



FAQ

[Home](#) / [FAQ](#) / Advantage says the scanned document I am trying to attach is too big. What do I do?

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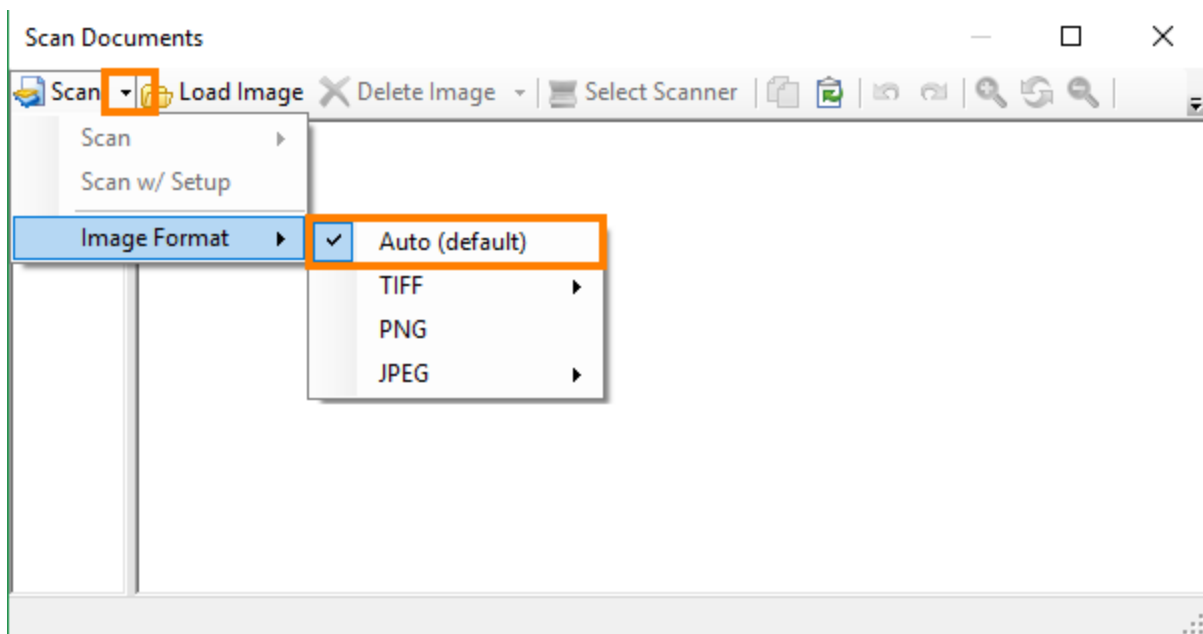
When scanning reports and/or invoices in Compeat, there are a few important things to consider:

- If you scan via a **wireless network**, encryption can make scanned files much larger than Compeat's maximum image size allows.
- If you scan via a **USB connection** directly linked to a computer, document image size should be between 20kb and 30kb. This is the recommended size specified in Compeat's End User Agreement.

Changes can be made to the device's scan profile to address sizing issues. These changes are made on your computer by locating your scanner via **Devices and Printers** and right-clicking **Properties**. These changes are not made within Compeat.

The below suggestions come from Compeat Support Consultants, and address sizing issues without compromising the integrity of a scanned image:

1. Large network scanners are not ideal for scanning in Compeat as they lack the necessary resolution/compression. We recommend desktop scanners.
2. In **Devices and Printers > Your Scanner > Properties**, set the DPI to **75-100**.
3. Scan your invoices and documents in black and white, not color.
4. When selecting **Scan Documents** in Compeat, click the tiny arrow next to **Scan**. Go to **Image Format** and ensure **Auto (default)** is selected. This enables the scanner to choose the smallest document file type.



If you continue to have issues with your scanning size, please contact the Compeat Support Team at support@compeat.com.

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How do I un-post a DSR?

Our DSR shows all zeros. What do I do?

How do I re-poll labor punches?

Can I run Advantage on a tablet?

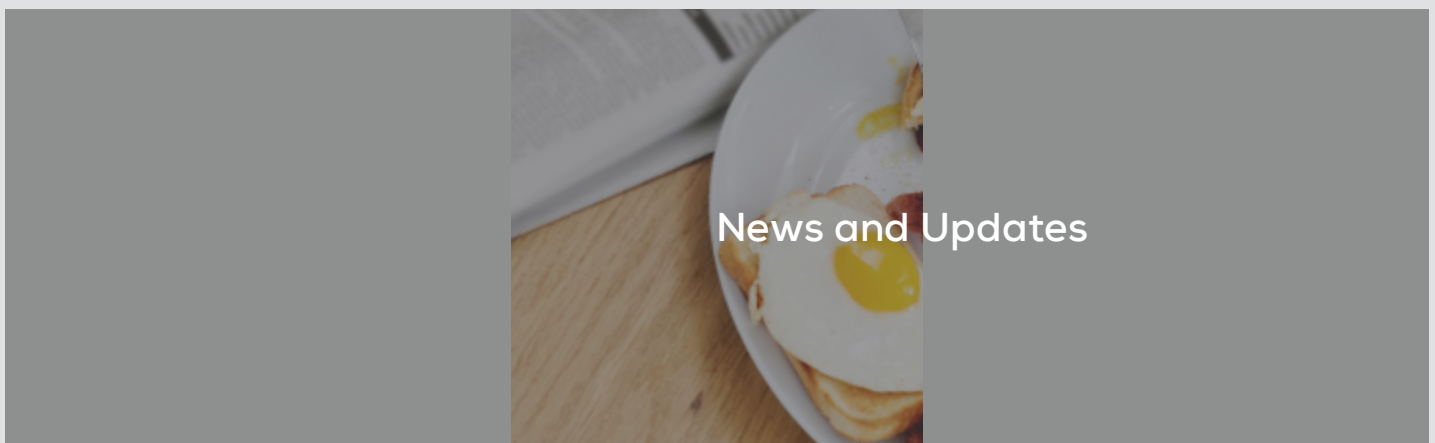
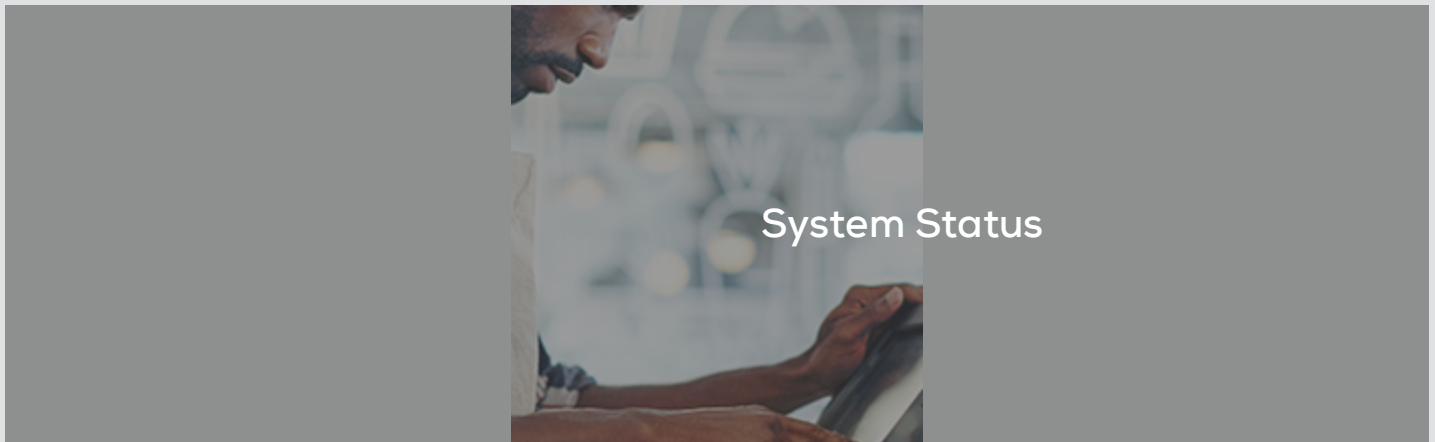
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How do I re-set my security password?

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