

Capture Guidelines

- Prepare documents using dark ink, such as the pen provided to distributors. Faint writing may be undetectable.
- Capture documents against a plain background. Patterns such as carpet, hardwood floors and tile can interfere with detecting the boundaries of the document.
- Capture documents against a background with decent contrast. Generally documents are printed on white paper, so a dark background such as a wood table or black tablecloth is ideal.
- Check the lighting before taking a photo. Good uniform illumination will help to get a faster shot. Avoid shadows.
- Flatten upturned corners or wrinkled pages.
- If the document to be captured is in the middle of a stapled packet, it is best to separate it from the packet. If that is not possible, fold the top pages of the packet to the back, rather than leaving the packet in a “folded open” position.
- Before capturing, identify where the camera lens is on your device and be sure to keep it obstruction-free from cords or fingers
- If having difficulty, try wiping the lens clean. Oils from your face, fingers, or dirt can cloud the lens resulting in poor pictures.
- Place the camera over the document before clicking the capture button to increase auto-capture effectiveness.
- Align the long side of the camera viewfinder with the long side of the document.
- Maximize the document within the camera viewfinder. Best results are achieved with a small margin around the document.
- If auto-capture does not initiate within 10-15 seconds, switch to manual-mode.
- Hold the camera directly above the document. If doing so creates a considerable shadow, holding the camera at an angle is possible when necessary.