

Mariner Software

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How can I tell whether it should be possible to import to Paperless from a specific model of scanner?

Customer Service - 2019-03-26 - in Scanners

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It might not seem clear whether or not it should be possible to import to Paperless from a specific model of scanner. This knowledge base article outlines how to determine--with any model of scanner--whether it should be possible.

In [this knowledge base article](#), we outline the types of scanners we recommend for use with Paperless 2.2 and later:

- Mac-compatible Fujitsu ScanSnap scanners
- Scanners compatible with Image Capture

If a scanner falls into either of these two categories, it should be possible to use it to import to Paperless.

Also, it should be possible in most cases to test Paperless before purchasing it. Paperless is available as a fully-featured trial for 30 days, so it should be possible to determine before purchasing Paperless whether or not it will be possible to import from a scanner you currently own.

You can download Paperless from [the Downloads page on our Website](#).

The scanner is a Mac-compatible Fujitsu ScanSnap scanner

If you are using a ScanSnap scanner that is supported for use under OS X, it should work with all releases of Paperless that support ScanSnap. Fujitsu lists on their Website (on the

product information page for each model) a specific of ScanSnap scanner is supported for use under OS X.

Support for ScanSnap scanners was implemented in Paperless 1.1 and is available in all releases of Paperless 2.

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The scanner is compatible with Image Capture

Image Capture is an application included with OS X. It is also a general technology (or framework) that is part of OS X and accessible to applications (like Preview or Paperless) that make calls to it. Image Capture has been available since the first release of OS X; it has made it possible to import to Macs from scanners for a long time.

If you are able to import successfully to Finder from Image Capture (the standalone application), it should also be possible to import to Paperless from your scanner using the Scan and Scan Multi functions in Paperless. By default, Image Capture is located in your Mac's Applications folder.

If you are not able to test whether or not a scanner can be used with Image Capture (for example, you have not yet purchased the scanner), please obtain support from the scanner's manufacturer.

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The scanner uses TWAIN drivers

Support for importing via the TWAIN interface method (with the preference Use TWAIN Drivers) was removed from Paperless in version 2.2.0. [We explain this change in additional detail in this knowledge base article.](#)

We are aware that, in most cases, Image Capture can import from a scanner using TWAIN drivers. Even if your scanner uses TWAIN drivers, then, it should be possible to use the scanner to import to Paperless if you are able to import to Finder from the scanner using Image Capture.

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The scanner is a Neat scanner

Depending on the model of scanner you are using, you might be able to use a scanner distributed with Neat software to import to Paperless.

NeatCo has distributed several different models of scanners with their software: in our testing we've found that newer models of scanners (which typically have a white plastic case) can usually be used to import to Paperless and that older models of scanners (which typically have a grey plastic case) cannot.

The easiest way to determine whether it should be possible to import to Paperless from your Neat scanner is to try importing to Finder from the scanner, using Image Capture.

Otherwise, we can provide the following general guidelines:

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The Neat scanner has a white case

If your scanner's case is white, you will likely be able to import to Paperless from your scanner. Configure Paperless to import from your scanner with the option Use Image Capture.

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The Neat scanner does not have a white case

If your scanner does not have a white case, Paperless will likely not be able to import from it. Neat scanners with non-white cases are typically legacy (older) scanners--these scanners use a proprietary driver that is neither TWAIN-compliant nor Image Capture-compatible.

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The scanner uses some other sort of technology (or is not supported under OS X)

Some scanners use technologies that do not fit into any of the categories we have listed here. For example, some older Fujitsu scanners (which are not part of the ScanSnap line) use ISIS drivers and are not supported for use on Macs.

If your scanner does not fall under any of the categories we've provided above, we likely do not support using it to import to Paperless.

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For Additional Information

We provide additional information here:

- Knowledge Base article: [Do you Recommend a Scanner for Use with Paperless?](#)
- Forum Discussion: [How does YOUR scanner work with Paperless \(Part II\)](#)

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Related Pages

- [Do you recommend a scanner to use with Paperless?](#)