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The Scan Utility is a free tool that lets you scan items using a Neat Scanner or other compatible scanners. You can save scans directly to the Neat solution or your computer's hard drive. The FAQs below provide more info on how to use the Scan Utility. **\*\*Install & Setup\*\*** 1. Install the Scan Utility 2. Launch the utility and connect your scanner 3. Switch between multiple connected scanners To keep changes, click Save before proceeding. For cropping, click the Crop button and use blue handles at the top/bottom/sides/corners to resize the crop area. When you click Save, anything outside blue handles will be removed from the image. To change page order in a multi-page document, click the Sort button at the bottom of the displayed column and drag pages up/down to rearrange them. To delete a single page, select it from the page column, click the Trash icon, and confirm deletion. To send items, first select Send tab, then select Neat or your computer as destination, choose item type and folder, select items to send (using Ctrl key for multiple), and click Send. You can transfer files from your computer to Neat by importing them. To share your thoughts or provide feedback on Neat, log in to your account and click Help & Support in the bottom left corner. Then select Feedback/Ideas. If you're having trouble connecting your Neat scanner to the Scan Utility, try disconnecting it and ensuring you have the latest driver installed for your scanner. If you encounter issues installing your scanner driver, check out this Help Center article for assistance. Please note that cleaning and calibrating only works with Neat scanners. For third-party scanners, refer to the software provided by the manufacturer. To clean or calibrate a third-party scanner, use the software that came with it. To access cleaning and calibration features: 1. Load a cleaning sheet into your scanner. 2. Click Clean in the menu bar (Windows/Mac). 3. The scanner will pull the sheet through. A success message will appear once complete. For calibration: 1. Load a calibration sheet into your scanner. 2. Click Calibrate in the menu bar (Windows/Mac). 3. The scanner will pull the sheet through. A success message will appear once complete. The View tab offers the following options: \* Reload/Force Reload: Reloads the Neat Scan Utility without closing and reopening it. \* Toggle Developer Tools: Enables access to developer features for troubleshooting technical issues. \* Actual Size: Returns to default size after using Zoom In or Out. \* Zoom In/Zoom Out: Adjusts the view of the entire utility to appear closer or farther away. \* Toggle Full Screen: Turns full-screen mode on or off. For combining or separating scanned items, click here. To adjust autocrop settings: 1. Click the Scan Tab at the top of the utility (next to Edit and View). 2. Select Autocrop Settings. 3. Choose a larger number (e.g., 0.80) for more aggressive cropping or a smaller number (e.g., 0.20) for less aggressive cropping. 4. Close the window, and your changes will be saved automatically. You can test different settings to find your preferred level of autocropping. To turn off autocropping altogether: 1. Click the Scan Tab at the top of the utility (next to Edit and View). 2. Select Autocrop Settings. 3. Remove the check mark in the checkbox next to Autocrop. 4. Close the window, and your changes will be saved automatically. Yes, using the latest version of ScanSnap Home, you can scan items and send them to To reduce the size of scanned files stored on your computer, you can adjust the image quality settings in the Neat Scan Utility. One way is by sending scans to Neat and then exporting them to your computer. Alternatively, you can create a configuration file to customize the scan quality. To do this: 1. Close the Neat Scan Utility. 2. Open a new text file (use Notepad on Windows or TextEdit on Mac). 3. Type or copy the following code into the file, adjusting the number as desired: `{ "quality": 20 }` 4. Save the file in one of the following locations, replacing `[username]` with your actual username: Windows: `C:\Users\[username]\` Mac: `Macintosh HD/users/[username]\` 5. Name the file exactly: `NeatScanUtility.config` 6. Launch the Neat Scan Utility to apply the changes and test the results by scanning. 7. If you need to adjust the setting, close the utility, open the `NeatScanUtility.config` file, change the number, save again, and try another scan. Note: If you encounter a JavaScript error when launching the utility, check the configuration file for any mistakes and correct them. You can also delete the file and start fresh to create a new one, which will reset the default scan quality.

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