



Frequently Asked Questions

I have purchased a licence but I have not heard anything?

Did you download and install the demo version before making your purchase? If you have not yet installed the demo version then this is the first thing to do and it can be downloaded from our web site www.scantopdf.eu

If you have purchased a licence using our on-line secure payments page you will have received an email confirming your purchase and giving instructions on how to licence the software. The payment confirmation also includes a temporary licence key.

To receive your licence key please use the ScanToPDF > Help > About > Request Licence option which will email us your serial number and we will reply with your licence key.

I do not have an email system on my ScanToPDF PC – how can I request the licence.

Just send us an email from any PC but you must include the serial number from the ScanToPDF > Help > About > Request Licence window of the ScanToPDF PC and details of your purchase - payment confirmation reference number, ScanToPDF invoice number, etc.

If I need to re-install ScanToPDF on a new PC – what is your re-licencing policy.

Well if you have a Home User licence then you can use the same licence key on the new PC. Users of the full version need to use the ScanToPDF > Help > About > Request Licence option to request a new Licence Key. Please note that if the licence key is requested within one year of the original purchase then there is no charge for the re-issue. However if the request is made later than one year following the original purchase then there is a small admin fee to cover the re-issue.



Frequently Asked Questions

Is it possible to link ScanToPDF to a button on my scanner

Check in Control Panel > Scanners & Camera > Right Hand Click on your scanner > Events is ScanToPDF showing as an option? If so you can associate ScanToPDF with a scanner event.

I cannot or do not want to make the purchase by credit card. Can I pay by other means:-

Payment can be made by bank transfer. Our bank details cannot be published in this document for security reasons but please contact us at (payments@oimaging.co.uk) and we will provide all the details you need.

What is your VAT number?

Our VAT number is: GB 629 9217 08



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I want to evaluate automatic indexing using barcode recognition. Do you have any barcode printing software?

There is a free code3of9 font that can be downloaded from www.scantopdf.co.uk/downloads/Code3of9.ttf

Note that the 3of9 format requires a start and end character which is the '*'. So if you wish to encode the string ABC12345 as a barcode you must print:

ABC12345

What is the difference between the home user licence and the full version?

The home user version scans only a page at a time and is ideal for use with a flatbed scanner or multi-function device. It is not intended for use by the business user. *Please note that multi-page PDFs **can** be created with this version.*

How do I create a multi-page PDF using a flat bed scanner?

- after scanning the first page click the cancel button of the save dialogue window
 - scan the next page and click cancel again
 - repeat this process until you have scanned all your pages and then click save.
- To simplify this process turn off the 'Automatic save of PDF after scanning' option in the ScanToPDF > Edit > Preferences > General window.

When I click the ScanToPDF Scan button I get a message saying there are no valid images in a folder!

ScanToPDF has not detected any scanner sources attached to your PC and has therefore assumed that you are trying to scan from file. Check the ScanToPDF > File > Select Twain/Wia Sources - if no sources are presenting check to see if other programs can access the scanner - for example try Microsoft Word > Insert > Picture > From Scanner option. If the Word option does not work check that you



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scanner is powered on and the connections are good. Also check in Control Panel > Scanners & Camera is your scanner presenting in the list?

How do I get a demo and the prices of the ScanToPDF plugins?

Send us an email - info@oimaging.co.uk - with a brief description of your requirements and we will reply with the relevant plugin prices and a link to the appropriate demo.

Can I launch ScanToPDF from a command line and is there a full list of program switches?

The command line is:

"C:\Program Files\O Imaging Corporation\ScanToPDF\ScanToPDF.exe"

The program switches are as follows:

Switch	Description	Example Use
/autoscan /pdfpath=[filename]	start scanning immediately set the PDF file path.	/pdfpath="c:\pdf files\123456.pdf" - note that quote marks are required if the PDF path contains spaces.
/terminateaftersave	close scantopdf after the PDF document has been saved	
/twainui[=0/1]	hide\show the scanner twain user interface	
/reset	use the default screen positions at start up	
/reversemonopal	In black and white scanning invert the colours so that black becomes white and white becomes black	
/defaultoutputfolder=[folder path]	sets/overrides the default output folder of	



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	the PDF. If used in conjunction with the Auto-Filenamer plugin, the Auto-Filenamer's 'Destination Folder' setting must be set to null i.e. left blank.	
/scanfromfolder	sets/overrides the default importpath for acquiring images.	/scanfromfolder="c:\Images"
/devicesettings	Set the path where TWAIN settings are stored. Requires the TWAIN settings plugin.	/deviceettings=".\\TwainSettings\\DocType.xml"
