

FileCenter

Scan User

Guide

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Section 1: Get Up and Running

Chapter 1: Introduction

FileCenter Scan is a simple, reliable way to get paper documents and photos onto your computer. The power of FileCenter Scan lies in its simplicity and its flexibility. Anyone can quickly grasp the underlying principles and get up and running in no time.

This guide will teach you the basic concepts of FileCenter Scan. To make the best use of this guide, first go through all of Section 1: Get Up and Running, then move on to Section 2: Getting Sophisticated. Finally, Section 3: Tasks, will give you simple, step-by-step instructions for performing common tasks and dealing with common issues.

Chapter 2: Installation and Setup

This chapter will take you step-by-step through installation.

2.1 Install FileCenter Scan

To begin your installation, locate the setup file and double-click it.

If you're not sure where to find the file and you downloaded it, look on your Desktop or in your Downloads folder (usually at C:\Users\[username]\Downloads). Look for a file called "FileCenter Setup_.exe", where the underscore "_" will be a version number.

Once the installation starts, click through the screens, paying special attention to these:

All Users vs. Current User vs. Unique Profiles

You may or may not see an option asking whether you'd like to install for *All Users*, the *Current User Only*, or *All Users with Unique Profiles*. Most users, unless they share their computer with someone else, should select *All Users*.

You should only select *Current User* if you share your computer with another person and you are the only one who will use FileCenter Scan.

If you share a computer and you want each user to have their own settings, or if you are a network admin installing FileCenter Scan on a Terminal Server, select *All Users with Unique Profiles* (which uses Windows roaming profiles).

Tip: In technical terms, the *All Users* option puts the FileCenter Scan settings in C:\ProgramData\FileCenter, while the *Current User* and *All Users with Unique Profiles* options put the settings in C:\Users\[username]\FileCenter.

2.2 Run FileCenter Scan for the First Time

Launch FileCenter Scan from the FileCenter Scan icon on your Desktop or from the *Start* menu > *All Apps/Programs* > *FileCenter Scan*.

Enter Your Product Key

The first thing you'll see is a prompt to enter your *Product Key*. If you already purchased a license of FileCenter Scan, your place of purchase will have given you a key. Enter it now. Alternatively, select *I Want to Start a Free Trial* then select *FileCenter Scan* and *Begin Trial*.

Initial Setup

The first time you run FileCenter Scan, a setup wizard will guide you through the initial setup. Follow the prompts using the information below for additional guidance.

Choose a Scanner

FileCenter Scan works with TWAIN scanners. That includes most scanners that plug directly into your computer, and some wireless scanners. Most network scanners are not TWAIN scanners.

If you have a scanner connected to your computer, you can select it now. If it appears more than once on the list, select the entry that does *not* have "WIA" in the name.

If you use a Fujitsu ScanSnap scanner, it won't show up in the list but you can still use it with FileCenter Scan. See p. 13, Scan with a ScanSnap for details.

We'll cover scanners, scanner selection, and scanner troubleshooting in Chapter 4: Scanning Basics.

Chapter 3: The FileCenter Scan Interface

FileCenter Scan has a simple interface that is easy to understand and easy to navigate.

In this chapter we'll take a look at the main sections of FileCenter Scan and show you where to go to access the features you're looking for.

If you look at the top of the FileCenter Scan interface, you will see a row of three tabs: *Home*, *Editor*, and *Files*. Let's take a closer look at each of those, beginning with *Editor*.

3.1 The Editor Tab

The *Editor* tab is where you will spend most of your time. Here you will perform scans and see the results. The *Editor* tab holds a number of useful tools for editing, manipulating, and cleaning up your scans.

You can also open existing scans here to make further changes to them, like adding pages or doing cleanup tasks.

Once you perform a scan or open a scan, you will notice that scans appear as a row of tabs across the top of the viewer. You can have multiple scans open at the same time. This becomes especially useful if you need to move scanned pages between documents or combine scans, something we'll cover in Chapter 7: Work with PDF Files.

To the left of the main view area you'll see a column of page thumbnails. This is an easy way to navigate large, multi-page scans.

Everyone understands that if you open a file in Microsoft Word and change something, you have to save your changes, otherwise you will lose them when you close. The *Edit* tab works the same way. Be sure to save your scans before you close them.

3.2 The Files Tab

The *Files* tab is an easy way to see the files on your computer. Anything you can do in Windows Explorer, you can do here: open files, delete files, rename files, copy files, move files, etc.; but mostly, you will browse, organize, and manage your scans.

To open a file, just double-click it. It will open in whatever Windows program normally handles that kind of file. If it happens to be a scan, you'll have the option of opening it in FileCenter Scan.

There's more to the *Files* tab than meets the eye. You can also open scans from here, scan directly to file, or even append more pages to an existing scan.

3.3 The Home Tab

The *Home* tab is the place where you will manage your license(s). Here you can start free trials, update your product keys, renew your maintenance plans, and add more user licenses.

3.4 The Ribbon

In addition to the task buttons, FileCenter Scan houses many of its power features in the *ribbon*. The ribbon is simply the main toolbar that runs along the top of the interface. In fact, we'll refer to it as the *Main Toolbar*. Here are a few highlights:

Scan. Start a new scan any time by clicking the *Scan* button.

Open. You can open existing scans in FileCenter Scan. To see a list of your most recent scans, click the drop-arrow next to the *Open* button.

Save. Save the scan you're working on.

Email. With the *Email* button, you can quickly email a copy of the scan you have open. This is a fast and simple way to share scans. Note that you must have an email program like Outlook, Thunderbird, or Microsoft Mail installed on your computer. This feature does not work with webmail, like Gmail accounts.

Cleanup. The *Cleanup* button holds a number of one-click cleanup tools for your scans.

Actions. The *Actions* button contains a whole toolbox of PDF manipulation features.

Convert. Use the *Convert* button to quickly convert a scan between different formats.

Extract/Insert. Use these options to pull pages out of a scanned document into a separate file, or move pages from another file into the current one.

Tip: To scan more pages into the current file, just click the *Scan* button > *Append Scan*.

Chapter 4: Scanning Basics

FileCenter Scan aims to make scanning as fast and easy as possible. We have worked hard to streamline every aspect of scanning, reducing mouse clicks and eliminating extra steps and complexity wherever possible.

While there are a lot of time-saving power features, which we'll cover in Section 2: Getting Sophisticated, this chapter will give you just enough detail to help you get started.

4.1 Scanner Requirements

To use the FileCenter Scan scanning features, you need a scanner that comes with a TWAIN driver. Most desktop scanners do have TWAIN drivers, but if you're in doubt, go out to your scanner maker's website and look for a "Downloads" or "Drivers" link. Locate your scanner, and see if there's a TWAIN driver you can download for your scanner *and your version of Windows*.

It's not a bad idea to go ahead and download the driver, then install it. It will install just like a program. This will ensure that you have the latest bug fixes and features for your scanner.

Portable Scanners

Portable scanners – small, thin scanners that run off a battery and work without being connected to a computer – work a lot like digital cameras. Scans get saved right on the scanner (often to a memory card). Then you connect the scanner to your computer and transfer the scans over.

While you can't use FileCenter Scan's scanning features with portable scanners, you can view the files in the *Files* tab. From there you can open the scans in the *Editor* and use FileCenter Scan's cleanup and manipulation tools.

ScanSnap Scanners

Fujitsu ScanSnap scanners have grown in popularity due to their ease-of-use and excellent reliability. Unfortunately, they do not come with TWAIN drivers. This means that the *Scan* button in FileCenter Scan won't work with your ScanSnap.

Fortunately, we have worked out an integration for the ScanSnap that will let you send scans to FileCenter Scan. You can scan directly into *Editor* tab. The integration requires you to change a couple of simple settings in your ScanSnap software. For instructions, see Task 1: Integrate with a ScanSnap Scanner.

Important: You won't be able to use the regular FileCenter Scan scanning features with your ScanSnap, so the only section in this chapter that applies to you is p. 13, Scan with a ScanSnap.

Network Scanners

A “network scanner” is a scanner that isn't connected to any computer. Instead, it sits on the network and simply saves new scans to a folder.

FileCenter Scan can't communicate with a network scanner (unless it happens to come with a TWAIN driver, which is rare but not unheard of), so you won't be able to use any of the FileCenter Scan scanning features.

If you know where the network scanner is saving its scans, you can view them in the *Files* tab. From there you can open the scans in the *Editor* and use FileCenter Scan's cleanup and manipulation tools.

4.2 Connect to Your Scanner

To connect to your scanner, make sure it's plugged into your computer and turned on. Then:

1. Click *Scan* in FileCenter Scan
2. Notice the *Scanner* field in the *Options* section, about mid-way down
3. Click the *Select* button
4. A scanner selection window will pop up; click *Select Driver*
5. A list of scanners will pop up; select your scanner

If your scanner shows up on the list more than once, see *TWAIN vs. WIA* below.

TWAIN vs. WIA

It's not uncommon for a scanner to show up more than once on the list. When this happens, one of the entries usually starts with *WIA*. In most cases, you should avoid this option.

On rare occasions, the *WIA* option will work when other options don't. So don't be afraid to try it, but only as a last resort.

4.3 Scan in the Editor

The most familiar way to scan is in the *Editor* tab. Let's try a scan:

1. Make sure you've selected the *Editor* tab at the very top of FileCenter Scan
2. Click the *Scan* button on the main toolbar
3. For now, accept all of the defaults and just click *Start Scan*

Your scanner should perform the scan and it should show up in FileCenter Scan. If you experience problems, see p. 13, Troubleshoot Scanner Problems.

You'll notice that the scan opens in its own tab, above the viewer. You can have many scans open at the same time.

If you're happy with the scan, the next step is to save it. Just click the *Save* button on the main toolbar, pick where to save the scan, and give it a name.

Once you've saved it, you can close the scan. Click the small "X" on the scan's tab.

4.4 Scan Straight to File

The fastest, most efficient way to scan is directly to file in the *Files* tab. With this method, you're scanning and saving in one step, skipping the intermediate step of previewing the scan.

To see how it works, try this:

1. Make sure you've selected the *Files* tab at the very top of FileCenter Scan
2. Select a location
3. Click the *Scan* button on the main toolbar
4. Notice that now there's a section on the *Scan* dialog called *Save As* with a *Filename* option
5. Type in a filename; FileCenter Scan will save the file using this name
6. Accept all of the defaults and click *Start Scan*

Your scanner will perform the scan and it will show up as a new file in FileCenter Scan. Notice that you've skipped the intermediate steps of previewing the scan, saving it manually, and closing it.

To see your scan, double-click it and select *Open in Editor Tab*.

4.5 Scan with a ScanSnap

With a Fujitsu ScanSnap scanner, you will normally want to scan in the *Editor* tab. Here's the workflow:

1. Make sure you've selected the *Editor* tab at the very top of FileCenter Scan
2. Run your scan through the ScanSnap
3. If prompted, send the scan to *FileCenter Scan*
4. The file will open in the *Editor* view
5. When you're satisfied with the scan, click *Save* and choose where to save it

The other option is to scan into the FileCenter Scan *Files* tab. This is a good option if you just want to quickly organize the scan. The workflow is similar:

1. Make sure you've selected the *Files* tab at the very top of FileCenter Scan
2. Select the location where you want the scan to go
3. Perform your scan at the ScanSnap
4. If prompted, send the scan to *FileCenter Scan*
5. The file will show up in your current location in FileCenter Scan
6. FileCenter Scan will prompt you for the filename you want to use

Note: For the integration to work, you have to change a few ScanSnap settings. See Task 1: Integrate with a ScanSnap Scanner.

4.6 Troubleshoot Scanner Problems

If you're having trouble getting your scanner to work, see Task 2: Troubleshoot Scanner Problems. If your scans are going through but there are problems with the images, see Task 4: Troubleshoot Scanned Image Problems.

4.7 Document Scanning vs. Photo Scanning

Scanning documents is very different than scanning photos. To get the best results for each, each one requires very different settings. We'll be covering these settings in more detail on p. 17, Scanning Options Described, but for now it would be worthwhile to touch on a few of them.

PDF or JPEG?

When you scan, you need to select the scan *Type*. This means the file format for the scan. The two types you should focus on are *PDF* and *JPEG*.

PDF. PDF has become the standard for scanning documents. The key benefit to PDF is that it can have multiple pages, making it ideal for documents.

JPEG. JPEG has become the standard for photo scanning. Digital cameras, for example, save pictures as JPEG files. JPEG does not support multiple pages, so it is not suitable for document scanning.

Color and DPI

The *Color* setting determines how many colors will be available in the scan. The more colors, the larger the file size will be.

Scanning *DPI* means *Dots Per Inch*. A scan is made up of millions of tiny dots. The more dots per inch, the smoother the scanned image will look. As a rule of thumb, you should scan at 300 x 300 DPI. A 300 DPI scan will look just like the original when you print it. A 200 DPI scan will be slightly more rough around the edges, but still very acceptable.

Recommended Settings

As a rule of thumb, you should *leave the DPI at 300 x 300*. Then follow these guidelines:

Photos. Set the *Type* to *JPEG*. Set the *Color* to *Color - 24 bit*. This will give you an accurate reproduction at the original size. If you plan to print an enlarged version of the photo, increase the *DPI*. 600 DPI, for example, will let you create a double-sized print.

Documents. Set the *Type* to *PDF*. Set the *Color* to *Black & White*. This will give you a scanned image that will print exactly like the original. For double-sided documents, also select *Scanner Duplex* or *Manual Duplex* (see p. 27, Double-Sided Scanning).

Color Documents. Set the *Type* to *PDF*. For simple, flat colors, set the *Color* to *Color - 8 bit*.

For smaller files, consider setting the *Color* to *Grayscale* instead. *Grayscale - 4 bit* will give you 16 shades of gray, which is adequate for simple, flat colors. For documents with photo-quality images in them, consider setting the *Color* to *Grayscale - 8 bit*. This will give you 256 shades of gray.

Setting the *Color* to *Color - 24 bit* will produce photo-perfect images, but at the cost of very large file sizes.

Section 2: Getting Sophisticated

Chapter 5: All Scanning Features

We introduced you to scanning in Chapter 4: Scanning Basics. In this chapter, we'll cover all of the scanning options available.

In the next chapter – Scanning Techniques – we'll take a more practical approach, showing you how to use these features to streamline your scanning as much as possible.

5.1 Scanning Options Described

We've touched on a few of the options on the *Scan* dialog. Here's a full description of all options.

Important: Not all scanners support all of the options below. Also, your scanner may have options that aren't listed here. To see a list of the actual options your scanner supports, select the *Use Scanner Dialog* option when you scan.

Action

The scan *Action* controls what kind of scan you want to perform:

New Scan. This is the basic scanning option that you'll use most of the time. It starts a new file.

Append Scan. You can append pages to an existing file. To make this option available, select the file in *Manage* view or open it in *Edit* view, then click *Scan > Append Scan*. The scanned pages will be added to the end of the file.

Prepend Scan. This is the same as *Append Scan*, except that the pages are added to the beginning of the file.

Insert after Page. This is the same as *Append Scan*, except that you can choose where the pages will be inserted. For example, if you want to insert some pages after page three, enter "3" as the page position.

Scanner Options

Click *Select* next to the *Scanner* field to access the scanner options. There are three options that control what scanner driver FileCenter Scan will use and how it will interface with the driver.

Tweak these settings if you're having a hard time getting FileCenter Scan to work with your scanner.

Scanner. Use the *Scanner* option to select the scanner you want to use. If your scanner is listed more than once, first try any option that does NOT have "WIA-" in the name. If your scanner isn't on the list, Windows doesn't recognize it, either because it isn't connected/turned on, or because you don't have a TWAIN driver installed for the scanner.

Mode. If FileCenter Scan is having a hard time communicating with your scanner, try changing the *Mode*. There are a number of modes available, and one of them will usually work.

Transfer. If there are problems or crashes transferring the scanned pages into FileCenter Scan, try changing the *Transfer* type. Most scanners support *Native*, but sometimes *Memory* and *File* are more reliable.

Important: If you're still having trouble getting your scanner to work, see Task 2: Troubleshoot Scanner Problems. If your scans are going through but there are problems with the images, see Task 4: Troubleshoot Scanned Image Problems.

Scan Tab

The following options are available on the *Scan* tab of the *Scan* dialog:

Type. This controls the file format for saving your scan. You can choose *PDF*, *TIFF*, or *JPEG*. Here are the benefits and drawbacks of each:

PDF. This file format is quickly becoming the standard for archiving files. With PDF you get a true reproduction of the original document that supports multiple pages.

TIFF. The TIFF format used to be the standard for scanning documents because, like PDF, it supports multiple pages. TIFF has largely been replaced by PDF. It's provided as an option for those who still prefer the older format.

JPEG. The JPEG format is designed specifically for digital photos. Use JPEG for all of your photo scanning.

Note: If you choose *TIFF* or *JPEG*, this will limit your OCR options since they don't support embedded text.

Color. This setting determines the color of your scan. The more colors you use, the larger the file size will be. As a rule of thumb, you should generally scan documents in *Black & White*. This

gives a good reproduction of the original but keeps the file size small. *Grayscale* will produce smoother edges at the cost of file size. *Color* scans will produce very large files.

DPI. Scanning “DPI” refers to *Dots Per Inch*. A scan is made up of millions of tiny dots. The more dots per inch, the smoother the scanned image will look. As a rule of thumb, you should scan documents at 200-300 DPI. A 300 DPI scan will look just like the original when you print it. A 200 DPI scan will be slightly more rough around the edges, but still very acceptable. Resolutions higher than 300 DPI will improve the printed quality if you plan to enlarge the scan, but will also bloat the file size.

Paper. The *Paper* option tells the scanner the page size of the originals. The resulting scan will match the dimensions of the paper size you select here.

Tip: Many scanners have automatic paper size detection. To use it, select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner’s interface. Here you should look for an option like *Automatic* in the paper size, or a setting called *End of Page Detection*, *Auto-Crop*, or something similar.

Order. Most scanners give you the scanned pages in their original order. Some scanners, however, reverse the order. You can correct this with the *Order* option. Select *Reverse Simplex* for single-sided scans, or *Reverse Duplex* for double-sided scans.

Use Scanner Dialog. Your scanner will have some options beyond what FileCenter Scan shows. You can see your scanner’s own scanning dialog with all of its options by selecting *Use Scanner Dialog*. This will pop up your scanner’s dialog when you begin a scan.

Use Flat Bed. If you have a flatbed scanner (where you have to put each sheet down on the glass yourself), select *Use Flat Bed*. Some flatbed scanners also have a sheet feeder. Select *Use Flat Bed* when you want to scan from the glass, and de-select it when you want to use the sheet feeder.

Scanner Duplex. Some scanners support double-sided scanning, meaning that both the front and the back of the page can be scanned at the same time. You can turn double-sided scanning (“duplex” scanning) on and off with the *Scanner Duplex* option. If you need to do a double-sided scan but your scanner can only scan one side at a time, use *Manual Duplex* instead.

Manual Duplex. Use *Manual Duplex* to scan double-sided documents when your scanner can only scan one side at a time. FileCenter Scan will guide you through two passes. First you scan the front side, then the back. FileCenter Scan will then rearrange the pages in the right order: page 1 front, page 1 back, page 2 front, page 2 back, etc.

Invert Pages. Some scanners produce “inverted” or negative images – white text on a black background. If your scanner creates negative images, correct it with the *Invert Pages* option.

Prompt for More. If you have a document that is too big to fit in the feeder or you have a flatbed scanner, use *Prompt for More*. At the end of each scan, FileCenter Scan will ask if there are more pages to scan. It won’t finalize the document until you’re done scanning.

Auto-Crop Pages. This option will attempt to trim excess whitespace or black edges off of the page. It’s ideally suited for scanning receipts and other odd-sized pieces of paper. To crop pages after-the-fact, see p. 23, *Edit the Image after You Scan*.

Tip: Many scanners have their own auto-crop functions. If your scanner supports auto-crop, use it instead. Your scanner already knows the edges of the page and can do a more accurate cropping. To see if your scanner supports auto-crop, select *Use Scanner Dialog* to pop up your scanner’s interface when you scan. Then look for *Auto-Crop*, *Auto-Trim*, *Automatic Paper Size Detection*, or something similar.

Deskew Pages. It’s common for sheet-fed scanners to pull pages through crooked, resulting in a slightly rotated scan. The *Deskew Pages* option will try to straighten images automatically as you scan so that you’ll always get upright pages. To straighten pages after-the-fact, see *Edit the Image after You Scan* below.

Tip: Many scanners can automatically straighten the scans. This will often work better since the scanner knows if the page is going through crooked. To see if your scanner can do this, select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner’s interface. Here you should look for an option called *Deskew* or *Straighten Pages*.

Adjust Tab

See p. 23, *Adjust the Image Quality While You Scan*.

Advanced Tab

Remove Blank Pages. FileCenter Scan can try to identify blank pages in the scan and drop them. This happens as the scan comes in. To identify a blank page, FileCenter Scan looks at how much of the page is white. If it’s almost completely white, FileCenter Scan will consider it blank and drop it from the scan. To adjust the sensitivity, use the *Blank Page Sensitivity* setting, where a low number tolerates no stray marks on the page and a high number will tolerate some speckles and black marks.

Default Scan Name. See p. 29, Quick Scanning with Profiles.

Other Options: See p. 36, Conversion Options.

5.2 Scanning Profiles

You may have two or three different ways you scan 90% of the time. Changing the same settings over and over can become a real nuisance, not to mention inefficient and error-prone. FileCenter Scan solves this problem by letting you save your most common scanner settings as “profiles”, or presets. When you want to do a different kind of scan, just select the profile you want to use and FileCenter Scan will apply the right settings for you.

Important: Some users scan with the *Use Scanner Dialog* option so they can see their scanner’s native interface and all of the settings it exposes. You *cannot* include the settings on your scanner’s dialog in a profile, only the settings available in FileCenter Scan.

Add a Profile

FileCenter Scan comes with one profile already: the *Standard Profile*. Let’s start by modifying that profile:

1. Click the *Scan* button on the main toolbar
2. Right below the *Scanner* option, notice the *Profile* option
3. Change a couple of the settings on the grid
4. Click the *Save* button next to the *Profile* field

Now *Cancel* out of the *Scan* dialog, then go back in again. You’ll notice that the new settings stuck. They were saved to the *Standard Profile*.

Now let’s create a new profile:

1. Set any options you’d like on the *Scan* dialog
2. Click the *New* button next to the *Profile* field
3. Give the new profile a name, and click *OK* to save it

Now back on the *Scan* dialog you’ll notice that your new profile is selected. In the *Profile* field, switch to the *Standard Profile* then back to your new profile and watch how the options change.

When you want to scan, just select the profile you want to use, and FileCenter Scan will apply the settings.

Note: Profiles can include any of the options below the *Profile* field, but not the ones above it. For example, the scan *Action* and scanner selection can't be part of a profile.

Scanning with a Profile

When you want to scan, just select the profile you want to use, and FileCenter Scan will apply the settings.

Tip: You can select a profile then change the options a bit. That's not a problem. Just select the profile you want to use, then tweak the settings. The changes won't stick with the profile unless you click *Save*.

Modify or Delete a Profile

To modify an existing profile, first select it on the *Profiles* list, then select or de-select scanning options, as desired, and click *Save*.

To delete a profile, just select it on the *Profiles* list, then click *Delete*.

Quick Scanning with Profiles

Back in the main FileCenter Scan interface, notice that there's a drop-arrow under the *Scan* button. At the bottom of this menu, you'll see your scan profiles listed (you may have to close and re-open FileCenter Scan if profiles you just added aren't showing up).

You can select a profile from the list to immediately launch a scan, without using the *Scan* dialog at all. Smart use of profiles with this quick-access list can speed up your scanning.

5.3 Adjust the Scanned Image

Modern scanners do a wonderful job, but occasionally you'll run across a document that needs extra tweaking. FileCenter Scan has a number of adjustments you can make both before and after you scan. Your scanner may offer even more adjustments.

Adjust the Image Quality While You Scan

Go to the *Scan* dialog and click the *Adjust* tab. There you'll find settings that control the brightness, contrast, and black/white balance of your scans. Note that these settings affect *how your scan comes in*. You can't use them after-the-fact.

Contrast. (For color/grayscale scans only). Contrast adjusts the distinctness of each color/shade. For example, with low contrast, individual colors will be more muted and will blend more. With high contrast, each color will be crisp and distinct. An example is twilight versus mid-day. At twilight, colors fade and blend together (low contrast). At mid-day, colors are sharp and distinct.

Brightness. (For color/grayscale scans only). Brightness adjusts the overall vibrancy of the image. With low brightness, the image will be dim. With high brightness, the image will be strong. Note that contrast and brightness work differently. For example, you could have high contrast (each color is distinct and sharp) but low brightness, resulting in a muted but sharp image.

Black/White Threshold. (For black & white scans only). You can think of the black/white threshold as brightness for black-and-white scans. Lowering the threshold brightens the image and raising it darkens the image. The truth is, this setting adjusts how sensitive your scanner is to the image. A very low threshold will only pick up very obvious marks on the page, which is good for reducing background speckling. A high threshold will let even tiny marks through, which is good for scanning faded/dim pages.

Note: Not all scanners support these adjustments. It's also possible that your scanner has more options than FileCenter Scan exposes. To see all of the adjustments your scanner supports, select the *Use Scanner Dialog* option when you scan.

Edit the Image after You Scan

After your scan comes in, you can make edits to the page: crop and straighten it, remove stray marks and background noise, and erase or even redact (black out) parts of the text. To use these features:

1. Open the scan in the *Editor* tab
2. Select the page you want to edit
3. Click the appropriate tool on the toolbar
4. Make your edits

Here are the editing tools you'll find:

Auto Straighten. This tool will automatically straighten a skewed/crooked page. It tries to figure out the vertical/horizontal lines and de-skews the page accordingly.

Straighten. Use this tool to straighten a page manually. Click and drag to draw a line that represents where the horizontal or vertical plane should be. For example, draw a line that traces along the bottom of a line of text or along the left margin of the text. When you release the mouse, the image will rotate to make your line level. Your line won't stay on the image.

Auto Crop. Use *Auto Crop* tool to trim down the size of the page. This tool will automatically crop off most of the white space around the image, leaving a small margin.

Crop. Use the *Crop* tool to trim down the size of the page. For example, if you scanned a small receipt, you might want to trim the page down to the size of the receipt. Just select the *Crop* tool then click and drag to draw a rectangle to the size you want your page to be. When you release the mouse, the page will get trimmed.

Redact. The *Redact* tool is for blacking out sensitive information on the page. Click and drag to draw rectangles over sections of the page you want to black out. Use the *Redact* tool when you want it known that information was removed.

Erase Area. The *Erase Area* tool works just like the *Redact* tool, except instead of blacking out sections of the page, it erases them.

Erase Outside. While the *Erase Area* tool erases everything *inside* of the rectangle, the *Erase Outside* tool erases everything *outside* of the rectangle. For example, to remove black edges and margin noise from your scan, drag and draw a rectangle around the body of the page. Everything outside of the rectangle will get wiped clean.

Eraser. To erase small dots, use the *Eraser* tool. Click once on stray marks, or click and drag across areas. Note that you can change the size of the eraser. Click the drop-arrow next to the *Eraser* button and choose the size you want.

Despeckle. The *Despeckle* tool will automatically clean up dirty images. It analyzes your page, identifies background "noise" and specks, and removes them from the page.

Invert. Some scanners produce a negative image. The *Invert* option corrects this. In other words, it switches a black-on-white image to a white-on-black image.

Automatic Image Cleanup

FileCenter Scan includes automatic image cleanup tools that can scrub an entire document at once. To use it, simply click *Cleanup* on the main toolbar and choose the options you want to use. The following options are available:

Deskew. This option will straighten each page if any of them are slightly angled, a common problem when paper gets pulled through the scanner.

Despeckle. This option removes random “noise” from the scan – small stray dots and specks. When you select the *Despeckle* option, you can also set the pixel threshold: only dots smaller than the pixel size you specify will be removed.

Remove Border. Scanned images often end up with black lines along the edges of the page. This option will remove them.

Remove Punch Holes. If the original document had punch holes for a binder, the holes often come across in the scan as black circles. This option erases the black circles.

Remove Horizontal/Vertical Lines. You can remove all horizontal and/or vertical lines from the document.

Convert to Black & White. To convert a grayscale or color PDF to black and white, select this option.

Tip: Each of these tools is also available as an option when you scan.

Chapter 6: Scanning Techniques

While we've now covered all of the scanning features and options, let's shift our focus to the practical side of it. In other words, let's learn *how* to scan as quickly and easily as possible.

Many common scanning needs are, unfortunately, difficult to pull off in real life – things like adding extra pages to an existing scan or scanning books and magazines. FileCenter Scan, on the other hand, makes these tasks easy, if you know the right technique. We'll cover those techniques here.

Additionally, many offices and users deal with repetitive scanning – scanning the same kinds of documents and forms over and over, day in and day out. This is the kind of scanning where shaving off one step, or even one mouse click, actually pays dividends in the long run. FileCenter Scan supports a number of scanning techniques that were designed specifically to reduce the pain inherent in repetitive scanning.

6.1 Scan Multi-Page Documents

Inevitably, you will need to scan a document that has more pages than your scanner can hold. Or perhaps you have a flatbed scanner and you have to scan every page by hand. In both cases, you have the trouble of figuring out how to scan in multiple passes and combine it all into one document.

FileCenter Scan has a *Prompt for More* feature designed especially for any situation where you have to scan in stages. This works with books, magazines, or documents that exceed the capacity of your scanner.

With this feature, you initiate the scan once, then FileCenter Scan will pause after each scan, giving you a chance to load or position the next pages. You end up with a single file with all of your pages in it. Here are the steps:

1. Load or position your first page
2. Click the *Scan* button on the main toolbar
3. If you're using a flatbed scanner, select the *Use Flatbed* option
4. Select *Prompt for More*
5. Set any other scanning options you want
6. Click *Start Scan*

7. FileCenter Scan will scan the first page (or batch of pages), then ask if you have more pages to scan; don't answer yet
8. Change the page(s) on the scanner
9. Now click *Yes* to scan the next page(s)
10. Continue like this until you've scanned all of the pages

When you're done, FileCenter Scan will combine all of the pages into a single document.

6.2 Add More Pages to an Existing Document

What if you need to scan new pages into an existing file? For example, you want to add a shipping receipt to a purchase order, or you need to add a signed addendum to a contract. Or perhaps you're scanning a long book and need to do it in shifts.

FileCenter Scan provides scanning options to make this easy:

1. Either open the file in the *Editor* tab or select it in the *Files* tab
2. Click *Scan* on the main toolbar
3. For the scanning *Action*, select either *Append Scan* (to place it at the end of the document), *Prepend Scan* (to place it at the beginning of the document), or *Insert after Page* and provide the page position where you want it inserted
4. Set any other scanning options
5. Proceed with the scan

FileCenter Scan will scan in the pages and insert them into your existing file.

Note: The scanning options you select will only apply to the new pages. They will not affect the existing pages in the file.

6.3 Double-Sided Scanning

Many scanners have the ability to scan both sides of a page at once. Even if yours doesn't, FileCenter Scan can still help you scan two-sided documents.

FileCenter Scan and most scanner makers refer to double-sided scanning as *Duplex Scanning*. Look at your scanner's specifications and see if it mentions *duplex* or *double-sided scanning*. FileCenter Scan has two duplex options, depending on whether your scanner has a duplex mode:

Scanner Duplex. If your scanner can scan both sides of a page at once, click *Scan* on the main toolbar, then select the *Scanner Duplex* option. This will tell your scanner to scan both sides of the page. We also recommend that you select *Remove Blank Pages* on the *Advanced* tab so that blank sides won't get included in the scan. To switch back to single-sided scanning, de-select *Scanner Duplex*.

Manual Duplex. Use *Manual Duplex* when your scanner can only scan one side at a time. The scan happens in two passes – first the front side, then the back side. Here's how to use it:

1. Load the document in your scanner so the front side will scan
2. Click *Scan* on the main toolbar
3. Select the *Manual Duplex* option
4. Scan the front side of the document
5. Next you'll be prompted to pick up the stack, flip it around, and put it back in the feeder so the back side will scan; **DO NOT REORDER THE PAGES!**
6. Scan the back side of the document

After the second scan finishes, FileCenter Scan will rearrange the pages in the right order: page 1 front, page 1 back, page 2 front, page 2 back, etc.

Note: The *Remove Blank Pages* option isn't available with *Manual Duplex*. Once the scan's done, you'll need to go through and delete blank pages yourself.

6.4 Scan Straight to File

One of the fastest ways to move paper documents into FileCenter Scan is in-place scanning using the *Files* tab. This method skips the visuals of the *Editor* tab altogether. Instead, you scan directly into a folder on your computer, scanning and saving in one step.

For example, suppose you are scanning old letters. You have set up a folder on your computer to store the letters. In the *Files* tab, you can navigate to that folder, then click *Scan*. Your new scan will be saved straight to file next to the other letters.

The steps are simple:

1. Go to *Files* tab
2. Go to the drive/folder where you want to put the scan
3. Click *Scan* on the main toolbar
4. Enter the *Filename* you want to use on the scanning dialog
5. Click *Start Scan*

The scan will be saved using the name you entered. If there is already another file using that name in the same folder, FileCenter Scan will add an increment after the filename. It will never overwrite an existing file.

Tip: If you select another file in the folder before clicking *Scan*, FileCenter Scan will put that name in the Filename field. The resulting scan will use the same name with an increment. This is a quick way to scan many of the same kind of document.

Making this Work with a ScanSnap

If you've turned on the ScanSnap integration using the instructions in Task 1: Integrate with a ScanSnap Scanner, things will work roughly the same way. You'll browse to the drive/folder where you want to save the scan and perform the scan on your ScanSnap. When the scan finishes, FileCenter Scan will prompt you to rename it.

If you have another file selected, FileCenter Scan will default to that filename, with an increment.

6.5 Quick Scanning with Profiles

If there are a few kinds of files that you scan over and over, you can trim off even more mouse clicks using *Profiles* and adding a filename. As we saw on p. 21, Scanning Profiles, profiles are just a way to store different scanning configurations. One of those scanning options is a filename. We also saw in that section that you can bypass the scanning dialog altogether by scanning straight to a profile. By combining each of these pieces, we can come up with a very fast scanning method.

How to Set it Up

First, set up each of your profiles following the instructions we gave on p. 21, Scanning Profiles. The most important setting is *Default Scan Name*, which you'll find under the *Advanced* tab on the *Scan* dialog.

Some of your profiles may be identical except for the *Filename*. That's ok.

When you're done setting up the profile, click *OK*.

How to Use It

Here's how to scan with this technique:

1. Make sure the document is in the scanner, ready to go
2. Go to the *Files* tab
3. Go to the drive/folder where you want to save the scan
4. Click the drop-arrow next to the *Scan* button
5. You'll see your profiles listed at the bottom of the menu; pick the one that applies to this document

The scan will start immediately, then drop your file in the folder, already named and ready to go. If there's another file with the same name in the folder, the new file will get an increment (counter) after it.

Using this technique, you can perform scans in just two clicks – scanned, named, and filed.

6.6 Automatically Break Up Scans at Regular Intervals

If your office deals with standardized forms, you can scan whole stacks of them at once and have FileCenter Scan split them up for you. On the *Scan* dialog's *Advanced* tab, you'll notice an option called *Separate Document Every __ Pages*. If you select this option, FileCenter Scan will take a single scan and break it out into multiple files. All you have to do is indicate how many pages you want in each file.

For example, suppose you're scanning a stack of three-page forms. Select *Separate Document Every __ Pages* and enter "3" as the page interval. You'll get a series files, each three pages long.

If you perform the scan in the *Files* tab, each file will be saved separately, using the same name with an increment. For example, supposing you set the *Filename* to "Patient Info", you'll end up with files named *Patient Info_1.pdf*, *Patient Info_2.pdf*, etc.

6.7 Give a Scanned Document Keywords

There's an easy way to give a scanned document searchable keywords that won't be visible in the document, but that will help you find the document through full-text searching.

Make sure you're in the *Files* tab and click the *Scan* button. Look for a *Keywords* field on the scan dialog, right below the *Filename* field. If you don't see it, make sure the scan type is set to *PDF*.

Anything you enter in this field will be saved as a searchable keyword with the PDF.

Chapter 7: Work with PDF Files

FileCenter Scan specializes in document scanning. This means scanning to PDF, the standard for archiving and sharing documents. FileCenter Scan will scan your documents to PDF natively – no extra steps required.

To help you get the most out of PDF scanning, you will find that FileCenter Scan packs a lot of PDF power. You will find most of this in the *Actions* button on the main toolbar – things like splitting or combining PDF files, pulling pages from a PDF into a new file, etc. These are the PDF features that tend to operate at the page and file level; in other words, features that manipulate pages or whole files.

7.1 The “Actions” Button

You will find a wealth of PDF features in the *Actions* button on the main toolbar. These actions apply to the files you have open in the Editor tab.

Combine Documents

The *Combine Documents* option pulls multiple PDFs together into a single file. To use this feature:

1. Open all of the PDFs in the *Editor* tab
2. Click *Actions > Combine Documents*

This will open the tool with the list of files you want to combine.

Note: This does not affect the source files. For example, if you are combining files A, B, and C into file A, only file A is affected. Files B and C will remain intact.

Choose the Order. Put the files in the order you want them to appear in the final PDF. To rearrange a file, select it in the list and use the *Up/Down* buttons to move it.

Choose a Destination. Now you need to choose a *Destination*. This is the resulting file – the one that will have the whole stack of files in it. You have two options: create a new file, or overwrite the first file in the list.

Optionally Close Files. You can choose to close each file after it gets combined.

Optionally Create Bookmarks. FileCenter Scan can automatically bookmark the location of each document in the resulting file. It will use the document's original filename, minus the "PDF" extension.

Combine the Documents. When you click OK, FileCenter Scan will create one unified file from every file in the list, in the order you selected.

Insert Document

We already saw that *Combine* will join multiple files, one on top of the other. To insert a file in the middle of another file, use *Insert*. To use this feature:

1. Open the target file in the *Editor* tab
2. Click *Actions > Insert*
3. Browse to the file you want to insert or optionally choose from other files that are already open
4. Choose the page position where you want to insert the file

Unstack Document

The *Unstack* option pulls a file's pages apart into multiple files. Specifically, it breaks up a file at regular intervals. All you need to do is specify how many pages you want in each file. Here are the steps:

1. Open a file in the *Editor* tab
2. Click *Actions > Unstack*
3. Indicate how many pages each document should receive
4. Optionally delete the original document after unstacking

Split Document

The *Split* tool works exactly like it sounds: it splits one document into two. You simply choose the page position where the split should happen.

The first half of the document will keep the original name. The part that gets split off will be opened in a new document tab.

Transfer Pages

When you need to move pages between files (but keep the files separate), you'll use the *Transfer Pages* tool.

Open the Source File. The *Transfer Pages* tool “pushes” pages from one document to another. So in the *Editor* tab, open the document that has the pages you want to move.

Choose the Pages. Next you need to choose the pages you want to transfer. You have three ways you can do this.

If you just want to transfer the page you're currently looking at, click *Actions > Transfer Pages*, then select *Current Page*. In the thumbnail view, this is the page with a blue border around it.

For multiple pages, it's easiest to select the thumbnails first. Hold down the *Ctrl* button while you click the thumbnail of each page you want to transfer. Note that they will receive a blue background, showing that they are selected. Now go to the *Actions* button *> Transfer Pages* and choose the *Selected Pages* option.

Alternatively, go straight to *Actions > Transfer Pages*, then choose *Custom Range*. Here you'll enter page numbers for the pages you want to transfer. You can specify individual pages, page ranges, or both. A few examples:

5, 7, 9

1-3

1-3, 5, 7, 9, 13-21

Choose the Target Document. Next you need to choose the file where you want to insert the pages. Either choose *Existing File* and browse to the file, or if you have it open, select *Already Opened Document* and select it in the list.

Choose the Page Position. Next you need to indicate the page position where you want to insert the pages.

Optionally Delete Pages. Finally, you can choose to delete the pages from the original file. In essence, you're deciding whether to copy the pages between files or move them.

Transfer the Pages. When you click OK, FileCenter Scan will either copy or move the pages from the source file into the file you chose, inserting them at the specified position.

This is probably the most complicated of the PDF tools, but it's a powerful feature that can save you extra work.

Extract Pages

The *Extract* tool is similar to the *Transfer* tool, except instead of inserting pages into an existing file, you're making them into their own file. You might also think of it as a *Split* tool for grabbing pages out of the middle of a file. Here's how it works:

1. Open the file in the Editor tab
2. Select the pages you want to extract, as described in *Transfer Pages*, above
3. Select *Actions > Extract Pages*
4. Choose whether to save the extracted pages to file or just open them in a new tab
5. Optionally choose to delete the original pages

FileCenter Scan will pull the pages into a new file. If you saved the pages to file, you'll find the file in the same directory as the original.

Extract and Save. You have another option in *Actions* called *Extract & Save*. This works just like *Extract*, except that it doesn't show you any options. Instead, it immediately prompts you to save the new file. It's a fast way to extract straight to file, especially when you need to save it somewhere other than the original directory.

Delete Pages

The *Delete Pages* tool simply deletes pages from your PDF.

If you have a PDF open in the Editor tab, select the page(s) you want to delete, then go to *Actions > Delete Pages*. To select multiple pages, hold down *Ctrl* while you click on the thumbnails.

Print Document

Use this tool to print the current PDF:

1. Open the PDF you want to print
2. Go to *Actions > Print Document*

You'll have a chance to choose a printer and any print options.

7.2 Convert to PDF

Suppose you have an old TIFF scan and you want to convert it to PDF. FileCenter Scan allows you to convert files between different formats. Just open the file in the *Editor* tab then click the *Convert* button on the main toolbar.

For many kinds of files, just select the file in FileCenter Scan, then click the *Convert* button on the main toolbar. FileCenter Scan will create a PDF copy of the file.

Conversion Options

You may see some of these conversion options, depending on what kind of file you're converting:

PDF/A-1b. Select this option to create a PDF/A-compatible file. PDF/A is an “archival” format aimed at long-term storage. The idea is that PDF/A supports only certain PDF features that are not allowed to change in upcoming decades, making the files readable long into the future. Some government agencies require the PDF/A format.

Note: PDF/A does not support the full range of PDF features. You should not modify a PDF/A file or you might introduce elements that aren't compatible with PDF/A. PDF/A will also produce larger file sizes.

Use Image Size as PDF Page Size. When you're converting from an image file to PDF, FileCenter Scan needs to know what size to make the PDF pages. You have two options: select a specific page size, or base the page size on the size of the original image.

If you select *Use Image Size as PDF Page Size*, FileCenter Scan will make the PDF the same size as the original image based on its dimensions and resolution.

The *Force Image DPI* option then lets you optionally specify the image's resolution, which will in turn affect its scale. Resolution is given in *dots per inch*. For example, assume an image is 400 pixels wide by 300 pixels tall. If you put the DPI as *100*, your resulting PDF will be 4" x 3".

Important: Most images already contain a setting with their ideal DPI. To use the image's default DPI, set *Force Image DPI* to *0*. Only use the *Force Image DPI* setting if you want to make the PDF page size larger or smaller.

Default Page Size. Instead of basing the PDF size on the size of the original image, you can force the PDF to specific page size. Note that FileCenter Scan will *scale* the image to fit within the page size.

Force PDFs as Black and White. When you're converting from an image file to PDF, you can force color images to come over as black-and-white images. Some users prefer black-and-white PDFs because they're smaller.

PDF Compression. The compression settings control how your scanned images will be compressed. Most users will get the best compression if they use *JBIG2* when scanning in black and white, and *JPEG* or *JPEG + ZIP* when scanning in grayscale or color. JPEG compression also lets you set your JPEG quality, which has a dramatic effect on file size. The default quality of 75 strikes a good balance between file size and image quality. For a sharper image, at the cost of file size, increase the quality. For a smaller file size, at the cost of graininess in the image, decrease the quality.

Section 3: Tasks

Chapter 8: Common Tasks

In this chapter, we'll cover common tasks and the steps needed to pull them off.

Task 1: Integrate with a ScanSnap Scanner

FileCenter Scan can receive scans from a ScanSnap scanner. To see how the integration works, see p. 10, ScanSnap Scanners. Here, we'll walk you through the setup.

Newer ScanSnap Scanners

Newer ScanSnap Scanners use the *ScanSnap Home* software. To add FileCenter Scan as a scanning option, open ScanSnap Home and do the following:

1. Click the *Settings* menu > *Scan Settings*
2. Click the *Add Profiles* button
3. Select *Verify and Save Template* on the left
4. Check *Browse* under *Save Destination > Save To*
5. Leave the location as the default (something like
C:\Users\[username]\AppData\Roaming\PFU\ScanSnap Home\ScanSnap Home)
6. Click *Detailed Settings*
7. Verify that all *Document Type* options are set to the file format *PDF*
8. Verify that *Convert to Searchable PDF* is UNCHECKED under the *File Format* tab
9. Verify that *Blank Page Removal* is CHECKED under the *Scan* tab
10. Click *OK*

Back on the Add New Profile page, continue the profile setup:

1. Click the dropdown for *Send To* under *Application*
2. Click *Add or Remove*
3. Click *Add*
4. Click *Browse*
5. Navigate to *C:\Program Files (x86)\FileCenter\Main*
6. Select *FileCenterScan.exe* and click *Open*
7. Set the *Display Name* to *FileCenter Scan*
8. Click *OK*
9. Click *Close*

10. Click the *Send To* dropdown under *Application* again
11. Select *FileCenter Scan*
12. Click *Yes* on the warning message that appears

Now complete the profile setup:

1. Select *Verify and Save* and the left and change the *Profile Name* to *FileCenter Scan*
2. Click the *Add* button at the bottom of the window to save the new profile

To see if the integration worked, do the following:

1. Start a scan with your ScanSnap
2. A menu of options will pop up
3. Look for *FileCenter Scan*
4. Click that option

Your scan should now show up in FileCenter Scan.

Older ScanSnap Scanners

For older ScanSnap Scanners that don't include the *ScanSnap Home* software, follow these instructions:

1. Locate the icon for the *ScanSnap Manager* in the system tray at the bottom-right corner of the screen by the clock (it's often a blue icon with a white "S")
2. Right-click on the icon and select *Scan Button Settings*
3. De-select the option called *Use Quick Menu*
4. Select the *Application* tab (if you don't see it, click the *Detail* button)
5. Select *Add or Remove* then *Add*
6. Call your new application *FileCenter Scan*
7. For the *Application Path*, browse out to FileCenter Scan (it's typically located at:
C:\Program Files (x86)\FileCenter\Main\FileCenter.exe)
8. Click *OK* then *Close* to get back to the ScanSnap Manager
9. Switch over to the *Save* tab
10. Make sure that *Rename File after Scanning* is NOT selected
11. Switch over to the *File Option* tab
12. Make sure that *Convert to Searchable PDF* is NOT selected

Re-select *Use Quick Menu* then *OK*.

Now open FileCenter Scan and go to a drawer or folder. Put a document in the ScanSnap scanner and press the scan button on the scanner. It should scan and save the PDF to the current location in FileCenter Scan.

Task 2: Troubleshoot Scanner Problems

First, an important point to understand: FileCenter Scan has no direct control over your scanner. Scanners are controlled completely by their TWAIN driver and Windows. FileCenter Scan only puts in “requests” to the driver through Windows and receives pages in return.

As a result, most scanning problems are actually driver problems, and the driver is the responsibility of your scanner manufacturer.

FileCenter Scan does have a few different ways it can try talking with the driver, and sometimes one method works better than the others. The instructions below will walk you through those settings. But if those settings don’t work, you’ll need to try the instructions in Task 3: Troubleshoot TWAIN Problems.

Quick Overview

Here are the basic steps for getting your driver to communicate with FileCenter Scan:

1. If your scanner shows up more than once in the scanner list, select the option that does *not* have “WIA-” in the name
2. Try changing the *Mode* and/or *Transfer* type (next to the scanner option on the scanning dialog)
3. Try scanning with the *Use Scanner Dialog* option turned on
4. Uninstall and update your drivers

We’ll now go through each of those steps in more detail.

Tip: If you're using a Neat Receipts scanner, the following settings seem to work best: Click *Scan* as if starting a new scan. Next to the *Scanner* option click *Select* then set the *Mode* to "C" and click *OK*. Next select the *Use Scanner Dialog* option. Finally, set the *Order* to *Reverse Simplex* for single-sided scans, or *Reverse Duplex* for double-sided scans. Click the small *Save* link next to the *Profile* option to make these the new defaults.

1. Select the Right Scanner

Click the *Scan* button in FileCenter Scan. About mid-way down, you'll notice a *Scanner* field. Click the *Select* button next to it. This will bring you to the scanner options.

If you click *Select Driver*, you will see a list of every TWAIN scanner Windows recognizes on your computer. If your scanner is there more than once, first try the one that doesn't have WIA in the name, then try the WIA option.

My Scanner isn't on the List!

The list shows every scanner Windows can see. If Windows can't see it, the scanner either doesn't have a TWAIN driver, or it isn't turned on or plugged in properly. If you're sure it's plugged in and turned on, first try a different USB cable (common problem) then skip to *Get the Right Driver* below.

Tip: If your scanner is a Fujitsu ScanSnap, see p. 10, ScanSnap Scanners. If you have a network scanner, see p. 11, Network Scanners.

2. Change the Scanning Mode and Transfer Type

While still in the *Select Scanner* dialog, notice the two options called *Mode* and *Transfer*. Do the following:

1. Set the *Mode* to "A"
2. Set the *Transfer* type to "Native"
3. Try a scan
4. If the scan fails, change the *Mode* to "B"
5. Try a scan
6. If the scan fails, continue trying each one of the *Mode* options

If the scan fails at this point, change the *Transfer* type to "Memory" and start over, trying each of the modes. Then change the transfer type to "File" and try each of the modes again, continuing in this manner until you find a combination that works.

Further explanation: The *Modes* are different ways of communicating with your scanner's driver, and the *Transfer* types are different ways of getting an image back from the driver. This might help you narrow in on which setting to change. For example, if you can't even get a scan to start, you probably need to change the *Mode*. If you get problems after a page has gone

through the scanner, you might need to change the *Transfer* type. But often you'll need to change both settings.

Tip: If you get an error that the scanner is busy or in use, you'll need to reboot your computer and switch your scanner off then back on.

3. Show the Scanner Dialog

Some scanners have problems if you don't scan through their interface. This can include everything from crashes to blank or skipped pages to problems with resolution and paper size.

On FileCenter Scan's *Scan* dialog, select the option called *Use Scanner Dialog* then click *Start Scan*. Your scanner's interface will pop up. Proceed with the scan. If it works, you will want to make this setting permanent:

1. Go to Settings > Scan
2. Select Use Scanner Dialog
3. Click Save near the top of the dialog
4. Click OK

4. Get the Right Driver

As we mentioned, your scanner's drivers are the communication link between the scanner and FileCenter Scan. If the driver isn't working, your first step is to remove the old driver:

1. Unplug or power off your scanner
2. If you're not using Windows XP, go to the *Windows Control Panel > Devices and Printers*
3. If your scanner shows up here, right-click on it and select *Remove Device*
4. Go to the *Windows Control Panel > Programs and Features (or Add/Remove Programs)*
5. If your scanner shows up here, select it and click *Uninstall*

Now install an updated driver:

1. Note the scanner manufacturer
2. Note the scanner model number (find it on the bottom or back of the scanner)
3. Go to the scanner maker's website
4. Look for a link that says *Downloads, Drivers, or Support*
5. There should be an option to look up a driver for your scanner
6. Download the TWAIN driver setup file for your version of Windows

7. Run the setup file
8. Follow the instructions in the setup
9. Turn on your scanner; Windows should find and recognize it
10. Now you should see the scanner in FileCenter Scan; if it shows up more than once, select the option that does *not* have “WIA” in the name

Common Problems and Solutions

Here are some common problems and how to correct them:

Some Scanning Options are Disabled

Turn off the option called *Use Scanner Dialog*.

Error: Scanner is Busy

Your scanner failed to reset itself after the last scan. Sometimes you can just switch the scanner off, wait a couple of seconds, then turn it back on. If this doesn't work, reboot your computer.

Error: Device or Scanner Cannot be Found

Switch your scanner off, wait a couple of seconds, then turn it back on again.

If that doesn't work, carefully check your scanner connections. You should also try plugging the scanner into a different USB port on your computer, and even try a different cable. We're always surprised how often USB cables and ports go bad.

Failing this, try rebooting.

If your computer still can't find the scanner, see Task 3: Troubleshoot TWAIN Problems.

Error: Cannot Connect to Scanner

If you connect to your scanner through the network, your firewall could be interfering. Go to the *Control Panel > Windows Firewall* and allow FileCenter.exe to access the network. The steps vary between versions of Windows. Do a quick Google search for “windows firewall allow

program windows ___”, filling in the blank with your version of Windows (e.g. “windows firewall allow program windows 8”).

Error in the TWAIN Manager

This usually means that your drivers are damaged or corrupted, to the point that it’s crashing Windows’ TWAIN manager. You’ll probably have to purge your TWAIN drivers and reinstall them fresh. See Task 3: Troubleshoot TWAIN Problems.

There’s a Crash when I Scan

If you get crashes when you scan, see Task 3: Troubleshoot TWAIN Problems.

Task 3: Troubleshoot TWAIN Problems

Your scanner’s TWAIN driver is the communication link between FileCenter Scan and the scanner. TWAIN drivers are managed by Windows. The communication chain works like this:

FileCenter > Windows > TWAIN driver > scanner

If you’ve installed the right driver but Windows still doesn’t recognize your scanner, can’t connect to it, or crashes when you scan, your only recourse might be to purge all of your TWAIN drivers and reinstall them. If you’re getting *TWAIN Manager* errors, you’ll have to do this. Sometimes old, faulty drivers stick around, even if you think they’ve been deleted, and stop Windows from being able to communicate with the good ones.

Here’s how to remove your drivers:

1. Go to the *Windows Control Panel > Programs and Features* or *Add/Remove Programs*
2. Find any scanners on the list and uninstall them
3. Reboot your computer
4. Go to *C:\Windows*
5. Delete everything in the *TWAIN* and *TWAIN32* folders (if they exist), but *don’t delete the folders themselves*
6. Reboot your computer

Now go to your scanner manufacturer's website and download the TWAIN driver that matches your scanner AND your version of Windows. If you use a 64-bit edition of Windows, be sure the driver is specifically designed for 64-bit environments.

Install the driver. Drivers install just like programs.

Task 4: Troubleshoot Scanned Image Problems

Here are some common problems with scanned images and how to correct them.

Image is a Negative

If the image looks like a negative – white text on a black background – open the *Scan* dialog, then select the *Invert Pages* option. To make this setting permanent, click the *Save* button right above the list of options.

Image is Too Light/Dark

Open the *Scan* dialog and switch to the *Advanced* tab. If this is a black-and-white scan, adjust the *Threshold*. If it's a grayscale or color scan, Adjust the *Brightness* and/or *Contrast*.

Wrong Page Size

If the scanned page size doesn't match the original, open the FileCenter Scan *Scan* dialog and set *Paper Size* to the size of the original. If this option is grayed out, you'll need to set the page size on your scanner's interface, which will pop up automatically when you scan.

Tip: Many scanners have automatic paper size detection. On the FileCenter Scan *Scan* dialog, select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner's interface. Here you should look for an option like *Automatic* in the paper size, or a setting called *End of Page Detection*, *Auto-Crop*, or something similar.

Pages are in Reverse Order

If your pages are showing up in reverse order, use the *Order* option to correct them. On the *Scan* dialog, change the *Order* to *Reverse Simplex* for single-sided scans, or *Reverse Duplex* for double-sided scans.

Image is Crooked

If the image is crooked on the page, first see if your scanner can automatically straighten the scans. On the FileCenter Scan *Scan* dialog, select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner's interface. Here you should look for an option called *Deskew* or *Straighten Pages*.

If your scanner can't straighten the scans automatically, FileCenter Scan can try to straighten them for you. On the FileCenter Scan *Scan* dialog, select the option called *Deskew Pages*. To make the setting permanent, click the *Save* button right above the list of options.

All or Most Pages are Blank

Some scanners only work if you scan through their interface. Open the FileCenter Scan *Scan* dialog and select the option called *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner's interface. Go ahead with your scan.

If you still get blank pages, go through the all of the steps in Task 2: Troubleshoot Scanner Problems.

Task 5: Back Up Your Settings

If you have created extensive scanning profiles, you may want to back them up.

First, you can have your regular backup software back up these settings. You simply need to add FileCenter Scan's settings folder to your list of backup paths. More on that below.

You may also want to create your own backup. For example, if you're moving FileCenter Scan to a new computer, you can move your settings between computers.

Find Your Settings Folder

All of FileCenter Scan's settings are stored in a single folder. To find your settings folder:

1. Click the drop-arrow by the *Help* button
2. Select *Support Options*
3. Select *Browse Settings*
4. A window will pop up with all of your settings files

This is your settings folder. Either add this folder to your backup or copy every file in this folder to make your own backup.

Task 6: Reinstall FileCenter Scan

Most of the time, you can install FileCenter Scan right over the top of an older version. The new version will automatically pick up all of the settings from the old version.

If you fear that a program file has gotten corrupted, you might want to uninstall the old version first, then reinstall:

1. Go to the *Windows Control Panel*
2. Go to *Add or Remove Programs*
3. Select *FileCenter* on the list
4. Click *Uninstall*

When the uninstall finishes, reboot your computer to ensure all files get removed. Then reinstall. All of your data, settings, and customizations will remain in place.

Do a Fresh Install

If you want to completely remove FileCenter Scan, including all, you'll also need to remove the FileCenter Scan settings folder. The settings will be in one of these locations:

```
C:\ProgramData\FileCenter  
C:\Users\[your username]\AppData\Roaming\FileCenter  
C:\Documents and Settings\All Users\FileCenter  
C:\Documents and Settings\[your username]\FileCenter
```

Here's an easy way to completely remove FileCenter Scan:

1. In FileCenter Scan go to the drop-arrow by the *Help* button > *Support Options*

2. Select *Browse Settings*
3. An explorer window will open to the settings folder; minimize it for now
4. Close FileCenter Scan
5. Uninstall FileCenter Scan as described above
6. Go back to the explorer window you minimized
7. Delete everything in it
8. Reboot your computer

That should completely remove FileCenter Scan. You can check the program folder to make sure it was removed. It will be in one of these places:

```
C:\Program Files\FileCenter  
C:\Program Files (x86)\FileCenter
```

Task 7: Move FileCenter Scan to a New Computer

When it's time to move FileCenter Scan to a new computer, all you really need is your Product Key. You can view your product key by going to the *Home* tab.

If you have set up many scanning profiles and want to preserve them, you can move your settings to the new computer.

Move Your Settings (optional)

All of FileCenter Scan's settings are stored in a single folder. You can move this settings folder to your new machine.

You'll need a way to move the folder over to your new computer: a thumb drive, a USB drive, a CD or DVD burner, or a network drive.

On Your *Old* Computer:

1. Go to the drop-arrow by the *Help* button > *Support Options*
2. Click *Browse Settings*
3. An Explorer window will open to your FileCenter Settings folder; minimize it for now
4. Close FileCenter Scan

Now its time to copy all of your settings:

1. Go back to the Explorer window you just minimized

2. Press the *Backspace* button on your keyboard (NOT the *Delete* button)
3. You should now see a list of folders
4. *Right-click* on the *FileCenter* folder and select *Copy*
5. Go to your thumb drive (or other drive you're using to transfer files) and *paste* the folder there (*right-click > paste* or type *Ctrl+V*)

On Your New Computer:

1. Install FileCenter Scan; just install it as a 30-day trial for now
2. Open FileCenter Scan
3. Go to the drop-arrow by the *Help* button > *Support Options*
4. Click *Browse Settings*
5. Again, and Explorer window will open; minimize it for now
6. Close FileCenter Scan

Now it's time to copy the settings onto your new machine:

1. Go to your thumb drive (or other drive you're using to transfer files)
2. *Right-click* on the *FileCenter* folder and select *Copy*
3. Go back to the Explorer window you just minimized
4. Press the *Backspace* button on your keyboard (NOT the *Delete* button)
5. You should now see a list of folders
6. *Paste* the FileCenter folder there (*right-click* in empty space > *paste* or type *Ctrl+V*)
7. Select "Yes" when asked if you want to overwrite the existing files

When you restart FileCenter Scan, all of your settings should be restored.