

General Topics

Q: How does the nScan 915i differ from other network scanners?

A: The nScan 915i is very similar to standalone network attached scanners from other brands. In summary, the nScan 915i is easier to setup and easier to use with its intuitive, self-guided scanning application displayed on a large color LCD screen.

Q: Does the nScan 915i support TWAIN scanning?

A: No. The nScan 915i saves scanned documents to email, FTP/SFTP, SMB Network Share, Cloud storage and SharePoint without needing any client software installed or TWAIN drivers. Scanned documents may also be sent PCs, MACs, iOS and Android devices connected to the same network; those computers/devices must have the nScan Client software installed and running to receive documents.

Q: Does nScan 915i use USB to communicate?

A: No. The nScan 915i connects to your network using an Ethernet cable or WiFi. You may also connect a USB flash drive or USB hard drive to the nScan 915i and scan directly to those devices.

Q: Are documents saved or stored on the nScan 915i?

A: Documents reside only on the nScan 915i until they are transmitted to their destination. With the USB port you may connect and save scans to a USB flash drive or disk drive up to 1 TB.

Q: Can I load more than one document in the feeder and create a unique PDF for each document?

A: Yes. You can insert a blank sheet of paper between documents in the feeder and enable Blank Page Split in the Advanced Settings menu. This will create a new multi-page PDF or multi-page TIFF when the scanner sees a blank sheet of paper.

Q: Do I need to install any additional software?

A: No. The nScan 915i saves scanned documents to: email, FTP, SMB Network Share, Cloud storage, SharePoint, attached flash drive without the need for additional software. To scan to a PC or Mac you have two choices: you can set up a shared folder on the PC or Mac and scan to that folder, or you can install our nScan Client PC or Mac software.

Q: Can I easily configure multiple nScan 915i scanners exactly the same?

A: Yes. All settings can be easily exported and imported. See the Administrators Guide for details.

Q: Can I use an external keyboard with the nScan 915i?

A: An on-screen keyboard is displayed when text entry is required. An external keyboard may be plugged into the nScan 915i if you find it easier to use. If you are using a USB keyboard and an external USB storage device, you must attach a powered USB hub.

nScan™ 915i Frequently Asked Questions

Q: Can I use a mouse with the nScan 915i?

A: No. The nScan 915i uses a touch screen computer that is not designed to be used with a mouse.

A: Can I scan to formats other than PDF and JPG?

Q: Yes. Scanning to TIFF, PNG, Multi-Page PDF and Multi-Page TIFF formats are available.

However, when sending scans to iOS or Android mobile device destinations, PDF and JPG are the supported formats.

Q: How many computers may I install the Nuance PowerPDF Advanced software that is bundled with the nScan 915i?

A: One computer. Additional licenses are available for purchase via contacting Ambir Customer Service.

Workflow

Q: What is the scanning workflow like?

A: For repeated jobs, you can set up single touch Job buttons. You just simply load your documents and press the job button. The document is then sent with a single touch of the screen.

A: For Ad-hoc scanning, scanning is self-guided. Simply load your documents and touch the nScan button. You are then guided through the scanning, editing and saving processes.

Q: Can I edit, delete or rescan images before they are saved?

A: Yes. You can review, edit, reorder, or rescan images before they are sent to the destination.

Q: Can scan “Jobs” be set for future one touch scanning?

A: Yes. At the end of a scan job you have the option of storing a job and assigning it to a “group”. There are no limits to the number of jobs and groups that you may setup with the nScan 915i.

Q: Can I scan to multiple destinations (e.g. Scan to Email, Scan to Mobile device, etc.)?

A: Yes. At the end of a scan job you have the option to send that same job to another destination.

Q: Can I configure the nScan 915i so the Jobs screen replaces the main screen?

A: Yes. See the Administrators Guide for details.

Q: Can I append keywords or index values to the saved file name?

A: No. However, the nScan 915i allows you to change the file name before the document is sent to the destination.

Q: How do I edit any of the settings of a saved scan job?

A: The nScan 915i doesn't have an editing function to modify any of the settings in a saved job scan. You would delete the scan job that you would like to modify, then scan some items with the desired settings/scan destinations and save as a new job.

Scan Destinations

Q: What destinations does the nScan 915i save to?

A: email, FTP, SMB Network Share, Cloud storage (Box, Dropbox, Google Drive, Evernote) SharePoint, attached flash drive or hard drive, PC, Mac, any iOS or Android device.

Q: How can I scan to my phone or tablet?

A: Visit Google Play or the Apple App Store and download the Ambir nScan Client application. Connect your phone/tablet to the same network as the nScan 915i and start the nScan Client app, scan your documents, select Mobile as the destination and choose your mobile device from the list.

Q: Can the nScan 915i be used like a copier and auto send scans to a printer?

A: Yes. You must use Scan to PC and then enable scan to printer in the nScan Client PC or Mac software.

Q: Does the nScan 915i save and store email addresses?

A: You may save up to 20 email addresses in a directory used with the Scan to Email destination option.

Q: Will Scan to Email look up or autocomplete from a corporate address book?

A: No. The nScan 915i does have an internal address book where you can manually enter and store up to 20 frequently used email addresses.

Q: Can the nScan 915i send scanned documents from a Gmail account?

A: Absolutely! You just need to configure your Gmail account to either Allow Less Secure Apps or 2-Step Verification.

References:

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

<https://www.google.com/landing/2step/>

If you use 2-Step Verification, you will need to create an app specific password to use when logging in from the nScan 915i.

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

Networking

Q: How does the nScan 915i connect to networks?

A: Either via a wired Ethernet connection or WiFi.

Q: Will the nScan 915i work on a VPN?

A: Yes

Q: Do I have to understand networking to setup the nScan915i?

A: No. However, if you are scanning to SMB Network Folder, SharePoint or FTP you need to know how to grant the nScan 915i access to these destinations. An easy way to bypass all of the networking complexity is to install the nScan client application on your PC or Mac. The nScan 915i will automatically detect your PC or Mac and present it as a scanning destination.

Q: What is the difference between scanning to a SMB Network Share and using the PC and Mac client software?

A: When you set up an SMB Network Share, only users with proper access privileges can scan to that share. If you use the PC or Mac client software, anyone using the nScan 915i can scan to any computer that has the software installed. Also, using an SMB Network Shares, you can configure more than one destination folder on a PC, or manually select a folder while scanning, whereas you can only specify one folder with the PC and Mac client.

Q: Is LDAP or Active Directory supported for user access?

A: No. However, if you are scanning to SharePoint, you can force the scanner to require the user enter their SharePoint username and password to save the scan to the SharePoint repository.

Q: Can the nScan 915i be remotely managed?

A: No. The nScan 915i does not respond to any inbound network traffic which prevents unauthorized access from external sources.

Q: Can the nScan 915i save documents to SMB Network Shares in different subnets?

A: Yes. If the SMB share is not found by the server name, you can enter the server IP address.

Security

Q: How secure is the nScan 915i?

A: User account and configuration information is encrypted on the nScan 915i. Scans are deleted from the nScan 915i as soon as they are successfully transmitted to the destination location. If the send to destination fails, the user can save the scan to an alternate location or flash drive. The user also has the choice of deleting the scan following a send to destination failure. The nScan 915i does not respond to any inbound network traffic which prevents unauthorized access from external sources.

Q: Can the USB port be disabled?

A: Yes.

Q: How can I restrict access to the nScan 915i?

A: You can set up a PIN code that must be entered before scanning.

Q: Is there any way to restrict which share network folders the nScan 915i has access to?

A: Yes. The scanner must have the correct credentials to save to shared folders. You can also set up scan jobs to save to specific folders and then disable the Scan to Network option.