

CDS Global
Supported
Scanner Suite

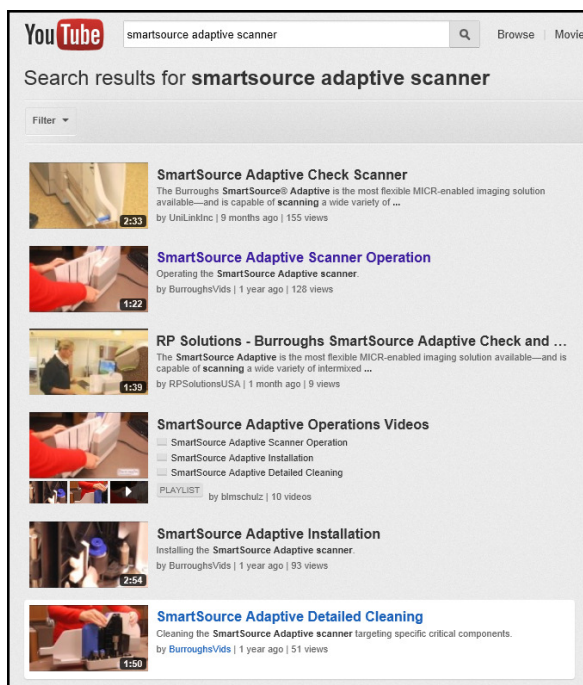
Remote Deposit Capture Scanning Guide

May 9, 2013

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Note: There are a number of manufacturer videos that can be referenced online by searching the scanner make and model. See example below. Additional scanner information can be found on the hardware manufacturer's website.



Introduction to Scanning

CDSGlobal Remote Deposit Capture - Batch Flow Overview

- One batch (file) is scanned at a time.
- Each batch contains only 1 transaction type.

1. Scan the batch:

The screenshot displays the CDS Remote Scan application window. The title bar reads "CDS Remote Scan". The menu bar includes "File", "Batch", "Scan", and "View".

Left Panel:

- CDS Global** logo with "A Hearst Company" text.
- Date and time: "Tuesday, February 22, 2011 14:03:26".
- FTP Status: "jobrecht@cds-global.com".
- Checks Only: "Transaction = 003", "Sequence = 003", "CHECK FRONT".
- Double Feed ENABLED.
- Status log: "Ready for login...", "Logging in...", "jobrecht@cds-global.com", "Logged in", "Machine initialized", "Batch started", "Scan multiple".
- Buttons: "EXIT" and two unlabeled buttons with left-pointing arrows.

Center Panel:

Displays a sample check for Gregory J. Hampton, 1234 Any Street, Your Town, USA. The check includes fields for DATE, PAY TO THE ORDER OF, and a dollar amount. It is marked as a "TEST DOCUMENT" and "NON-NEGOTIABLE". The memo line contains the text "MEMO" and a series of numbers "10420004371 13154731 1043".

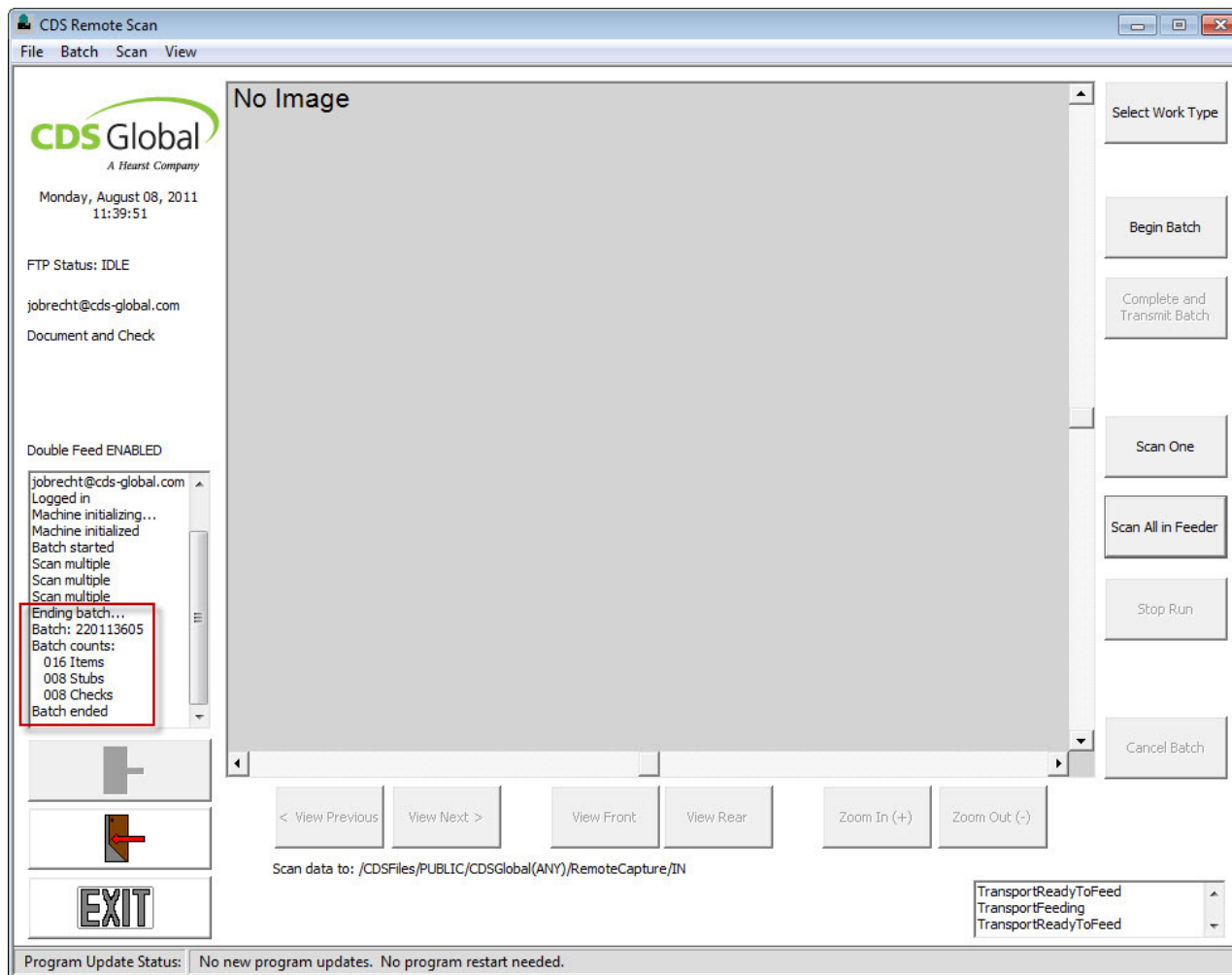
Right Panel:

- Select Work Type
- Begin Batch
- Complete and Transmit Batch
- Scan One
- Scan All in Feeder
- Stop Run
- Cancel Batch

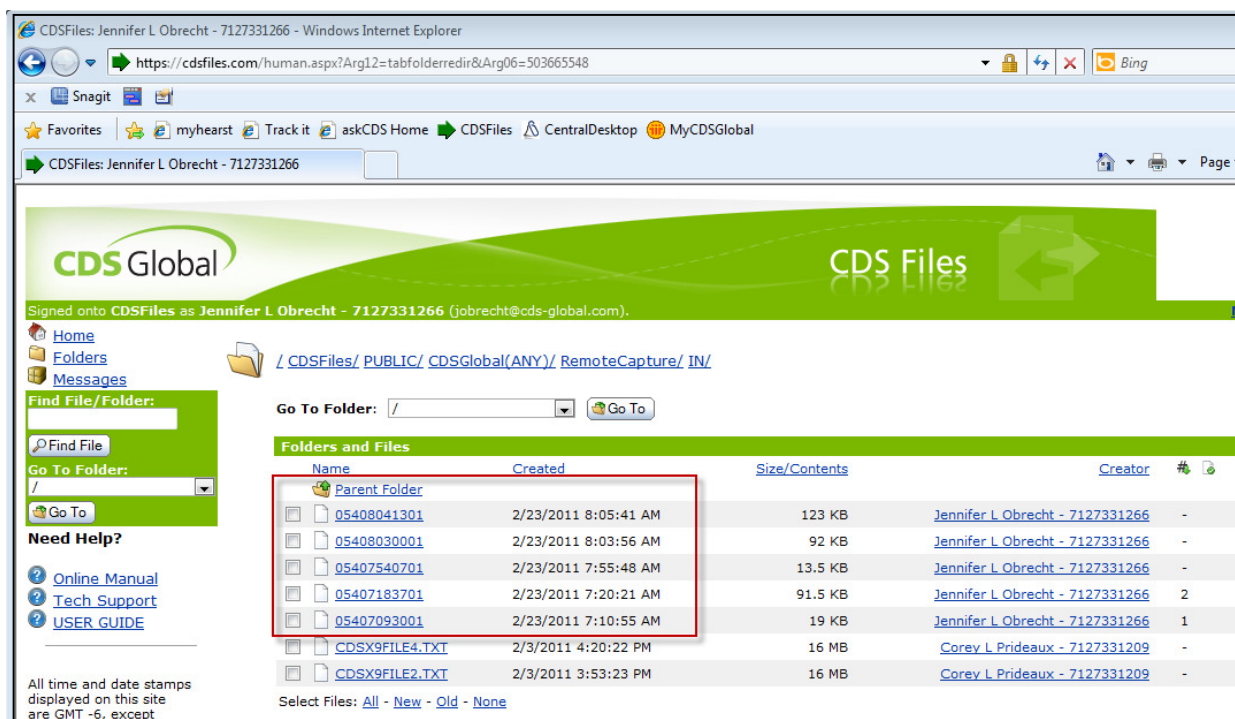
Bottom Panel:

- Navigation buttons: "< View Previous", "View Next >", "View Front", "View Rear", "Zoom In (+)", "Zoom Out (-)".
- Red status bar: "Scan data to: /CDSFiles/PUBLIC/CDSGlobal(ANY)/RemoteCapture/TEST/IN".
- File path: "File: /CDSFiles/PUBLIC/CDSGlobal(ANY)/RemoteCapture/TEST/IN/053140257.tmp".
- Program Update Status: "No new program updates. No program restart needed."

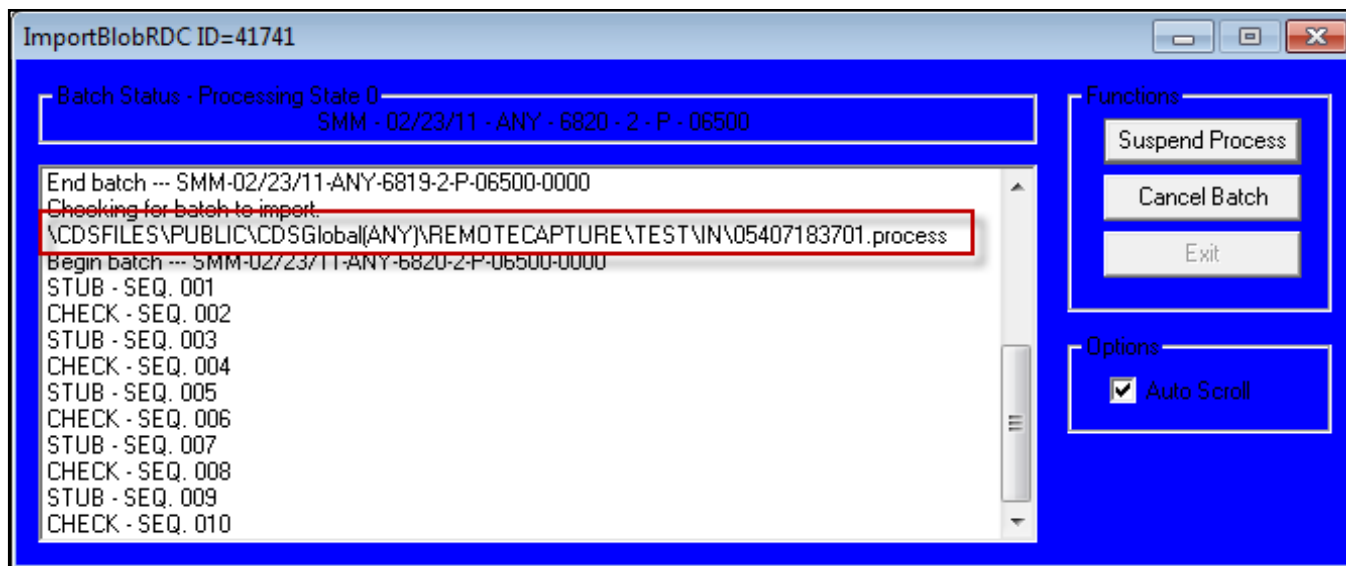
2. End the batch:



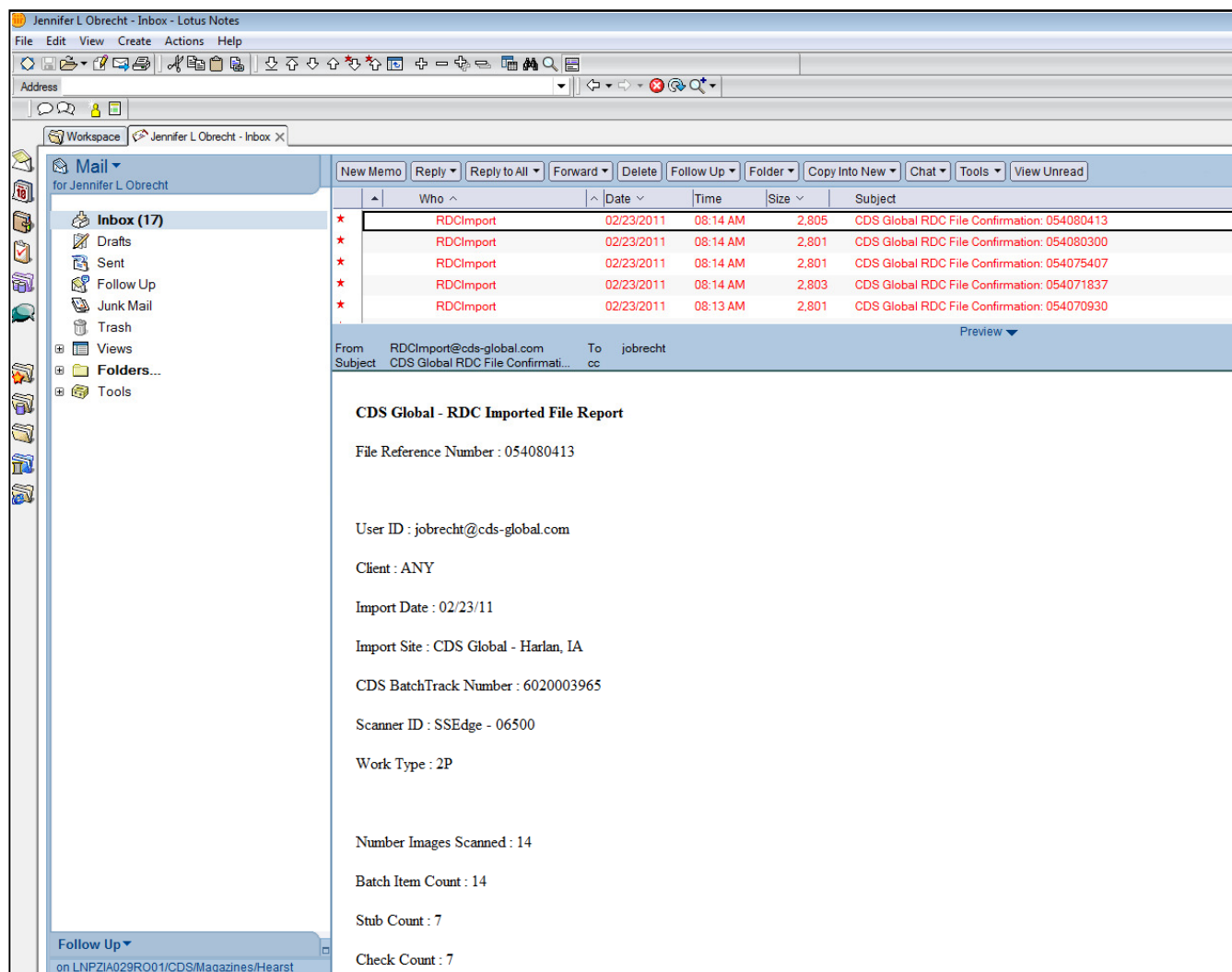
3. When the batch is ended, the file is uploaded to CDSFiles:



4. CDS Global will download and import the file into the CDS Global Imaging system:



5. Once the file is imported, an e-mail notification is sent to the scanner operator to verify the batch information and batch counts:



6. After processing the batch CDS Global will e-mail depositing information to the scanner operator. This deposit report will show batch details and totals. It will also note any items that were rejected and that need to be reprocessed manually or through the scanning application.

JOBRECHT@CDS-GLOBAL.COM07092012092212.TXT - Notepad

File Edit Format View Help

CDS Global - RDC Deposit Report

Client: ANY
Reference Number: 123456789
BatchTrack Number: 6012345678
Batch Number: 1234
Import Date: 07/05/12
Deposit Date: 07/06/12
Scanner ID: BUI150134
Work/Process Type: 6P

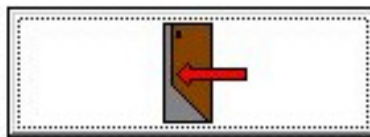
Seq #	Doc Type	Check #	Acct Info	Check Amt	
001	CHECK	1		\$100.50	
002	CHECK	2		\$90.50	
003	CHECK	3		\$90.50	
004	CHECK	4		\$55.00	
005	CHECK	5		\$999.90	REJECTED!
006	CHECK	6		\$99.90	REJECTED!
Batch Item Count:		4			
Batch Stub Count:		0			
Batch Check Count:		4			
Batch Deposit Amt:		\$336.50			
Total Item Count:		4			
Total Stub Count:		0			
Total Check Count:		4			
Total Deposit Amt:		\$336.50			

Launching CDS Global Scanning

Scanner must be turned on before starting the scanning program.

Double click on the **CDSRemoteScan** shortcut on the desktop .

Click on the login icon as shown to the right and enter your CDSFiles username and password.



- Select or confirm the “Scan to” directory if prompted. This indicates that the log-in has access to more than one scanning directory on CDSFiles (**this can only be changed in between completed batches.**) See page 11 for additional details.
- The status window will show that you have successfully logged in as displayed below.
- The program will then perform program updates. This will be displayed in the status window.
- Lastly, the program will display the status of the machine initialization.



Preparing Items to Scan

After successfully logging in, click on the **Select Work Type** button and choose the appropriate transaction type for the items that will be scanned.

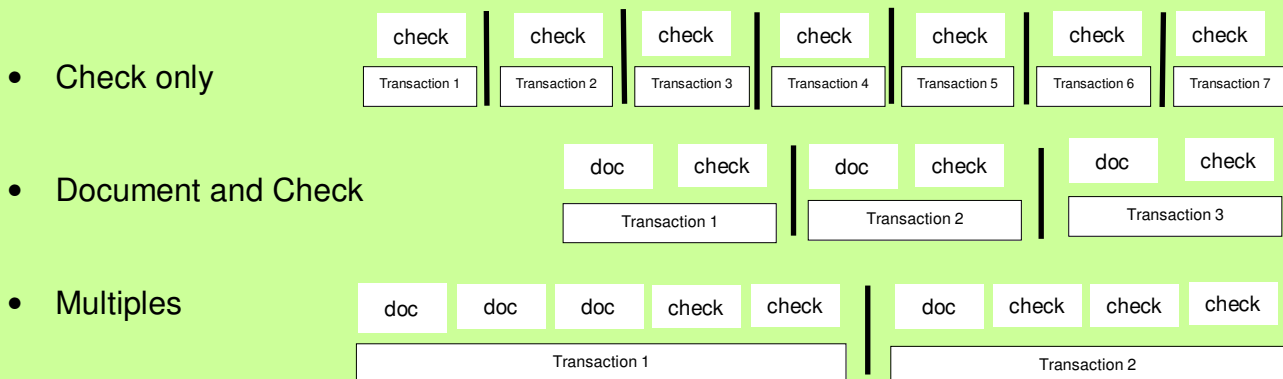
- Check only - Scanner will only accept checks with MICR ink or a prompt will be displayed to verify the item scanned is a check.
- Document and Check - Scanner accepts one document and one check per transaction. If a check is expected, a prompt will be displayed to verify a piece without MICR ink is a check.
- Multiples - Scanner accepts multiple documents and multiple checks per transaction. Only checks with MICR ink are accepted with this work type.

Note: The scanner will not capture images of checks with a Canadian MICR pattern (#####-###, ex 99999-999).

Definitions:

- **Item:** One piece of paper that is scanned (classified as a document or a check)
 - ⇒ Document: any item scanned that does not contain micr (also called a stub)
 - Examples: invoices, coupons, envelopes, correspondence
 - ⇒ Check: any item scanned that contains micr
- **Transaction:** One or more related items as determined by a specific work type
 - ⇒ Check only work type: 1 check = 1 transaction
 - ⇒ Document and Check work type: 1 document + 1 check = 1 transaction
 - ⇒ Multiples work type: 1 or more documents + 1 or more checks = 1 transaction
- **Batch:** A file made up of one or more same type transactions as determined by a specific work type

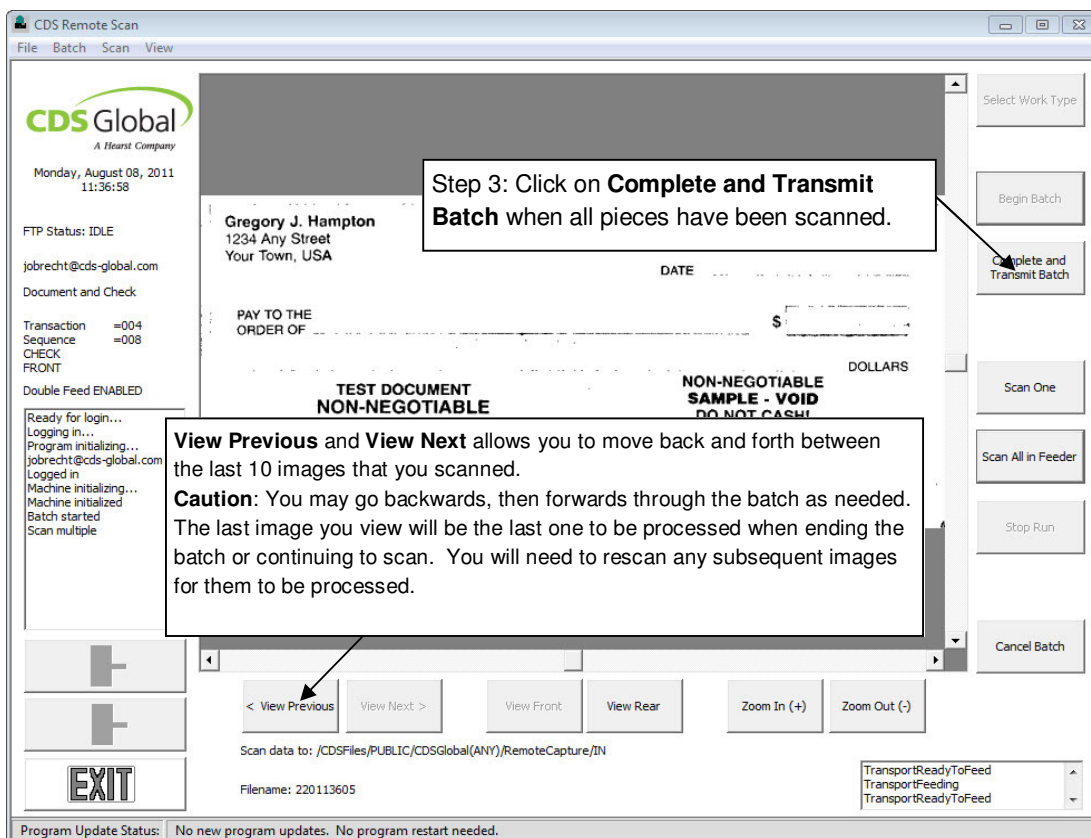
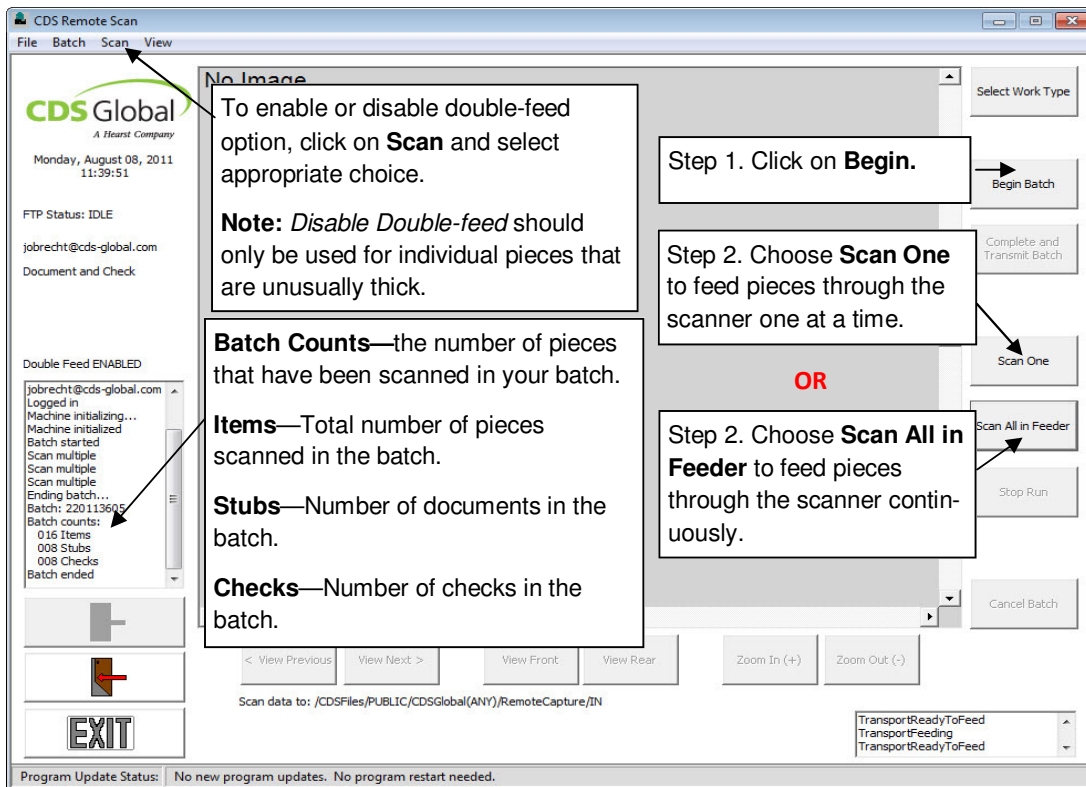
Examples of Work Types:



When scanning the multiples work type, a new transaction is created each time a document follows a check.

Using the Scanner

Begin the batch (step 1). Scan the batch (step 2). End the batch (step 3). See screenshots and additional information below.



Scanning Notes

Batch Totals:

- The items count displayed is the total number of items fed through the scanner. If an item is rescanned, it will be counted twice in the items count, however, once for stubs or checks count. The stub + check counts may not always equal the item count.

Automatic Program Updates:

- The status bar at the bottom of the screen will indicate that the latest version of the software version is available. The status bar color will change to indicate the following:
 - Gray - No new program updates. No program restart needed.
 - Yellow - Looking for program updates.
 - Green - Updates complete. Restart program to run the newest files.
 - Blue - Updates complete. Update files and restart program.
 - Red - Error getting the newest version; you need to contact RDC support at CDS Global
- Blue Update Status: Copy any dll files and **one** site specific import file (if available) that is downloaded from CDSFiles to the CDSGlobalRDC\Updates folder to the main CDSGlobalRDC folder. Restart the scanning program.
- Green Update Status: Restart the scanning program.
- The program will also upload any large RDC log files from the scanning PC to CDSFiles.

How Images are sent via FTP to CDSFiles:

- After 10 items have been scanned, it will send one image to CDSFiles with each new piece scanned.
- At the end of the batch, any remaining images will be uploaded to CDSFiles and renamed as a completed file.
- **Hint:** Begin a batch only when ready to continuously scan images, then end the batch as soon as scanning is completed.

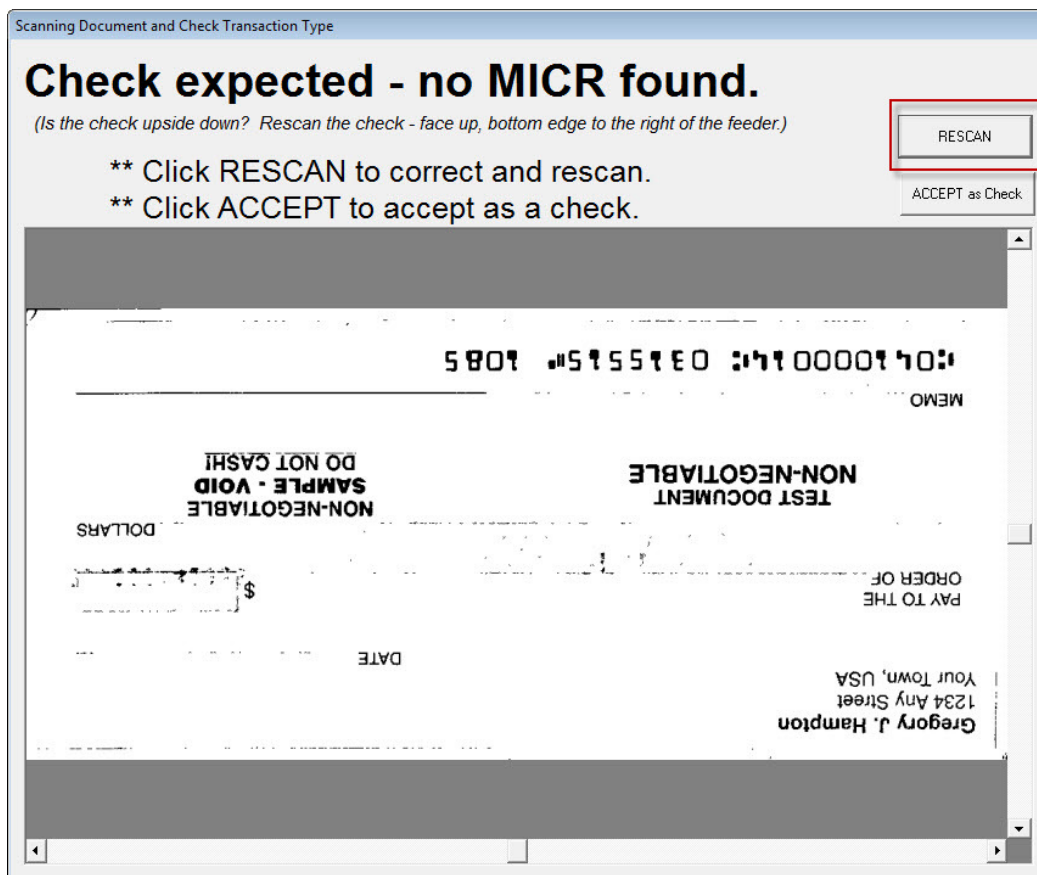
Getting Timed Out for Inactivity:

If the begin batch button is clicked and scanning is not started or scanning is halted for a period of time:

- No images scanned - After 9 minutes the batch will cancel and the user will be logged out automatically. Login again and scan the batch.
- Images have been scanned and inactivity has occurred for 3+ minutes - all scanned images will be sent to CDSFiles (1 image every 3 minutes). The batch will be auto-ended when all scanned images have been uploaded. After 9 additional minutes the user will be logged out automatically.

Check Expected Message:

- When scanning check only or document and check transaction types, a prompt may be displayed to verify the item scanned is a check. This will only happen if the scanner is expecting a check item. (See screenshot below.)
- If the item displayed is an upside down check or unexpected item—click Rescan to correct the transaction and scan again. If the item is displayed properly and is a check—click Accept as Check.
- If the item displayed is a check item and is displayed correctly—click Accept as Check.



Every item scanned is displayed:

It is very important when viewing images (going backwards/forwards), recovering from jams, and dealing with error messages—that the last item you see displayed on the screen is the last processed item when ending the batch or continuing to scan. You will need to scan any subsequent images if needed for them to be included in the batch.

Caution: Each time you click the “View Previous” button, you are removing the image displayed from the batch. The newly displayed image is then considered the last item scanned in the batch.

Scan all in feeder:

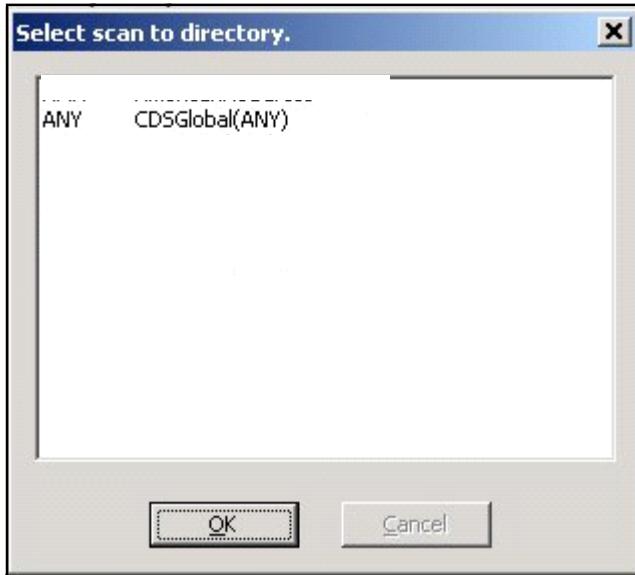
When multi-scanning (clicking on the Scan all in Feeder button) - the scanner will scan all the items it senses in the hopper. When the hopper is empty, you can reload the hopper within several seconds of emptying and it will continue scanning again. If you do not reload the hopper or several seconds pass by, no items will be scanned and the scan buttons on the screen will again be available.

Cleaning the scanner:

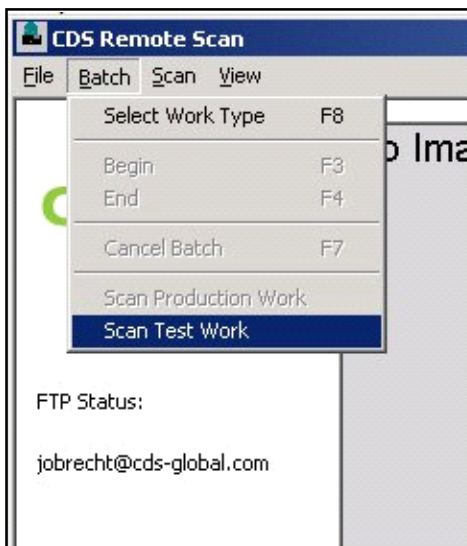
Refer to manufacturer’s cleaning instructions as needed and in case of bad image quality, frequent jams, illegible endorsements, and issues feeding items.

Scanning Test Batches

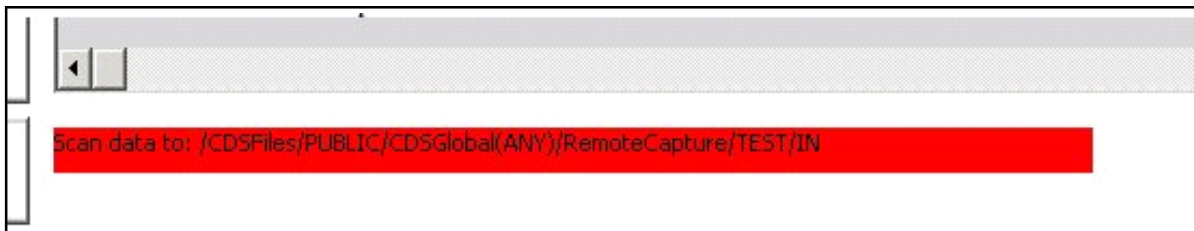
1. Once logged in to the scanning application, a prompt will be displayed to select the scan to directory if the login has access to more than one RDC folder on CDSFiles. A confirmation dialog will also be displayed.



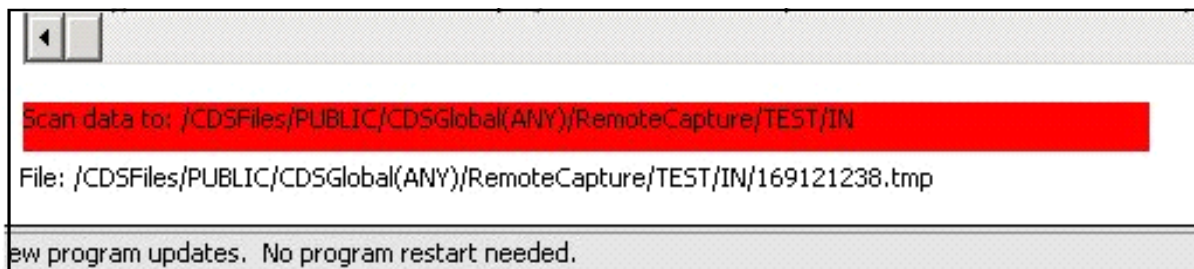
2. To scan test batches—from the menu select Batch -> Scan Test Work. This will scan files to the TEST/IN directory on CDSFiles. When imported, this file will be processed the same as a live batch, however, it will be created in the **test** Imaging System at CDSGlobal.



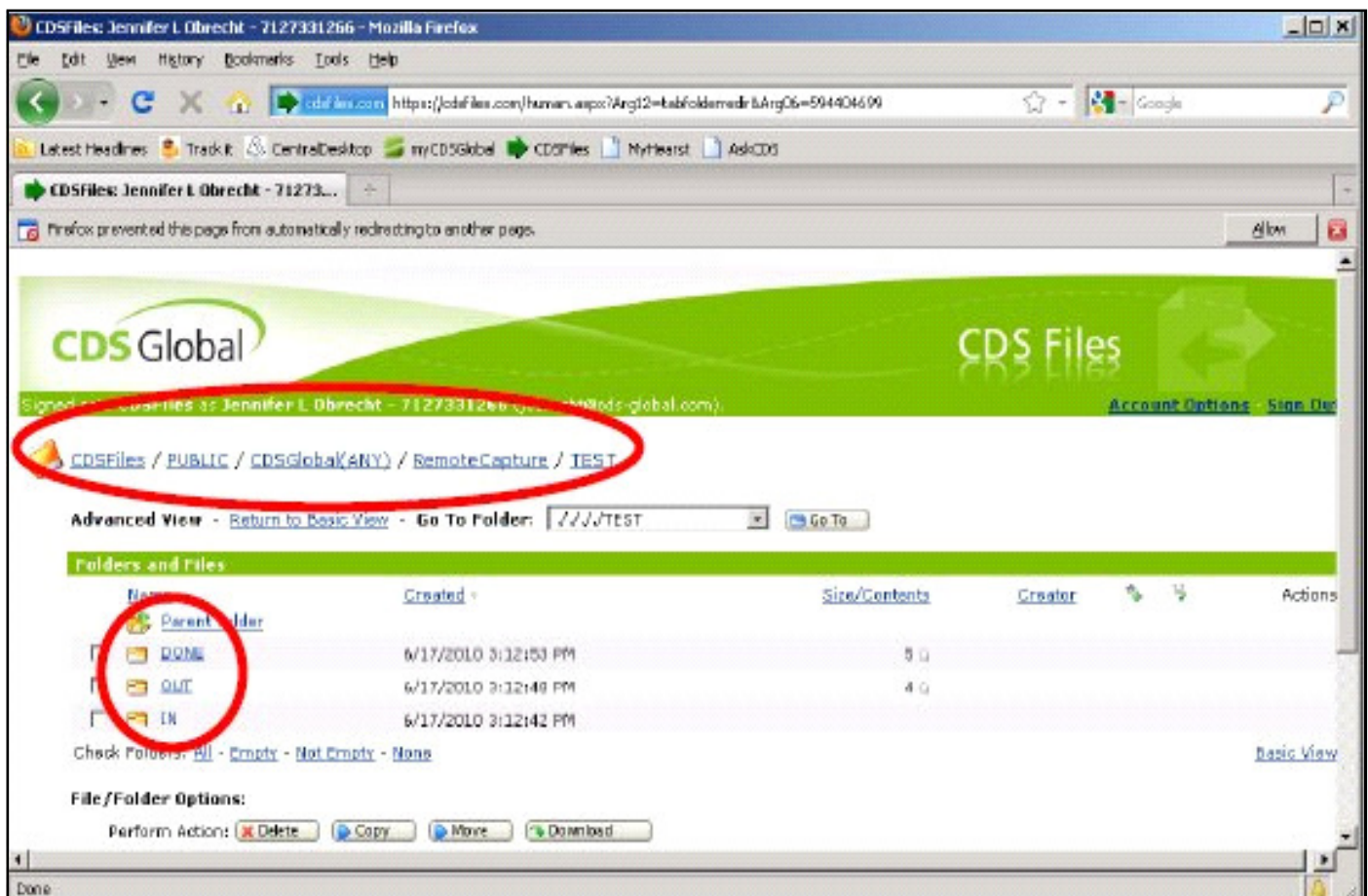
- When scanning TEST batches—the CDSFiles path will be highlighted in red. When scanning PRODUCTION batches—the path will be white.



- The full CDSFiles path and filename will be displayed when scanning a batch in production or test mode.



- The TEST directory on CDSFiles uses the same file structure as the live system.



Troubleshooting

If additional support is needed—contact your CDSGlobal Account Manager or the CDS Help Desk—cdshelpdesk@cds-global.com (515-246-1001.)

What happened	What it means	What to do
Error Message: Invalid document type scanning document/check work! Please correct and re-scan.	The scanner was expecting a document and received a check or vice versa, possibly due to a mis-feed.	Click View Previous until last good image is displayed, then rescan subsequent pieces.
Error Message: Invalid doc type! Must end batch with a check. Please correct and re-try!	An attempt was made to end the batch with a document as the last item scanned.	Verify/locate a check to coincide with the last document scanned. Or click View Previous to exclude the last document from batch.
Error Message: Maximum batch size reached! Please end batch!	Maximum batch sizes: Docs or check only—250 items, any other work type—590 items.	Click View Previous to reduce batch size then click End Batch .
Error Message: Please end or cancel batch before closing application!	An attempt was made to exit the program while a batch was still in process.	Click End Batch then exit program.
Error Message: Error scanning document! Remove document and rescan!	A mis-feed occurred with the scanner.	Click View Previous until last good image is displayed, then rescan subsequent pieces if necessary.
Error Message: Error occurred, log-out forced - inactivity.	The scanner was idle for more than the maximum time allowed while user was logged in.	Log in again and begin a new batch. User may need to verify the batch ended on appropriate document type and rescan the last document into a new batch if necessary.
Error Message: Invalid handle passed to function.	The FTP connection was lost unexpectedly.	If this occurred in the middle of a batch, the entire batch must be rescanned. Click through the error and restart the program.
Canadian check scanned.	Canadian checks cannot be electronically processed.	
Received an error regarding PC memory.	You may have too many processes running at one time.	Restart your PC or increase your virtual memory.
Issue feeding/jamming error message.	Problem feeding or jamming in the track.	Clean the machine.

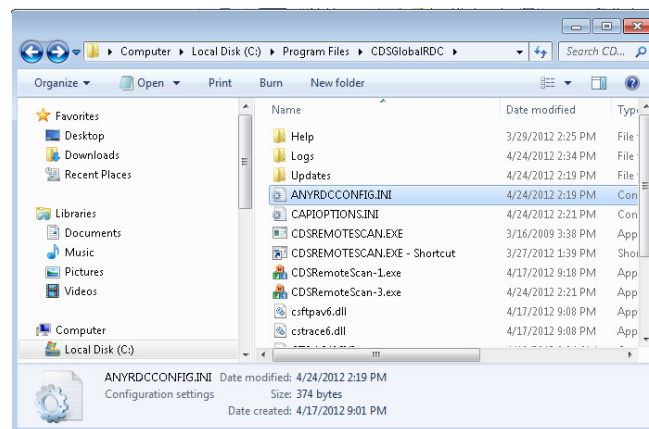
What happened	What it means	What to do
Error message: Specified file cannot be created.	The specific user does not have sufficient rights.	User must request read/write access to files and folders in the C:\Program Files (x86)\CDSGlobalRDC\ directory for program updates and log entries.
Document did not feed after clicking Scan One or Scan All in Feeder .	The scanner hopper is not loaded properly.	Reposition the documents in the feeder.
Continuous jams.	Document may be too thick.	Disable the double feed detection and single scan the problem document. Before scanning additional items, turn the double feed detection back on.
Trouble feeding.	Rollers are dirty.	Clean the rollers with basic gentle window cleaner.
Checks consistently skew.	Dark borders on the check.	Scan with the MICR to the top and force it to be a check when prompted.
Connection is lost with the scanner.	"Transport shutdown" message is displayed and cannot exit the program.	Exit the scanning program, turn off the scanner, turn on the scanner, and restart the scanning program. If this does not restore the connection, follow the above steps restarting the PC before turning the scanner on and starting the scanning program.
Click "Scan One" button and nothing is fed.	Scanner hopper not loaded properly, scanner cannot sense documents are ready to be scanned.	Wait for scan buttons to be available and reposition items in the hopper.
Click "Scan All in Feeder" button and nothing is fed.	Scanner hopper is empty or scanner hopper is not loaded properly.	Place (or reposition) items in the hopper and the scanner will continue to scan if it senses items are there. If there are no items sensed for several seconds, the scan buttons will become available again.
Error Message: Missing configuration, import, or setup file.	The scanning PC is missing a configuration file for the application or scanner.	The program will prompt the missing file, contact your CDSGlobal Account Manager or the CDS Help Desk for assistance.

What happened	What it means	What to do
Error Message: Version to run not available! Contact RDC support.	There is an issue with the starter programs date/time stamp. Download newer program to the scanning PC.	1. Download CDSRemoteScanRanger.exe from the Update folder on www.cdsfiles.com to the CDSGlobalRDC folder under Program Files on the scanning PC. 2. In the CDSGlobalRDC folder, delete CDSRemoteScan-1.exe and rename CDSRemoteScanRanger.exe to CDSRemoteScan-1.exe.
Error Message after scanning 1-2 items: CDS Global remote deposit has stopped working: a problem caused the program to stop working correctly, please restart.	Images are not captured. The scanner drivers are corrupted.	Contact technical support to uninstall and reinstall scanner drivers and Ranger software.

Troubleshooting Continued

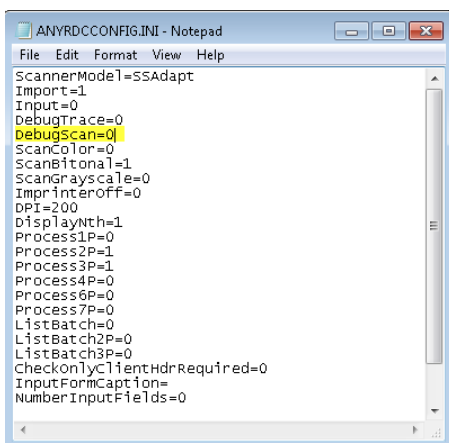
On occasion CDS Global technical support staff will need additional information regarding your scanner and the issue at hand. Enhanced logging can provide this information. To turn on enhanced logging for technical support:

1. Exit the scanning application.
2. Find the main Remote Deposit Capture configuration file located at C:\Program Files\ (x86)\CDSGlobalRDC\ . This file is named XXXRDCCConfig.ini where XXX is a three character client abbreviation.
3. Open this file in a text editor (Example: Notepad).
4. Change the value of DebugScan from 0 to 1 and save the file.
5. Restart the scanning application and continue to scan items.
6. Once resolved, the enhanced logging needs to be disabled by following the above steps and change the value of DebugScan from 1 to 0 and saving the file.
7. The log file may need to be uploaded manually to CDSFiles. Refer to the CDSFiles User Guide, pages 6-7, #3.



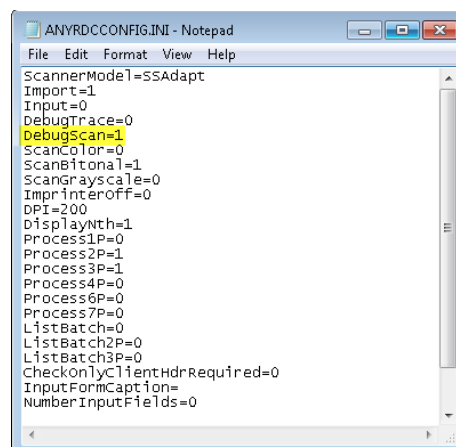
Enhanced scanning is turned off.

DebugScan value is 0.



Enhanced scanning is turned on.

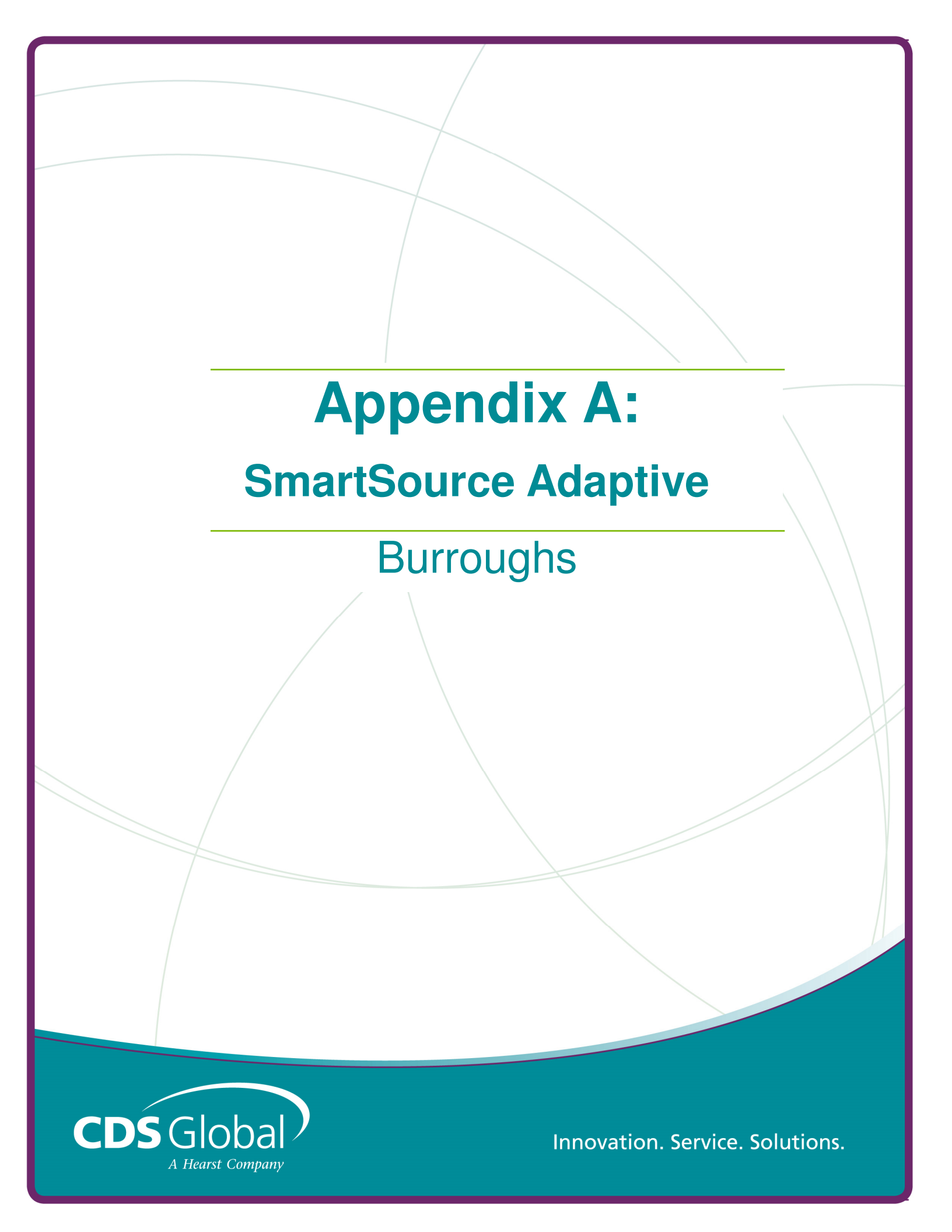
DebugScan value is 1.



Destruction of Processed Checks

Minimum Suggested Requirements:

- Processed checks should be held and indexed by: batch name and scan/shred dates in a secure, locked location. A copy of the log should be kept with these items as well.
- When the destruction date has been met (we recommend 14 days from deposit date), an employee will count the number of batches that are to be destroyed. The log sheet will be prepared prior to removal from the secure area indicating the number of batches, dates to be destroyed, and contain the signature of the employee.
- An employee will take the checks to the shredder for destruction. The employee will observe the destruction of the checks by the recycling company. If shredding is done internally, shredding should be performed by a crosscut/two way shredder (at minimum).
- If utilizing an outside vendor, after the shredding has been completed, a certificate of cross-shred (or better) should be prepared by the recycling company indicating the date and number of batches that were destroyed.
- The certificate should be signed by the recycling employee as well as the client employee that witnessed the process. If shredding internally, log sheets should be updated with shredding dates and employee signature.
- The log sheet and destruction certificate should be attached together and filed. These records should be maintained for one year from the original date of destruction.
- **Note: If the outside vendor shreds offsite, they should be certified as Document Compliant.**



Appendix A:

SmartSource Adaptive

Burroughs

SmartSource Adaptive Scanner



- See the Burroughs SmartSource Adaptive Get Help card for **hardware set up** and troubleshooting.
- Black **ink jet cartridge** part number—750860915, **cleaning cloths** part number—757200995, order at www.burroughsstore.com or call in US 1-800-448-1424.
- Items should be loaded in the hopper upright, front facing the outside of the scanner with items in order from front to back.

3 Display Lights

- **Power** - green when on
- **Green** - solid - scanning
- **Green** - blink - ready to scan
- **Orange** - solid - error recovery
- **Orange** - blink - item in feeder
- **Red** - blink - error/jam

- **Double feed detection:**

- ⇒ Can be turned off as needed for thick documents, must be turned back on.
- ⇒ **Caution:** Not turning the double feed detection on may result in undetected double feeds causing items to be inadvertently left out of the batch.

- **Item endorsement description for all scanned items:**

- ⇒ Small documents and checks:
 - ◇ Endorses the sequence number and batch filename (ex: 001334012345)
- ⇒ Page sized documents:
 - ◇ If the batch was started with the “Begin Batch” button
 - ◆ Endorses only the batch filename (ex: 334012345)

Specific Troubleshooting for the SSA Scanner

- **Clearing Jams:**

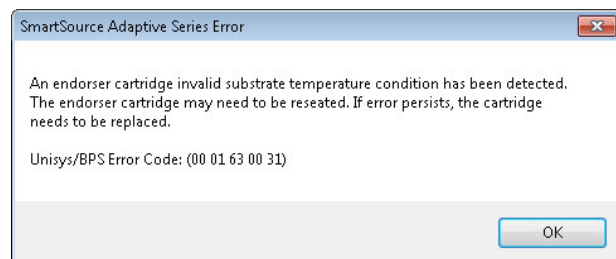
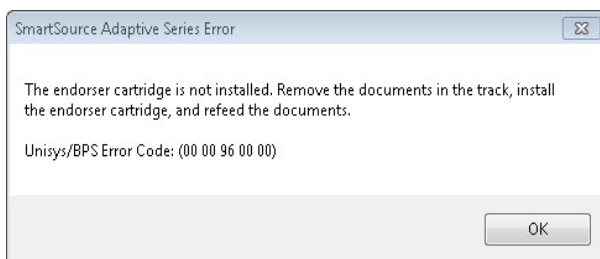
- ⇒ Use the start/stop button at the top of the scanner to clear the track. The display light will be orange until the jam is clear.
- ⇒ Only when necessary, remove scanner covers to remove items.

- **Items won't feed (or frequent jamming occurs):**

- ⇒ Make sure items are positioned in the feeder correctly.
 - ◇ When the blue flag button is pressed—the blue feeder guide is then released flush with the items to be scanned.
- ⇒ Items should be loaded in the hopper upright front facing the outside of the scanner with items in order from front to back.

- **Endorser errors (ex: temperature has not been reached):**

- ⇒ Remove the endorser cartridge and reseal it in its cradle.
- ⇒ Using a soft cloth, blot the cartridge where the ink is sprayed to ensure a steady flow of ink is available.
- ⇒ If error continues, replace the endorser cartridge.
- ⇒ Example endorser cartridge errors:



- **Transaction errors (ex: invalid document type):**

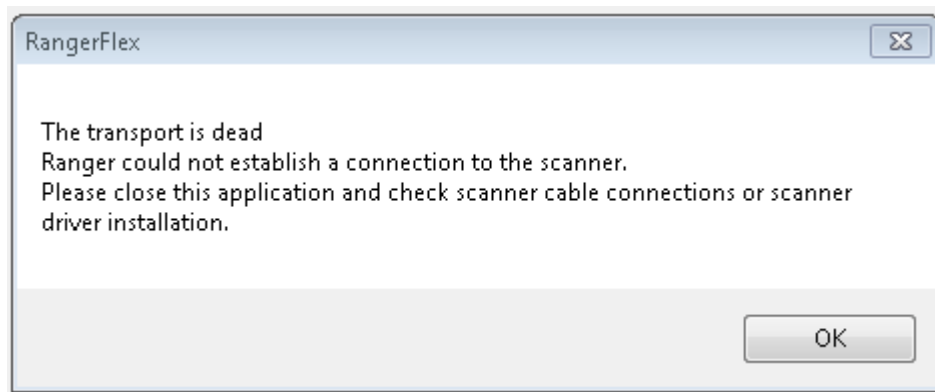
- ⇒ The track is cleared.
- ⇒ The image displayed at this time is the last item processed.
- ⇒ Items may or may not need to be removed from the pocket and replaced in order in the feeder in order to rescan them.

- **Magnets included with the hardware:**

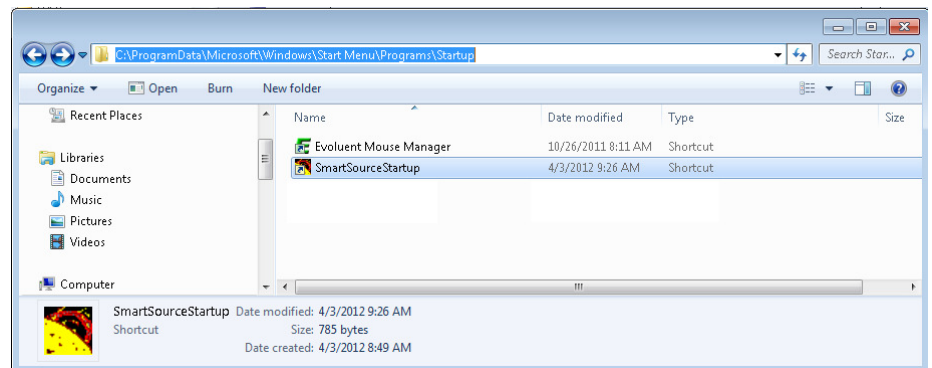
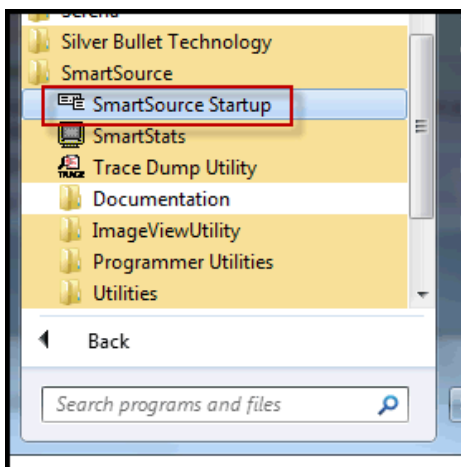
- ⇒ These are used to reduce electrostatic emissions for regulatory compliance in some countries.

Specific Troubleshooting for the SSA Scanner (Continued)

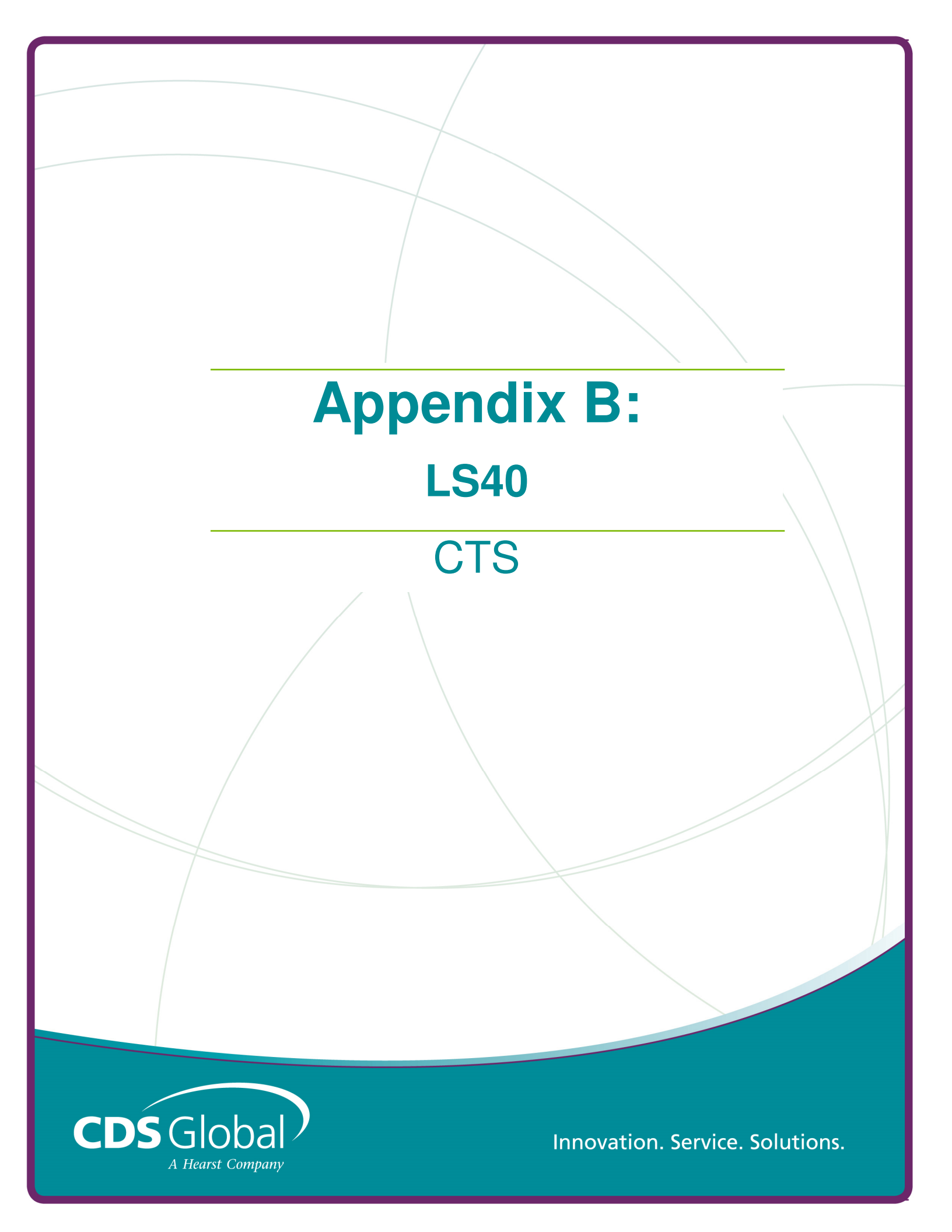
- **Transport is dead (communication issues between the PC and scanner):**



- ⇒ Exit the scanning application.
- ⇒ Run the SmartSource Startup program by clicking on Start -> All Programs -> SmartSource->SmartSource Startup. This is a shortcut to begin 3 programs that need to be running in the background to communicate with the SmartSource Adaptive scanner.



- ⇒ Run the CDS Remote Deposit Capture scanning application again.
 - ⇒ If this resolves the communication issue, a copy of the "SmartSource Startup" shortcut needs to be put in the User's Startup folder so it runs for every user. Contact your Technical Support Admin for additional assistance.
- **Communication with the scanner:**
 - ⇒ Before starting the scanning application, ensure that the scanner can communicate with the PC.
 - ⇒ The scanner should be turned on.
 - ⇒ The top light should be solid green, the middle light should be blinking green.



Appendix B:

LS40

CTS

CTS LS40 Series Scanner



- See the CTS LS40 image scanning system user guide for **hardware set up** and troubleshooting.
- This is a single item scanner—only 1 item can be scanned at a time.
- Black ink jet cartridge: Hewlett Packard (HP) Cartridge number C6602A
- There is not an off/on switch on this scanner. Use a power strip to power down and turn on the scanner.
 - ⇒ Every time it is powered up it will do diagnostics followed by a beep. When the light is blinking green it is ready to go.
- There is **one** display light on this model:
 - ⇒ Green - blink - ready to scan
 - ⇒ Green - solid - scanning
 - ⇒ Orange - blink - item in feeder ready to be scanned or about to be scanned
 - ⇒ Red - blink - error/jam

- There is a fixed endorsement on document and check items with the sequence number and batch filename. It will endorse all items (even those mis-scanned), rescanning an item will endorse it again.
- CDS batch headers are not endorsed.
- The CTS LS40 cannot detect double feeds.
- When using the “Scan All in Feeder” button:
 - ⇒ Put one item at a time in the feeder, as this item exits, feed the next item.
 - ⇒ It will stop feeding items when there is a pause feeding the hopper (after approximately 5 seconds).
 - ⇒ See figures 1 and 2 on pages 21 and 22.

Figure 1: Item entering the scanner.

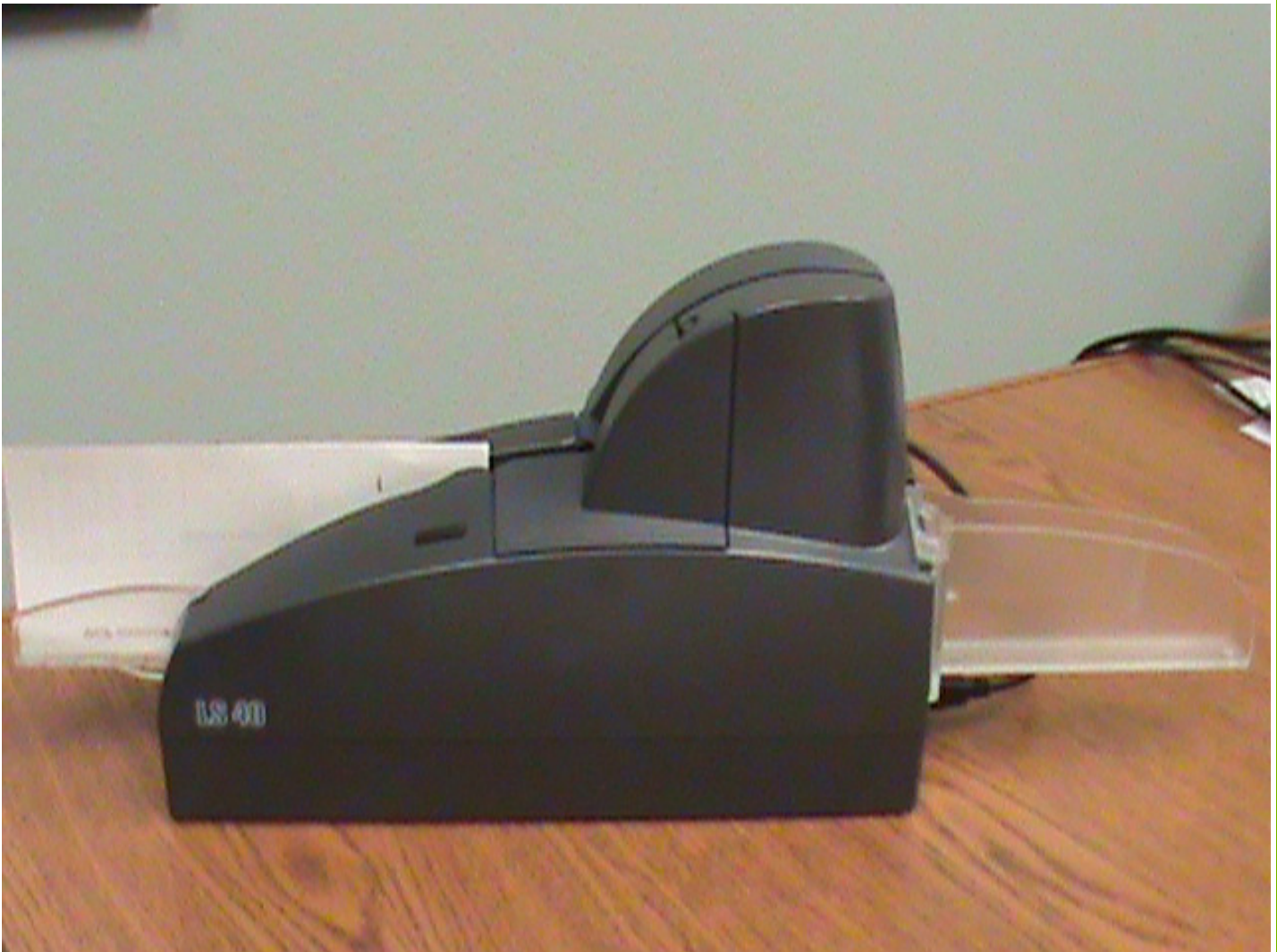
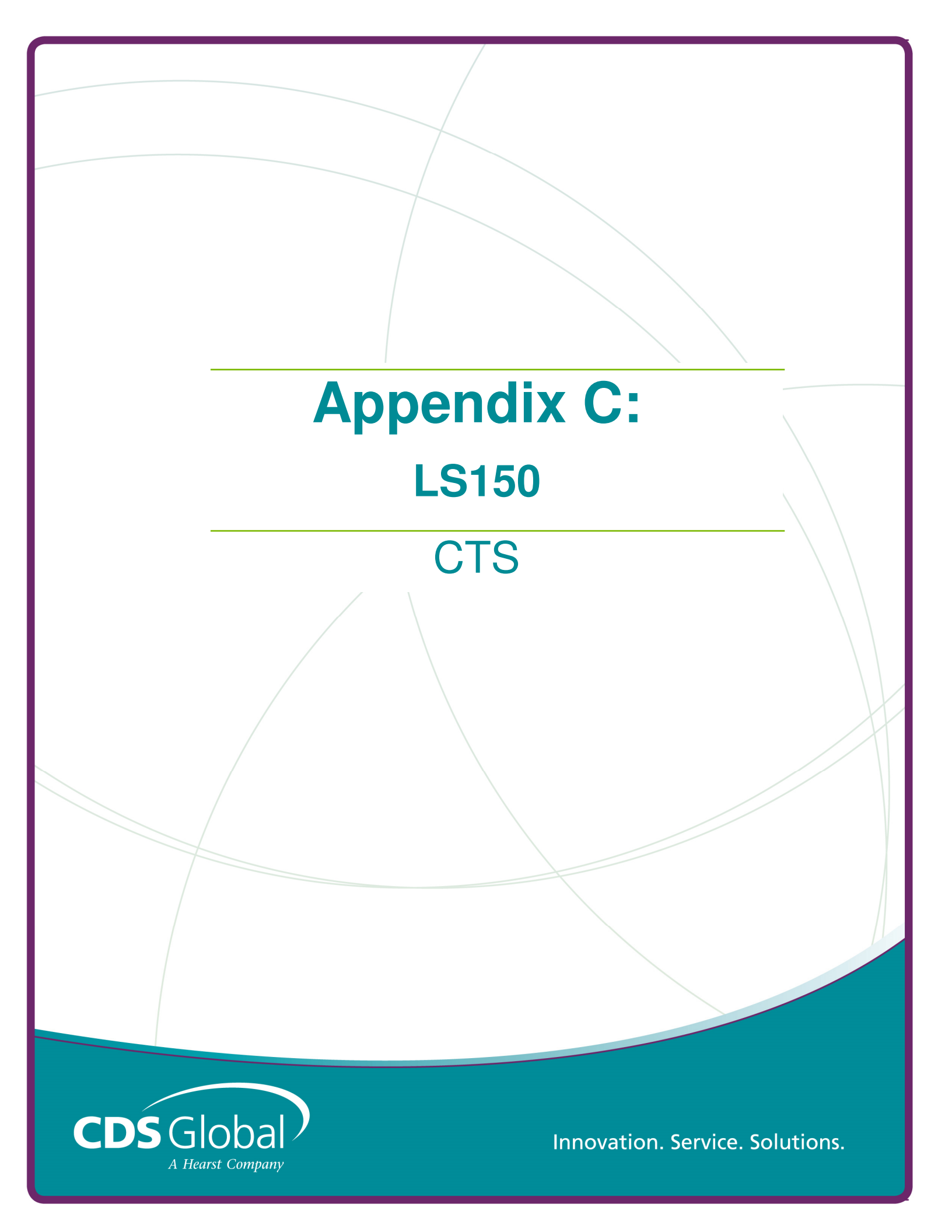


Figure 2: Item exiting the scanner.





Appendix C:

LS150

CTS

CTS LS150 Series Scanner



- See the CTS LS150 image scanning system user guide for **hardware set up** and troubleshooting.
- Black ink jet cartridge: Hewlett Packard (HP) Cartridge number C6602A
- There is an off/on switch on this scanner.
 - ⇒ Every time it is powered up it will do diagnostics followed by a beep. When the light is blinking green it is ready to go.
- There is a fixed endorsement on document and check items with the sequence number and batch filename. It will endorse all items (even those mis-scanned), rescanning an item will endorse it again.
- CDS batch headers are not endorsed.
- There is one display light on this model:
 - ⇒ Green - blink - ready to scan
 - ⇒ Green - solid - scanning
 - ⇒ Red - blink - error/jam, clear the jam and begin the scan again (light will then turn solid green)

Specific Troubleshooting for the CTS LS150 Series Scanner

- **Transaction errors (ex: invalid document type):**
 - ⇒ The track is cleared.
 - ⇒ The image displayed at this time is the last item processed.
 - ⇒ Items may or may not need to be removed from the pocket and replaced in order in the feeder in order to rescan them.
- **Items won't feed (or frequent jamming occurs):**
 - ⇒ Make sure items are positioned in the feeder correctly.
 - ⇒ Items should be loaded in the hopper upright front facing the outside of the scanner with items in order from front to back.
- **Frequent double leafing (double feeding):**
 - ⇒ Make sure items are positioned in the feeder correctly.
 - ⇒ Look for any rough edges on the bottom or folded corners.
 - ⇒ "Fan" the items before loading them in the feeder.
 - ⇒ Clean the scanner in particular the rollers closest to the feeder.

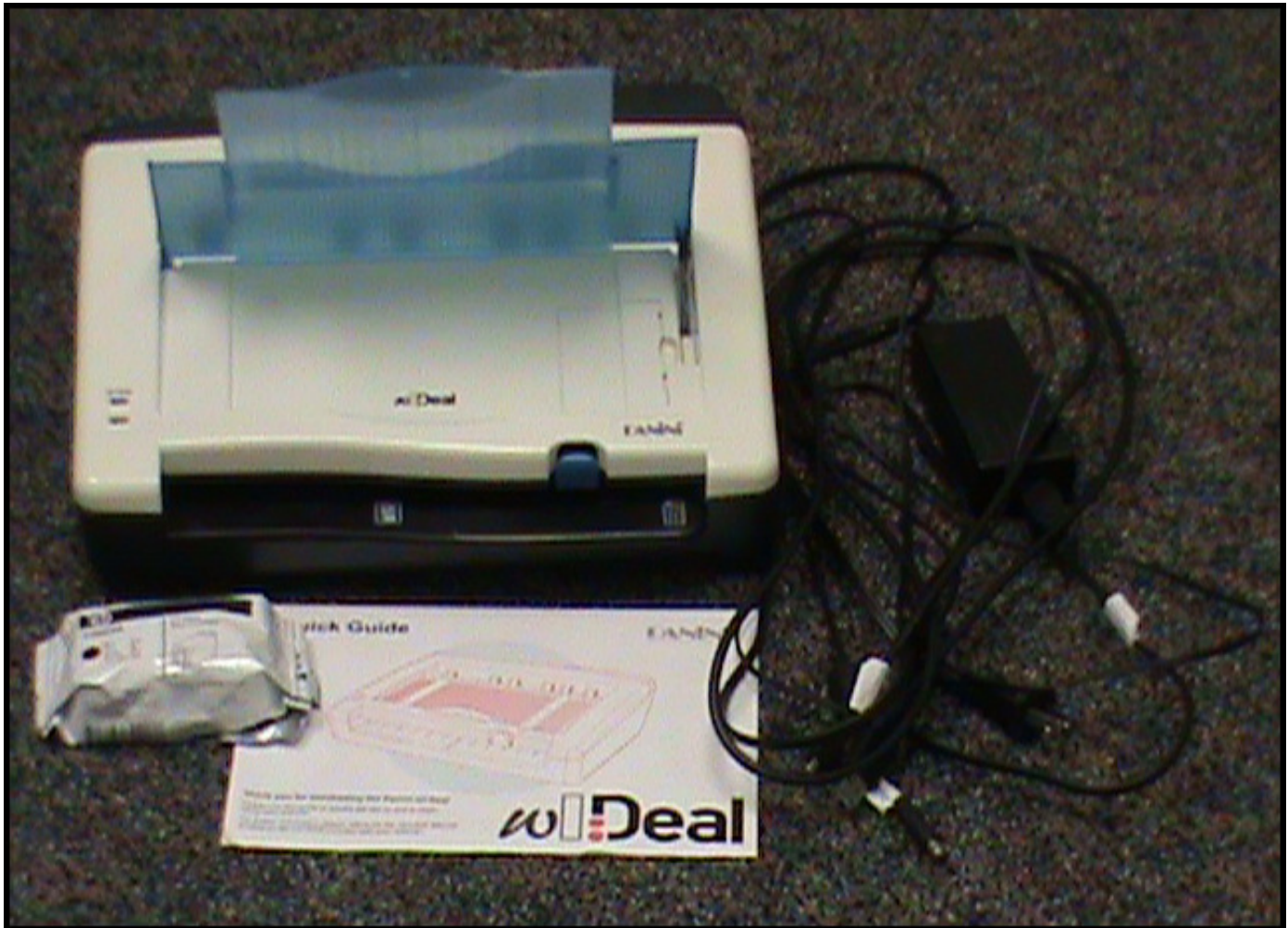


Appendix D:

wl:Deal

Panini

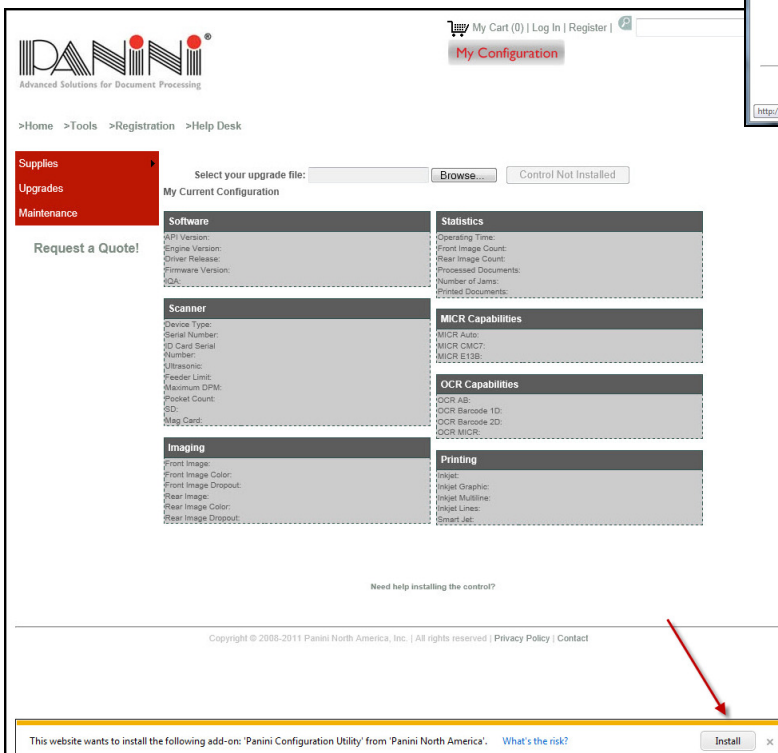
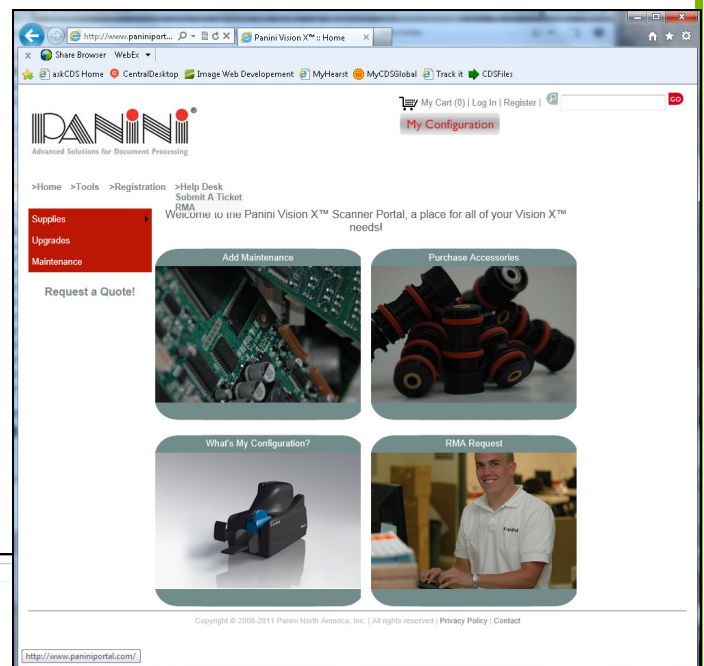
Panini wl:Deal Scanner



- See the Panini wl:Deal Operator Manual for additional hardware set up, operating, troubleshooting, and cleaning information.
- Black ink jet cartridge: Hewlett Packard (HP) Cartridge number C6602A
- There is not an off/on switch on this scanner. Use a power strip to power down and turn on the scanner.
- There are **two** display lights on this model (upper and lower LED). The lower LED status:
 - ⇒ Off - Solid –machine power and/or software is disconnected
 - ⇒ Yellow- blinking - top cover is open
 - ⇒ Yellow - solid - machine is powered on and software connected
 - ⇒ Green - solid - machine is ready to feed items
 - ⇒ Green - blinking - items are being processed
 - ⇒ Red - blinking - item jam or misfed
 - ⇒ Red - solid - firmware update in process (do not turn off the scanner)

Panini wl:Deal Scanner

- The Panini wl:Deal cannot detect double feeds.
- The Panini wl:Deal is a single feed scanner. When the lower LED light is green, feed one item at a time (face up/top first) into the feeding tray. The item being scanned will move forwards, backwards and forwards again where it will come to rest in the top exit tray.
- Extend the top of the exit tray for full sheets of paper.
- Remove items from the exit tray often to avoid items getting out of order.
- When scanning check items ensure the check is face up with the micr to the right side of the scanner. The micr side of the check must be flush to the right side of the scanner to correctly identify the item as a check.
- For additional Panini wl:Deal scanner information or to purchase accessories, go to www.paniniportal.com.

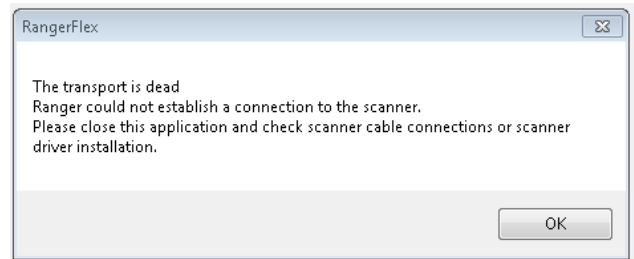


- For your specific scanner information click on “What’s my configuration?” at www.paniniportal.com. Install the Panini Configuration Utility. Once installed, click on Get My Configuration.

Specific Troubleshooting for the Panini wI:Deal Scanner

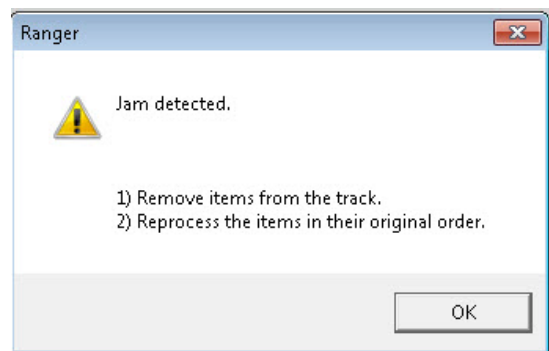
- **Transport is dead (communication issues between the PC and scanner):**

- ⇒ Exit the scanning application.
- ⇒ Unplug the USB cable at the PC.
- ⇒ Plug the USB cable into the PC.
- ⇒ Restart the scanning application.



- **Items jam:**

- ⇒ Clear the paper path after a jam.
- ⇒ Open the cover and gently remove the jammed document.
- ⇒ Close the cover and rescan the jammed item.



- **Firmware upgrade:**

- ⇒ Do not turn off or try to run the scanner when a firmware upgrade is in process.
- ⇒ Click OK through the below message.
- ⇒ Wait for the scanner's lower LED light to turn yellow before proceeding.

