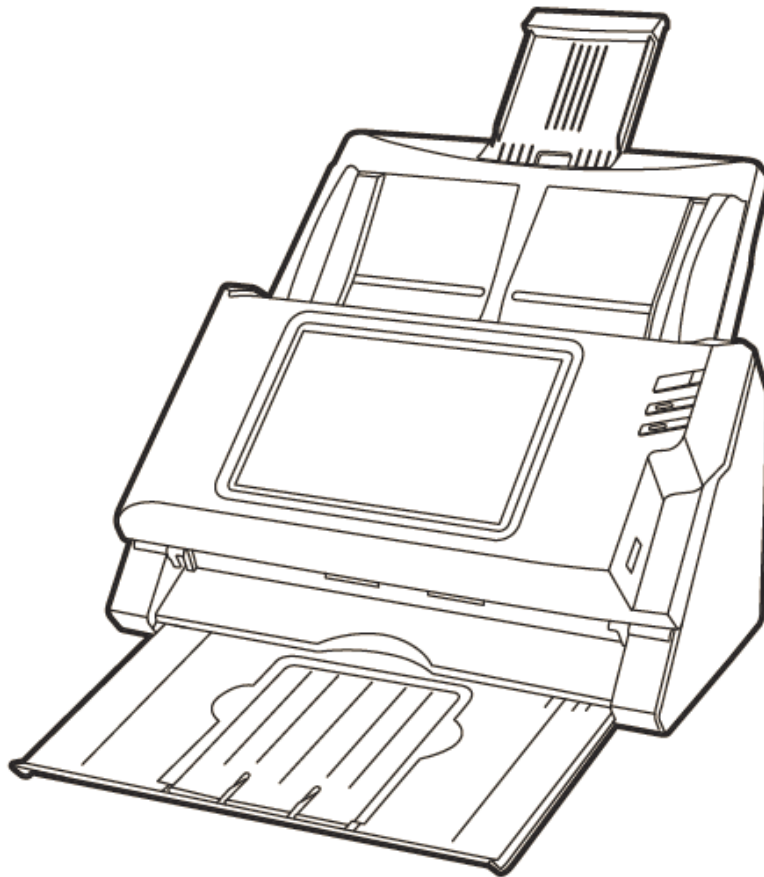


Ambir® *nScan*™ 915i

Administrators Guide



nScan™ 915i

Ambir®
Technology



Contents

Preventing unauthorized access to System Settings.....	3
Hiding the Home Button on the Job screen	4
Accessing the Job Settings Menu	5
Set to start at system start.....	6
Export all jobs.....	6
Import all jobs.....	7
Delete all jobs.....	7
System Settings	7
Setting the Job screen as the default start up screen	8
Disable Main Screen (step 1)	8
Enabling Set to start at system start on the Job Settings menu (step 2)	10
Exporting Usage Logs.....	11
Exporting Error Logs	12
Exporting and Importing System Settings.....	13
Export All Settings	13
Import All Settings	14
Clearing all user settings.....	15
Setting a Static IP Address.....	16
Using more than one Google Drive or Dropbox account	17
Troubleshooting tips.....	18
Resolving Google Drive and Gmail issues.....	18
Onscreen keyboard blocks other onscreen elements	19
Troubleshooting Save Failed Errors.....	19
Testing network and internet connectivity	20
Troubleshooting access failures	21
Google Drive and Gmail.....	21
Mobile Devices	21
Network Shares	22

Preventing unauthorized access to System Settings

Hide the systems **System Settings** button to prevent users from accessing and changing system settings.

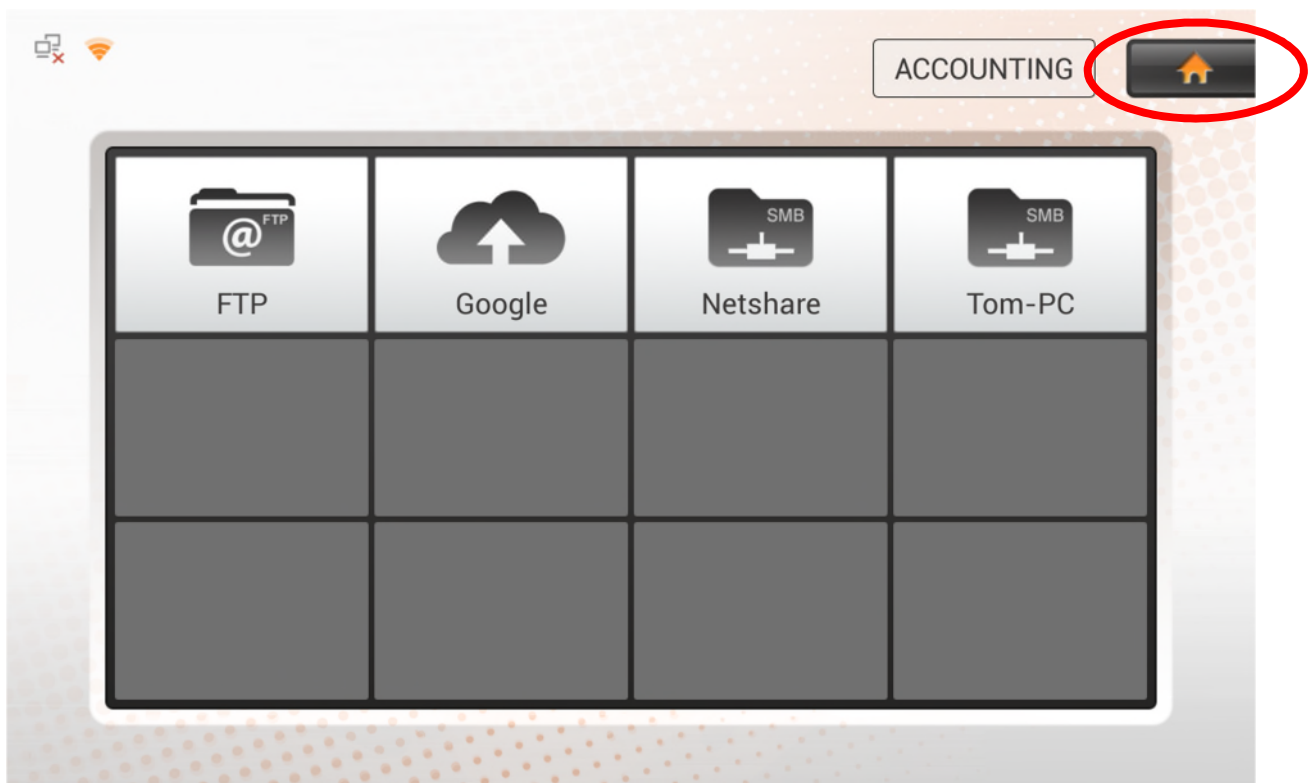
- Tap **System Settings** and hold for 3 seconds. The **System Settings** button is no longer displayed.
- To re-display the **System Settings** button, tap the area circled above that was previously occupied by the **System Settings** button and hold for 3 seconds.



Hiding the Home Button on the Job screen

Hiding the Home button will prevent users from switching to Home screen when on the Job screen. Only the Job screen will be displayed. This setting will only persist until the next reboot (power on/off cycle).

- On the Job screen tap and hold the **Home** button for 3 seconds to hide the **Home** button.
- To re-display the **Home** button tap and hold the area previously occupied by the **Home** button for 3 seconds.

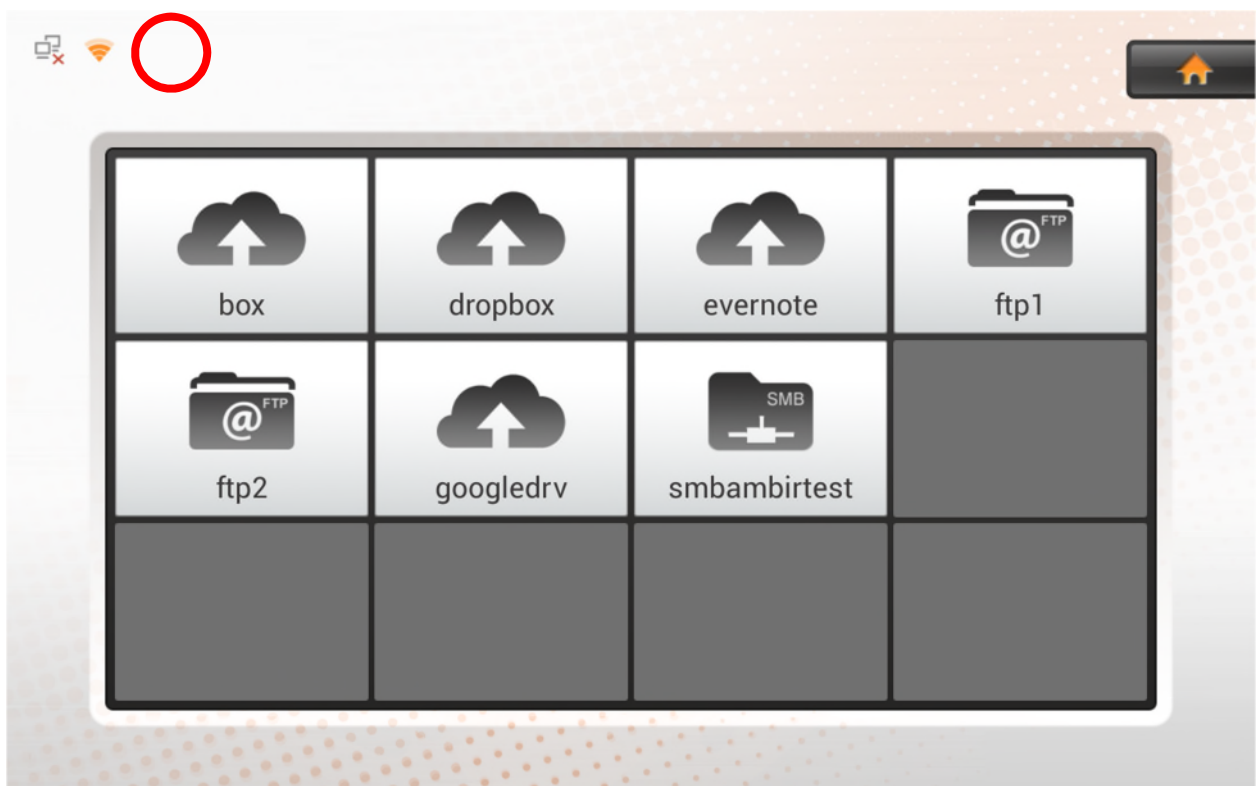


Accessing the Job Settings Menu

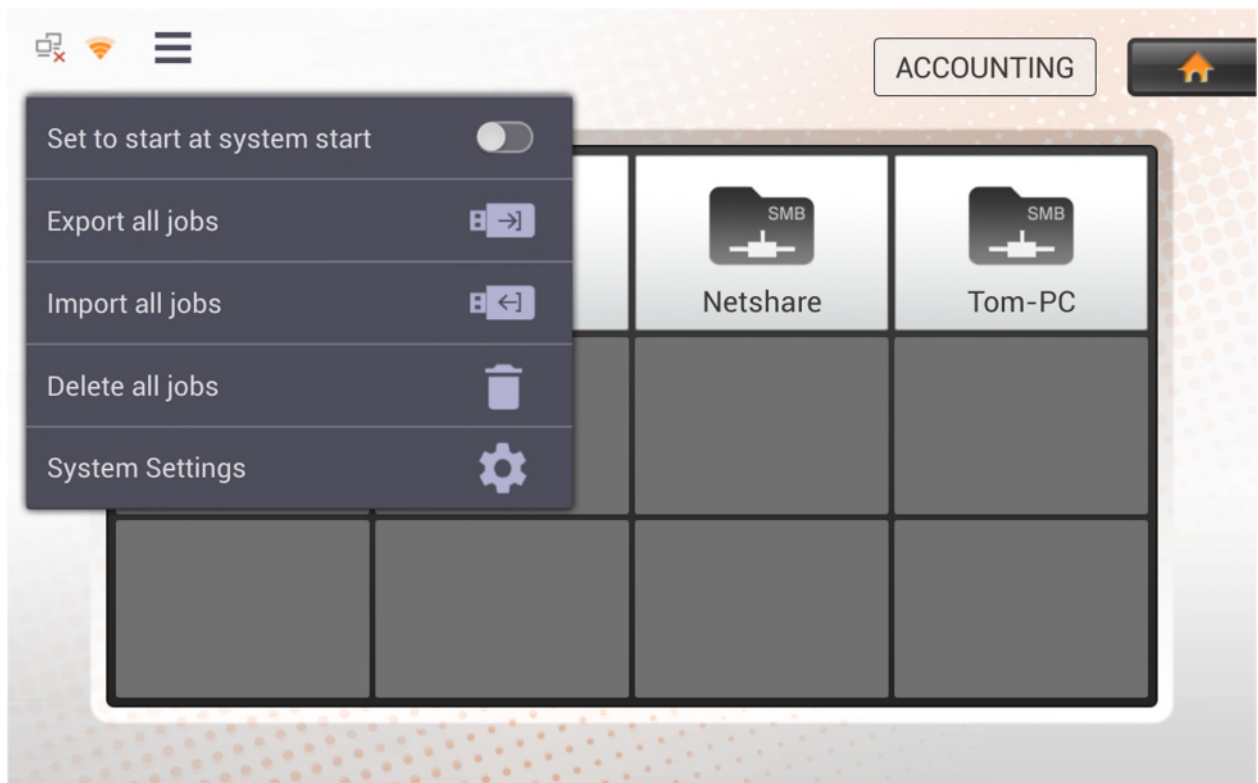
Use the **Job Settings Menu** on the **Job** screen to:

- Set the **Job** screen as the default start screen
- Import and Export Jobs
- Delete all Jobs
- Access advanced System Settings

Tap and hold the red circled area of the **Job** screen for 3-5 seconds to display the **Job Settings Menu**.



After 3-5 seconds a menu bar will appear. Tap to open the menu:



Set to start at system start

You can display the Job screen instead of the Main screen when nScan starts. This is a two-step process. See the **Setting the Job screen as the default start up screen** procedure below for details.

Export all jobs

Exports all Jobs to the USB drive for backup or to import on other nScan scanners.

- Insert a flash drive into the USB port.
- Tap Export all jobs.
- Enter a file name for the saved job file.
- Tap **OK**.
- Tap OK after the Export Completed message is displayed.
- The configuration file (*.PRFS) is found in the \job folder on the flash drive.

Import all jobs

Imports previously exported Jobs from a USB flash drive.

- Insert a flash drive with the *.PRFS file in the \job folder into the USB port.
- Tap Import all jobs.
- Select the configuration file from the list on the Import dialog and the Jobs are immediately imported.

Delete all jobs

Deletes all Jobs and all Groups on the nScan.

System Settings

Use the Job Settings menu on the Job screen or **Home> System Settings> Wrench> IP Gear...** to access the following configuration menus:

- Network
 - VPN Settings
 - Enable/Disable RJ45 jack
 - Static IP Settings
- WiFi
 - Enable/Disable
 - Select WiFi network
- Display
 - Brightness
- Security
 - Enable/Disable Screen Lock PIN/Password
 - Password visibility (when creating or entering PIN/Password)

IMPORTANT: DO NOT FORGET YOUR SCREEN LOCK PIN/PASSWORD!

If you forget this PIN/Password, you will need to send the scanner to Ambir for repair. Service charges will apply to reset the scanner.

- Language and Keyboard selection
- Date and Time

- Auto date and time
- Clock format

Setting the Job screen as the default start up screen

You can display the Job screen instead of the Main screen when nScan starts. The **Home** button on the **Job** screen can also be hidden to prevent users from accessing the Home screen.

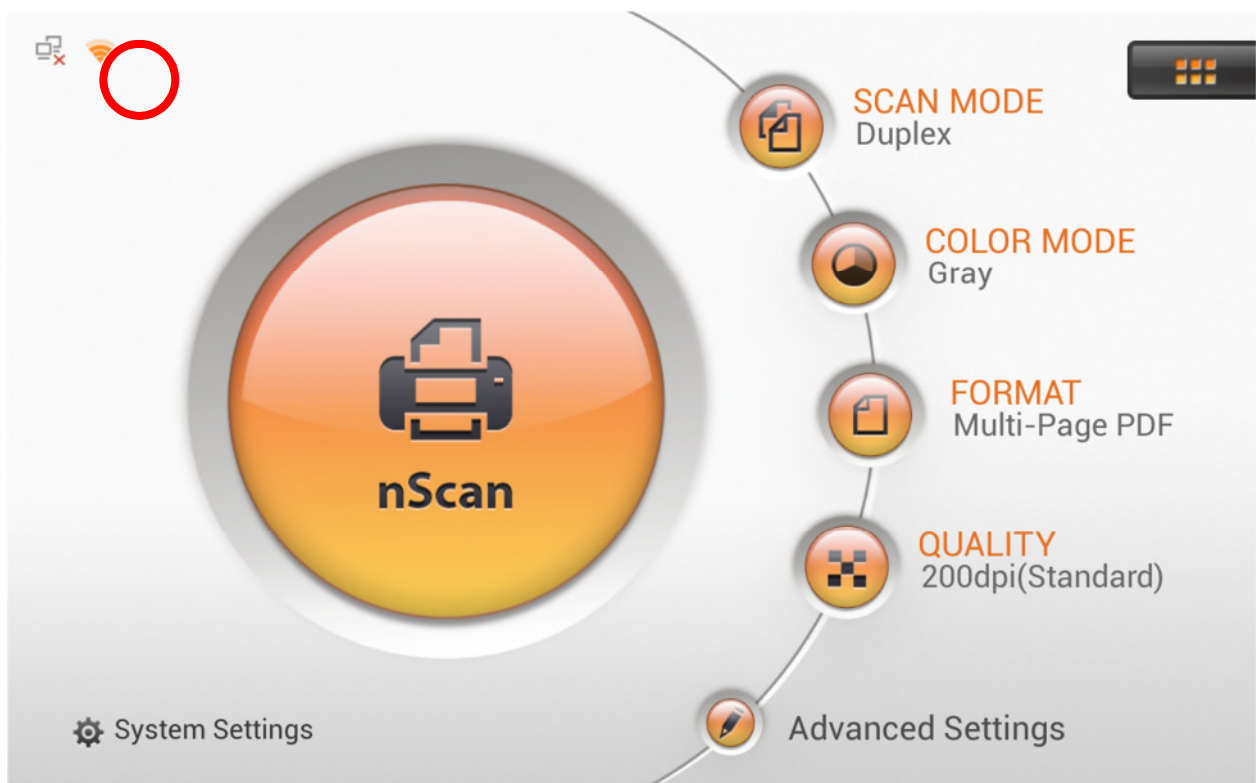
Setting the **Job** screen as the default screen is a two-step process:

- Disable Main Screen (step 1)
- Turn **Set to start at system start** on from the Job System Settings menu (step 2)

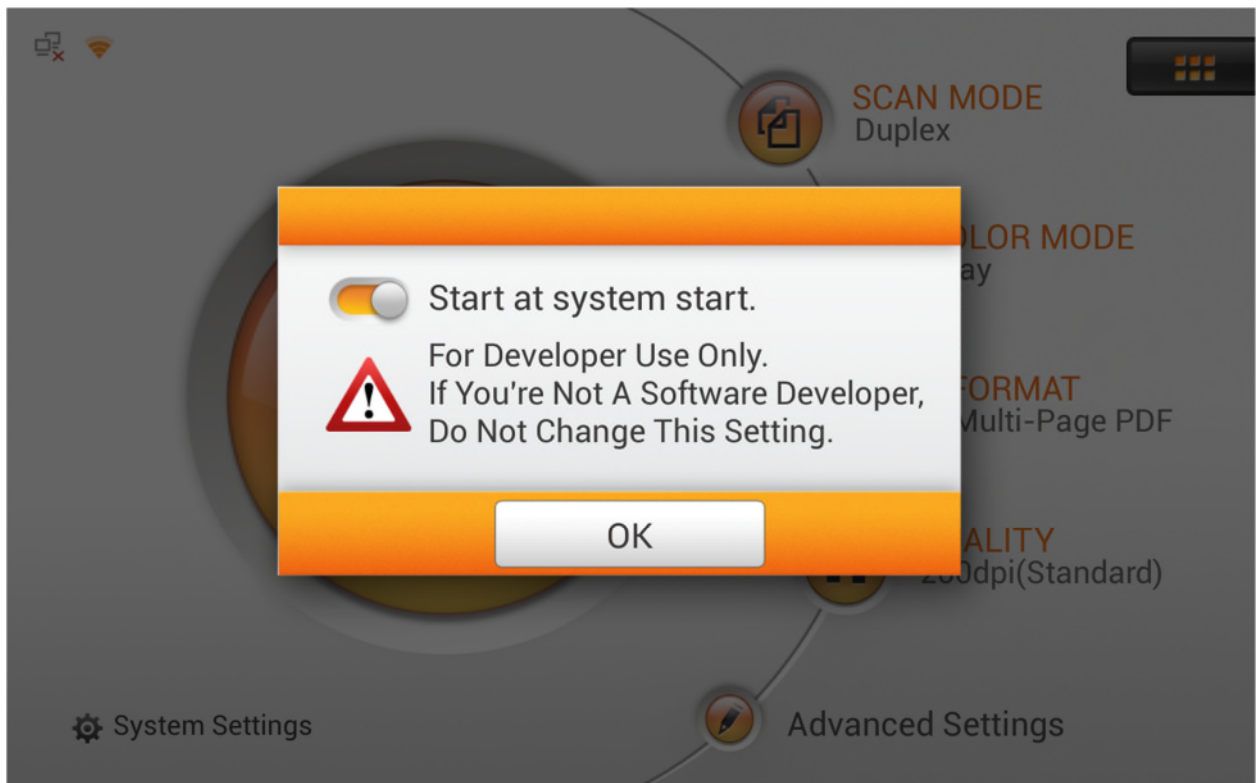
Disable Main Screen (step 1)

- On the **Home** screen, rapidly tap the upper-left corner of the **Home** screen 10 times in about 3 to 4 seconds.

Note: You must tap very close to the wireless icon. If the message below is not displayed, tap on one of the scan settings buttons and try again.



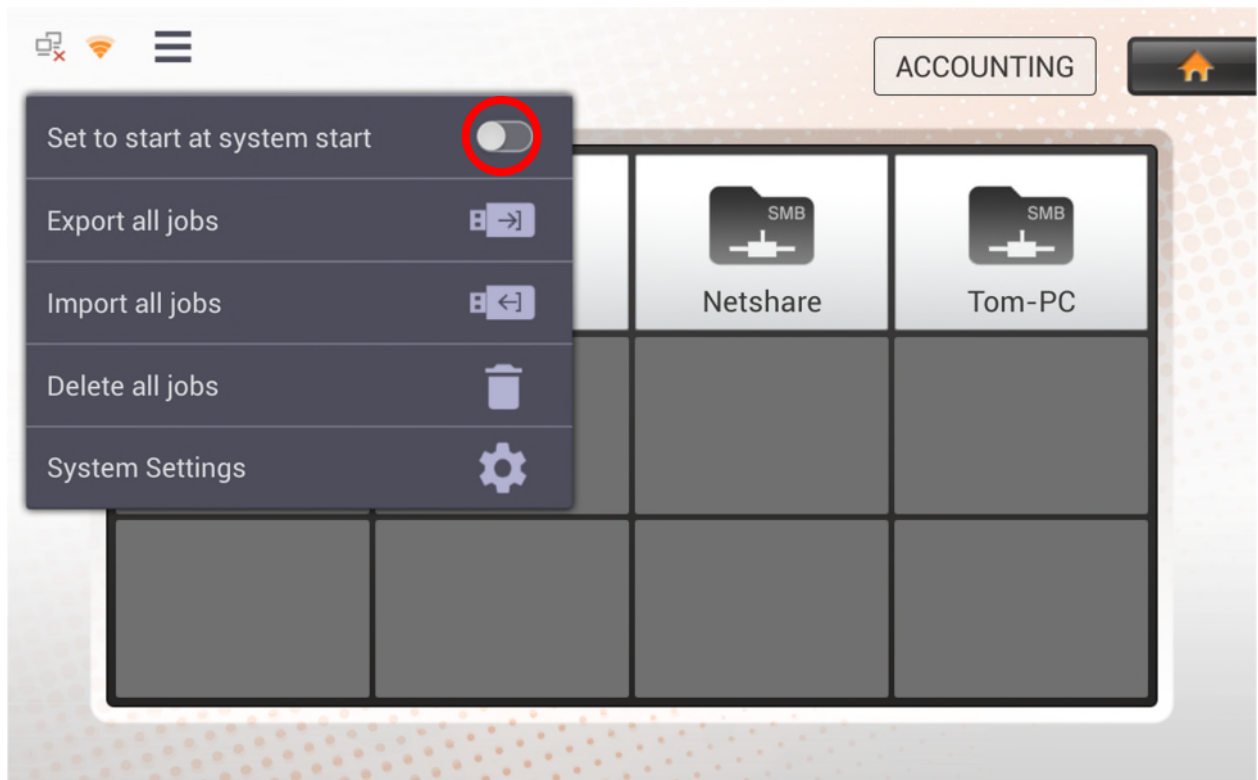
- The following is displayed:



- Slide the switch to **OFF**.
- Tap **OK**.

Enabling Set to start at system start on the Job Settings menu (step 2)

- On the **Job** menu, display the **Job Settings** menu (see **Displaying Job Settings Menu** above).
- Turn Set to start at system start to ON.




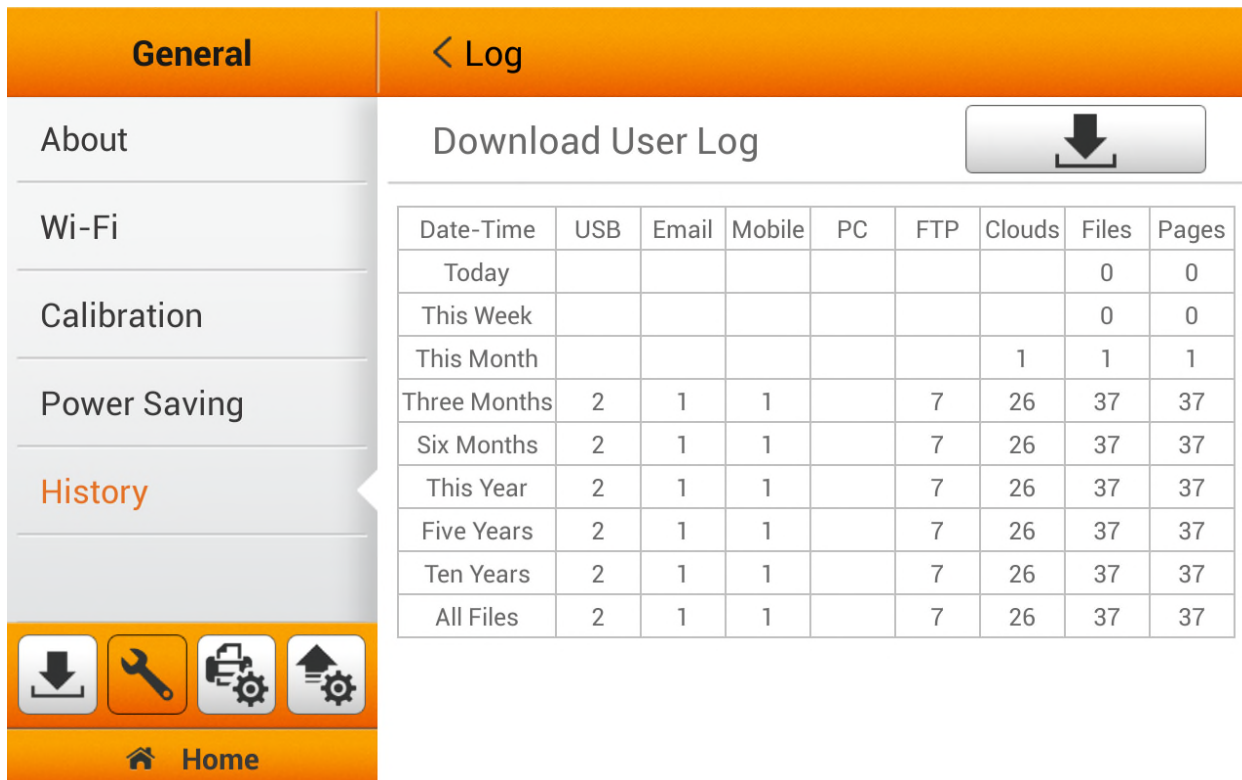
- If you would like to hide the **Home** button to prevent users from switching to the **Main** screen, tap and hold the **Home** button on the **Job** screen for 3 seconds.

IMPORTANT: Make sure the Job Settings menu option **Set to start at system start** is **ON** and the **Main** screen **Start at system start** is **OFF** before powering the scanner off.

- Turn the scanner off and then back on.
- The **Job** screen will appear after the system and scanner application restarts.


Exporting Usage Logs

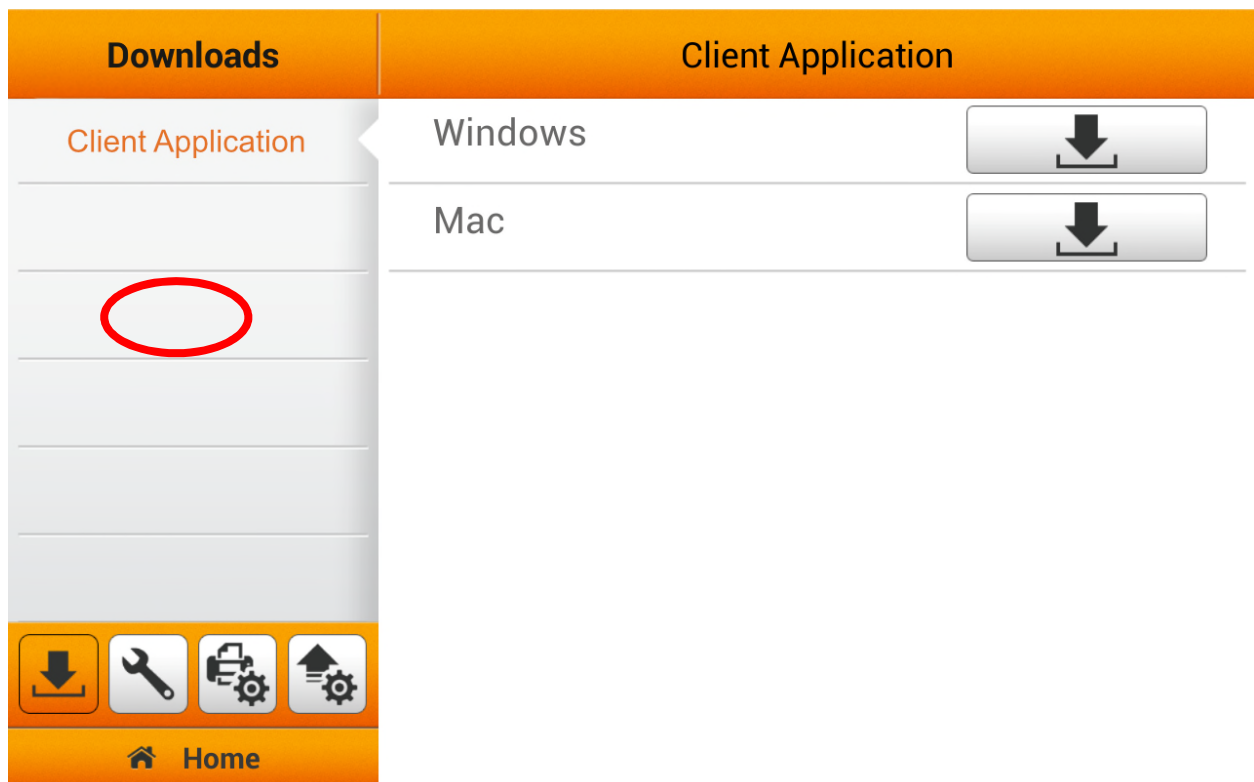
- On the **Home** screen, tap **System Settings> Wrench> History> Log** to view and download the usage log file. The **Log** file contains system operation statistics.
- Export usage logs to a flash drive by:
 - Insert a flash drive into the USB port.
 - Tap 



Date-Time	USB	Email	Mobile	PC	FTP	Clouds	Files	Pages
Today							0	0
This Week							0	0
This Month						1	1	1
Three Months	2	1	1		7	26	37	37
Six Months	2	1	1		7	26	37	37
This Year	2	1	1		7	26	37	37
Five Years	2	1	1		7	26	37	37
Ten Years	2	1	1		7	26	37	37
All Files	2	1	1		7	26	37	37

Exporting Error Logs

- Insert a flash drive into the USB port.
- On the Home screen, tap System Settings> Downloads.
- Tap and hold the third row for 3-5 seconds.
- Tap  to save the log files to the flash drive.



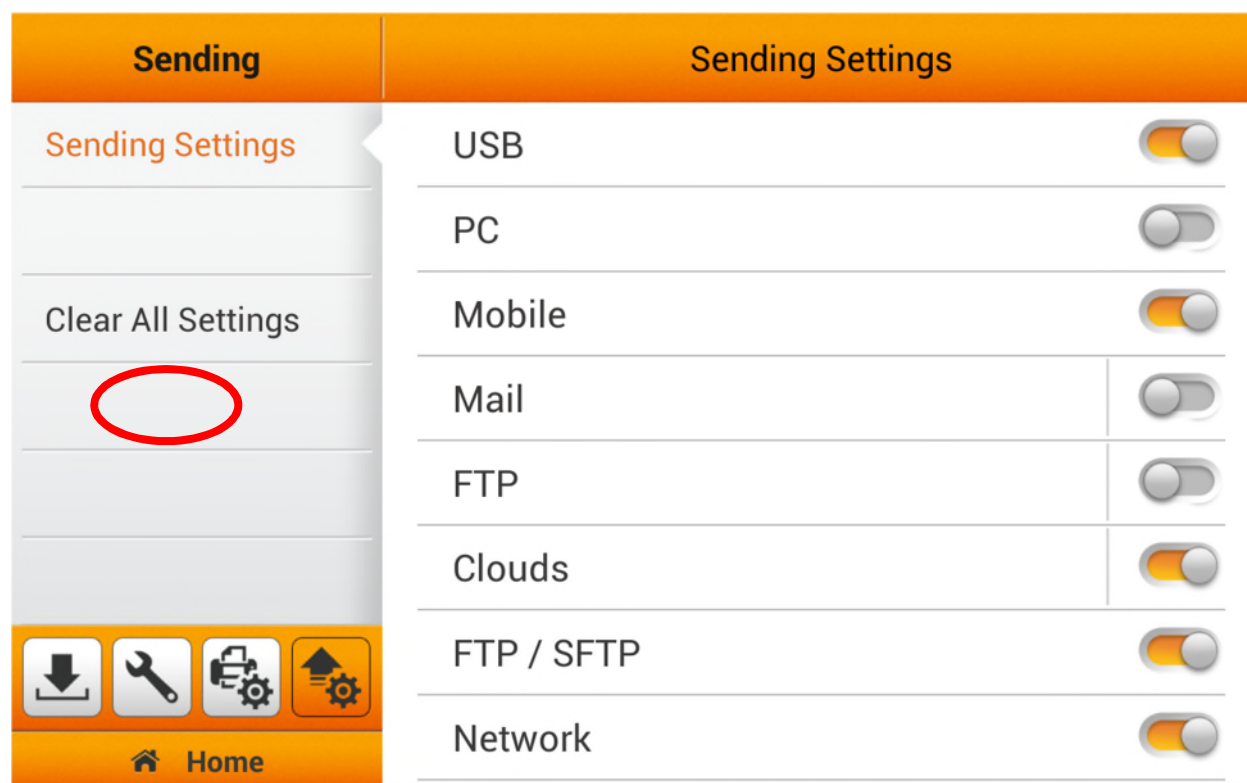
Exporting and Importing System Settings

You can export all settings found in **System Settings** on the **Main** menu to a USB flash drive. This exported file can be imported to other nScan scanners to configure the scanners exactly the same.

Note: Jobs must be exported and imported using the Special Settings menu on the Job screen.

Export All Settings

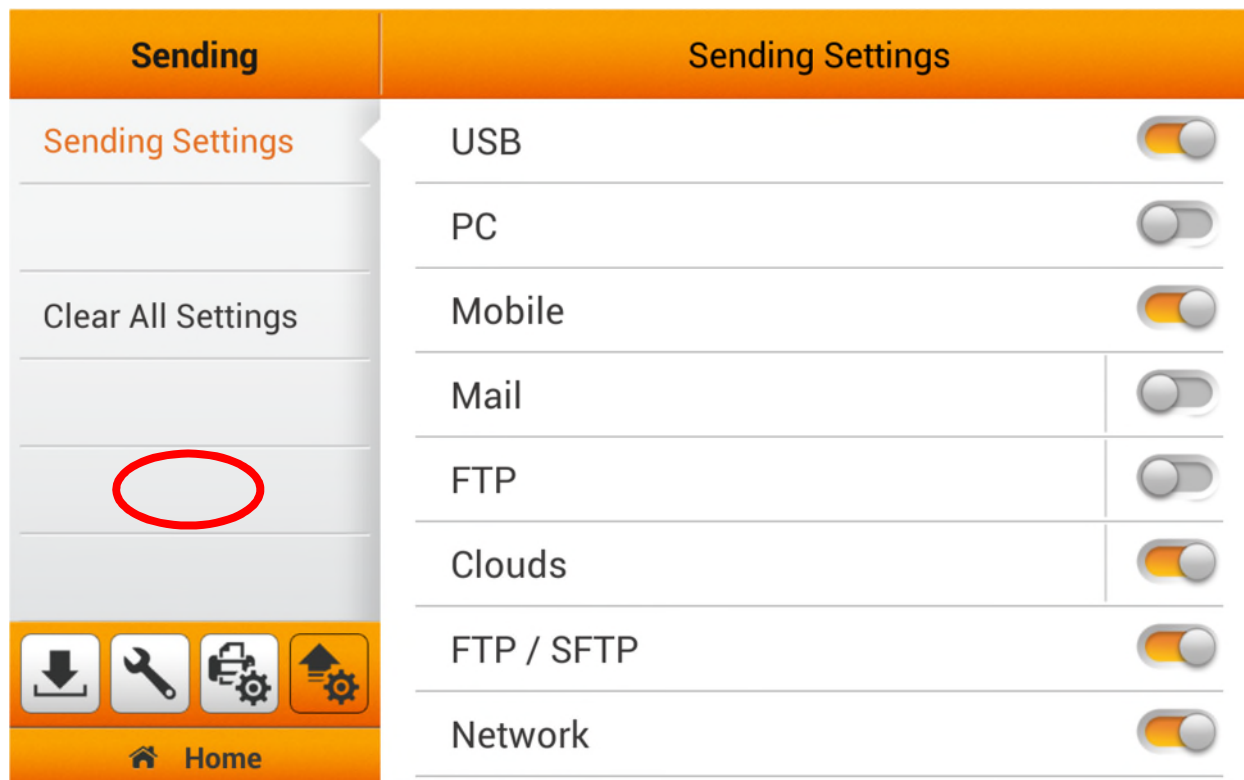
- Tap **System Settings** > **Up Arrow Gear** to access the Sending menu.
- Tap and hold the space below **Clear All Settings** for 3-5 seconds until **Export All Settings** is displayed.



- Insert a thumb drive into the USB port.
- Tap **OK** and a .sets file is exported to the thumb drive.

Import All Settings

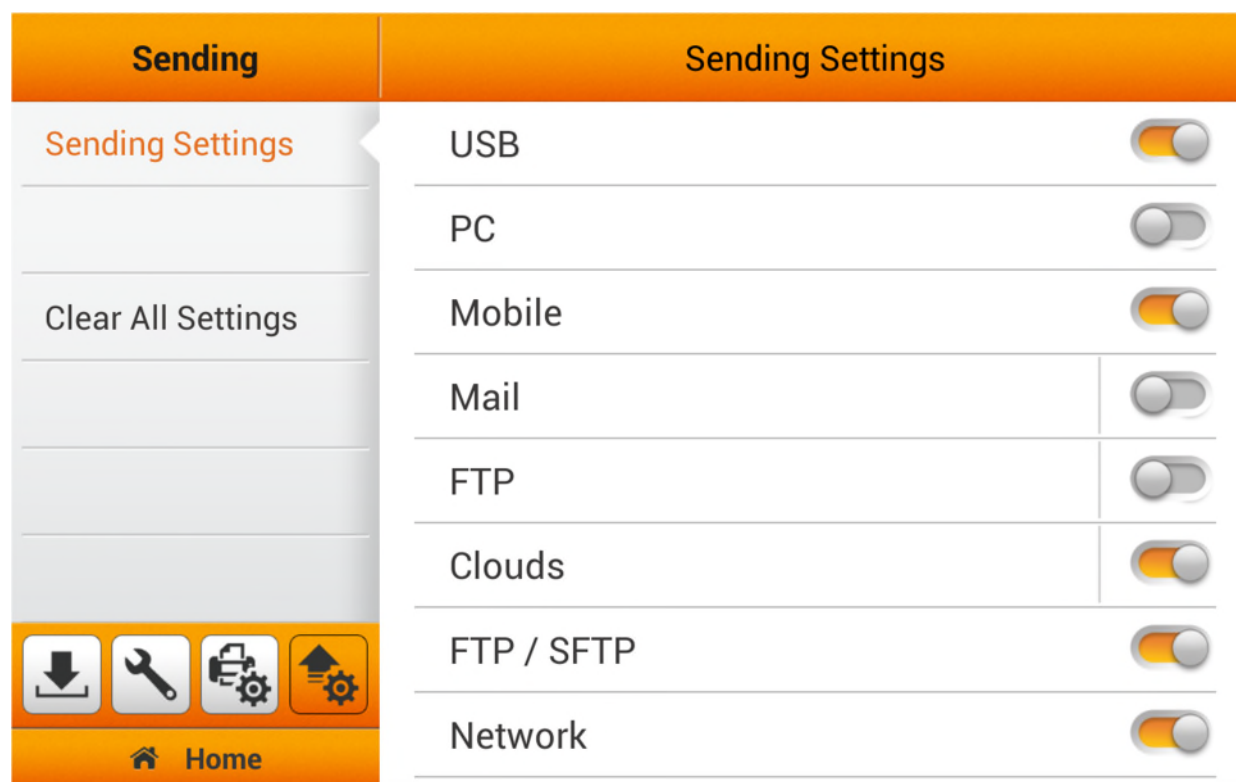
- Insert a thumb drive with a .sets file in the root directory into the USB port.
- Tap **System Settings > Up Arrow Gear** to access the Sending menu.
- Tap and hold the second space up from the bottom for 3-5 seconds until **Import All Settings** is displayed.



- Select the .sets file from the list and tap **OK**.

Clearing all user settings

- On the Home screen, tap System Settings> Up Arrow Gear
- Tap Clear All Settings



Setting a Static IP Address

- On the Home screen tap System Settings> Wrench.
- Tap the **Gear** icon in the IP section.
- Tap **Networks> Ethernet> Static IP Settings> Use Static IP**.
- Enter IP settings as required for your network.
- Tap **Save** in the upper right corner.
- Tap Exit.

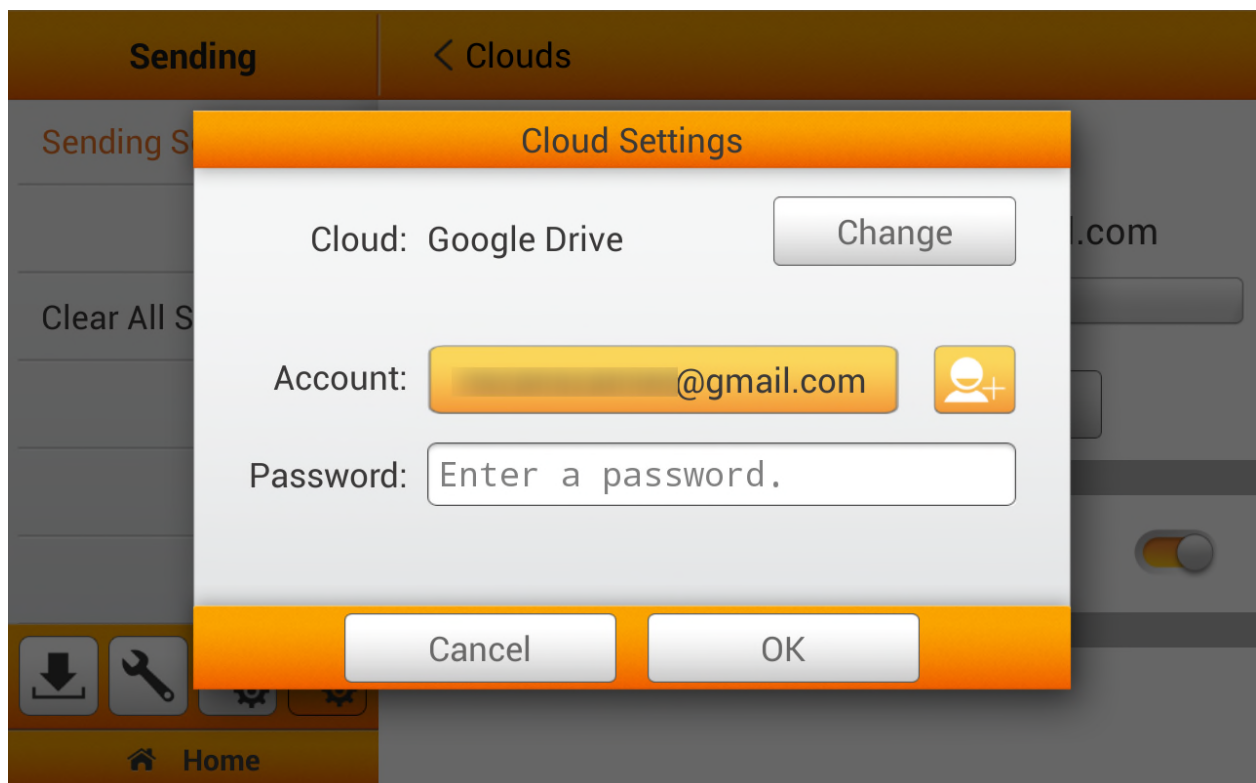
The screenshot shows the 'Settings' application interface. At the top, there is a header bar with a gear icon, the title 'Settings', and two buttons: 'SAVE' and 'CANCEL'. Below the header, a list of settings categories is shown on the left: Networks (highlighted in orange), Wi-Fi (with a toggle switch set to 'ON'), Display, Security, Language & input, Date & time, and Exit. To the right of the 'Networks' category, the 'Use static IP' option is displayed with an unchecked checkbox. Below this, there are five input fields for network configuration: 'IP address', 'Gateway', 'Netmask', 'DNS 1', and 'DNS 2'.

Using more than one Google Drive or Dropbox account

nScan allows you to store multiple accounts for Dropbox and Google Drive. If more than one person is using this nScan, we recommend that you setup a secondary password that is only used on nScan to prevent unauthorized access to your cloud storage account.

You will be prompted to create and enter this secondary password in the Cloud Settings screen (see below). This password does not have to be the same as your cloud account password.

Create and enter the secondary **Password** or leave all fields blank and tap **OK**.



Troubleshooting tips

Resolving Google Drive and Gmail issues

Either Allow Less Secure Apps or Two Step Authentication must be enabled on the target Google account. When Two Step Authentication is enabled, you must generate a new app password for nScan.

Two Step Authentication and App Passwords:

<https://support.google.com/accounts/answer/185833?hl=en>

Allowing Less Secure Apps to access your Google account:

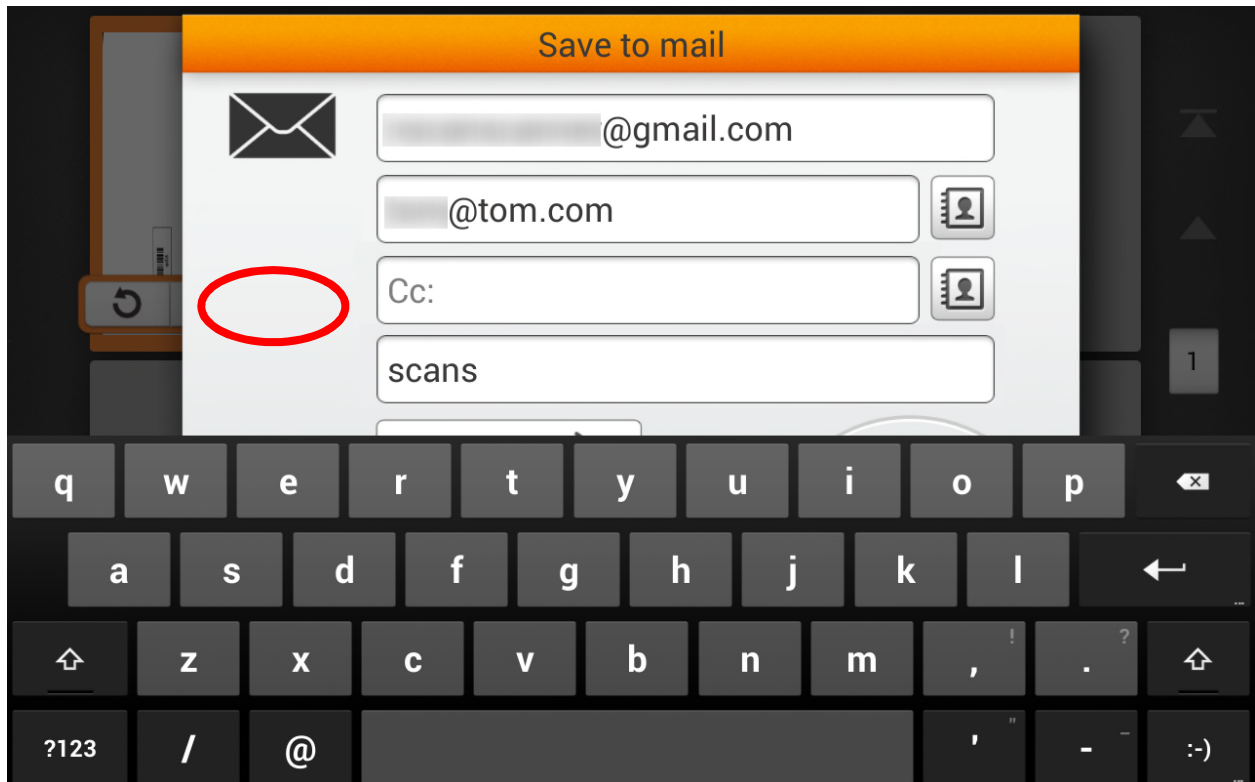
<https://support.google.com/accounts/answer/6010255?hl=en>

If you see **Failed to Connect to Server** errors when setting up Gmail or Google Drive, the most likely issue is Allow Less Secure Apps is not enabled or Two Step Authentication is enabled and you are not using the correct app password.

If you see **Passwords Don't Match** when setting up a default cloud account (Select and setup a default cloud is ON), nScan is prompting you for the secondary password and not the Google password or Google app password.

Onscreen keyboard blocks other onscreen elements

At times, the onscreen virtual keyboard may block other onscreen elements. If this occurs, tap on the active window (except the keyboard) to dismiss the keyboard. Tap in a data entry field to re-display the keyboard.



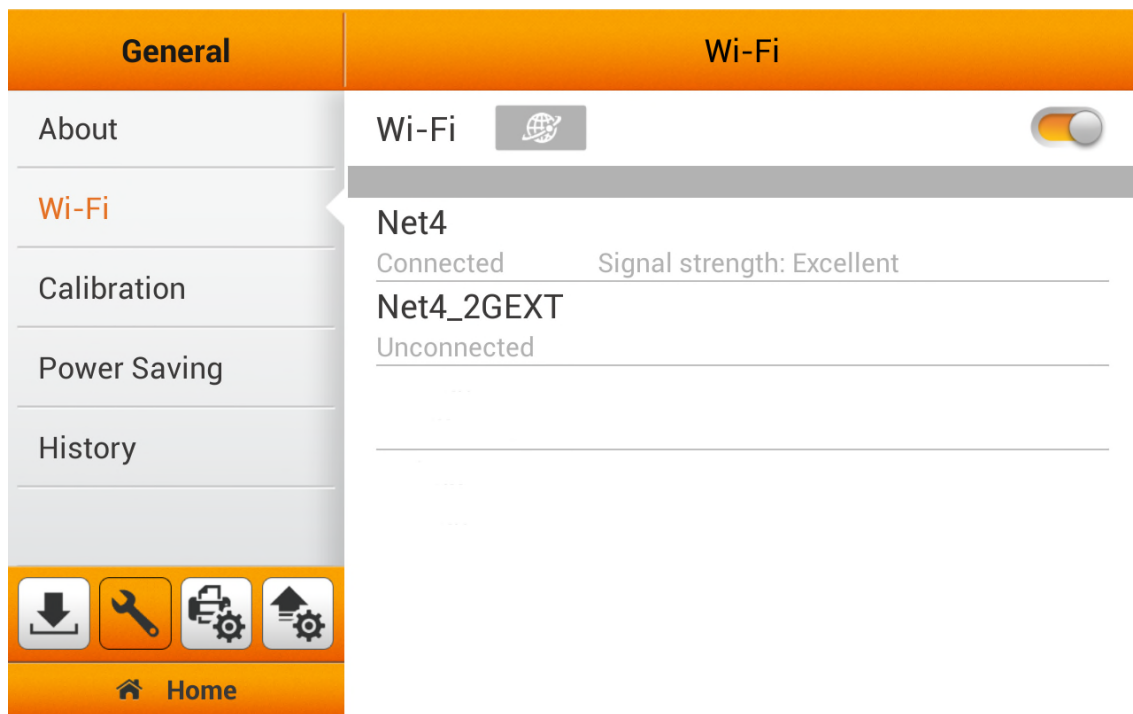
Troubleshooting Save Failed Errors

Most Save Failed errors are caused by:

- nScan not connected to the network and/or internet.
- Destination is not enabled to accept files from the nScan.

Testing network and internet connectivity

- On the Home screen tap **System Settings> Wrench**.
- In the IP section you must see a valid IP address for Ethernet or WiFi.
- If connected to WiFi, test internet connection by tapping on **Wi-Fi** and the Globe in the WiFi section.



Troubleshooting access failures

Google Drive and Gmail

- If you are having problems with Gmail or Google Drive, see the previous section Resolving Google Drive and Gmail issues (p.18).

Mobile Devices

- Make sure the mobile device is connected to WiFi and on the same subnet as nScan and the nScan app is running.
- Tap **Mobile> Select Mobile Device** from the nScan Save As screen.
- If the mobile device is not found, enter the mobile device name in the Search Field.
- Try refreshing the device list by tapping the refresh icon next to the search field.
- Enter the IP address of the mobile device if none of the above is successful.

Network Shares

- Navigate to the server by tapping on the letters of the alphabet in the lower part of the SMB screen.
- If you cannot see the server on your network, enter the IP address of the server in the **Computer** field.
- Make sure the User Name and Password have full access privileges to the destination folder. On the target computer or server:
 - Right click on destination folder
 - Click Sharing > Advanced Sharing
 - Check Share this folder
 - Click Permissions
 - Click Add.. to add a user if necessary
 - Ensure the user has Full Control
- Test the shared folder by connecting to it from another computer and saving a file to the folder.

Important: If you will save a scan to network share as a **Job**, you must check **Save Password**.

The screenshot displays the SMB (Server Message Block) connection interface. At the top, there's a header with an SMB icon and the text 'SMB'. Below this, there are several input fields: 'Computer' with the IP address '192.168.1.105', 'Username' with 'ambir', 'Password' (empty), and 'Domain' with the placeholder 'Enter a domain name or empty.'. There's a 'Save password' checkbox next to the password field. Below these fields is a folder path '/ambirtest/test scans/'. On the right side, there are three orange buttons: a top button with a right-pointing arrow, a middle button with a left-pointing arrow, and a bottom button with a folder icon and a right-pointing arrow. At the bottom left, the version '1.0.28' is displayed. Below the input fields is a navigation bar with a heart icon and a series of letter buttons: #AB, CDE, FGH, IJK, LMN, OPQ, RST, UVW, and XYZ. The bottom section of the screen shows the connection status: '192.168.1.105 (ambirtest)' and '/ambirtest/test scans/' with a trash icon. A large orange button labeled 'Connected' is centered at the bottom.