



**TWAIN Driver Installation Instructions for Ambir DocketPort 465 Scanner with Compulink Advantage:**

1. Follow the instructions from the Ambir's Quick Start Guide for P465 Hardware Installation.
2. Locate the Data Source (DS File) in the C:\Windows\Twain\_32 Folder.  
(C:\WINDOWS\twain\_32\DocketPORT465\DPOR465.ds)
3. Launch the Compulink Advantage Program, click on **Utility / Workstation Setup**, and copy the entire path from number 2 instructions into the **Ins. Card Twain Device** and **Document Twain Device** fields.

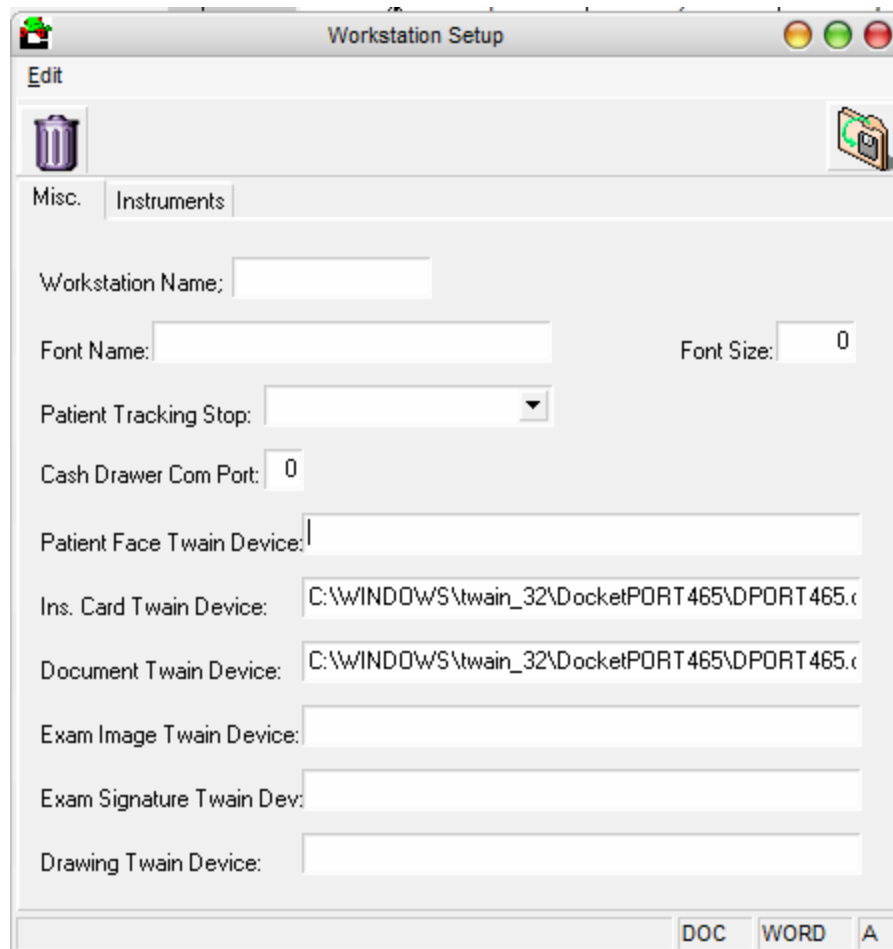
**To create a handshake between DocketPort 465 Scanner and Compulink software:**

**WARNING: THE PATH IS CASE SENSITIVE!**

**For Win 9X or XP: C:\WINDOWS\twain\_32\ DocketPORT465\DPOR465.ds**

**For Win 2K or XP upgrades: C:\WINNT\twain\_32\ DocketPORT465\DPOR465.ds**

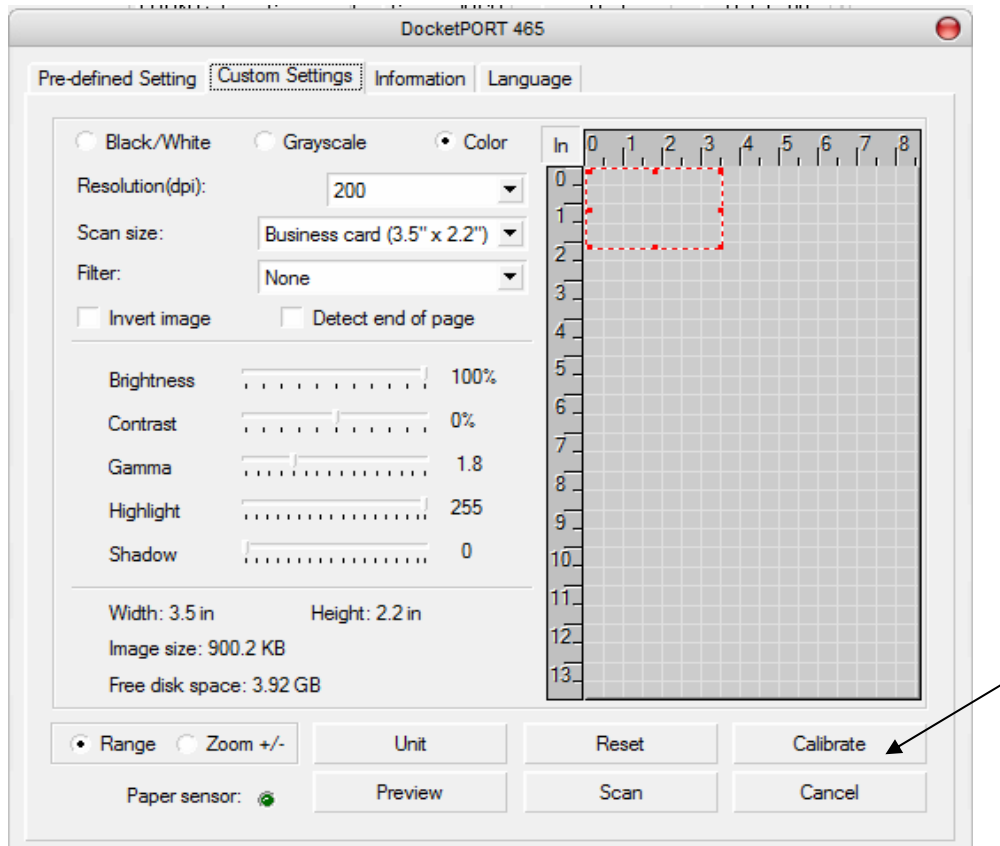
**(Note: Before you can scan an insurance card into the Insurance Card window the patient has to have an Insurance carrier where the insurance card image will be saved.**

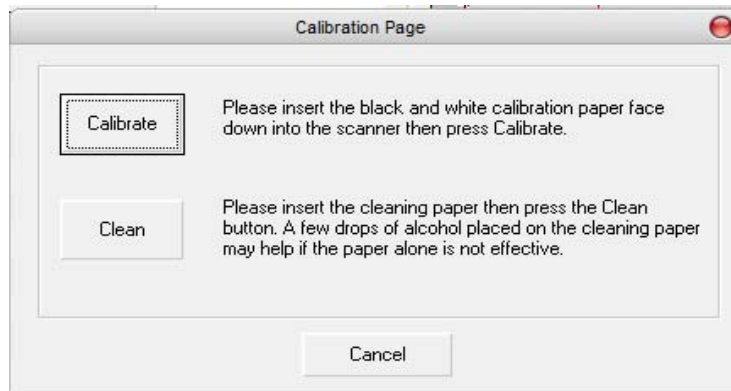




### AMBIR DocketPort 465 SCANNER INTERFACE

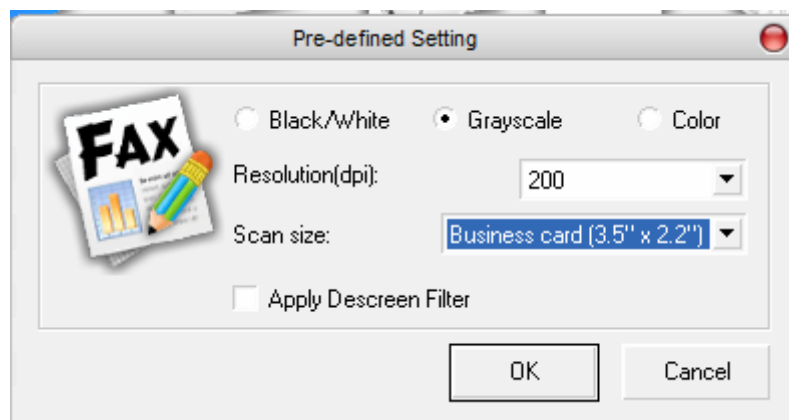
- From the P465 interface window click on Custom Settings Tab, acquire the calibration paper from the original box and Insert the calibration paper in front of the scanner where the sensor button shows. Once the calibration completes the scanner is ready for scanning within the Compulink Advantage program.



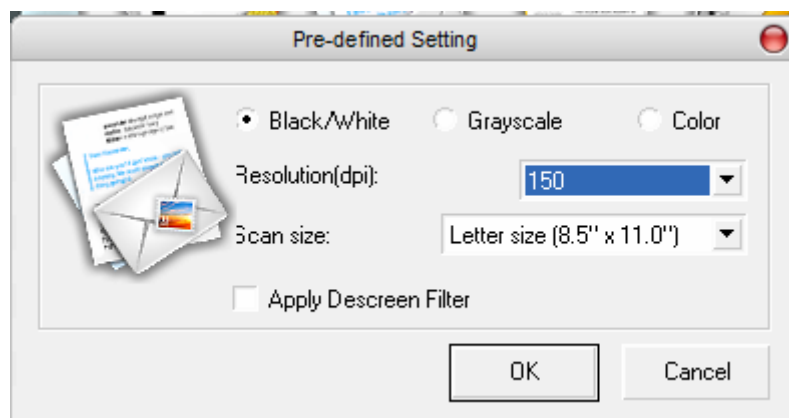


### TO SCAN AN INS CARD AND DOCUMENT WITHIN THE COMPULINK PROGRAM.

- For Insurance cards, open the patient demographics screen then click on **Insurance** (please be sure and select an insurance company or add one if not present), under the insurance screen menu click on **Card** then click on scan this will launch the P465 Scanner Interface. Click on the Custom Settings Tab, depending on the paper type and the thickness of the card Compulink recommends 100 - 200 dpi, grayscale and business card (2.2" X 3.5") size settings. Click Scan on the interface to finish scanning. Modify the settings and repeat the procedure if necessary. **(Note\*\* Use right click mouse button on Fax Icon to modify pre-defined settings for Insurance card scanning.)**



- For Document Advantage, open the patient demographics screen then click on **Document**. The document advantage window launches, click on the select button to select DocketPort Twain Interface and click **Add** on the menu bar to open P465 Settings Interface. Compulink recommends using the Black and White with 150 DPI resolutions on an 8 1/2" X 11" paper size. **(Note\*\* Use right click mouse button on Envelope Icon to modify pre-defined settings for Document scanning.)**



**NOTE: The default configuration recommended by Compulink is not a fixed setting. Different card or paper types may require changes to this configuration. Depending on the user, trial and error may be required to get the best possible resolution and image.**

#### **TROUBLESHOOTING:**

- Make sure the card is inserted in the scanner properly and all the way. Card not scanned properly or missed scans causes most errors and lock ups. If pressing the scan button will not respond or after an access violation, **you must exit the Advantage software completely and launch it again.**
- The path to the insurance card reader under the workstation setup is case sensitive. You can try to copy and paste the path from the windows explorer address bar when available.
- Certain plastic cards will scan solid black only. Try setting the image to grayscale for these types of cards.
- Error "Your login access privileges do not allow you to update card". This could happen when you try to scan a card without an insurance company selected. **An Insurance carrier must exist and selected before scanning a card.**
- If a card is too thin, you must use the plastic jackets provided or the scanner will not pull the paper in.
- Windows should automatically detect the Ambir Scanner. If new device found is not recognized as a scanner (for example: Unknown Device found), the scanner may be defective.
- If you are installing two twain devices on one computer, be sure to only load the latest device drivers downloaded from the Internet. **DO NOT INSTALL ANY ADDITIONAL SOFTWARE ON THE CD-ROM PROVIDED BY THE MANUFACTURER.**
- User must have write access permission to the %system% directory (WINNT or WINDOWS) directory when installing and using the scanner and for Remote scanning.
- Error 5017: Data was too long for the destination and was truncated Memo field overflow. Large file transfer causes this error. Compulink recommends using 200DPI, grayscale 8bit with the auto scan feature checked. Only select higher resolutions when the absolutely necessary.

**For more information regarding setting up Twain Device on a Wide Area Network please refer to our support website at: <http://www.compulink-support.com> or Call Technical Support at 1-800-888-8075.**