

Contents

General2
Purchasing Software2
Licenses/Moving Computers/Upgrading Software2
Error: "Validate License: System.ArgumentException: Access to the path is denied"
Upgrading Software3
Installation4
Scanner Setup4
Calibration4
Calibrate the Scanner4
Images are blurry/fuzzy/cut off4
Using the Software5
Change between QuickScans
Scan multiple pages of a document into a single PDF file5
Troubleshooting
Card won't scan/stopped feeding6
AmbirScan for athenahealth is running but not responding6
Cannot Preview Card in athenaNet7
Show Preview button in athenahealth is missing9
Lost QuickScans9
Wrong scanner is selected in AS4A9
Wrong Card Images Displaying10
High Speed/ADF Scanners11
Scanner is displaying 011



General

Purchasing Software

Customers who purchase Ambir scanners must use the AmbirScan for athenahealth software in conjunction with their scanners to integrate fully into athenahealth. If you did not purchase the software with your scanner, please call us at (630) 530-5400, option 2.

Licenses/Moving Computers/Upgrading Software

Error: "Validate License: System.ArgumentException: Access to the path is denied....." If you get this error when trying to activate your software, do the following:

- 1. Confirm with your local IT professional that you have permissions to write to the C:\Users\Public\Documents folder and sub folders.
- 2. You may also need to turn off your antivirus software.

After these have been checked, contact <u>Ambir Support</u> for further assistance.

License Key Not Accepted

Users will often see this message if there is a mistyped character in the field. However, there may also be security and firewall settings blocking the communication, or, you may be out of licenses. See below for more information.

Cannot register/blocked

- 1. Confirm you have entered the correct character as listed on the paperwork. (Ex: if you entered the letter O in a space, change with the number 0.)
- 2. Check with your local IT to see if http://www.ambirdev.com is being blocked by a firewall setting. If so, that site will need to be whitelisted.
- 3. If you have completed the above and are still unable to register, contact Ambir Support.

If you are out of licenses and need to purchase additional keys, contact Ambir Sales for further assistance.



Moving Software to a New Computer

Prior to moving to a new computer, you must **deactivate** the license from the current computer. *Make sure you have your license key prior to deactivating.*

To deactivate the license from AmbirScan for athenahealth software, complete the following steps:

- 1. Right click the AmbirScan for athenahealth icon in the system tray and select Show
- 2. Click the **About** tab
- 3. Click **Deactivate** license



You can now use the license key on a new computer. If you have problems activating on the new computer, please contact <u>Ambir Support</u>.

Upgrading Software

I need to upgrade my software. Do I deactivate my license first?

No. If you are **upgrading** your AmbirScan for athenahealth software, uninstall the software from the Control Panel \rightarrow Programs and Features. **Do not** deactivate the license if prompted when uninstalling. This ensures the license will still be associated to that computer name with the new software.



Installation

Scanner Setup

For models PS667, PS667ix, DS687, DS687ix, DS490, DS490ix, PS600, PS600ix, click here

For models 820i, 820ix, 830ix, 930u, 940u, 960u, click here

Calibration

Calibrate the Scanner

To calibrate within AmbirScan for athenahealth, complete the following steps:

- 1. **Right click** on the AmbirScan for athenahealth icon in your system tray and select **Show**
- 2. Turn off Auto Scan
- 3. In the top left corner, click the circle with the AmbirScan logo. Click **Settings**
- 4. At the bottom of the left column, click Calibrate
- 5. Follow the prompts.

Note: For all -IX scanners, a new window will pop up. Click Settings, then Calibration to begin.

Images are blurry/fuzzy/cut off

If you experience a decline in image quality, we recommend you calibrate your scanner. Please review the calibration steps listed above to complete.



Using the Software

Change between QuickScans

To change your QuickScans:

- 1. **Right click** on the AmbirScan for athenahealth icon, located in your system tray
- 2. Hover the mouse over QuickScans; the QuickScan you have currently selected will have a check mark next to it. **Click** on the QuickScan you wish to change to.

Note: The selected QuickScan will stay selected at next startup.

Scan multiple pages of a document into a single PDF file

To scan multiple pages	🍀 AmbirScan - Ambir Technology, Inc.	-	. 🗆	Х
into a single PDF	(A*) ÷			
document, complete the following steps:	QuickScan QuickSettings Manual About	Save Changes Save as New QuickScan Delete Wizard		~
1. Right click on the	Edit Primary QuickScans ra	Operations ra		
icon and select Show	Image Name Prefix Athena Scans	Manage the file saving attributes for your QuickScan button in this area. To change the file saving settings for a QuickScan		
2. Click on the	Save as Fixed Filename Date Stamped Ascending P File Extension	rompted button, simply select the button you want to modify in the toolbar above. Then select the file attributes to the left that you would like to change.		
QuickSettings tab. Once	JPG PDF TIF	File name prefix is the root file name that AmbirScan will default to when saving the scanned image. AmbirScan		
on that tab, select the	Single Paged File Multi Paged File	provides two options for auto saving the file name. Select "Replace a File on Scan" if you would like to		
QuickScan you wish to use.	Col(s) Row(s) Scanned Images Into 1	overwrite the file name for each successive scan. Select "Date Stamp" if you would like AmbirScan to add the current date to the root file name entered on the left. You have a choice of file output formats. Choose JPG, PDF or TIF for your specific file format needs.		
3. Click the Output tab	Auto Rotate Document: 0° - Change Save Path C:\Athena Scans	AmbirScan also provides an option to change the orientation of the saved images when one page or side is scanned. Often referred to as concatenation, you have the option of selecting vertical or horizontal		
4. Select Multi Paged File	User Documents Directory	arrangement of your saved images. The first number in this arrangement represents the number of vertical images while the second number indicates the number of horizontal images for a scanned output.		
5. Check the Auto Add	Auto Print			
Pages box	FTP Upload E-mail Address:			~
6. Click Save Changes	Scan Mode	@		



Troubleshooting

Card won't scan/stopped feeding

If your scanner is not scanning cards, AmbirScan for athenahealth may not be running. You should see the AmbirScan for athenahealth icon in your system tray (located next to the time on your computer). The software runs in kiosk mode, meaning it runs as a background process. When running, you will see the icon in the system tray.

If the icon is not in the system tray:

1. **Double click** on the AmbirScan for athenahealth icon on your desktop to launch.

2. The software will briefly display on your screen, then minimize into kiosk mode in the system tray.

AmbirScan for athenahealth is running but not responding

If AmbirScan for athenahealth is frozen and/or not responding, restarting your computer will correct the problem.

If you do not wish to restart, you can end the program through your Task Manager by completing the following steps:

- 1. Press Ctrl + Alt + Delete and select Task Manager
- 2. On the Processes tab, select AmbirScan, right click and End Task
- 3. Double click the AmbirScan for athenahealth icon on your desktop



Cannot Preview Card in athenaNet

If you click Show Preview in athena and receive this message, you need to change the save path for the card.



The default path and card name prefix in AmbirScan for athenahealth is C:\Card\Card-AB. However, some users have a different save path or prefix, determined by their athena account setup. The above message means the card image should be located directly on your C drive. You will need to change the file path manually to the location noted in your specific error message.

Save to file path C:\Card-AB or C:\Card.jpg:

- 1. **Right click** on the AmbirScan for athenahealth icon in your system tray. Click **Show**
- 2. Click the QuickSettings tab
- 3. Select the Athena Card quickscan. Click the Output tab (middle option)
- 4. Click the 'Change Save Path' button. Select the C drive of your computer (C:)
- 5. Click Save Changes
- 6. Click QuickScan, then Kiosk to minimize the software back into the system tray

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QuickScan QuickSettings Manual About			~		
	3				
Athena Card Document(BW) Document(BW-Duplex) Document(Color) Save Changes Save a	as New QuickScan Delete Wizard				
Edit Primary QuickScans 🕞 🗘	Operations 5				
Scanning <mark>Output</mark> Imaging					
Image Name Prefix Card-AB	Manage the file saving attributes for your QuickScan button in this area.		^		
Save as Fixed Filename Date Stamped Browse For Folder	X elect the button you want to modify in				
File Extension	e. Then select the file attributes to the Id like to change.				
JPG PDF TIF Single Paged File Multi P Auto Add Auto Add Col(s) Row(s) Scanned Images Into 1 ÷ 2 ÷ Auto Rotate Document: 0* • Change Save Path C:\Card User Documents Directory OK Copy to Clipboard •	 s the root file name that AmbirScan will aving the scanned image. AmbirScan ions for auto saving the file name. File on Scan[°] if you would like to name for each successive scan. Select ou would like AmbirScan to add the ne root file name entered on the left. e of file output formats. Choose JPG, ur specific file format needs. provides an option to change the a saved images when one page or side n referred to as concatenation, you of selecting vertical or horizontal represents the number of vertical second number indicates the number of horizontal images for a scanned output. 				
E-mail Address:			~		
ican Mode					

• You may also need to change the prefix name of your card scans, depending on how your account is set up with athenahealth. If the prefix must be Card, change the prefix to **Card** in the **Image Name Prefix** box.

Vathenahealth



Show Preview button in athenahealth is missing

If you see this message, you need to install or update your Athena Device Manager. Click on the gear icon in Athena and select Device Management. If you need to update your device manager, click on the hyperlink to install.

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Driver License										
Add Driver License			. m.							
athenaNet Device Manager Please visit the Device Man	is not installed, or agement page (un	r its Windows serv der Settings) to d	ice is not running. ownload the insta	ller, or start	the Windows se	rvice if it is already	installed.			
 To scan a new image To upload a saved im Note: Images may not 	below, insert the ca age, click Browse . ot include debit or c	ard into your scanne redit card informat	er then click Show P ion. Max. file size is	Preview. 300 KB.						
Browse Show Preview	Save Cancel									<i>n</i>

If you see this message, Athena Device Manager is installed but not running. Follow the onscreen instructions to launch the application.

Device Management	
athenaNet Device Manager	
The athenaNet Device Manager (ADM) allows connected devices to run on Internet Explorer 10 and 11 and Google Chrome for Windows. Once it is configured, the ADM will show the status of all connected devices in the Windows system tray. These statuses also appear in the Devi	ces table below.
Status On Vortrunning	
Open the athenaNet Device Manager from the Windows Start menu. If this warning persists, please update the tray application. To do so, click the "Show advanced ADM files" link, then download and run athenaNetDeviceManagerSetup.exe.	

Lost QuickScans

If you have lost any/all of your QuickScans, please contact <u>Ambir Support</u> for further assistance.

Wrong scanner is selected in AS4A

If AmbirScan for athenahealth starts and the incorrect scanner is selected, complete the following steps:

- 1. Right click on the AmbirScan for athenahealth icon in your system tray. Click Show
- 2. **Deselect Auto Scan**. Under **Choose Scanner**, click the drop-down menu and select the correct scanner. Do not select a scanner with any prefix (ex: WIA)

If you are still unable to select the correct scanner after completing the above, please contact Ambir Support.



Wrong Card Images Displaying

The wrong card images are displaying in athenahealth. How do I correct this?

If you have models PS667/PS667ix or PS600/PS600ix, you must scan the front and back side of the card to create the card JPG image. If only one side is scanned, it will **not** create the required JPG file. Additionally, when you scan the next card, the image may attach to the existing, previous scan.

To correct, complete the following steps:

- 1. Right click on the AmbirScan for athenahealth icon in your system tray. Click Show.
- 2. In the top left corner, click the circle with the AmbirScan logo. Click Settings.
- 3. Check the box next to Auto Finish In (see image below).
- 4. Go to **C:\Card** and **delete** the JPG image in the folder.
- 5. Scan one side, take the card out, turn over, and scan the other side.

Settings	×
Post Capture Show Document JPEG Compression: 75 \$ Maximum Deskew Angle: 20 \$ Auto Scan Scan Every: 1 \$	FTP Upload FTP Site: ftp:// User Name:
Administration Start in Kiosk Mode QuickScans Available to All Users QuickScans Available Only to Me Auto Restart Kiosk Mode After User Login	Show Print Dialog Show File Name Global User Setting
Perform Logging Logging File Path : Change	Scanning Cache to Disk Skip TWAIN check at Startup Prompt for reconnect on unplug event
Scanner Maintenance: (Please note you cannot perform maintenance while Auto Scan is selected) AmbirScan TWAIN Calibrate Clean Allow files to be written to restricted directories (Note you must be logged on as Administrator to make this change)	OK Cancel



High Speed/ADF Scanners

Scanner is displaying 0

If you have not installed the driver and software for your scanner, please click here to complete.

A properly installed scanner which is displaying 0 can also mean the scanner is in Standby Mode. To get your scanner out of Standby, simply click one of the buttons on the scanner.

If the driver and software are installed and clicking a button does not change the number display, turn the power off and unplug the scanner from the power source. Plug the scanner back in and turn on it back on. You should now see a number on the scanner.

If you continue to have a problem, contact <u>Ambir Support</u>.

What number should I be scanning on?

- 1. Insurance cards/IDs
- 2. Grayscale PDF duplex documents
- 3. Color PDF duplex documents

A PDFs created with the #2 and #3 button go to the C:\Athena docs folder on your computer.