

TellerScan TS240 QUICK DIAGNOSTIC AID

I. CONNECTIVITY

Status LED is not lit:

- Check the connections to the power supply. Is the power supply cable plugged into an outlet, into the power supply and into the scanner?
- Check the USB cable connections to the PC and the back of the scanner.
- If the PC is on, try another USB port, then try another USB cable.
(The status LED should be 'Red' before the scanner can be acquired by an application.)

Status LED is 'Red' - Application is launched, but the LED does not turn 'Green':

- Check Device Manager, look for TS Device or TellerScan under USB Controllers.
- If no entry is listed, try a different USB port, then another USB cable.
- Turn off locally attached printer and try again.
- Validate that the USB driver has been installed.
(Symptom #3 / #6)

Scanner must be connected directly to a USB port on the PC. USB hubs, monitor, keyboard ports etc. are not supported.

II. JAMS

Status LED is 'Green' - Document not feeding:

• Motor doesn't start:

- Check to see if an inkjet cartridge is installed.
- Does the status LED turn 'Orange'?
- Is the document loaded straight and flat into the entry tray?
- Check for debris in the path.
- Remove the scanner cover, turn the scanner upside down and gently shake it.

• Motor starts:

- Does the document or the corners contain bends or curls? Is the document skewed in the entry tray?
- Check for debris in the path.

217 error:

- If documents are piggybacking, check the documents for folded, bent corners or sticky surfaces. Align the documents and try again.

220 error:

- Verify that the internal doors are properly secured.
- Check for debris in the path, where the leading edge is stopping.
(Symptom #1)

III. IMAGE

Document image bowed, skewed:

- Verify that the document has been loaded straight and flat into the entry tray.

Document image dark, black or blank:

- Open the center cover and verify that the outer scanhead door is secure. (Symptom #6)

Lines, streaks, washed out or faded:

- Check the scanheads for dirt or debris.
- Run ScanLite, Gray to B&W Mode and verify if the image still looks poor. (Symptom #6)

IV. MICR

Poor or No MICR:

• Run ScanLite:

- @ symbols present at top of screen?
- Look at position of power supply.
- Look at position of other devices.
- Document inserted properly?
- Document imprinted with MICR ink?
- Rescan. (Symptom #2)

V. ENDORSEMENT

Partial print:

- Remove cartridge, wipe horizontally with a dampened cloth (**WATER ONLY**).
- If there is no improvement, try a new cartridge.

No Print:

• Run ScanLite.

- Select the "Endorse" option.
- If the endorsement is visible on the document there is an application problem.
- No endorsement: insert new cartridge.
- Still not endorsing: send in scanner. (Symptom #5)

VI. OTHER

- Broken or missing parts.
- Loose parts.
- Unusual noise.
- Motor continues to run after the document goes through.
(Symptom #6)
- Franking:**
- Does the scanner hesitate and make a clicking sound just before the document exits?
- Is the franker stamp properly installed?