What is auto-size?

- Auto-size is the process of detecting the media loaded in the scanner and deciding what width and length it is. It does this using its optical sensors
- Auto-size relies on being able to "see" the loaded document. If it cannot "see" the document properly it will fail to deliver the correct size to the system
- Auto-size is not 100% accurate in all circumstances. This is the same for all scanners (large and small)

When might Auto-size fail to measure correctly?

Reason for failure	What to do if this happens
The document has a deep fold in it that the scanner thinks is a document edge	Rotate the document in the scanner so that any deep folds run across the scanner, not in the scan direction. Flatten the folds if possible. Reload and rescan. [1]Alternatively select the nearest fixed size and crop it before saving or use the ruler on the scanner to measure the document and input the size manually.
The document is damaged and has tears along its edge(s)	If possible rotate the document so that the tears are not near or on the edge being loaded or use method [1] above.
The document colour is the same as the background roller and the colour difference cannot be interpreted as a document edge	Use method [1]
The scanner roller system has become dirty and is producing a false reading	Clean the rollers using a non-solvent based cleaner and allow to dry. Reload and rescan.
The scanner glass is dirty. A dirt line running through the scan is producing a false width reading	Clean the scanner glass then re-normalise the scanner if you think the scanner may have been normalised when the glass was still dirty.
The document is too narrow	Use the next largest fixed paper size (A or A4) and crop the image before saving it
The document is too wide (wider than the maximum scan width but narrower than the maximum paper width)	Use the "max width auto length" setting or enter the scan width and length manually
The document has lines drawn right across it from edge to edge in the scan direction	Rotate the document so that the lines run left-to-right or use method[1].
The scanner has not been re-normalised since moving it to a cooler or hotter room. A colour change at a camera intersection is causing a false width reading	Normalise the scanner again (scanner maintenance task) using the white target then rescan.
The document was placed in the middle of the scanner (centre-justified scanning) and only one side of the document width has been detected automatically.	Reload the document using side-justified scanning. If the document will not load side-justified use centre-justified with method [1]

Colortrac continually strives to improve the performance of its Auto-size document size detection methods and the exact method in use for a scanner and software combination may vary. The above table covers the range of reasons why a user may encounter a failure of the scanner auto-size detection.