



## Info-Organiser Scanning Checklist – Problems and Solutions

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**Check each document for the following:**

**Correct with:**

Faint writing	Increase darkness and/or resolution
Dark writing	Increase brightness and/or resolution
Dark Post-it note with writing	Use 'Text Enhanced' setting; or Increase brightness; or Grayscale document; or Take post-it off and write information on the document.
Staples or Paperclips	Remove, flick pages to separate.
Curled, damaged ends	Straighten out, trim ends or flatbed scan. Or photocopy and scan the copy.
Very dark band across the top of page	Flatbed scan; or Cut off band; or Scan back to front then rotate in scanning software.
Double-sided (text on both sides)	Use 'duplex' setting or do two passes
Mix of Double-sided and Single sided	Use skip blank page setting if available
Age of paper	Paper deteriorates with age. Older paper may require higher resolution.
Colour Photos	Choose colour, or grayscale setting.
Combination of problems, eg: Light and dark text on the same page	Use grayscale setting.
Odd size	Change paper setting to closest size setting or customise a size. Crop further to size in scanning software if required.
Paper jamming	Take a few deep breaths! Flick paper, uncurl ends, check for staples, scan document upside down and rotate once scanned. If problem persists replace rollers in scanner. Get technical help.
Paper not grabbing to activate scanner	Take more deep breaths!!! As for paper jamming above.
Very thin or fax paper	May need to feed one page at a time; or photocopy then scan the copy.
Paper with ring bound holes down side	Trim edges; or Photocopy and scan the copy
Dark logo/image behind text	Use 'Text enhanced' setting; or Increase brightness; or Grayscale setting.
Dark Highlighting over text	Use 'Text enhanced' setting; or Increase brightness and resolution.
Coloured paper	Use 'Text enhanced' setting; or Increase brightness and resolution; or Grayscale or Colour scan.