

Scanning Troubleshooting Guide

This document addresses common scanning issues and basic troubleshooting:

- Scanner does not scan
- Scanner is not listed in the Scanning application
- I receive scanning errors in the Scanning application
 - QR code quality
 - Skewed/slanted image
 - Scanner settings
 - Printer settings

If issues persist, please contact Measured Progress Technical Product Support at 855.222.8936 or mptechhelp@measuredprogress.org.

Scanner does not scan

If the scanner does not scan, check the following:

- Verify the scanner is communicating with the scanning workstation.
- Ensure the scanner has an automatic document feeder (ADF) function and the ADF function is turned on.
- Verify that the scanner is TWAIN compliant and that the TWAIN driver is installed. This can be verified using TWAIN's **Twacker** tool at <http://twain.org/scannerdriverdevelopers/specification-and-tools.html>.

If any of the above fails, consult the scanner instruction manual or manufacturer's website.

Scanner is not listed in the Scanning application

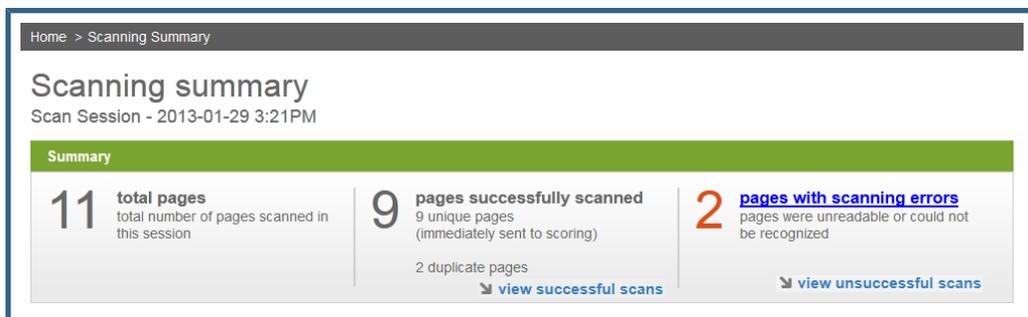
The Scanning application uses a scanner client. The Scanner Client acts as the connection between the scanner and the Scanning application and must be installed and launched on the computer before scanning can begin.

If you have already installed the Scanner Client, double-click the Scanner Client icon on your desktop to launch the application, then refresh the Scanning application browser.

If you have not installed the Scanner Client, go to the Help & Support page at <https://support.nimble.measuredprogress.org/ri/index.html> and download the Scanner Client installer and installation guide. At this time, the Scanner Client is only available for the Microsoft Windows operating system.

I receive scanning errors in the Scanning application

On the **Scanning Summary** page, click the **view unsuccessful scans** link to view images of the scanned pages with errors.



Try one or more of these solutions:

- QR code quality
- Skewed/slanted image
- Scanner settings
- Printer settings

QR code quality

Check the quality of the scanned QR code by clicking the **view unsuccessful scans** link.

If the scanned QR code looks blurry or fuzzy, such as below, check the printed QR code on the original paper/page you scanned:

If the printed QR code is of poor quality, you may need to adjust your printer settings. See "Printer settings" on page 4.

Poor Quality QR Codes



If the printed QR code looks crisp and clear, such as below, try rescanning your page. If you continue to have this issue, try a different scanner to check the scan quality.

Good Quality QR Codes



Skewed/slanted image

Check to see if the scanned image is skewed/slanted by clicking the **view unsuccessful scans** link.

If the scanned image is skewed, such as below, check the scan alignment and try rescanning your page.

Skewed/Slanted Image



Scanner settings

Verify the scanner has the following settings:

Scanner Setting	Value
Automatic Document Feeder (ADF)	On
Paper size	8.5 x 11 inches
Page sides	Single-sided (duplex off)
Color mode	Black and white
Resolution	300 dpi

If your scanner settings are different, refer to the scanner instruction manual or manufacturer's website to ensure the scanner allows for modification of settings through TWAIN driver.

Printer settings

Check the toner/ink level in your printer and verify the printer has the following settings:

Printer Setting	Value
Print size	Actual size / 100%
Page orientation	Portrait
Paper size	8.5 x 11 inches
Page sides	Front only
Print quality	300 dpi or higher
Paper color	White

If your printer settings are different, refer to the printer instruction manual or manufacturer's website.