



College Fair Automation: Frequently Asked Questions

Q - What do I do if my scanner stops working?

A – Contact CFA immediately at 888-601-0200 and select option “2” for technical support

Q – What happens if a scanner is lost/stolen?

A – Contact CFA immediately at 888-601-0200 and select option “1”.

Q – How will I know if my student records uploaded successfully?

A – At the end of a successful upload, you will receive a success message. If you receive this message you can be sure that your student records have been successfully uploaded.

Q – How/when do I receive the student information?

A – A link to your student records will be emailed to you within 2 business days of every upload.

Q – How many student records will my scanner hold before it is full and needs uploading?

A – Each scanner will hold 10,000 records before it becomes full. However, CFA recommends uploading the scanner after every fair/visit in order to ensure leads are not lost in the event the scanner is damaged or misplaced.

Q – Will the same student records be uploaded every time I upload the scanner?

A – No. Each time the scanner is uploaded, it resets.

Q – How long will my battery last?

A – A fully charged scanner should be able to scan several hundred records. However, CFA recommends charging the battery with the provided USB cable and/or AC charger daily to avoid exhausting the scanner battery.

Q – How will I know when my battery is fully charged?

A – The indicator lights will turn from red to green.