

General Scanner Troubleshooting

Q: When a customer tries to scan, the screen says that the scanner cannot be detected.

A: Check that the scanner is plugged in and turned on. If the error still appears, try to scan using the scanner driver outside of the software. If it does not scan there, it may be a hardware issue, and/or the incorrect scanner driver is installed. If the scanner works using the driver, then it means that the incorrect scanner model is chosen in the Add-On Components > Scanner section of the Setup Wizard. Please see [Chapter 6](#) for help changing the model selected in the Setup Wizard.

Q: How do I calibrate the scanner?

A: Calibration and color correction settings should be adjusted in the scanner driver settings. Please reference your scanner documentation for further information on making these changes.

Q: When the customer scans there is white space on the right and bottom side of the image, is this normal?

A: Yes, the scanner does a best fit scan based upon the scan area selected (4x6, 5x7, 8x10, all other sizes). This accounts for any images that may slightly exceed the size. The customer can use the arrows to the right of the scanned image for setting the desired results. Q: How many images can I scan at a time? A: The software is setup to scan up to 20 images per order for flatbed scanners. However, if the scanner is a multi or stack image scanner, the limitation is within the scanner settings.

Q: I have a scanner, but it is not on the current supported scanners list. Can I use it with the APM?

A: While we highly recommend that only supported scanners are used with the APM, we do understand that makes and models change. As long as the latest driver is loaded, there may be a way to get the unsupported scanner to work provided it is a name brand such as Epson or Canon. Please contact technical support for assistance.