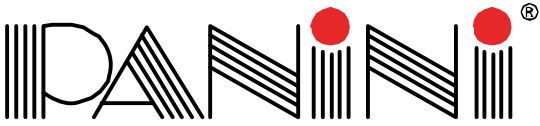


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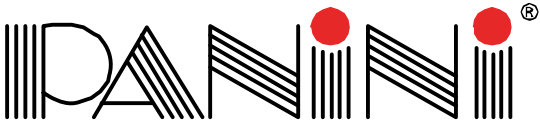
Double Document Feed Issues

Issue	Possible Reason(s)	Condition	Resolution
Double document feeds (more than one document at a time is fed into the scanner)	Worn separation roller rings.	Verify that the non-colored separation roller ring is not worn, showing signs of glazing.	Replace separator roller ring (page 29).
	Improperly prepared documents.	If the first document of an inserted batch is offset enough for the feeder roller to contact the second document, the second document will be fed. Because the separator roller designed to separate the documents is located on the backside of the documents, the document in the front will be pulled through also.	Prepare and jog documents before inserting documents into the feeder hopper (page 22).
	Skewed documents.	Documents in batches that are not aligned on the bottom and leading edge when placed in the feeder hopper cause the same condition as improperly prepared documents discussed above.	Prepare and jog documents, before inserting documents into the feeder hopper (page 21).
	Damaged document.	Are documents ripped, torn, or perforated? Documents with these conditions can interlock with another document and cause a double document feed.	Prepare, repair, jog and fan documents, before inserting documents into the feeder hopper.
	Incorrect hand feeding documents method.	Are documents manually pushed into the scanner rather than hand dropped into the correct position in the hopper feeder? Forcing documents into the scanner can force more than one document past the separation rollers.	Drop items into the feeder hopper, allowing the unit to automatically feed the documents into the scanner (page 21).



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Issue	Possible Reason(s)	Condition	Resolution
<p>Double document feeds (more than one document at a time is fed into the scanner) Cont.</p>	<p>Overfilling of feeder hopper.</p>	<p>Verify that the feeder hopper has a slight gap between the documents and the document pressure plate. Too many documents in the feeder hopper cause double-fed documents as there is not enough space available for the documents to move.</p>	<p>Jog and prep documents first, and then insert fewer documents in the feeder hopper (page 21).</p>
	<p>Static electricity is present.</p>	<p>Static electricity builds up in paper documents; this condition may be experienced in cold weather months when furnaces and heaters are operating with humidity levels below 50%. This causes the documents to adhere to one another.</p>	<p>Jog and fan documents before inserting in hopper. This is a short-term solution, as the static electricity will build up again.</p> <p>Increase humidity levels in scanner area and allow paper time to acclimate to the environment.</p>

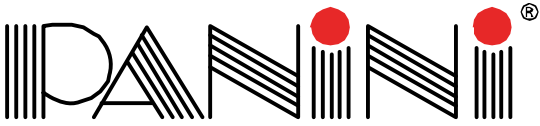


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False Double Feed Issues

Although the imaging application will stop the scanner specifying a double-feed error, only one item will be detected in the scanner. These types of errors are called false double feeds.

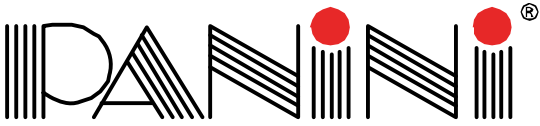
Issue	Possible Reason(s)	Condition	Resolution
False double feed	Insufficient light emitted from the Synchronization Sensors.	Check Synchronization Sensors for a build up of dust or debris.	Perform weekly maintenance (page 28).
	Document has dark horizontal line printed just above the MICR clean-band area across the bottom of the check.	The dark line blocks the LED light to the sensor by absorbing the light resulting in a false double feed notification.	No recommended hardware resolution. Problem can be resolved by proper application exception handling.
	Too thick document paper.	Paper thickness is heavier than 32-pound stock.	Contact your application provider to adjust the device parameters to accept a thicker paper. Caution: doing so may increase the risk of not detecting multiple documents of less weight – e.g. two documents with 16- pound thickness stuck together.
	Sensor calibration is out of adjustment or sensor alignment issue exists.	Are single documents in the 16-32 pound range without ink obstructions causing double feed errors?	Send scanner to Depot Repair for recalibration of sensor photocells.
	Default double-feed parameters overridden by application.	Run the document through My Demo to verify document does not cause a double feed message.	Contact your application provider.



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Other Issues

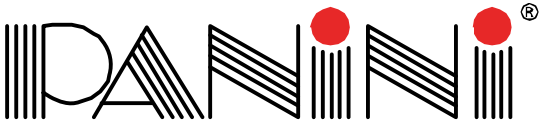
Issue	Possible Reason(s)	Condition	Resolution
MICR is read but courtesy or the legal amount is not	Poor image quality due to dirty or dusty camera contact image sensors.	Using tab, open front camera cover to verify debris/ dust exists.	Clean front and rear contact image sensors on scanner camera (page 28).
MICR is read but courtesy or the legal amount is not	Electromagnetic interference exists.	Verify the scanner is not setting in a strong electromagnetic field. Is it located near: <ul style="list-style-type: none"> • CRT • Power supply • Laser printer • Space heater • Florescent lights • Other electromagnetic emission devices? 	Relocate the scanner (page 20).
Imaging application rejects or jams document – too long or too short	Height, length or weight of paper outside of scanner standards.	Confirm document specifications: Height: 2.12” min. – 4.17” max. Length: 3.14” min. – 9.25” max. Weight: 16 lb. min – 32 lb. max.	Documents outside of the standard specifications will need to be processed manually.
Image compression error	Foil correction label used is not supported.	Confirm label with foil backing is placed over MICR area.	Document using non-supported foil correction label will need to be processed manually.
	Extremely skewed document.	A compression error will be reported for the problem document and no compressed images will be returned for the document. An ErrCrop*.bmp file containing the uncompressed image will typically be created and placed in the application’s default directory. When you view the ErrCrop*.bmp file, you should see an extremely skewed document.	Rescan document after jogging and restacking the batch.



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Issue	Possible Reason(s)	Condition	Resolution
Image compression error	Document with folded lower lead edge corner or torn lead edge.	A compression error will be reported for the problem document and no compressed images will be returned for the document. An ErrCrop*.bmp file containing the uncompressed image will typically be created and placed in the application's default directory. When you view the ErrCrop*.bmp file, you should see that the lead edge of the document is cropped off in the image and you may see part of a folder corner.	Rescan the document after repairing it.



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