



User Guide

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1. Installation

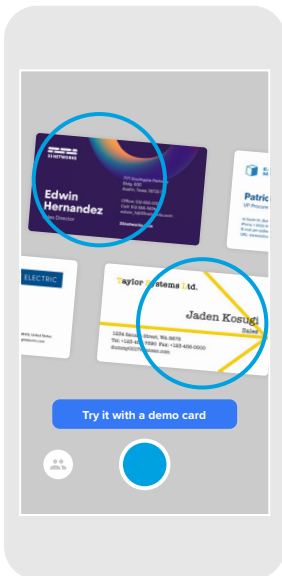
1-1. Installing the mobile app

Install iOS app from App Store and Android app from Google Play.



1-2. Scanning and uploading

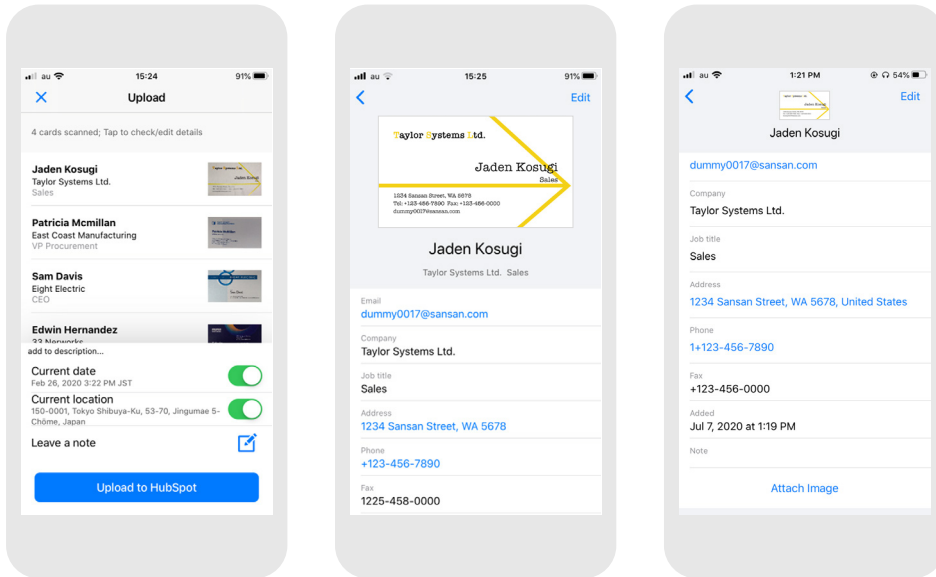
Step 1: The app goes straight to the scanning screen when you open it. Place up to 4 cards on a flat surface. It's best if the background is a contrasting color. Tap the blue shutter button to start scanning.



**You can also upload the sample card.*

***The card language is automatically identified, or you can manually select the OCR language in the app settings.*

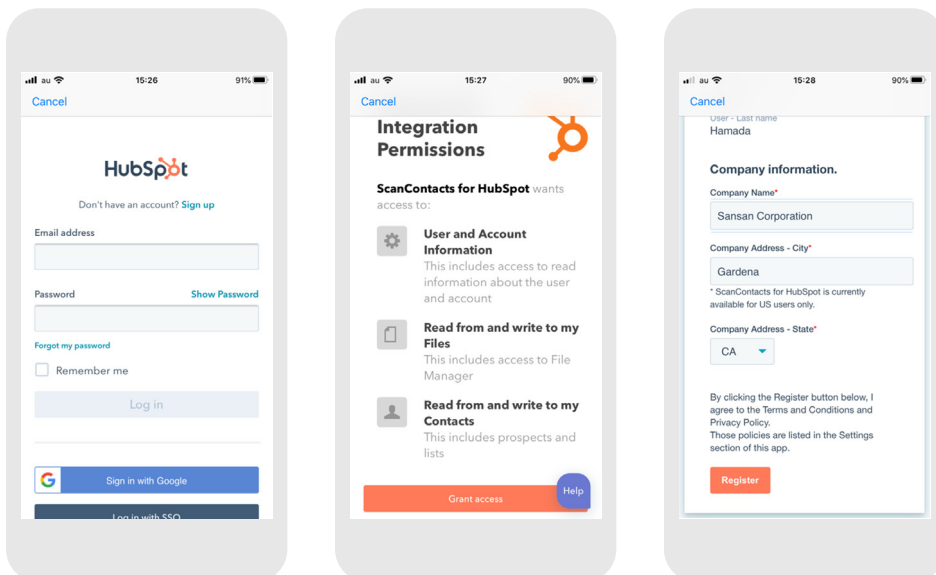
Step 2: Tap on a card to manually edit any of the digitized data. You can also attach an image file of the reverse side of a card using “Attach Image”.



**To validate addresses and split them into fields (street, city, etc.), turn on address validation in the mobile app Settings.*

***To abbreviate state names, turn on that function in the mobile app Settings.*

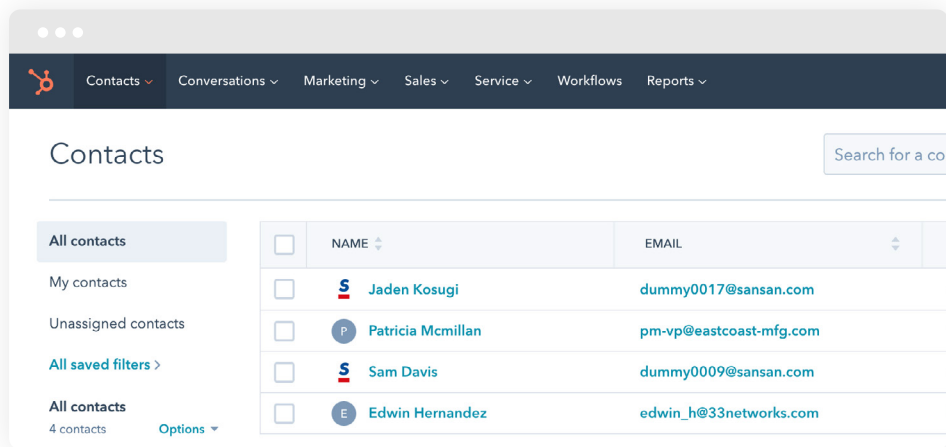
Step 3: When uploading for the first time, you will be prompted to log in to your HubSpot account. If this is the first time your organization uses ScanContacts, you need to register the organization by entering Company Name, City and State. Once you’ve done this the data will be uploaded.



2. Managing contacts

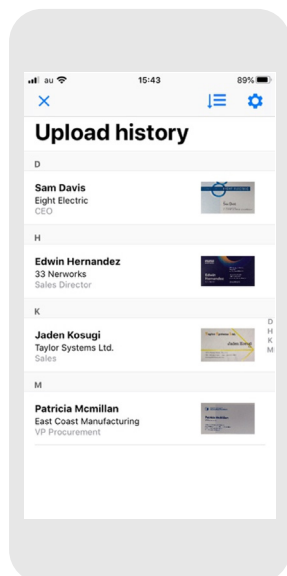
2-1. Managing contacts on HubSpot

You can confirm the details of uploaded contacts in HubSpot. Business card images travel with contacts and you can find it in Activity section.



2-2. Managing contacts on mobile app

To access past business cards you have scanned, click 'History' in the bottom left of the scanning screen. Besides viewing your contacts, you can edit, delete, re-upload to HubSpot or export to your device's contact list.



3. Error codes

Error code	Issue	Solution
Timeout	OCR server didn't respond in certain period	Please scan business card again after a while
400: bad request - Email: invalid email address: xxx	Email address uploaded to HubSpot is invalid	Check if email address is correct
400: required fields are missing - [xxx]	Contact data uploaded to HubSpot is missing a field	Check if the contact data has all required fields
404: not found - Invalid cross reference id	HubSpot is rejecting duplicated contact data	Scan business card again and upload it
404: not found - Entity is deleted	HubSpot is rejecting duplicated contact data	Scan business card again and upload it

4. Support

If you wish to receive support, please contact us at:

<https://scancontacts.zendesk.com/hc/en-us/requests/new>

Official website: www.scancontacts.com