

#### Install the Paper Chute

1. Open the ADF cover by pulling the lever.
2. Install the paper chute by aligning and inserting the tabs of the paper chute into their slots on the scanner.
3. Close the ADF cover by pushing it back down until it snaps back into place.



### How do I change my feed pad and/or roller?

[Click here](#) to watch a quick video for detailed instructions on replacing these items.

### How do I know if I need a new roller and/or feed pad?

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 roller and feed pad.

New and functional rollers have a matte-like quality to them. Worn rollers look shiny, and/or have tread marks on them. New feed pads have thickness to the gray rubber pieces. Worn pads are thin and may be broken.

You should also check the **Counter Utility** on your scanner. To access this, right click on the AmbirScan ADF icon in the system tray and select **Scanner Utility**. Click on the **Counter Utility** and you will see the total number of your scans with the recommended count to replace the roller.

[Click here](#) to purchase the maintenance kit for your 900u series scanner, which includes feed pad and roller replacements.

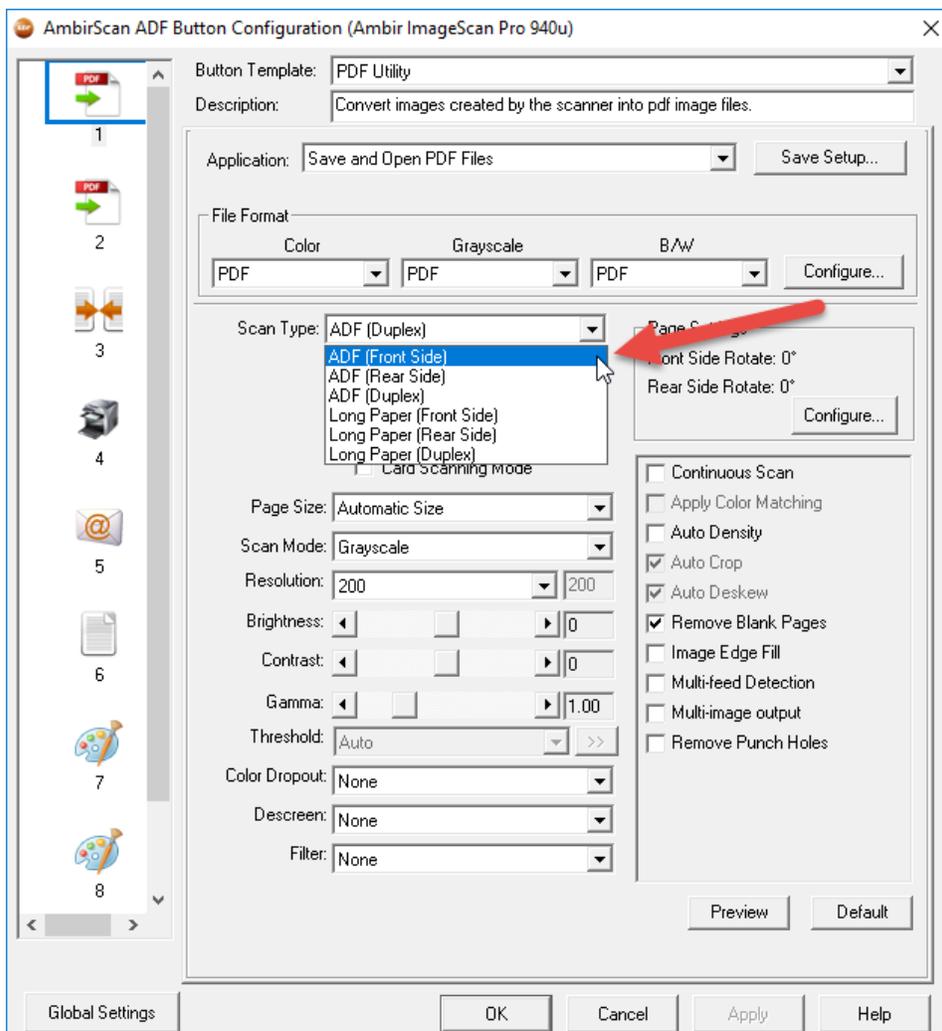
## Scan Settings

### How do I scan a single sided PDF document?

Buttons 1 and 2 are defaulted to scan duplex (double-sided) PDF documents. Button 1 scans in grayscale and Button 2 scans in color.

To change to simplex (single-sided) scanning, follow these steps:

1. Double-click on the Ambir ADF icon  on your desktop
2. Select the button number in the left column you want to configure (1 or 2)
3. Click the drop down next to Scan Type
4. Select **ADF (Front Side)**
5. Click Apply
6. Click OK



## Where are my PDF documents saving to? How do I change the save location?

1. Double-click on the Ambir ADF icon  on your desktop
2. Select the PDF scan button in the left column you want to configure (1 or 2)
3. Click the **Save Setup** button
4. Click the ... button next to the right of the file path name
5. Select your new save location
6. Click OK
7. Click Apply
8. Click OK

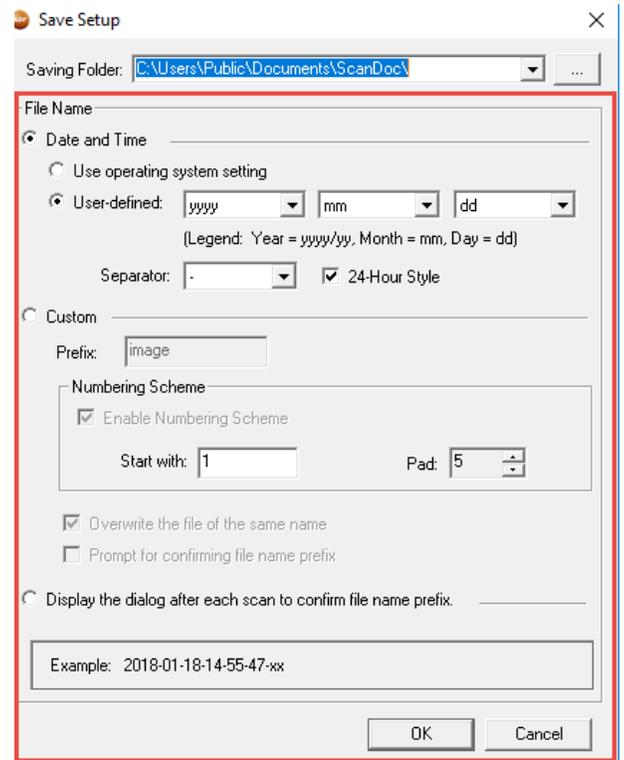
## How do I name my PDF files after scanning?

The default naming convention for PDF scans is Date and Time by Year, Month, Day (YYY/MM/DD). If you want to change the format, complete steps 1-3 above.

Select **Custom** if you want a fixed prefix name. Enable Numbering Scheme is the default for this setting. When saved, your file will have your fixed prefix name and a sequential number attached after each scan. (Ex: Card1, Card2, Card3).

If want to save only one file image and overwrite with each new scan, uncheck Enable Numbering Scheme.

Select **Display the dialogue after each scan to confirm file name prefix** if you want to name each file after a scan. When selected, after you scan, a dialogue box will pop up asking you to name your file.



## Troubleshooting

### The display on my scanner shows 0.

If your scanner is displaying zero, there are several reasons: the scanner is in standby mode, the driver is not installed, or the Ambir ADF software is not running.

#### **Take Scanner Out of Standby Mode:**

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

#### **Verify the ADF software is running:**

1. Look for the orange **Ambir ADF symbol**  in the system tray (bottom right corner of the PC, next to the time)
2. If the ADF symbol is gray with a red x , the software is not running.
  - a. Double click on the Ambir ADF software shortcut on your desktop to start the software

#### **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.

### I am getting a 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. If the jam continues, you may need to [replace your feed pad and roller.](#)