SmartSource® Adaptive
Installation and Operations Guide

December 2016

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WARNING: This equipment has been tested and found to comply with the limits for a Class A device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

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CAN ICES-3 (A)/NMB-3(A)

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Section 1
Setting Up The Unit

The SmartSource Adaptive is available with one style of floor extender, which is similar to the SmartSource Open Adaptive A4 shown on the left in Figure 1–1.

The SmartSource Open Adaptive is available with two alternate floor extender assemblies that differ in length; these two configurations are designated by A4 for the longer floor extender and A5 for the shorter floor extender. In the remainder of this document, illustrations will be shown for the longer floor extender assembly only.

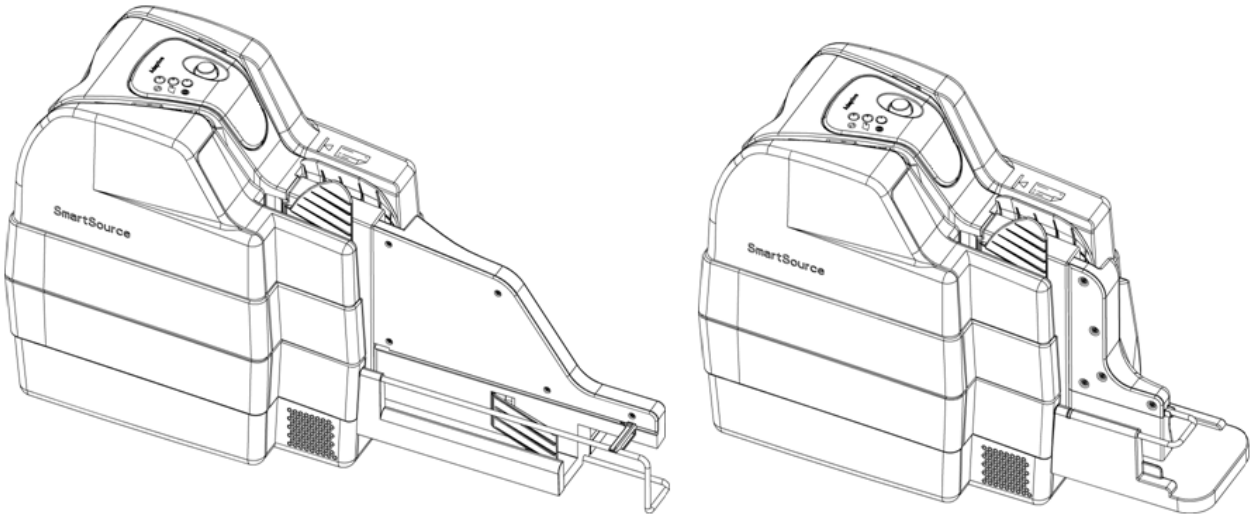


Figure 1–1. SmartSource Open Adaptive A4 (Left) and A5 (Right)

Select a Place for the Unit

- Indoor only
- Flat, stable surface
- Clearance
  - At front, to load and remove documents.
  - Above, to remove covers and access the track.
  - Between the sides of the unit and a monitor (if the unit is located next to a monitor) to reduce interference with the magnetic ink character recognition (MICR) reader inside the unit.
  - At rear, to:
    - Turn the unit on.

- Connect the power cord (from the power supply), the USB interface cable, and protect those connections.

- Near PC
- Near an AC power outlet
- Adequate ventilation
- Away from water/moisture/high humidity, heat/direct sunlight, dust
  - Operating temperature: 0 to 40° C (32 to 104° F)
  - Storage temperature: -20 to 60° C (-4 to 140° F)
  - Shipping temperature: -40 to 65° C (-40 to 149° F)
  - Operating humidity: 10 to 85 percent (non-condensing)
  - Storage humidity: 5 to 95 percent (non-condensing)

Notes:

- The unit draws under 40 watts of power from a 100 to 240 VAC, 50/60 Hz outlet. The unit draws 2.0 amps (maximum) from the included 24 VDC power supply.
- Each unit must be operated with Digital Check power supply 8215 6761-000 and no other.

Caution

The SmartSource unit may be susceptible to "burst" or "electrical fast transient" (EFT) noise entering the unit through the power cord. These types of noise signals are caused by large electrical equipment (such as heating and cooling units) connected to nearby electrical outlets. Burst or EFT noise may cause the SmartSource to stop functioning, and then the operator must restart the SmartSource and its application(s).

If this occurs,

- Plug the SmartSource into an electrical outlet on a different branch of the power distribution system where large electrical equipment is not connected to nearby outlets.
- Plug the SmartSource into a line conditioning device or an uninterruptible power source.

Need Help?

- Digital Check Support

  1-847-446-2285

  Digital Check on the web www.digitalcheck.com and www.digitalcheck.com/support
- Digital Check supplies and replacement items at www.digitalcheck.com, click on the 'Online Store' link

Unpack the Box and Check for These Items!

USB Cable

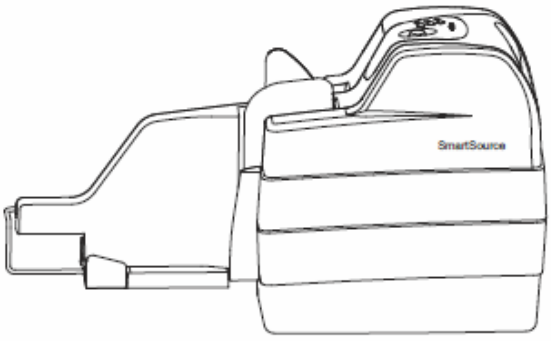
Do not plug a USB cable into unit/PC yet! Check with manager/administrator! Software must be loaded on PC before a USB cable can be connected!

AC Power Cord

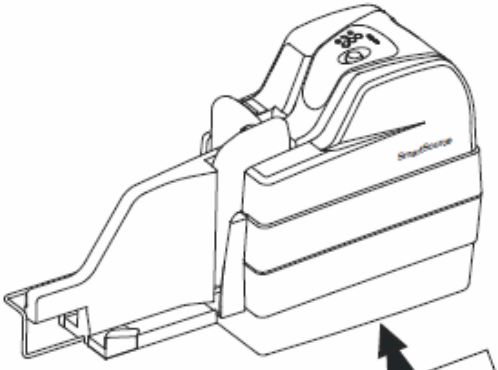
Power Supply

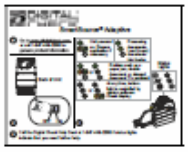
Inkjet Print Cartridge (option)

Franker Roller (option)

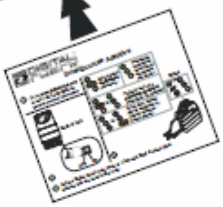


SmartSource® Adaptive



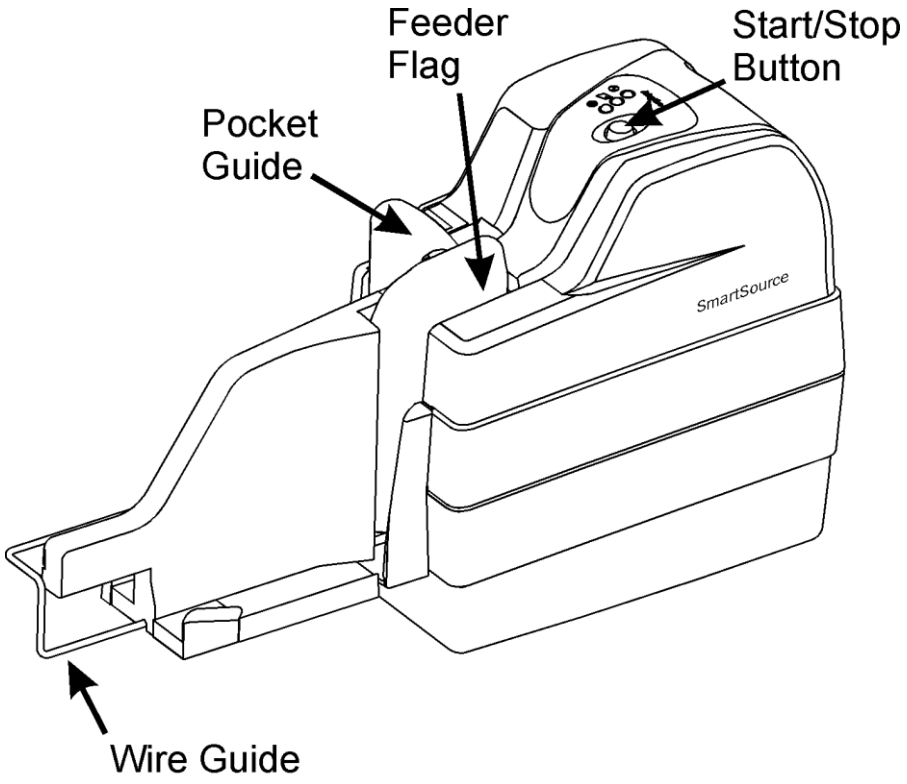


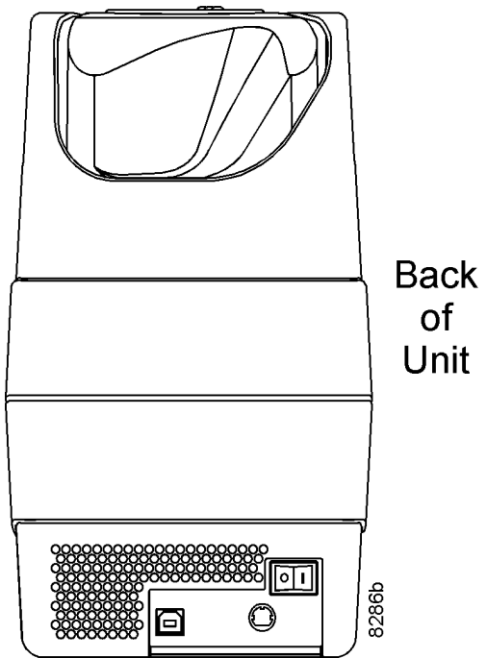
Reference Card



Store Reference Card under unit.

SmartSource Adaptive





Install the Franker Roller Option

Use the instructions with the Franker roller shipping container.

Install the Inkjet Cartridge Option

Use the instruction sheet packed next to the Inkjet Cartridge pouch in the unit shipping box to install the cartridge.

For additional/replacement cartridges, order the Inkjet Cartridge (82-2120-984) from Digital Check. (See Section 4 of this guide.)

Some units use a removable rear image wall that uses a replaceable, ink pad for the endorser. Customers with these units order the Inkjet Cartridge and Ink Pad Kit (75-0860-915). This kit will continue to be available for these units. Customers may also choose to upgrade to the newer style removable rear image wall with its high capacity ink catcher by ordering 8228 1536-000.

Inkjet Cartridge Capacity

The operational capacity of the inkjet cartridge varies with

- Endorsement application parameters
  - Number of endorsement lines per document
  - Number of characters printed per line
- Character font selection
- Print quality settings
- Printing of graphics and/or logos
- Document batch size

The capacity of an inkjet cartridge can range from approximately 1,300,000 up to 5,300,000 characters depending on the operational settings and workflow. It is recommended that the cartridge capacity be tested by the user in the actual print environment to determine actual usage.

Connect the Cables

Power On/Off Switch Must Be Off, Software Must Be Loaded on PC

Follow these steps to connect the cables to the unit. Refer to Figure 1–1.

1. Turn the unit off.
2. Connect the power supply cable to the unit.
3. Connect the AC power cord to the power supply.
4. Plug the AC power cord into an outlet.
5. Load the software and drivers on the PC.

   Note: *The unit software and drivers must be loaded on the PC before connecting the USB cable from the unit to the PC.*

6. Connect the USB cable to the unit and then to the PC.
7. Turn the unit on.

After the cables have been connected and the software has been installed on the PC, the unit is now ready for operation.

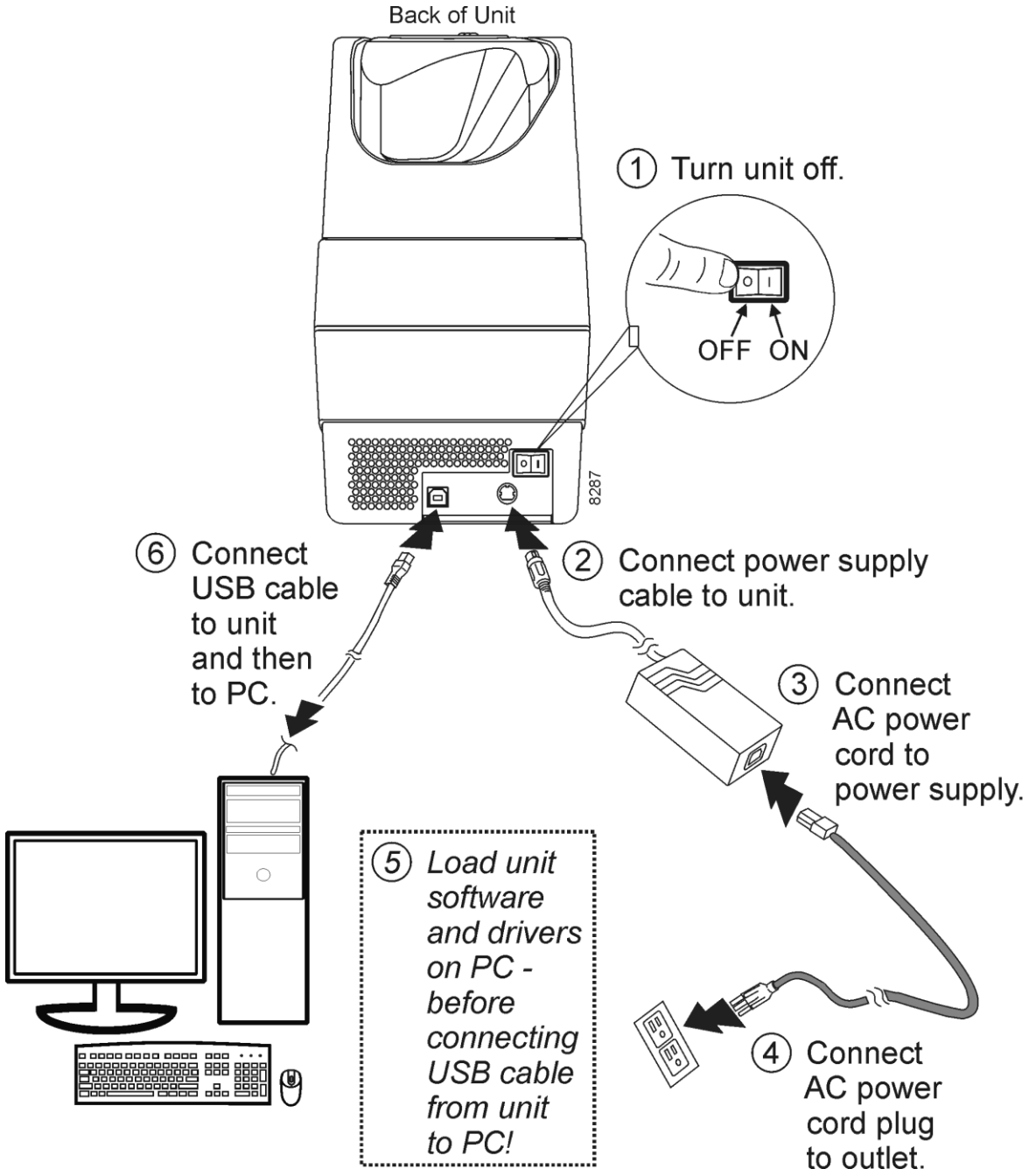


Figure 1–2. Connecting the Cables to the Unit and PC

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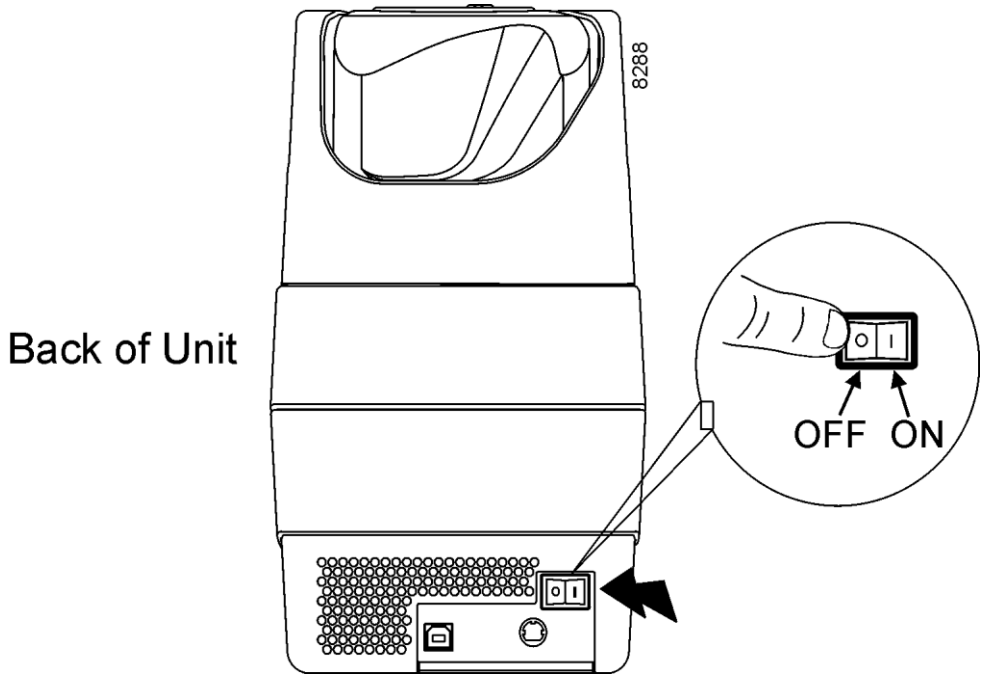
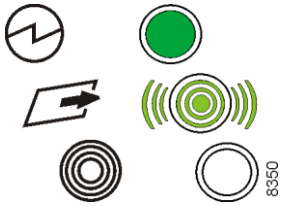
Section 2
Operating the Unit

Power On and Off

1. Turn the unit on or off using the switch on the back of the unit.
   a. Press "|" on the power switch to turn the unit on.
   b. Press "O" on the power switch to turn the unit off.

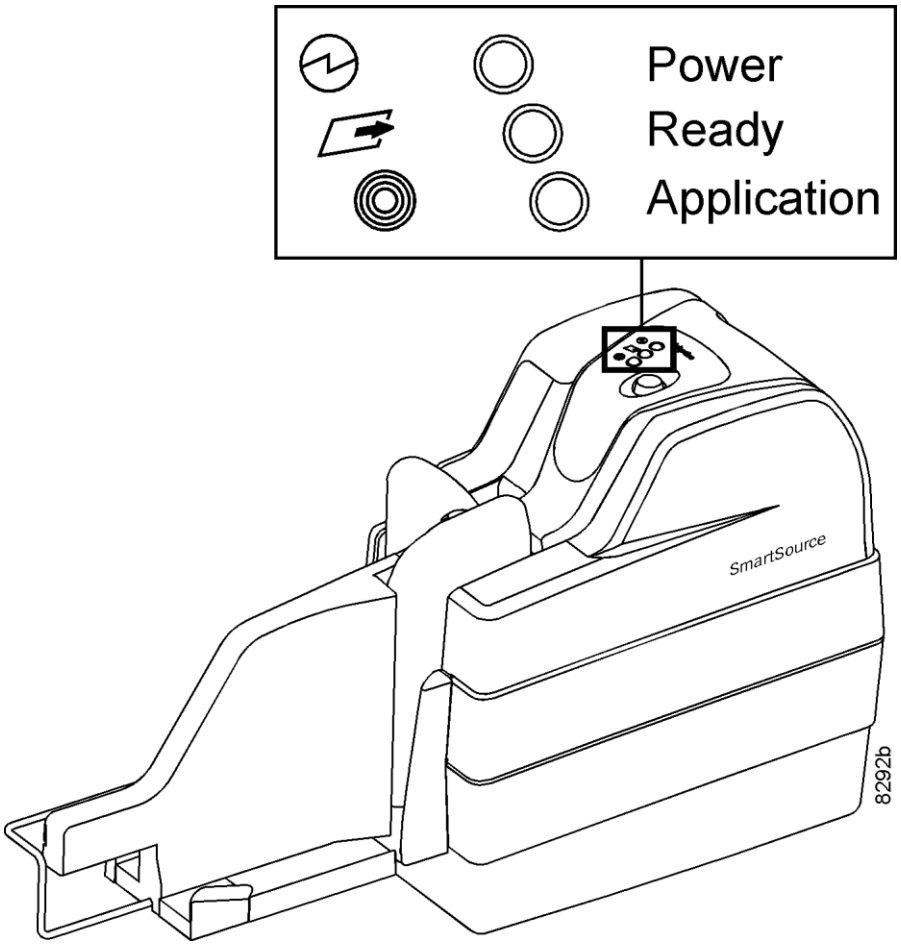


2. When the power cord plug is plugged into an AC outlet, the green light on the power supply should light.
3. When the unit is turned on, the top status light on the unit should be solid green and the middle status light should blink lighter green. Refer to Section 5 if a problem occurs.

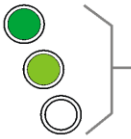
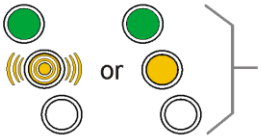


Status Lights

Three lights on the top of the unit indicate the status of the unit and the software application that runs on the host PC. You should consult your application documentation for information on the meaning of the bottom light, the application status light. When lit, this light is always yellow (solid or blinking).



The following table shows the status light colors, patterns/meanings, and operator actions.

Light Pattern	Meaning	Action
	Unit is powered on.	If necessary, prepare application to flow documents.
	Unit is processing documents.	Load (more) documents into feeder bay.
	A problem has occurred (such as a jam, double document, or skewed document in the unit).	Check that documents are within specifications. See “Stopped Document in Track Conditions” later in this section.

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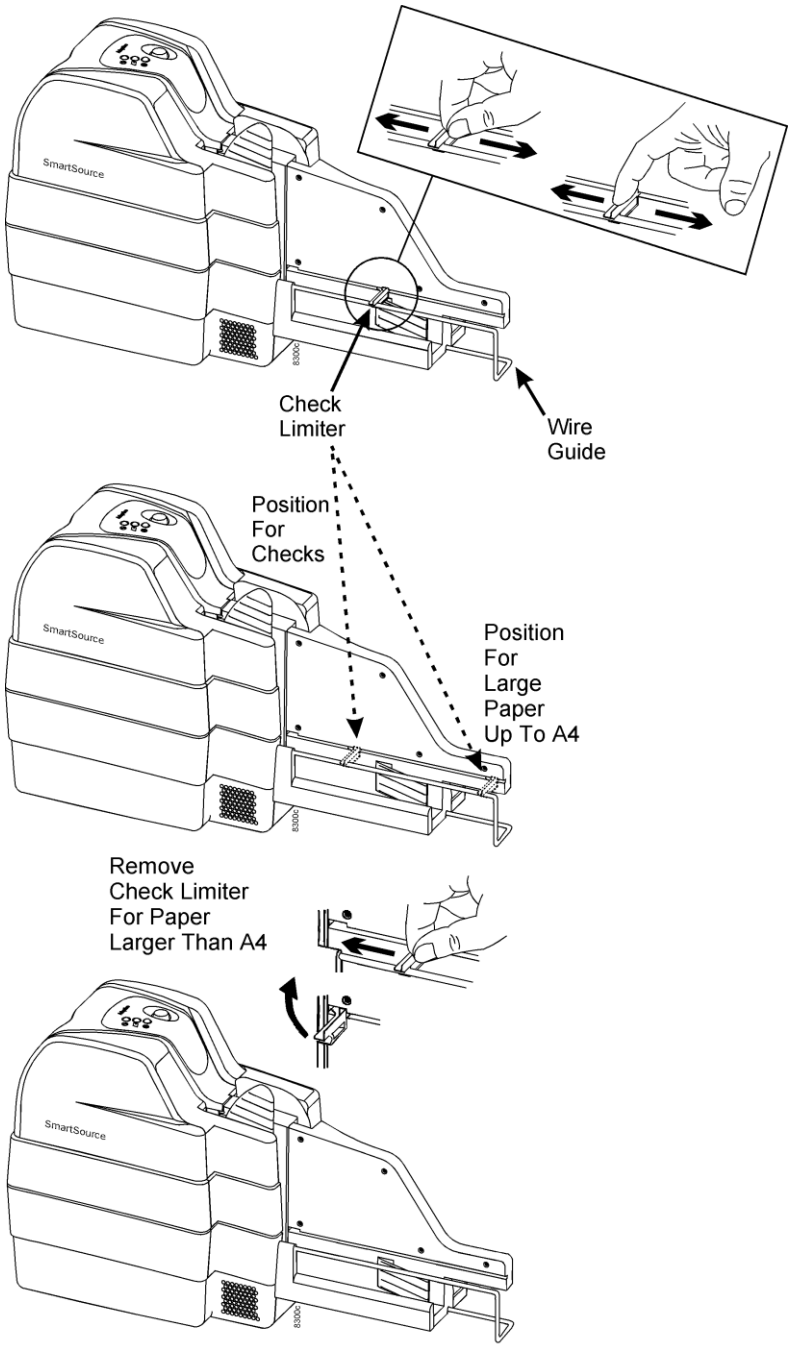
Set Up for Paper Flow

When you prepare to process documents, you should

- Adjust the position of the check limiter
- Remove the covers
- Check the endorser height

Adjust the Check Limiter

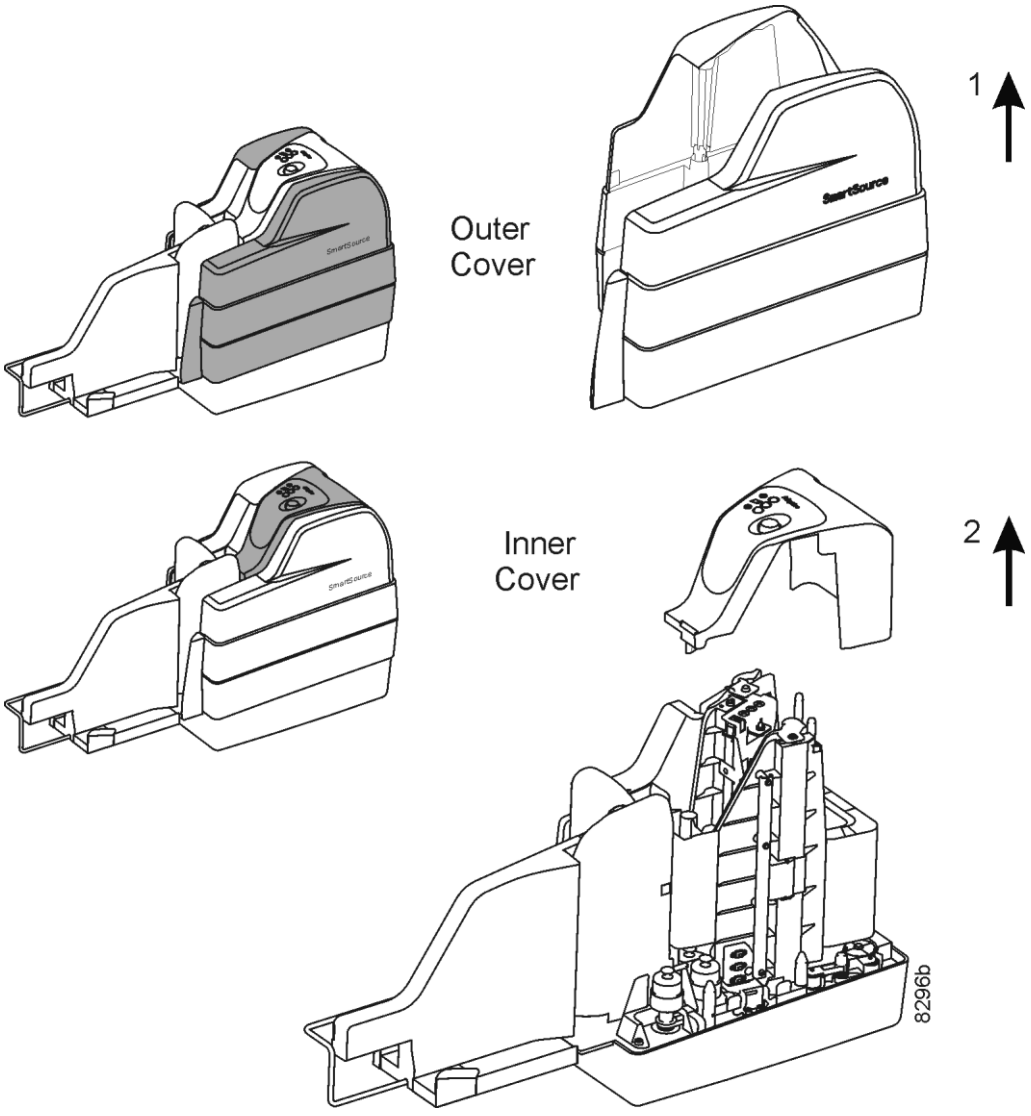
Adjust the position of the check limiter on the wire guide to match the length of checks or papers you will process. Adjust the limiter for the longest check or paper in the batch you will process. Slide the limiter to the end of the wire guide for paper up to A4-size. For paper larger than A4-size, remove the check limiter by pushing the wire guide down, sliding the check limiter to the near end and rotating it upward.



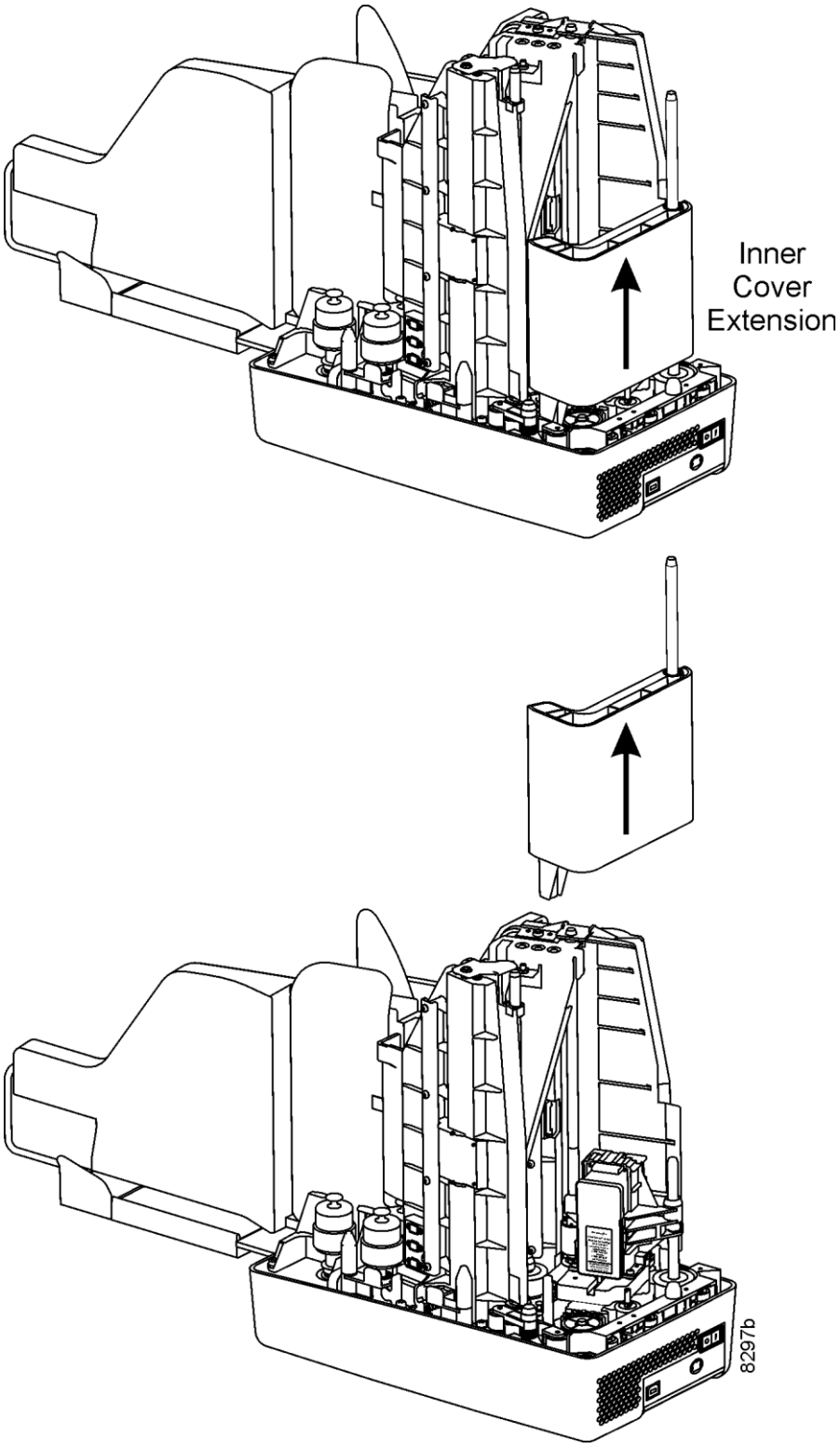
Remove the Covers

The unit has two top covers, and outer cover and an inner cover. There is also an inner cover extension, at the back of the unit, underneath the top inner cover.

1. Remove the top inner and outer covers. Grasp each cover and lift it straight up and off the unit.



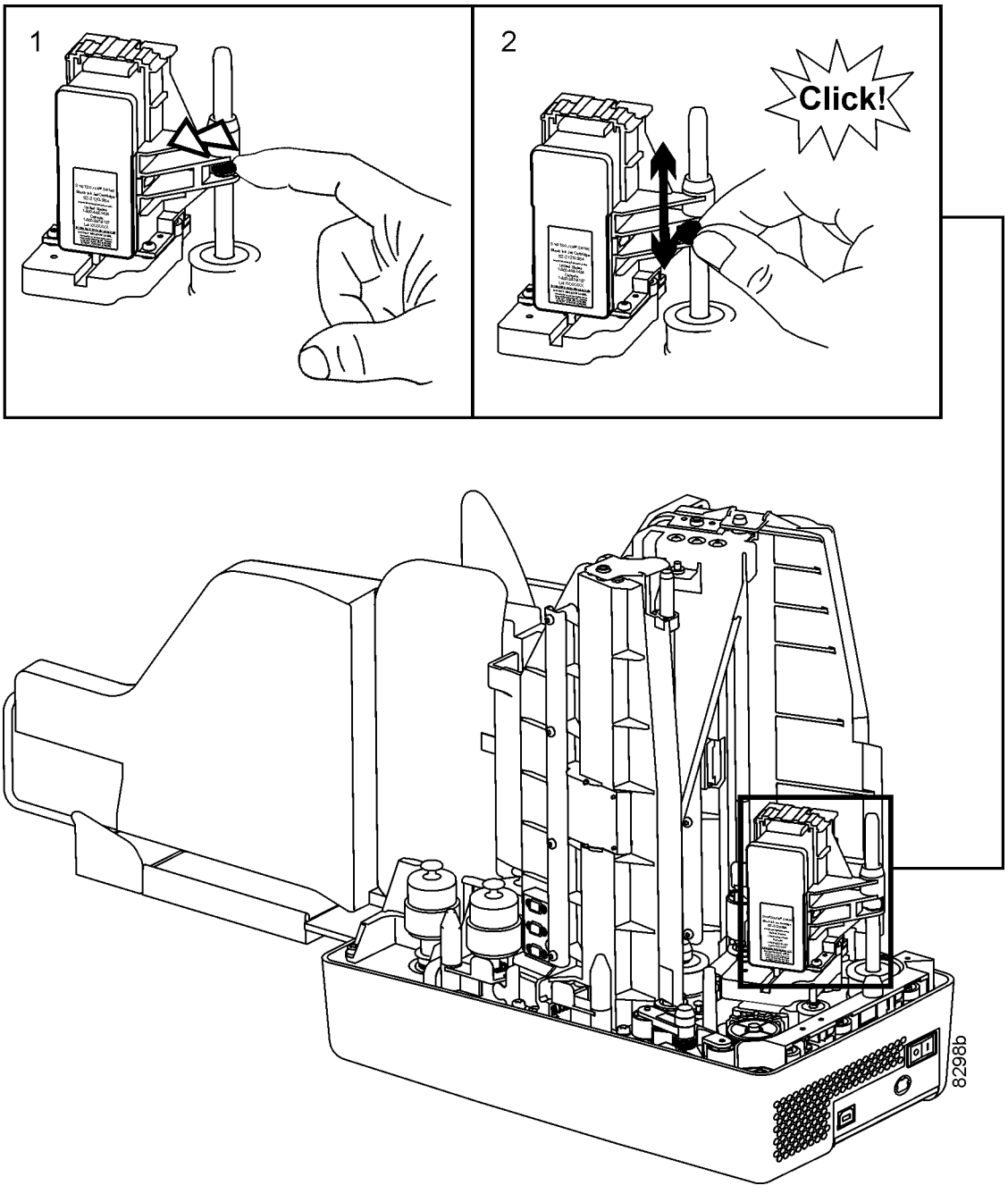
2. Remove the inner cover extension. Grasp it and pull it straight up and off the unit.



Adjust the Endorser Height

The endorser height can be manually adjusted to one of two print positions.

1. Press the tab toward the cartridge to release it.
2. Slide the ink cartridge housing up or down to the desired height until it clicks into place.



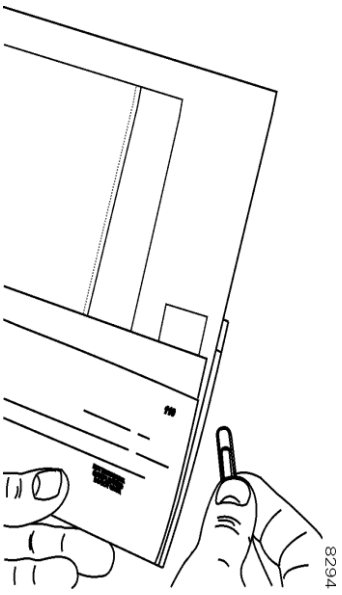
3. Replace the covers, and process one or two documents. Make sure that the endorser position is at the desired height.

Document Preparation

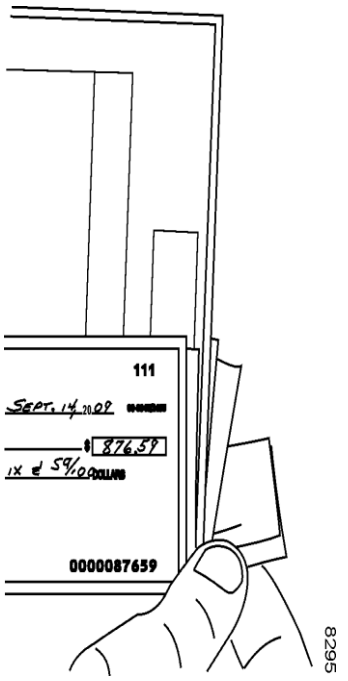
It is important to properly prepare documents for processing. Otherwise, unit performance will be less than satisfactory. You must check documents for acceptable size and condition, and carefully follow the steps in this section to prepare documents for processing.

- Check for acceptable size. The unit is designed to process paper 63.5 mm high x 114.3 mm long (2.5 in. x 4.5 in.) to A4-size paper, and mixed-size batches of these documents.
- Smooth out creases, folds, curls, and dog-ear corners.

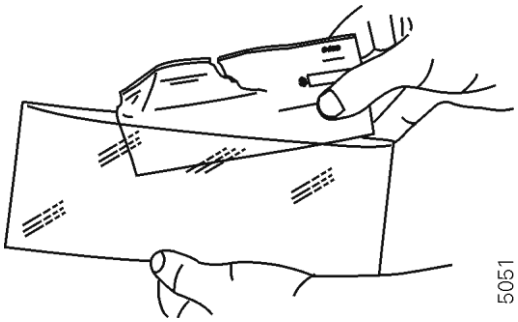
- Remove rubber bands, paper clips, staples, or foreign objects.



- Remove items smaller than 2.5 inches high and shorter than 4.5 inches long such as adding machine tapes, stubs, and scraps of paper.



- Repair torn, damaged paper, or place each damaged item in a carrier envelope.

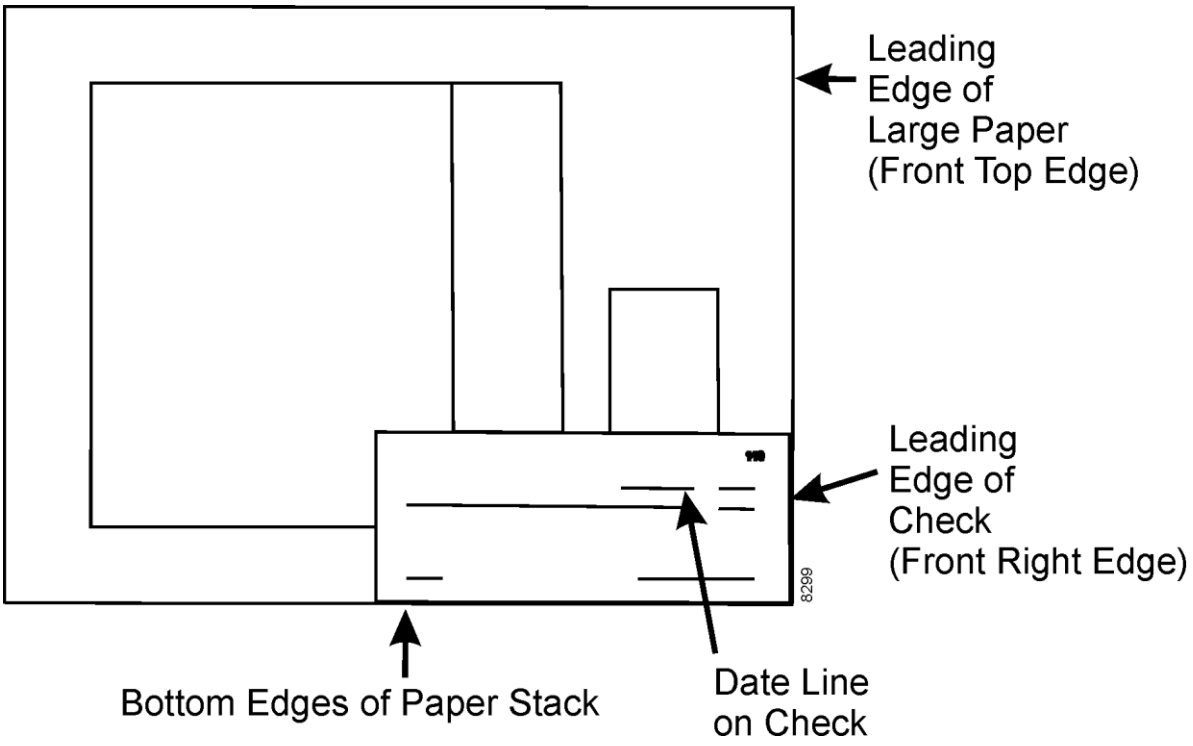


- **Do not** use tape to repair areas with code line or encoded amount information.

Align Checks and Papers for Loading

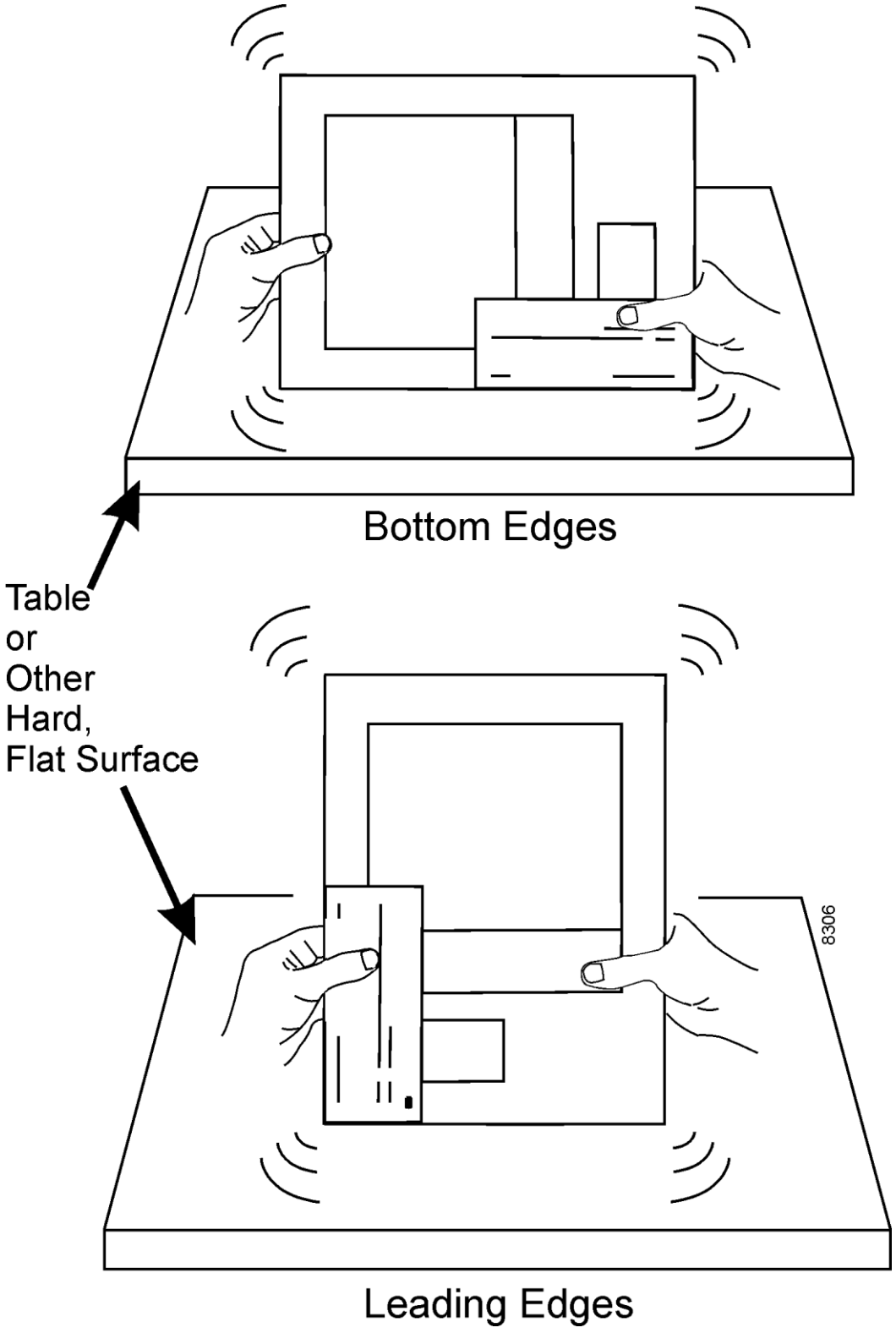
- Make sure to arrange all papers and checks so that printed sides face up, and all face the same direction.
- The date line on checks should be in the upper right corner.

- Align all papers and checks/items in the stack.
- Right edges of checks and top edges of large papers will be the **leading edges** of the paper stack when paper is fed into the unit.



The paper bottom and leading edges of the stack of items must align for satisfactory paper feed.

- Jog in jogger for 5 seconds minimum,
  - OR
- Tap bottom/leading edges on hard, flat surface repeatedly.

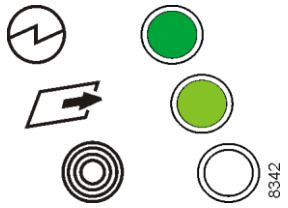

Bottom Edges
Table
or
Other
Hard,
Flat Surface
8306
Leading Edges

Inserting Documents

- Insert items one at a time or in batches that fit easily in the feeder.

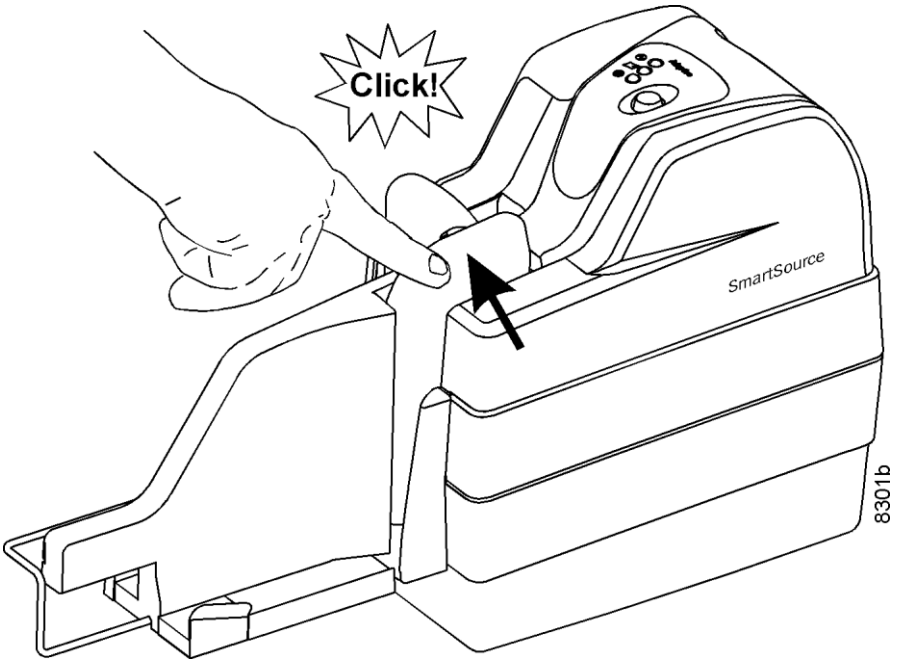
  Note: *It is recommended that the maximum number of documents inserted in the feeder bay should not exceed 30.*

- Wait for two green status lights.



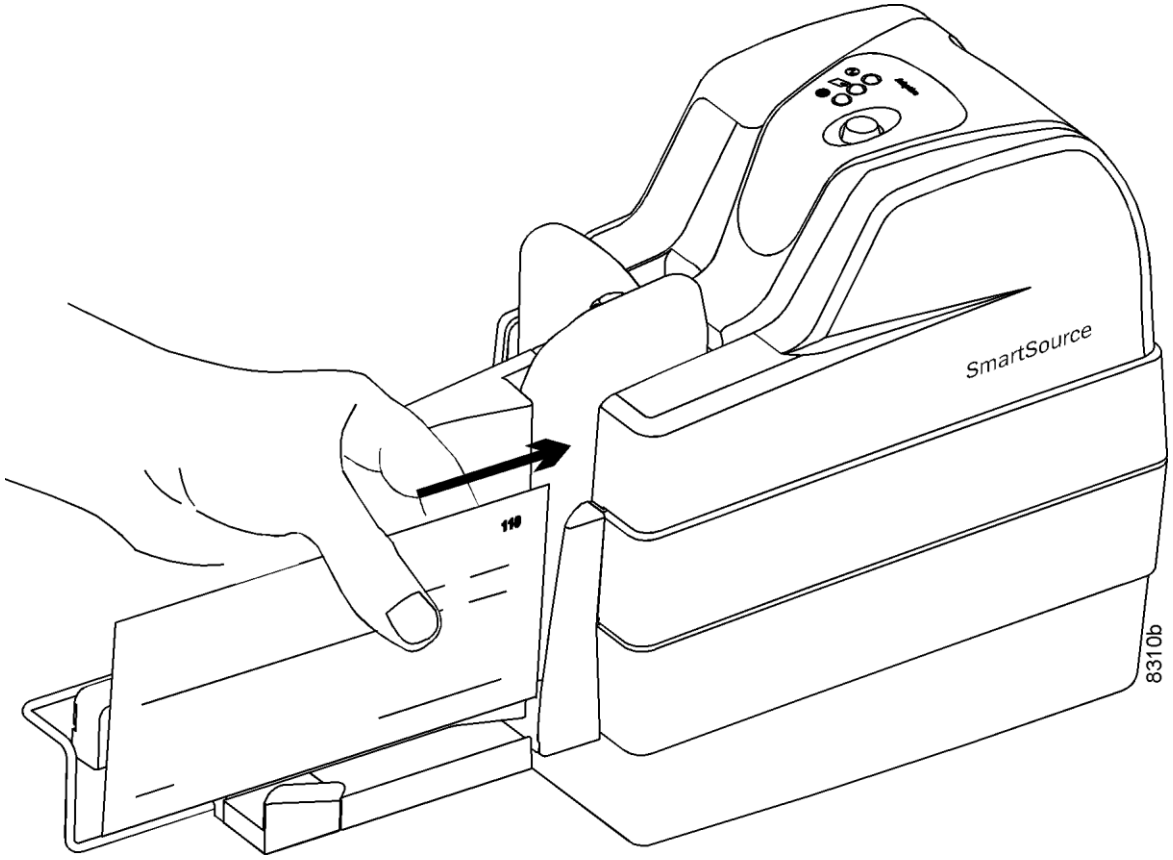
1. It is recommended that you push the feeder flag back toward the pocket side of the unit until it clicks and locks into place. Then, insert documents into the feeder bay.

Note: *Open Adaptive units have an automatic flag that is open/automatically positioned toward the center of the unit before the feeder is loaded and document processing begins. You do not have to push the flag back on these units.*

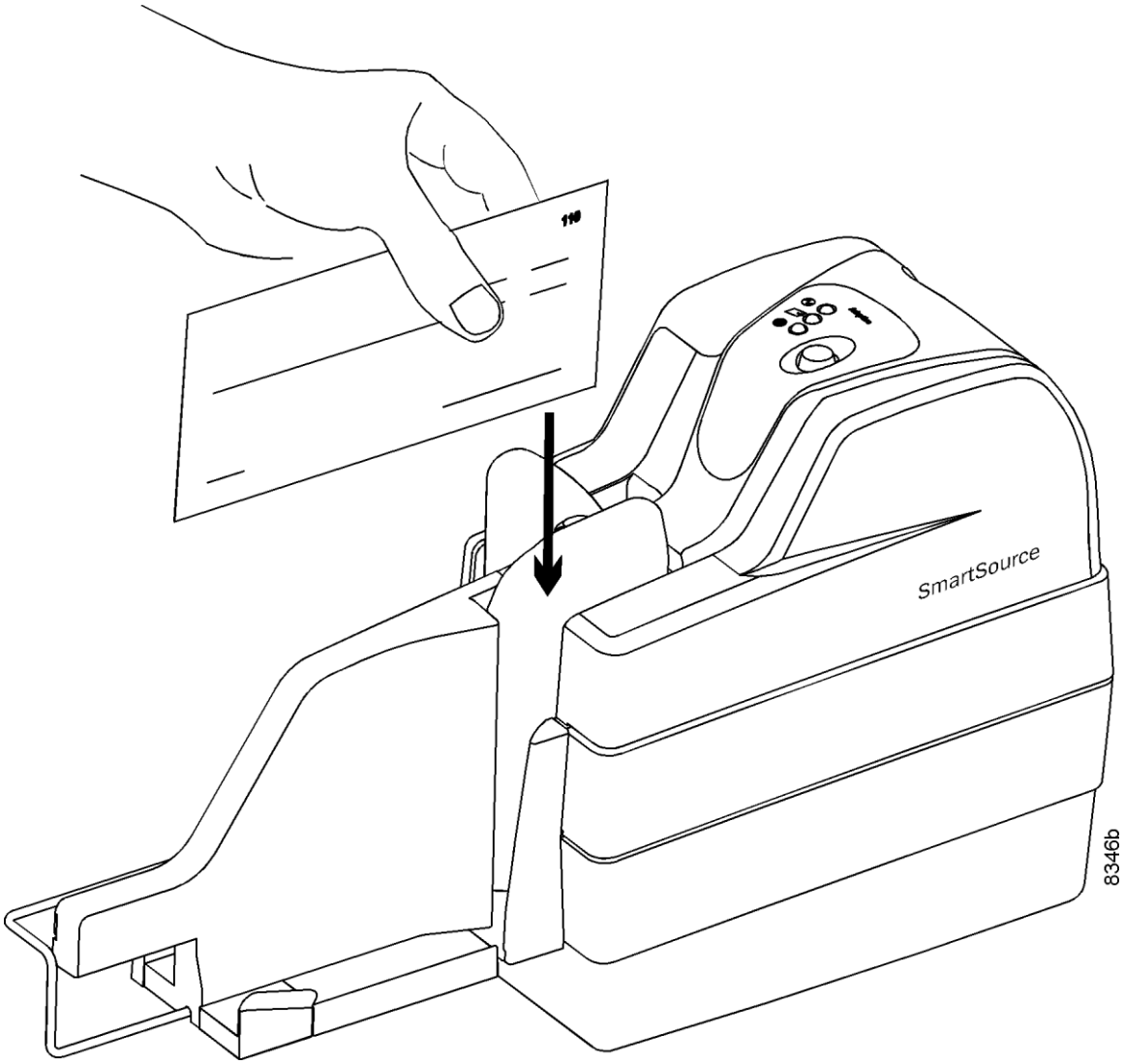


2. For single items or a few items:

   a. Slide paper past the feeder flag into the unit.



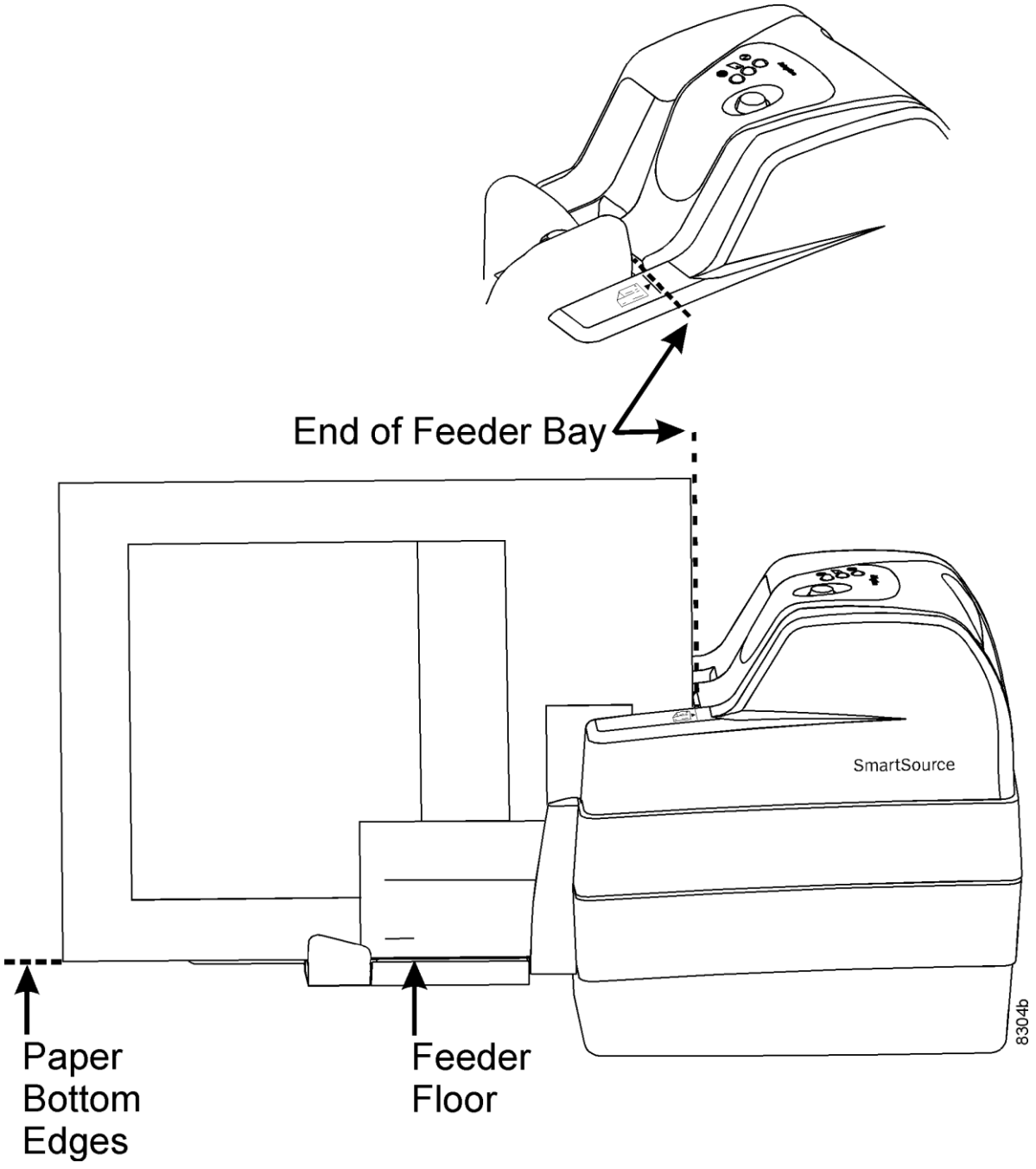
   b. Or, drop paper down into the feeder bay.



3. Slide papers forward to the end of the feeder bay - printed sides face the side of the unit, not the feeder flag.

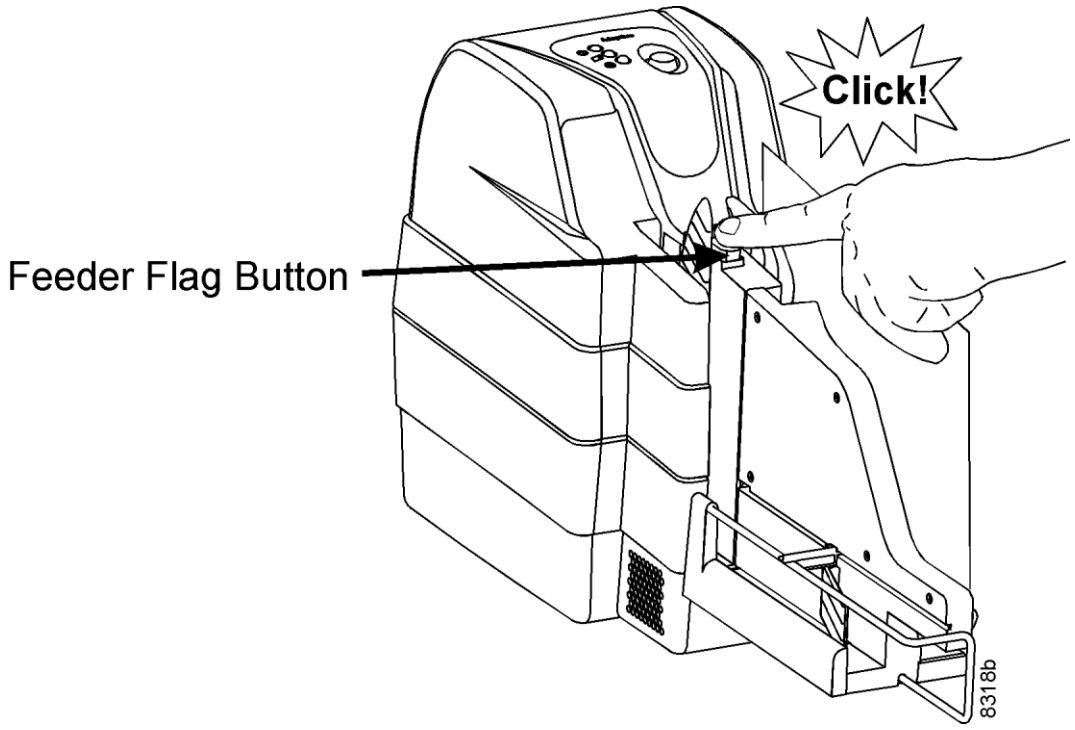
   Paper bottom edges should touch and be aligned with the feeder floor.

> **Caution**
>
> If feeding more than one item, do not slide or push papers into the unit past the end of the feeder bay.



There is an insertion icon on the outer cover of the unit that shows the location of the end of the feeder bay.

4. Press and release the feeder flag button.



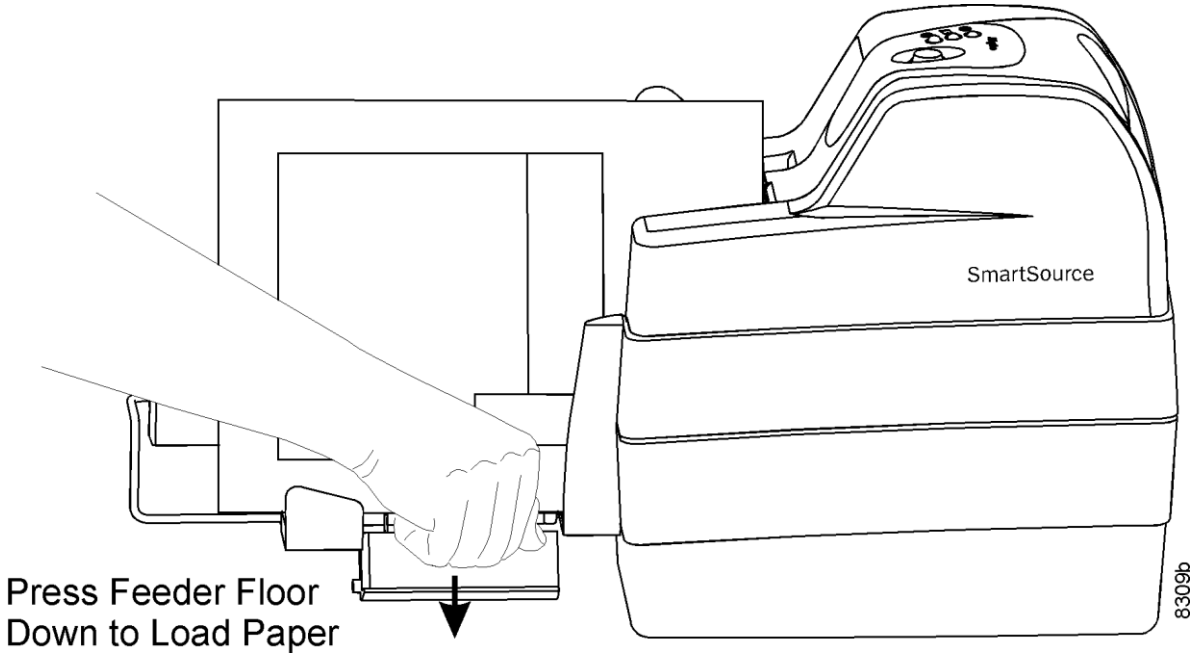
The flag moves back against the paper and holds the paper in the feeder bay.

Note: *Open Adaptive units have an automatic flag that is open/automatically positioned toward the center of the unit before the feeder is loaded and document processing begins. There is no feeder flag button on these units.*

Alternate Methods of Loading Documents

You can drop or slide a single piece of paper (or a few items) past the feeder flag and into the unit without locking/releasing the feeder flag. You must be sure, however, that the paper bottom edges touch and are aligned with the feeder floor.

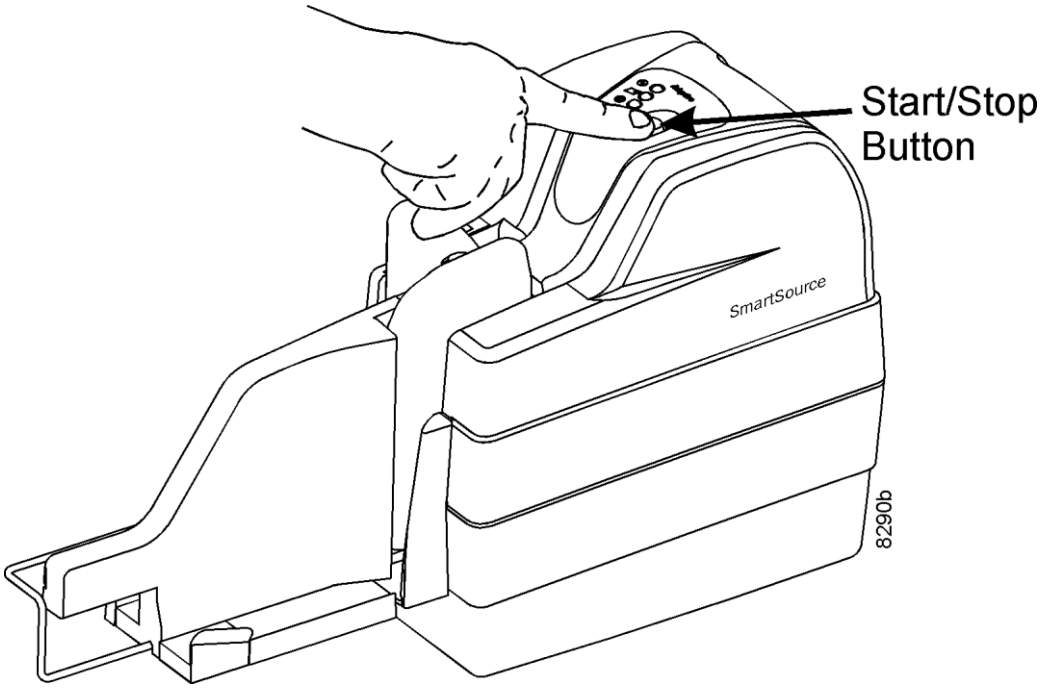
You can press down on the hinged feeder floor to more easily insert large or mixed-size paper into the feeder.



Processing Documents (Document Flow)

1. To initiate document processing, use either your application software user interface, or press and release the Start/Stop button.

   Note: *Start/Stop Button functions are dependent on your application. Refer to your application instructions.*



2. To continue running more items, insert additional documents in the feeder bay using the procedure in "Inserting Documents" earlier in this section. Press the Start/Stop button, or use your application software user interface to resume document processing.

Start/Stop Button

The Start/Stop button initiates document processing. Use the Start/Stop button to:

- Start or stop document flow.
- Restart document flow after a track stop (center status light is amber).
- Clear stopped items in the track. **Hold down the Start/Stop button for three seconds** to move the stopped item(s) in the track to a pocket ("flush the track").

Remove Paper from Pocket and Check Work

To prevent jams, you should remove paper from the pocket when the pocket is nearly full. Pocket capacity is approximately 30 items. Verify that endorsements are clearly printed, and that image quality is acceptable (if the application allows image viewing).

Stopped Document in Track Conditions

If an item stops in the track, or does not fully enter a pocket, it must be removed from the track before paper can flow again.

> ***Note:*** *When this happens, you must check your application documentation for information on clearing stopped items and* ***perform the necessary recovery steps****.*

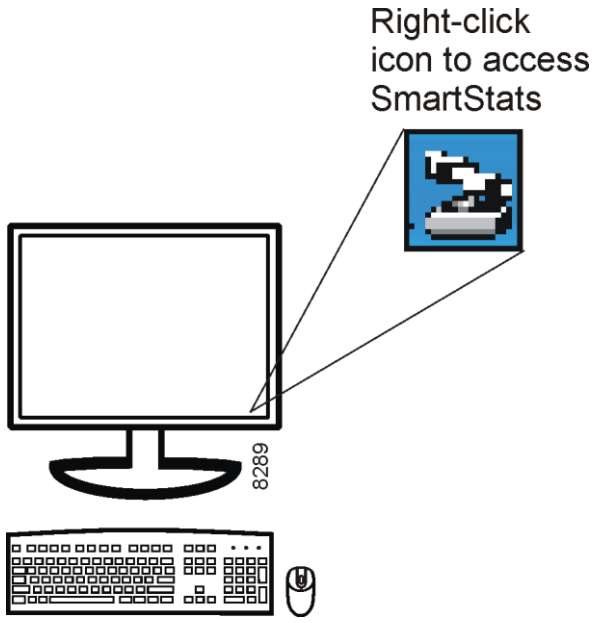
The item may have stopped in the track due to one or more of the following:

- Unacceptable size
- Creases, folds, curls, or dog-ear corners
- Rubber bands, paper clips, staples, or foreign objects
- Check stubs or adding machine tapes
- Torn or damaged paper

Prepare paper properly for flow to prevent or minimize document stops in the track. See "Document Preparation" earlier in this section.

> If there are repeated problems with documents moving through the track, see Section 5 of this guide, "Jams or Unexpected Document Stops."

For additional information, if a paper stop occurs, check the SmartStats software utility (if installed):



Clearing Stopped Items in Track

When an item stops in the track, there are two methods to clear the track:

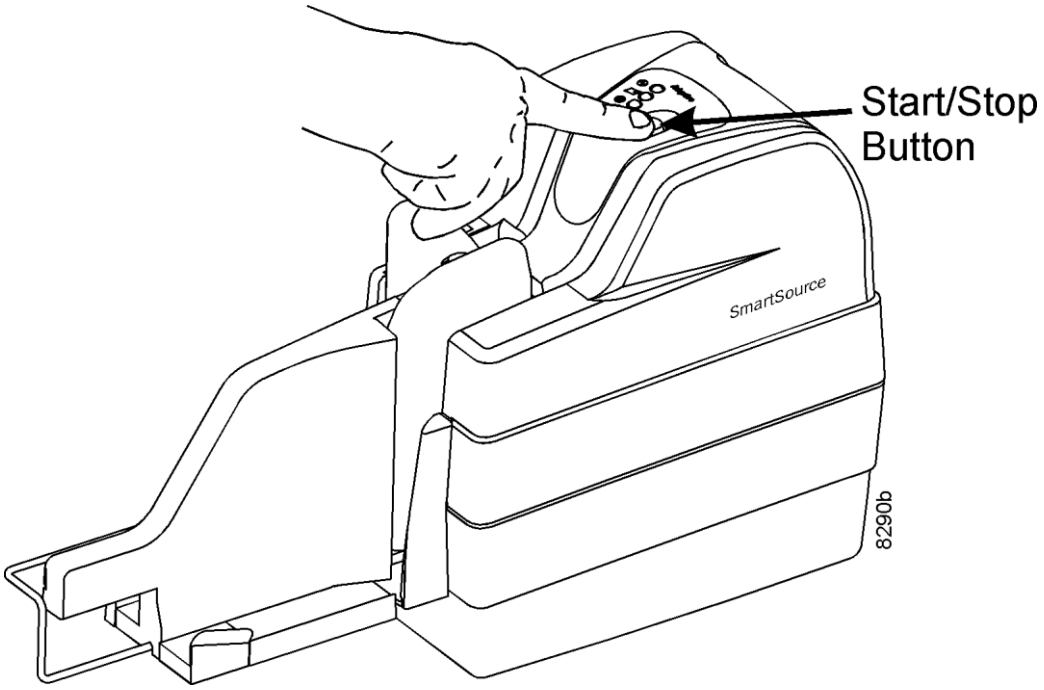
- Use the Start/Stop button to move the item to a pocket.
- Manually remove the item from the track.

Using the Start/Stop Button to Move Stopped Items to a Pocket

You should first try to flush the stopped item from the track using the **Start/Stop button**.

1. **Press and hold down the Start/Stop button for three (3) seconds** to move the item through the track to the pocket. Leave the items in the pocket once the track is cleared.

   Note: *Start/Stop Button functions are dependent on your application. Refer to your application instructions.*

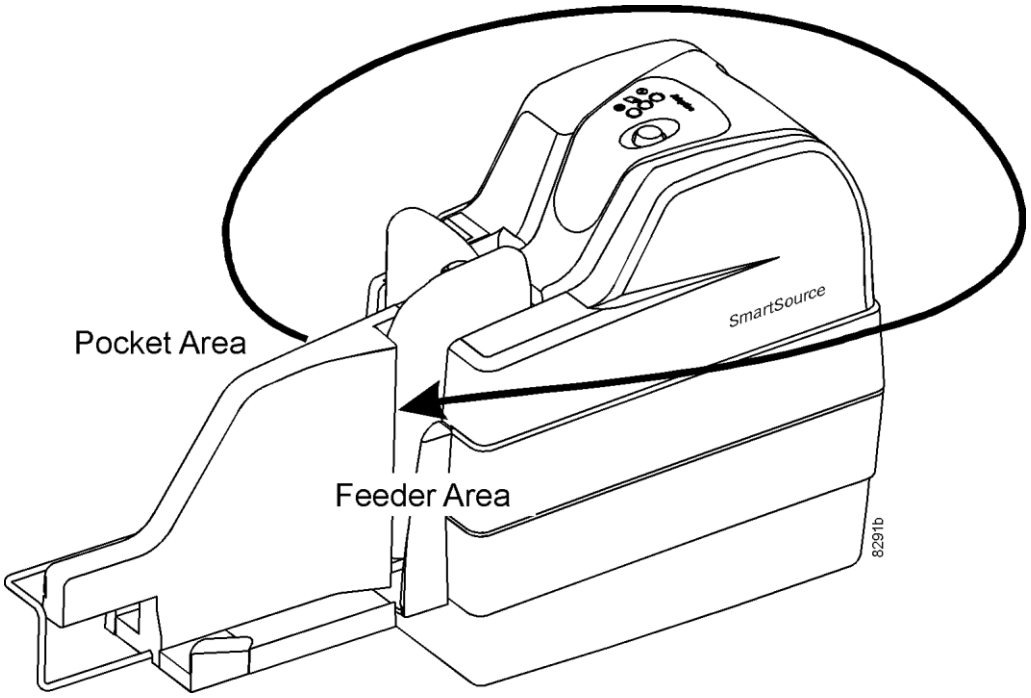


2. **If an item remains in the track after holding down the Start/Stop button for three seconds, you must manually remove the item from the track.** You may be able to remove some stopped items without removing the covers.

   Whether you remove covers or not, keep items in the same order in which they were inserted for processing.

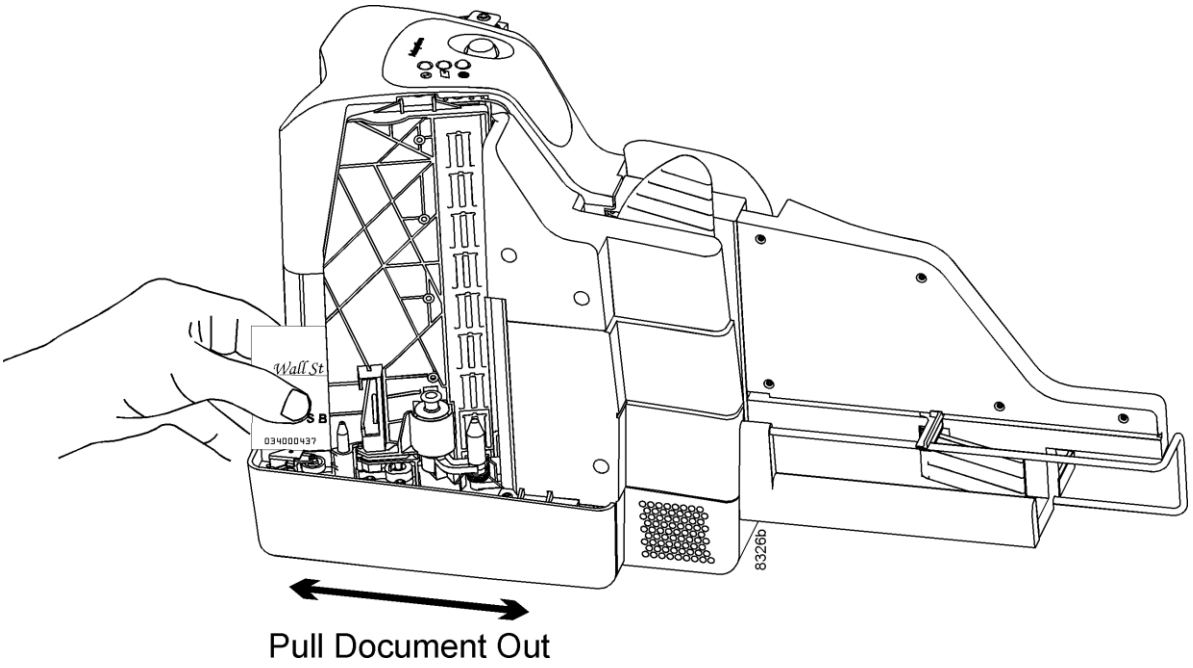
Manually Removing Stopped Items from Track

1. Remove items starting at the pocket area first, and work back to the feeder area.

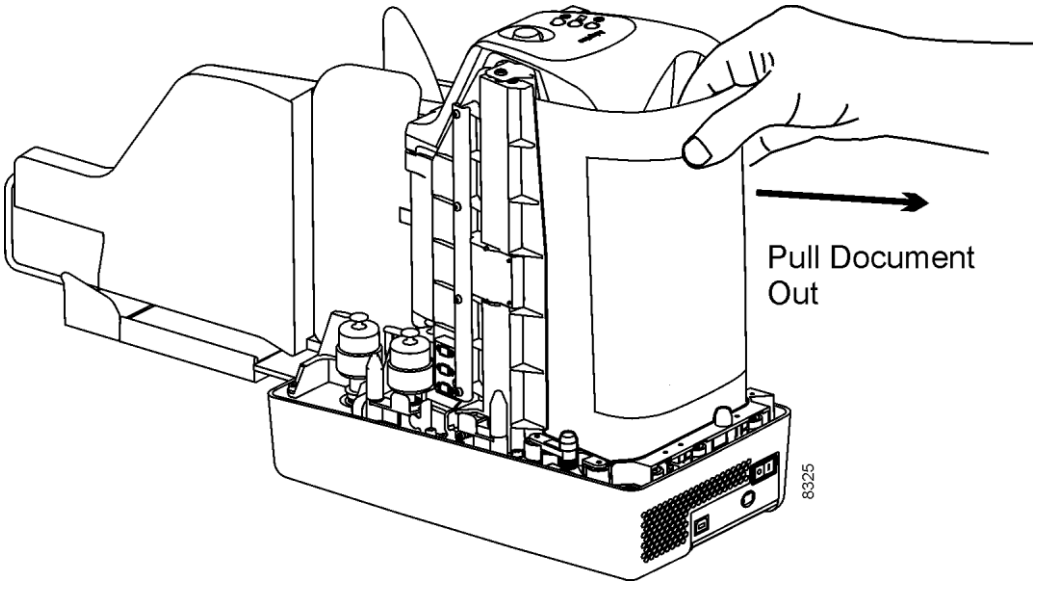


2. Remove the top outer cover and check the location of the stopped item in the track.

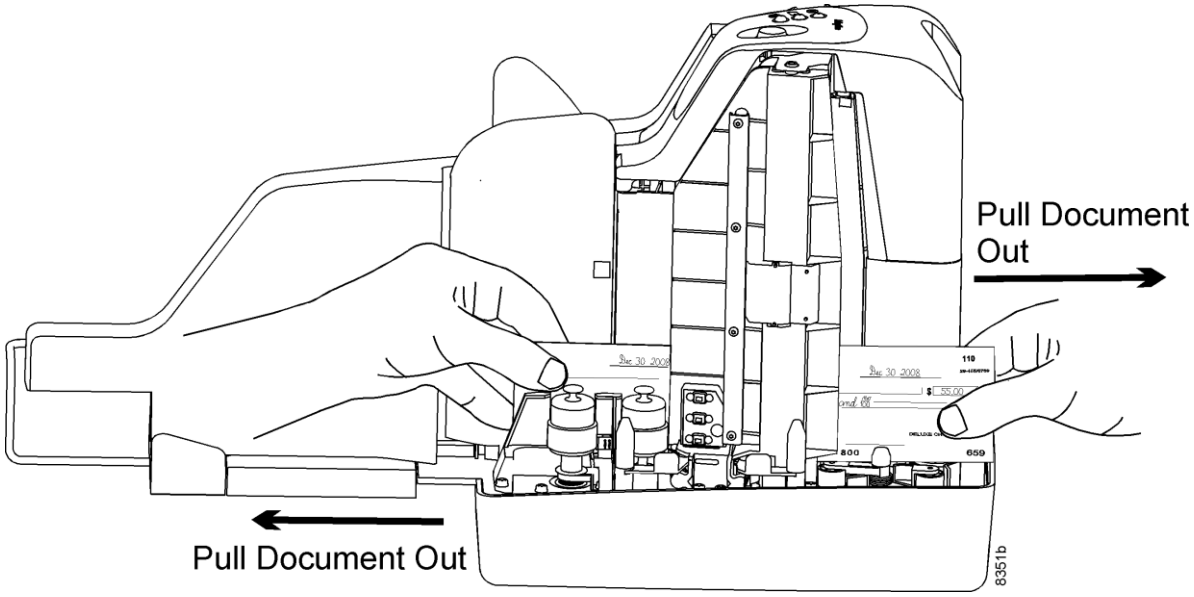
3. For items stopped in the track on the pocket side, pull the items out toward the back or front of the unit.



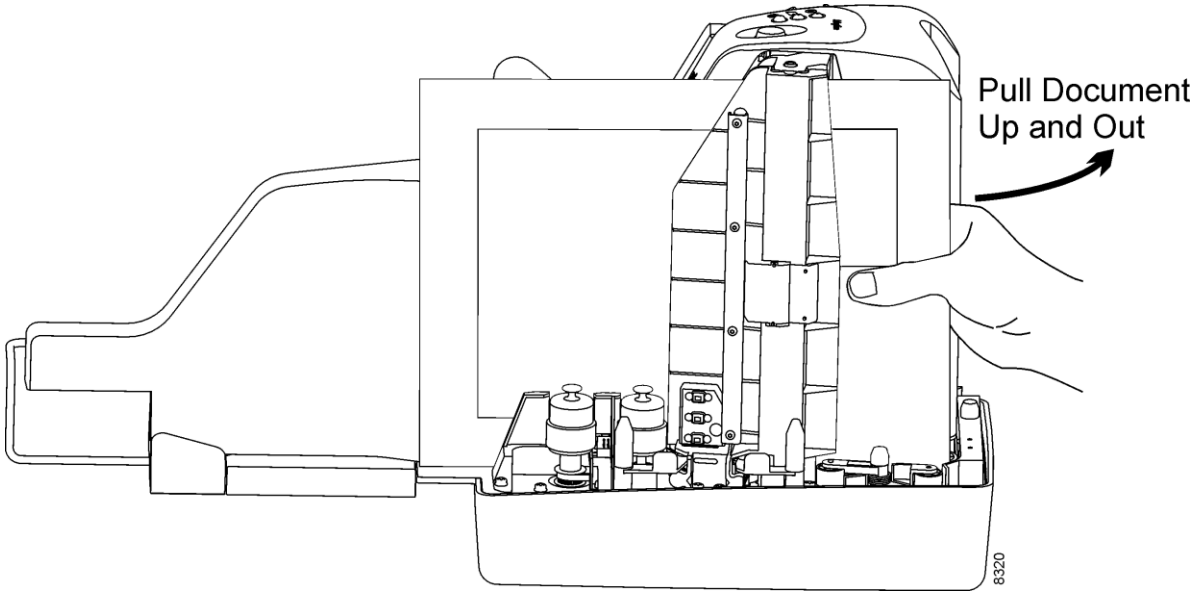
4. If large paper has stopped in the track at the back of the unit, pull it out and away from the unit.



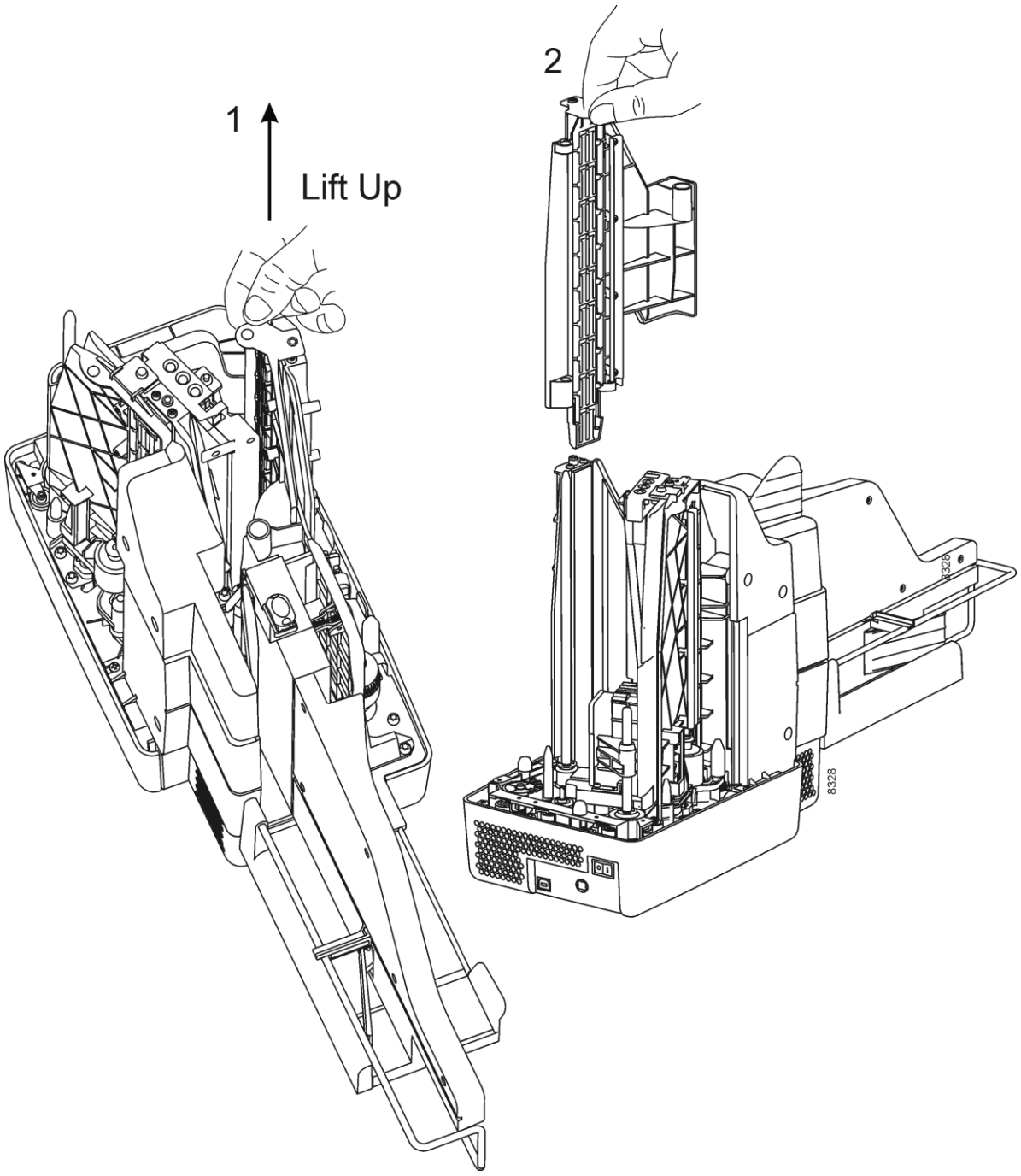
5. For stopped checks on the feeder side of the unit, remove large items in the feeder bay and set them aside. Then, pull paper out toward the back or front of the unit.



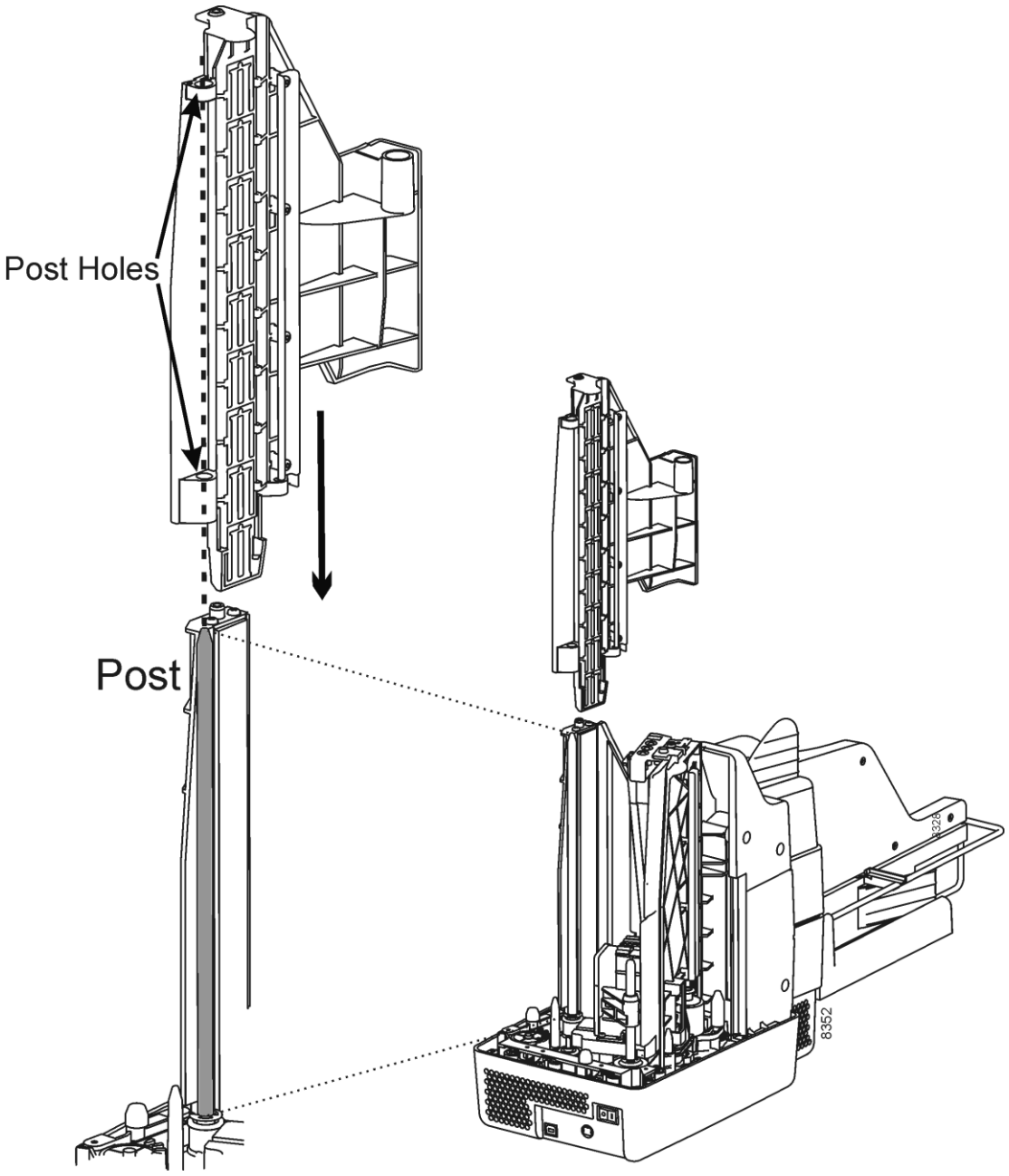
6. If large paper has stopped on the feeder side of the unit, remove large items in the feeder bay. Then, pull sheets of paper upward slightly and then out of the unit.



7. When removing large paper from the back on the feeder side, if there are any problems, remove the inner top cover (as described earlier in this section) and remove the front image wall. Then, pull the stopped paper out of the unit.



8. After the document has been removed from the track, replace the front image wall. Fit the round post holes on the wall over the tall post.



9. Replace the top outer and inner covers.

   Note: *Replace the outer cover first as this makes the alignment of the inner cover on the unit easier.*

10. Consult your application documentation for the necessary recovery steps on reinserting and feeding items that were removed from the unit/track.

Section 3
Cleaning the Unit

Processing of paper documents will over time generate debris such as paper dust, staples, or other foreign matter that will require operator cleaning in order to maintain peak operating performance of the unit.

The SmartSource has been designed to make cleaning easy to perform, and it is recommended that cleaning operations be performed by the operator on an "as needed" basis.

This section identifies the cleaning procedures that are required, illustrates how to properly complete these procedures, and describes the cleaning supplies. Digital Check has available a variety of cleaning supplies and replacement items specifically designed to maintain the SmartSource units.

Cleaning procedures target specific critical components and devices inside the SmartSource unit. Cleaning procedures are implemented when specific performance and/or operational problems occur.

The main areas of the unit that may require cleaning are the following:

- Track (paper path)
- Front and rear image glass
- Rear image camera removable wall
- Fixed rear image camera wall
- Endorser cartridge and cartridge housing

Cleaning Supplies

Order SmartSource cleaning supplies from Digital Check at 1-847-446-2285, or go to www.digitalcheck.com, click on the 'Online Store' link

Supplies and Description	Supply Order No.
Track Clearing Spatula (package of 5)	75-0381-907
Image Glass Cleaning Pads, presaturated with isopropyl alcohol (package of 80)	75-1804-907
Microduster (box of four 10 oz. cans)	75-0501-900
Cotton Wiping Cloths (6 in. x 6 in.) (box of 150)	75-2010-884

See Section 4 of this guide for information on replacement items.

Cleaning Sequence

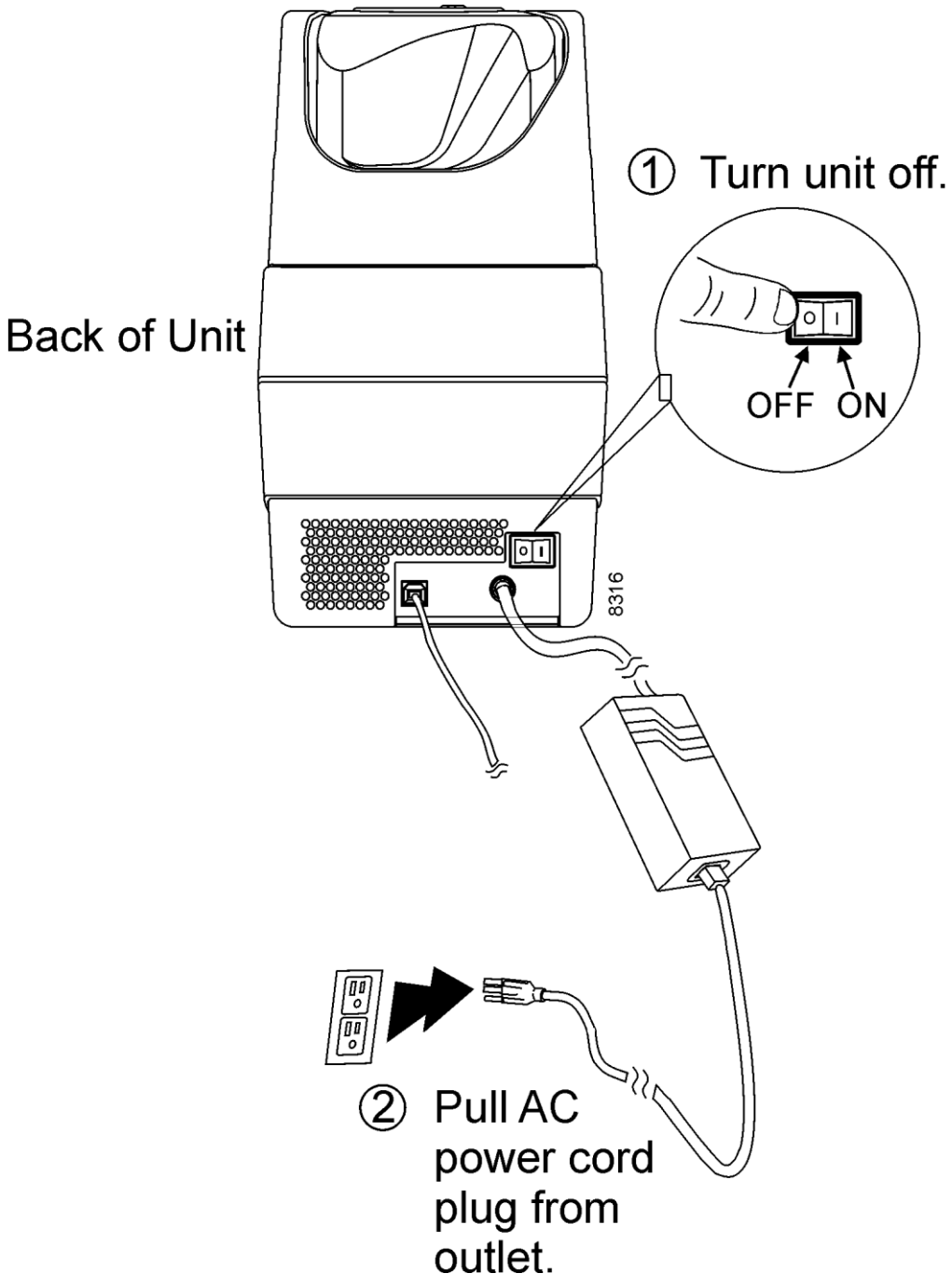
Follow these procedures, in the order that they are presented in this section, to clean the unit.

- Turn the unit off
- Remove the top inner and outer covers
- Remove the front image camera removable wall
- Remove the franker roller (if present) and the rear image camera removable wall
- Clean the rear image camera removable wall (and, if necessary, replace the ink pad)
- Remove staples, paper clips, and visible debris from the track
- Blow air along the entire track (paper path) with a microduster
- Clean the front and rear image glass and the fixed rear image camera wall
- Clean ink off the endorser cartridge and cartridge housing (as needed to maintain print quality – omit this procedure if print quality is acceptable)

Turn Unit Off

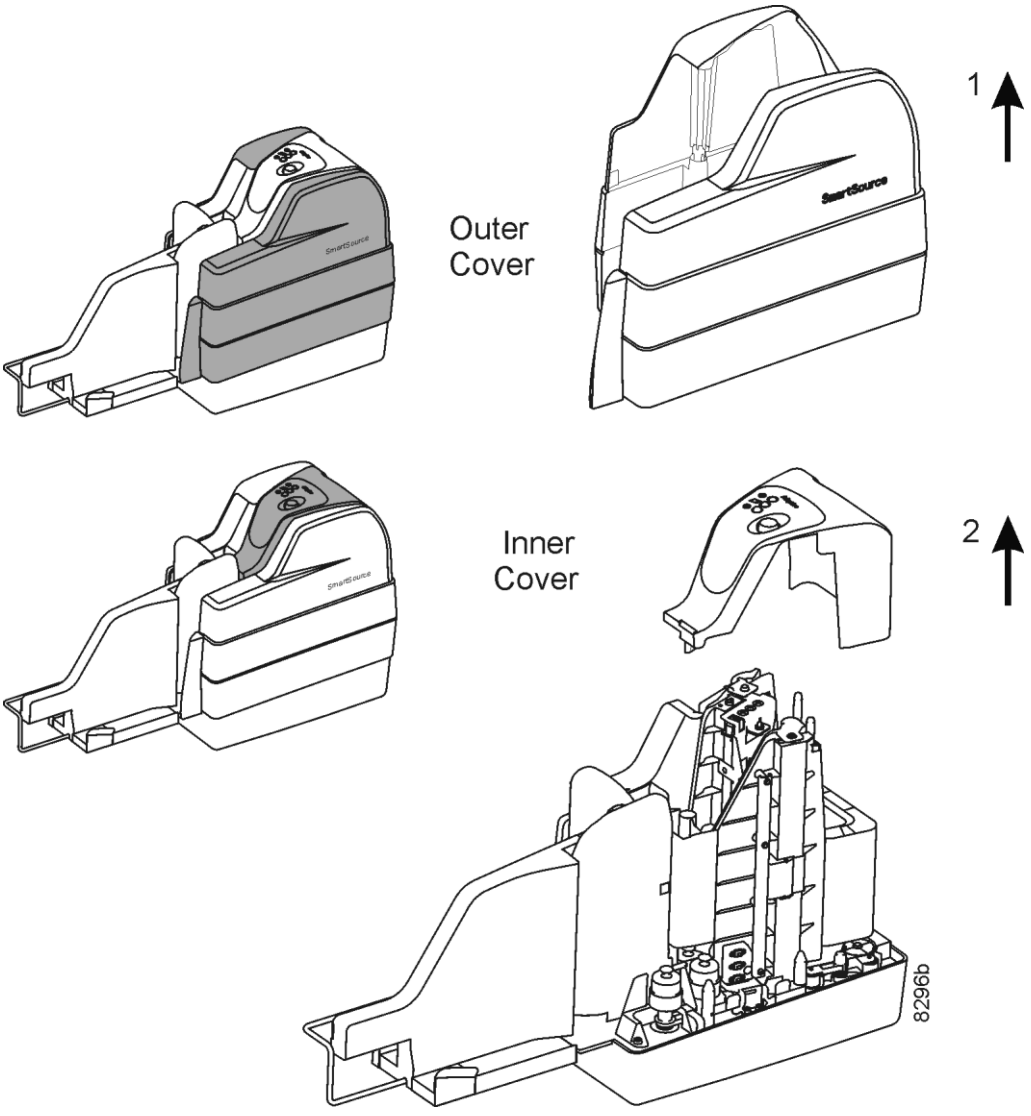
WARNING

Turn the unit off as shown in the following illustration.

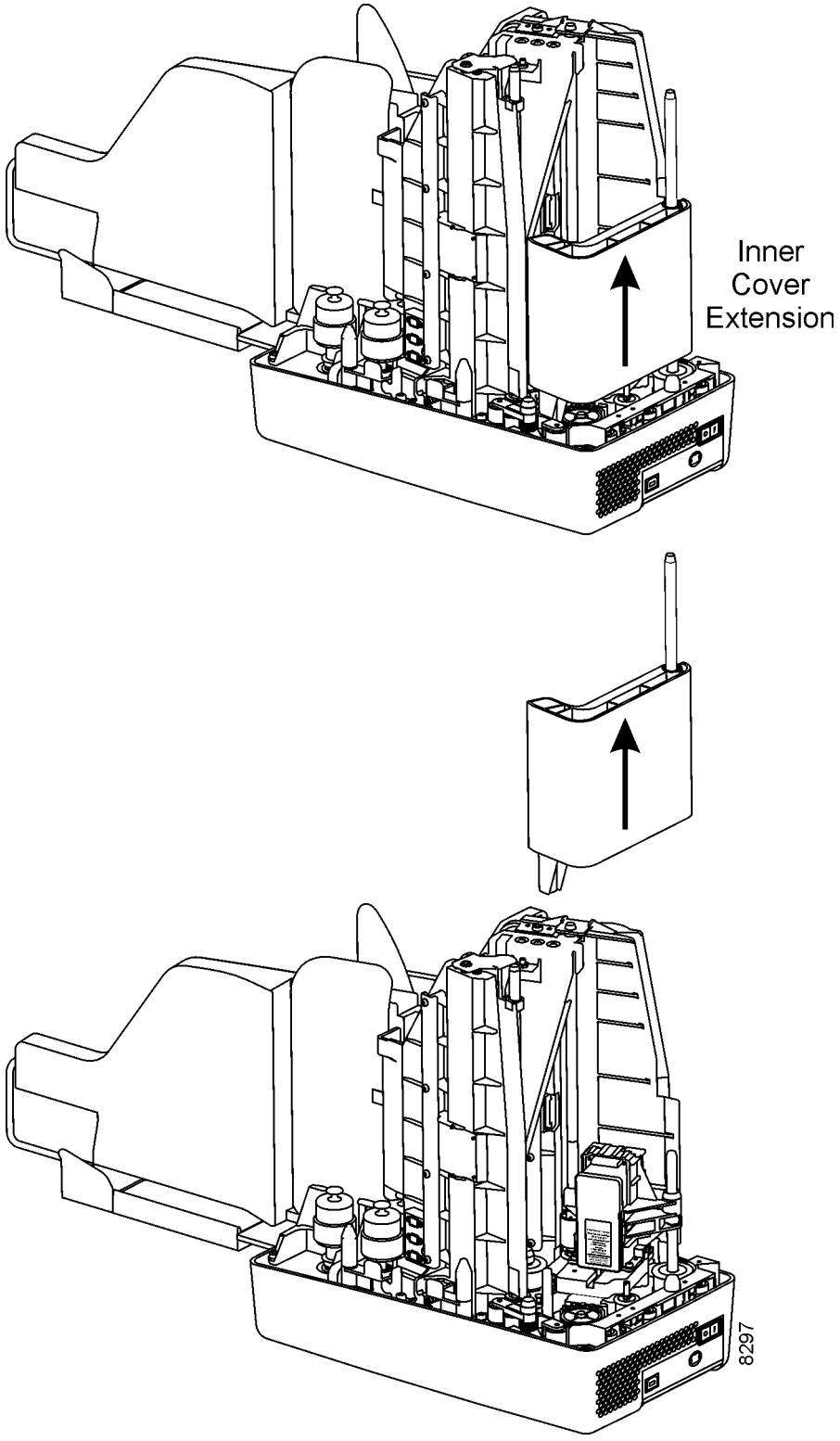


Remove Outer and Inner Covers

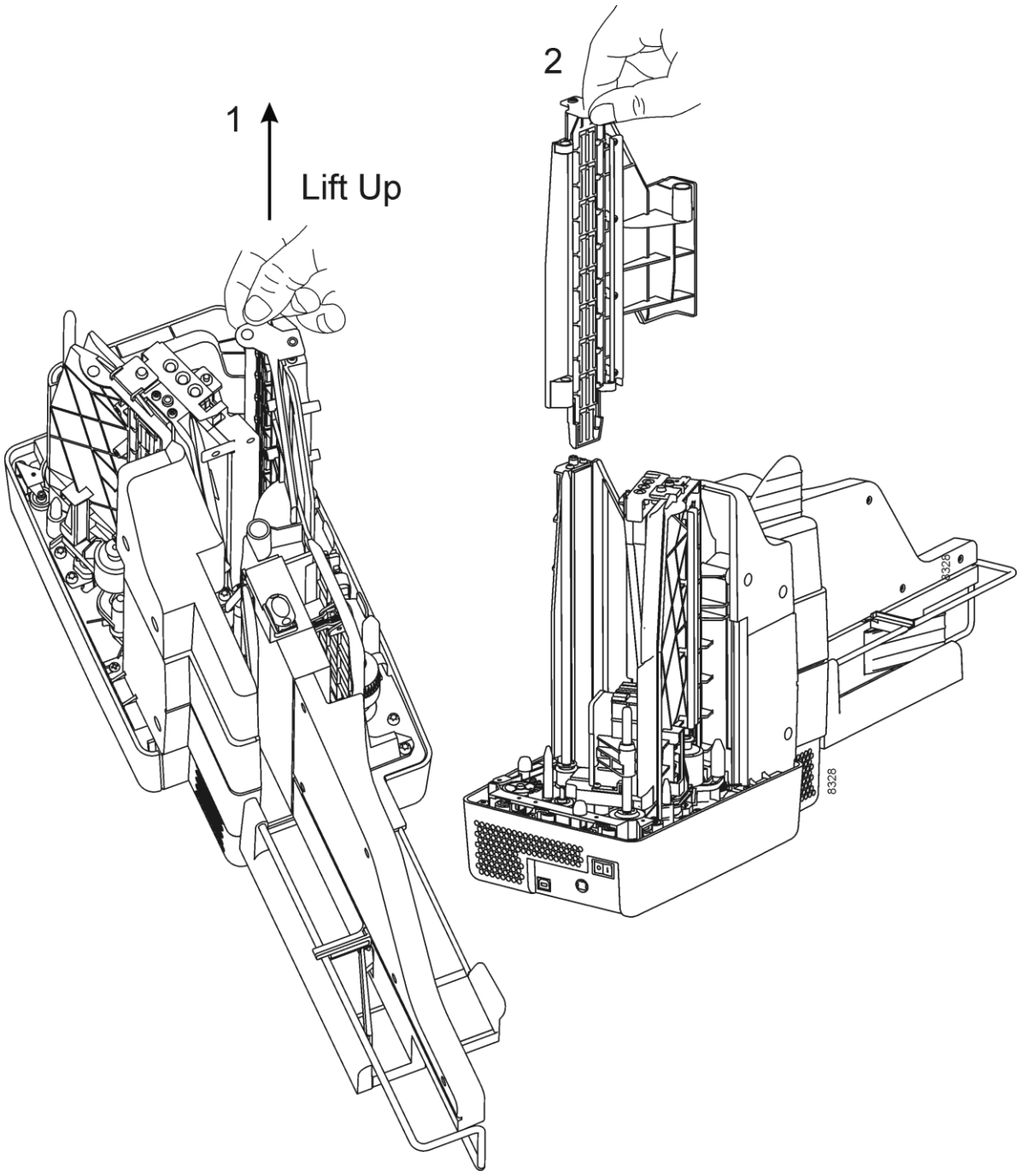
1. Remove the top outer and inner covers. Grasp each cover and lift it straight up and off the unit.



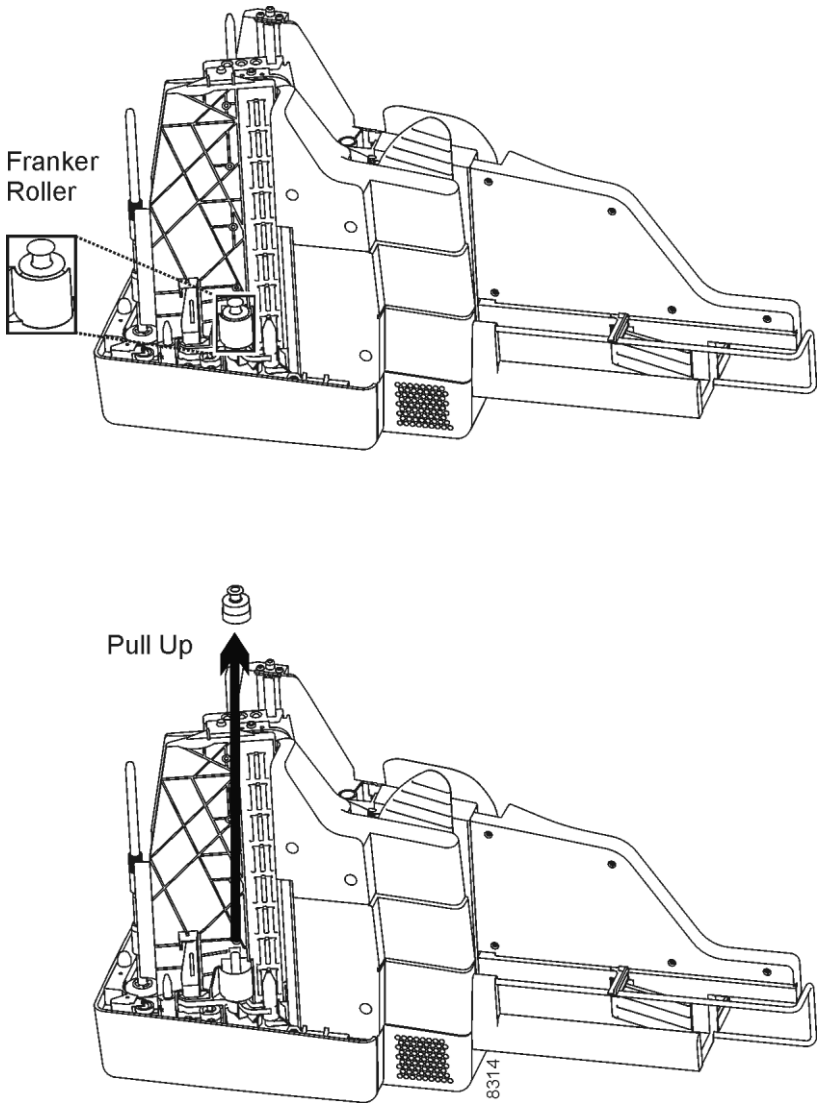
2. Remove the inner cover extension. Grasp it and pull it straight up and off the unit.



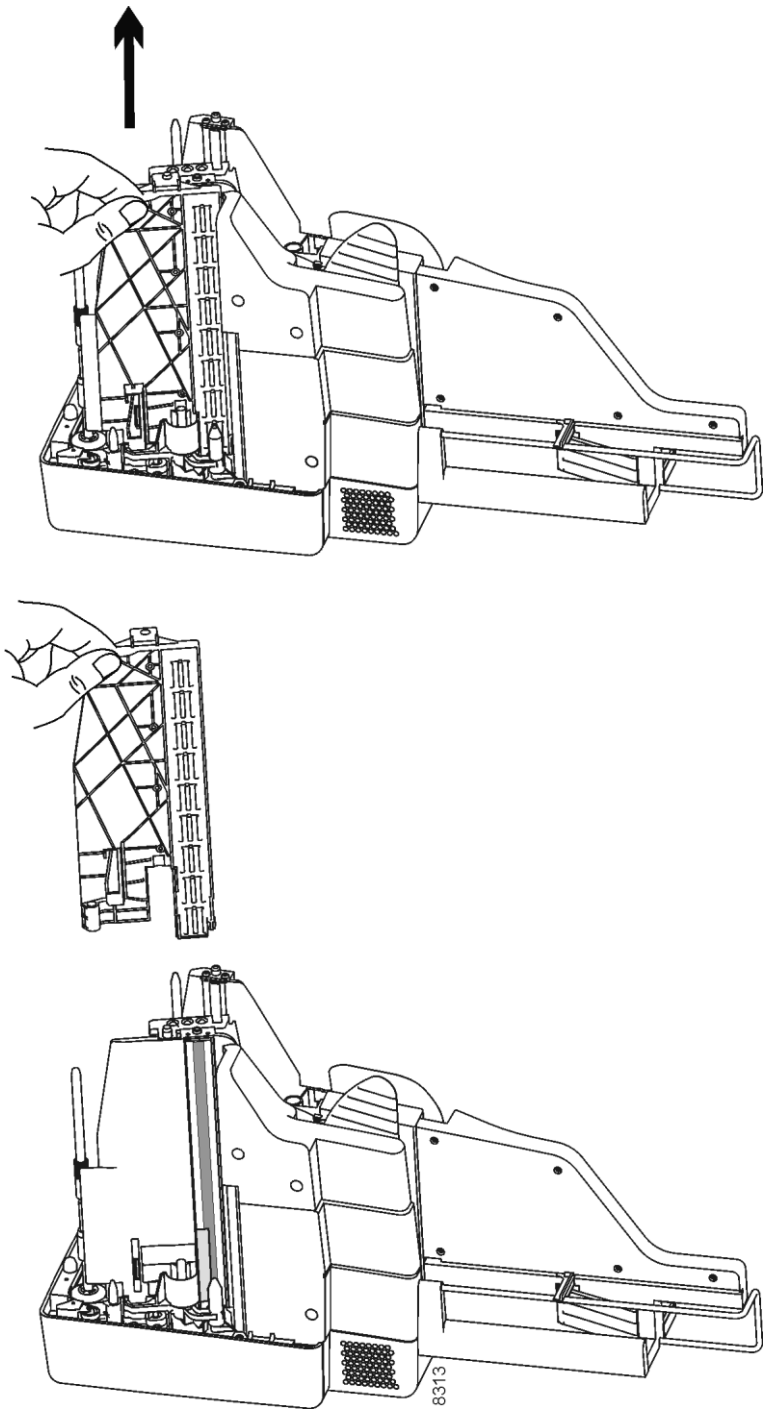
Remove Front Image Camera Wall



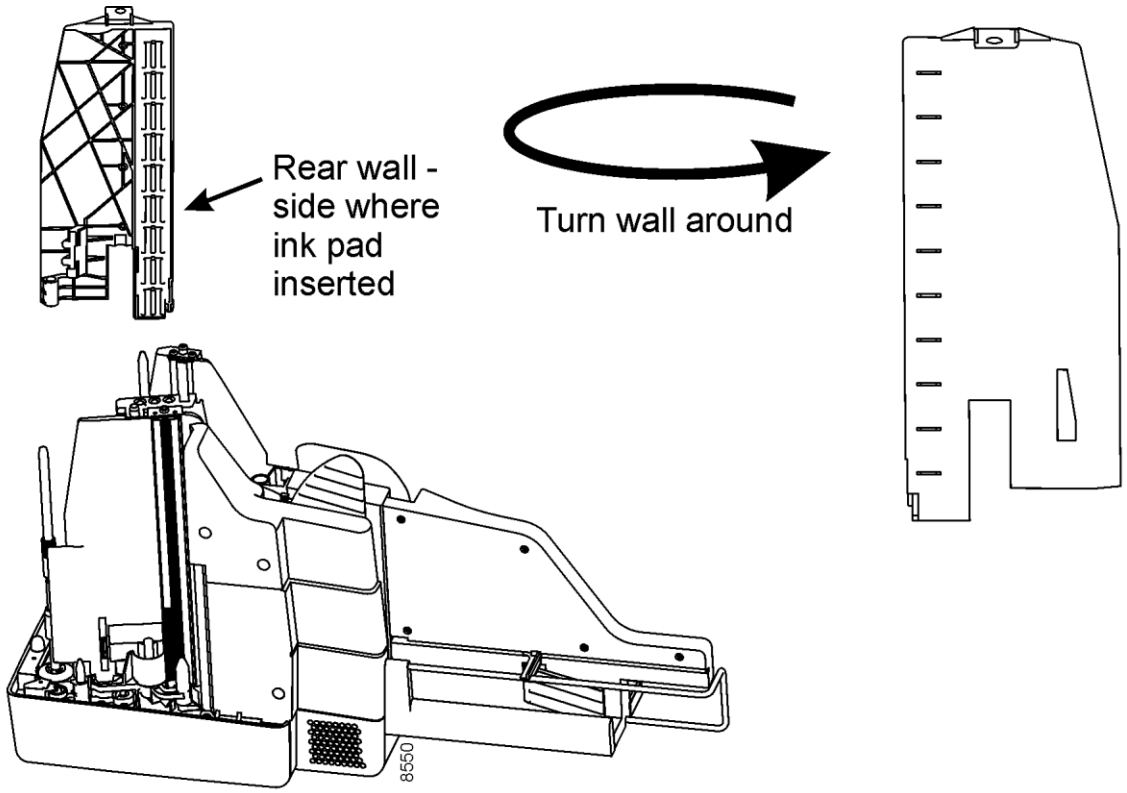
Remove Franker Roller (if Present)



Remove Rear Image Camera Removable Wall

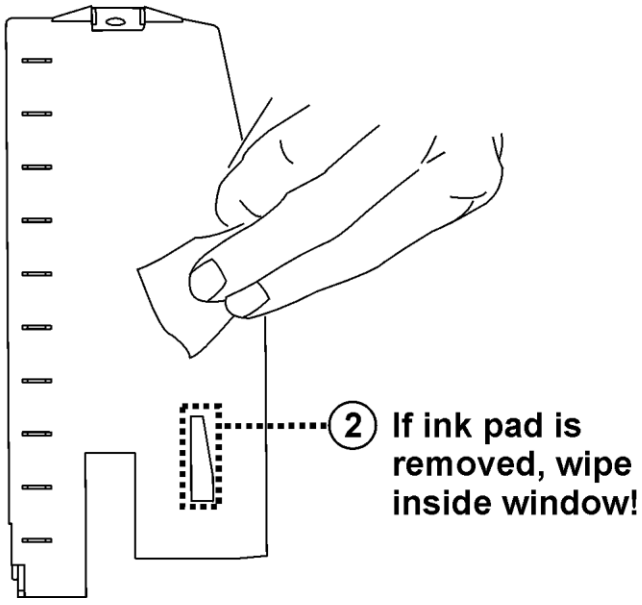


Clean Rear Image Camera Removable Wall



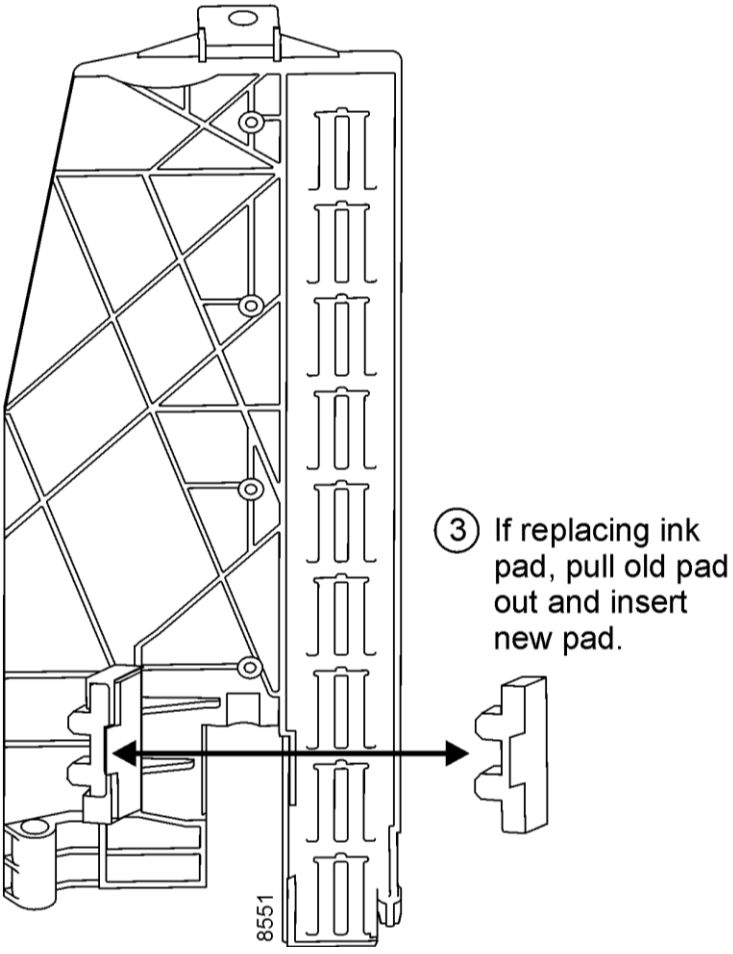
1. Wipe off entire wall with Cleaning Pad 75-1804-907 to remove any accumulated debris and/or ink.

   Take care that cleaning pad does not pick up ink from ink pad.



Replace Ink Pad (If Necessary)

The Ink Jet Cartridge and Ink Pad Kit (75-0860-915) includes one cartridge and one ink pad. It is recommended that the ink pad be replaced when the ink cartridge is replaced. This applies only when the Removable Rear Image Wall with Built-In High Capacity Ink Catcher is not being used.

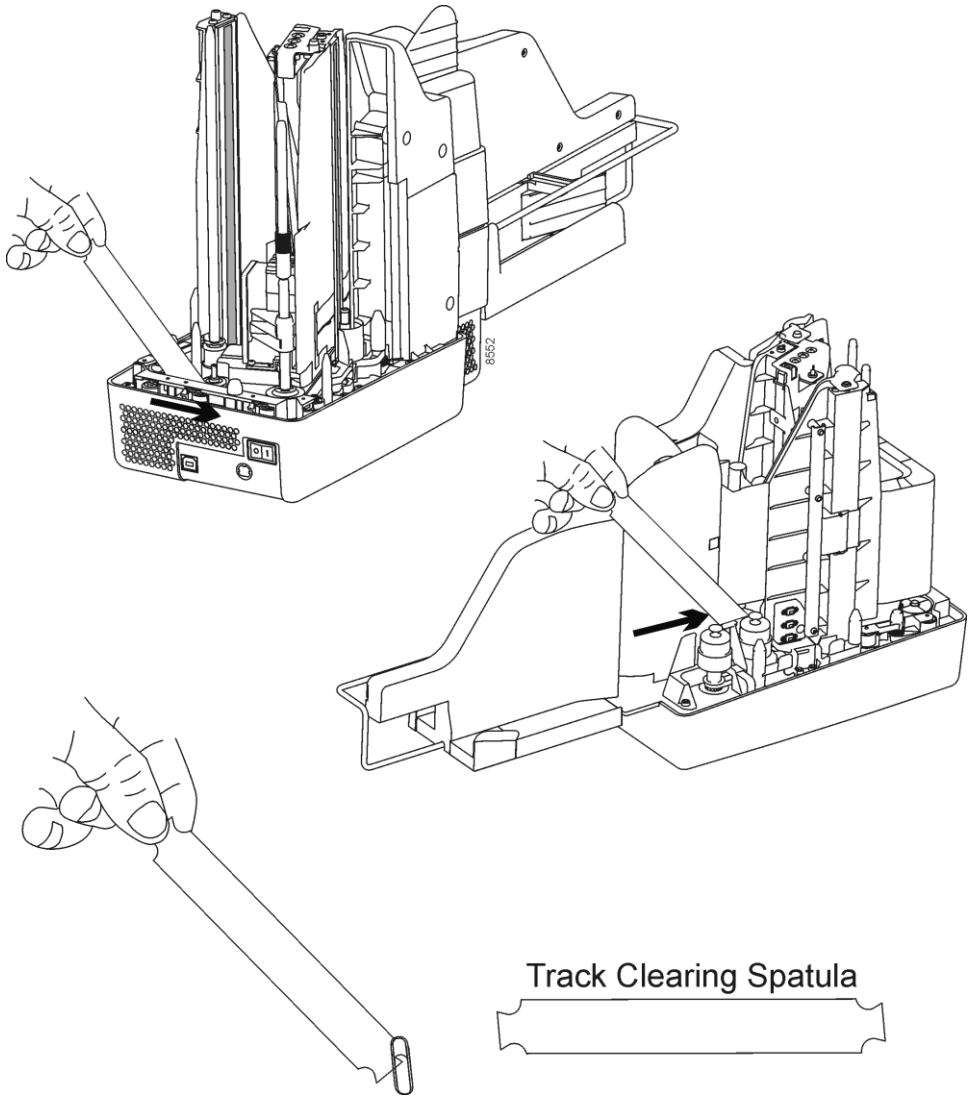


Remove Staples, Paper Clips, and Visible Debris from the Track

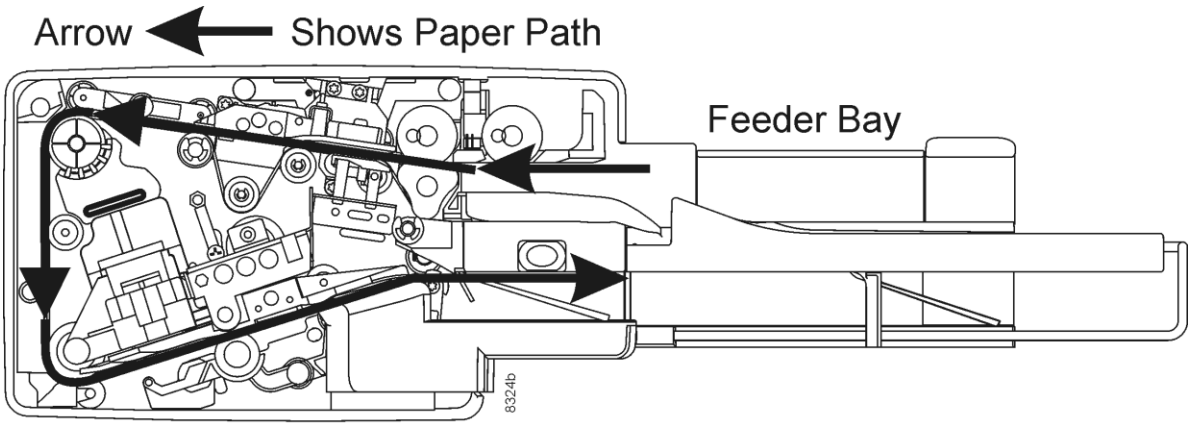
Caution

Metal objects such as paper clips and staples that fall underneath the metal baseplate can damage the unit. **Before** using the microduster to blow air along the paper path, inspect the track for such items as staples and paper clips and remove them from the unit.

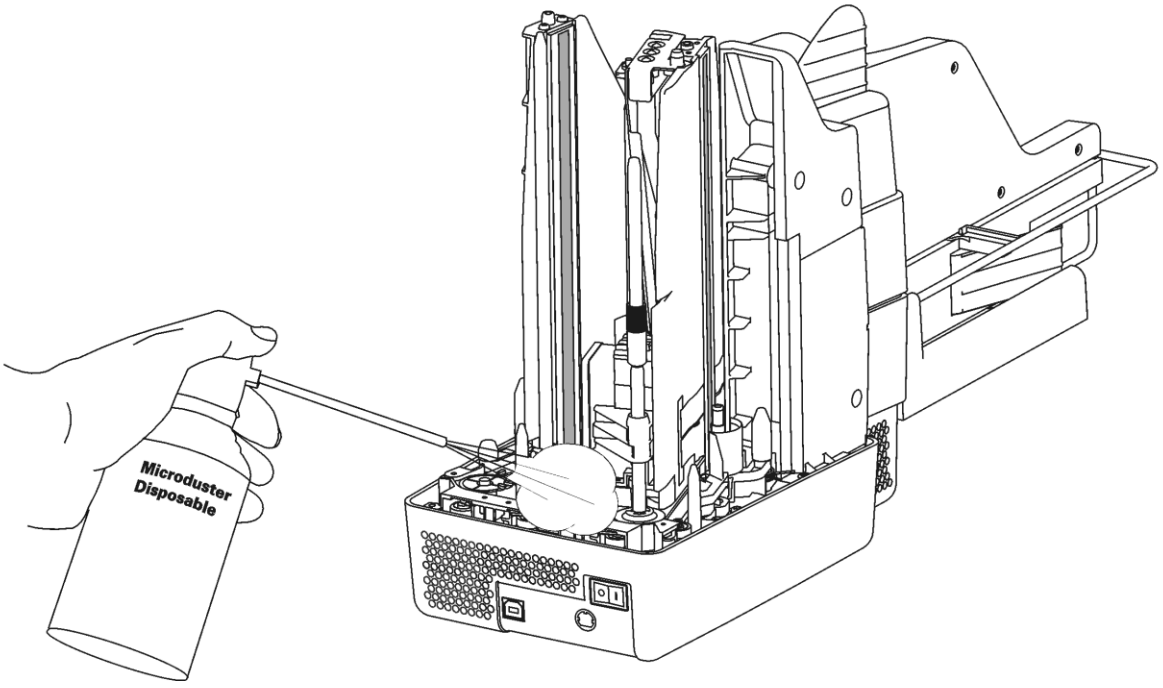
Use the track clearing spatula to clear the track.



Blow Air Along Entire Track (Paper Path) with Microduster



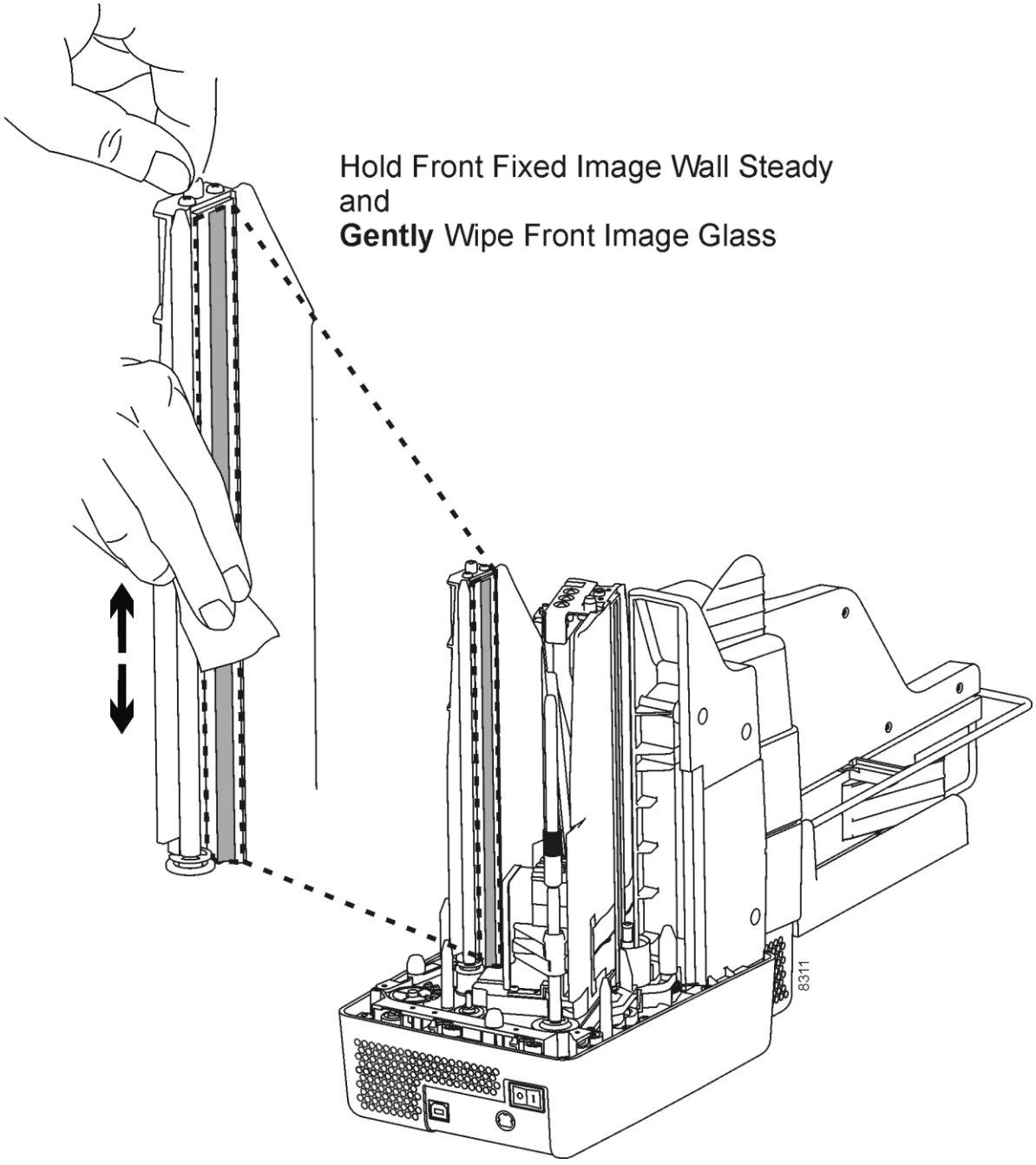
Unit Top View with Covers Off

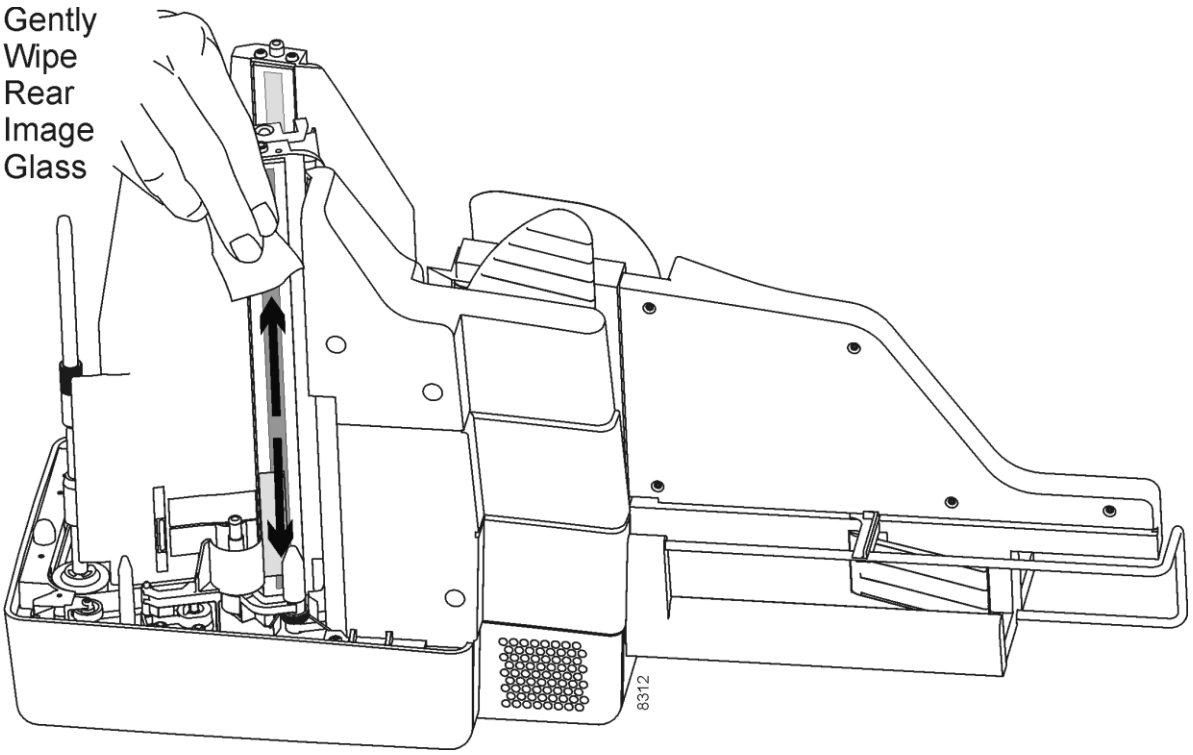


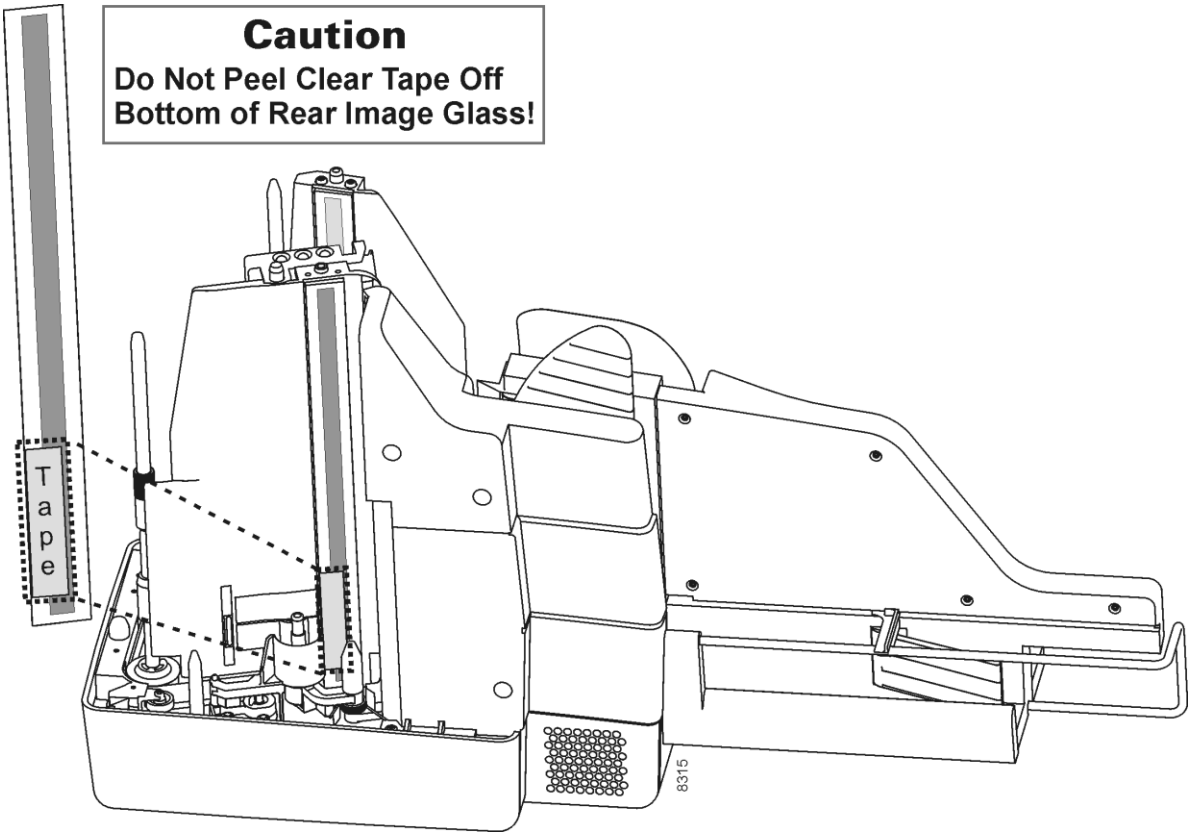
Clean Front and Rear Image Glass

Note: *Use a new, unused Cleaning Pad 75-1804-907 for this cleaning procedure.*

1. Clean the entire image glass surface by wiping with Cleaning Pad 75-1804-907 whenever document images contain black horizontal streaks.

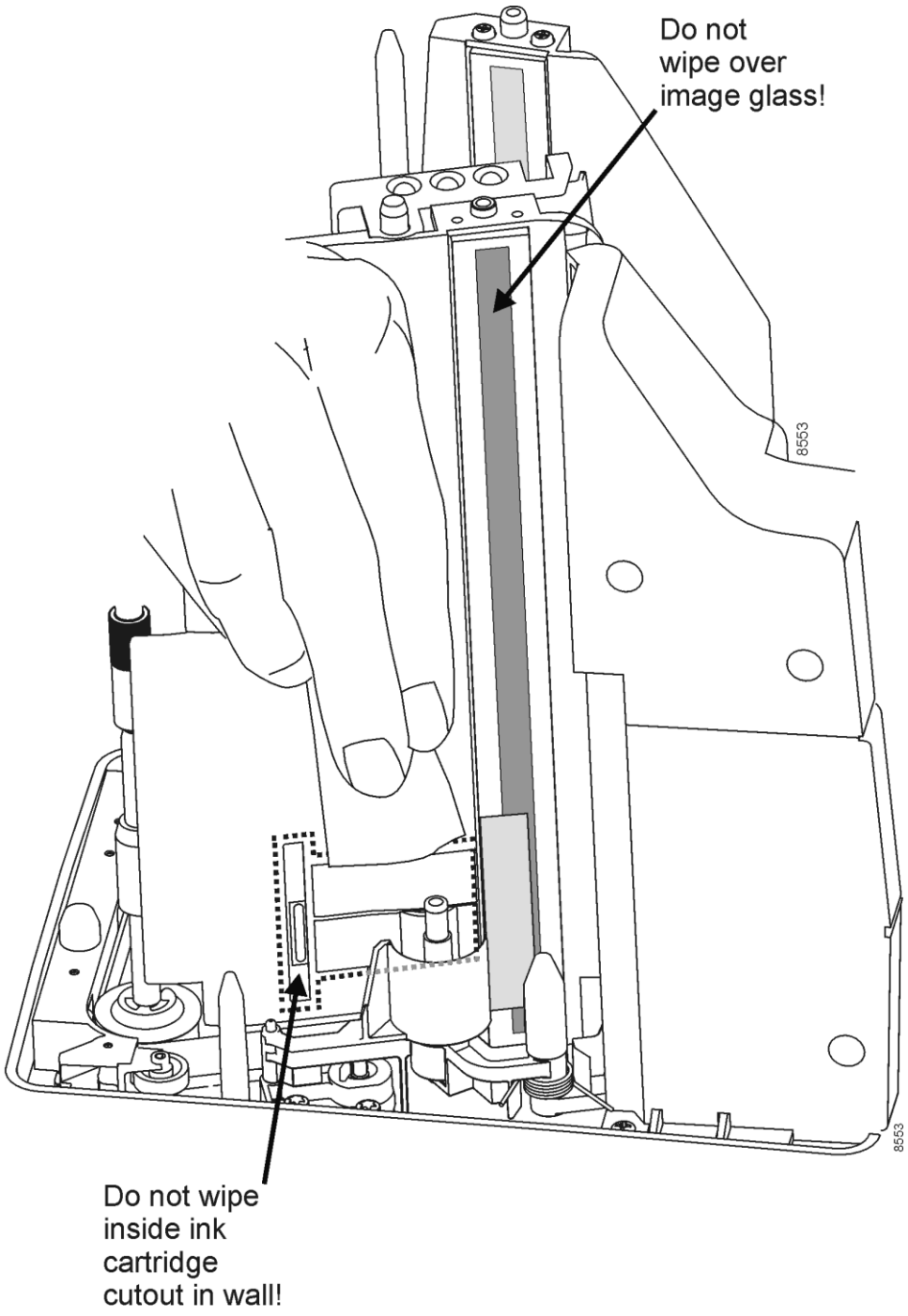



Gently
Wipe
Rear
Image
Glass
8312


Caution
Do Not Peel Clear Tape Off
Bottom of Rear Image Glass!
Tape
8315

Clean Ink Off the Fixed Rear Image Wall

1. Clean the fixed rear image camera wall by wiping with Cleaning Pad 75-1804-907. Clean the area indicated in the picture below, **but do not wipe with the pad inside the small rectangular cutout in the image wall or wipe the image glass again.**



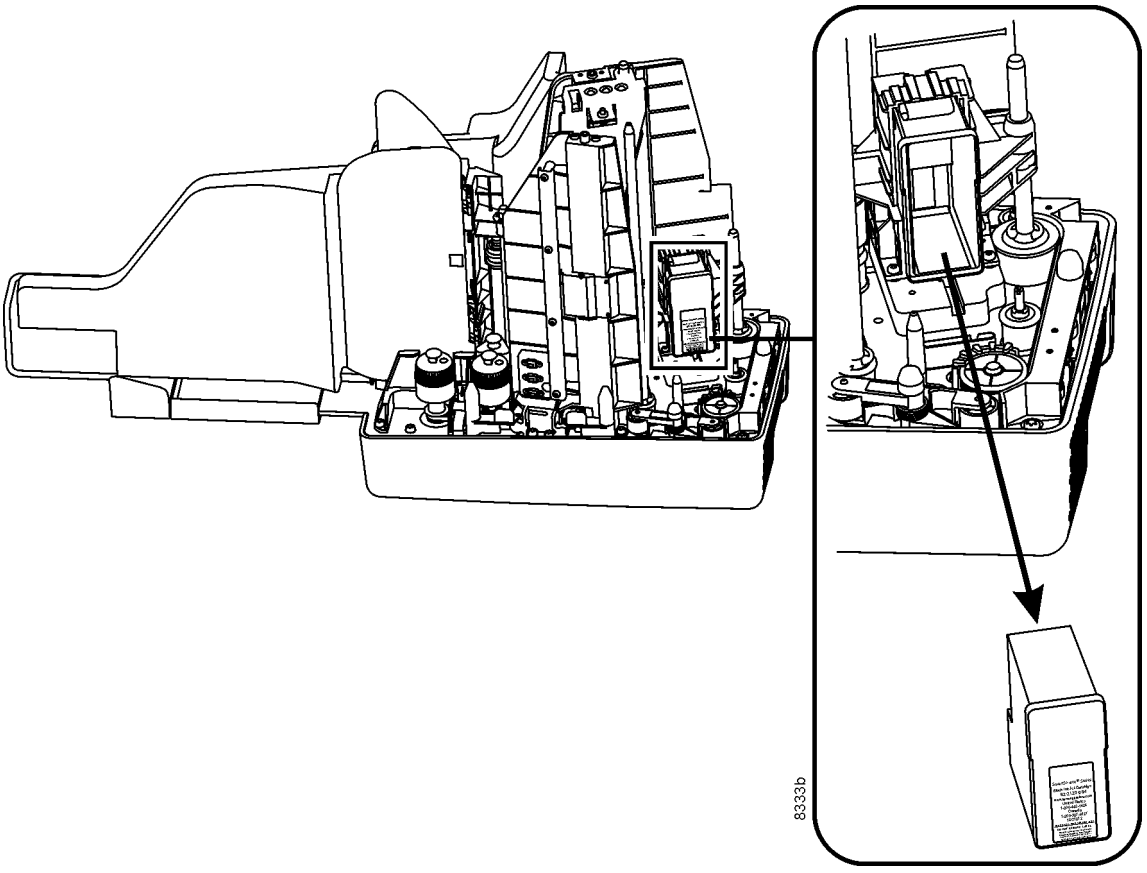
Clean Ink Off the Endorser Cartridge and Cartridge Housing

If the unit is producing acceptable print quality for the endorsement, it is recommended that this portion of the cleaning procedure – which cleans the ink jet cartridge print head – be omitted. However, it the unit exhibits degraded print quality, it is recommended that the following cleaning procedure be performed on the ink cartridge print head and ink cartridge housing.

IMPORTANT

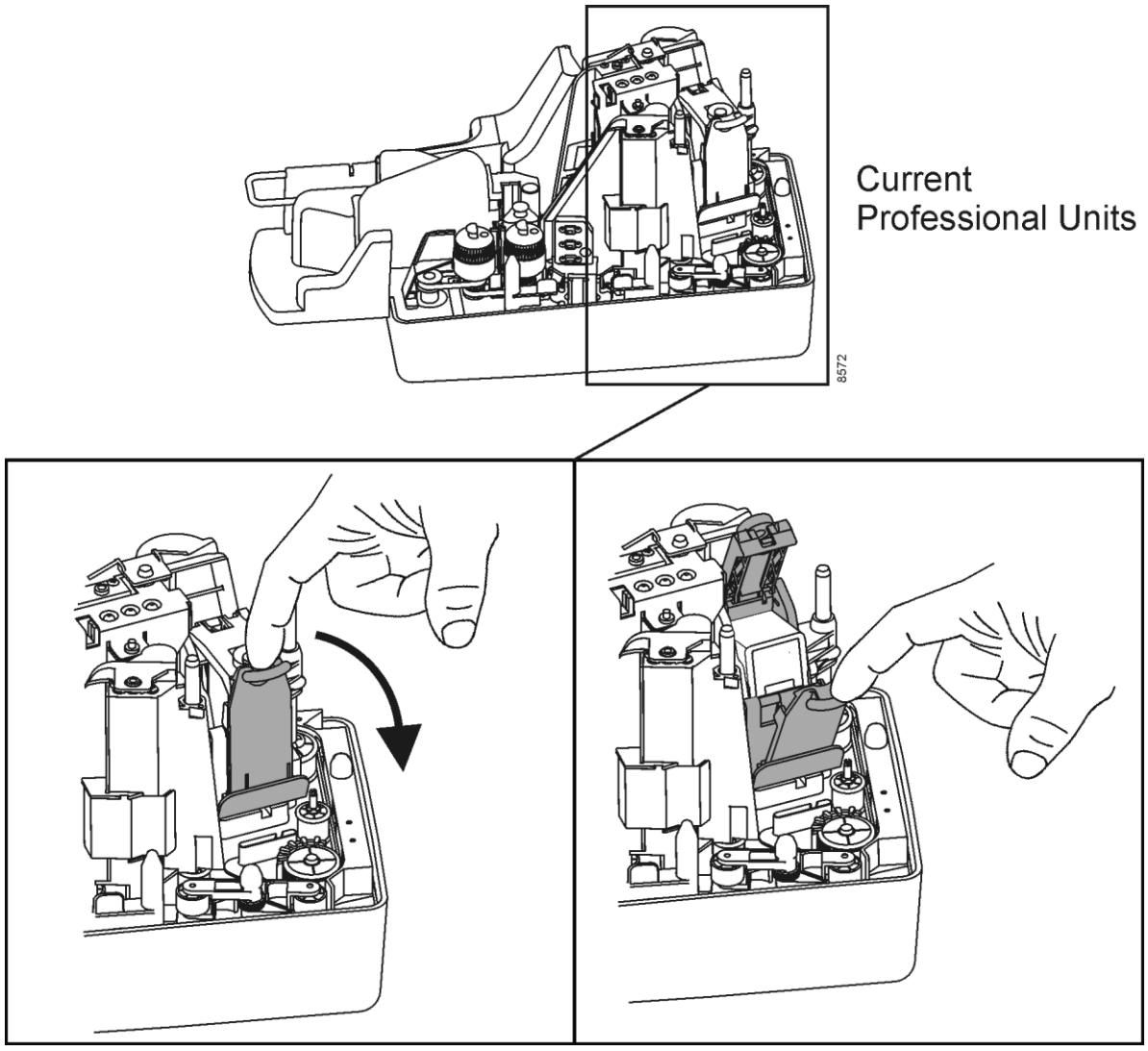
The Digital Check enhanced ink cartridge (Digital Check part number 82-2120-984) greatly reduces or eliminates the requirement to clean the cartridge print head in order to maintain print quality. Use of the legacy cartridge (Digital Check part number 80-2120-873) may require periodic cleaning of the cartridge print head. When using either ink cartridge, cleaning of the print head should only be performed on an "as needed" basis.

1. Remove the cartridge from the unit. The following illustration shows cartridge removal on early Adaptive units.

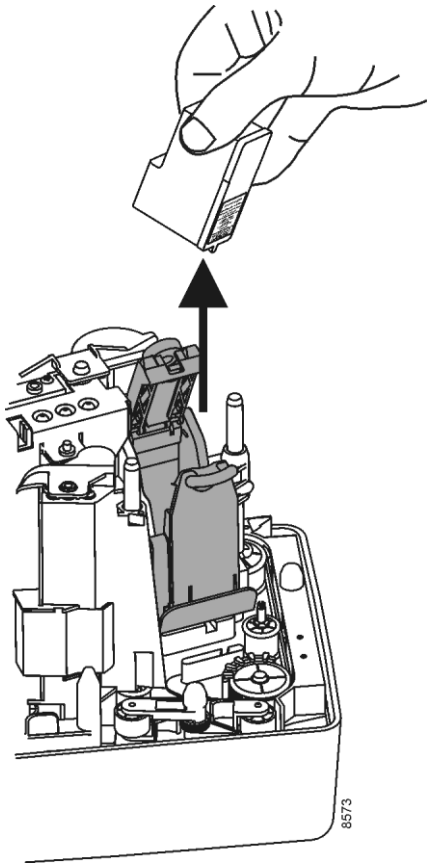


a. On Open Adaptive units, do the following to remove the cartridge.

- Press down on the cartridge housing latch to open the cartridge housing.



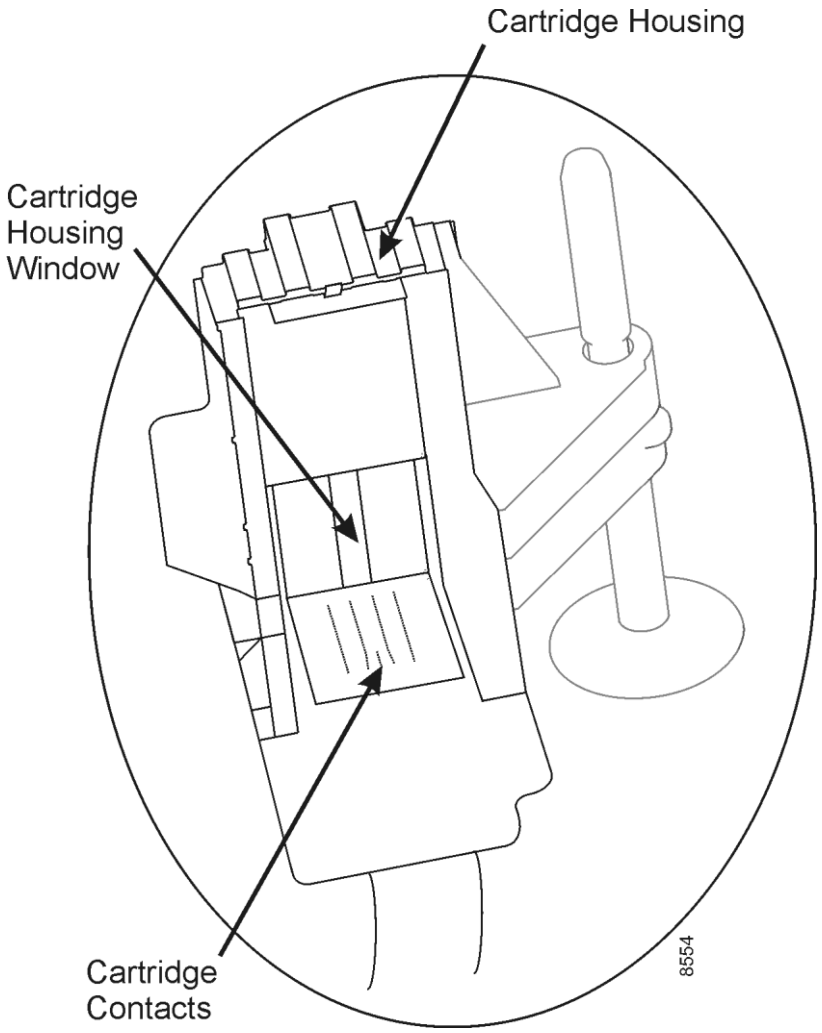
- Pull the cartridge up and out of the housing.



2. Dampen a **clean, lint-free cloth** with a small amount of water.

> **Caution**
>
> The cloth should not be too wet as water must not drip into or remain on the unit. **When cleaning the print head, do not use alcohol-based or other cleaning solutions.**

3. Wipe any ink that may be present off the cartridge contacts inside the cartridge housing.



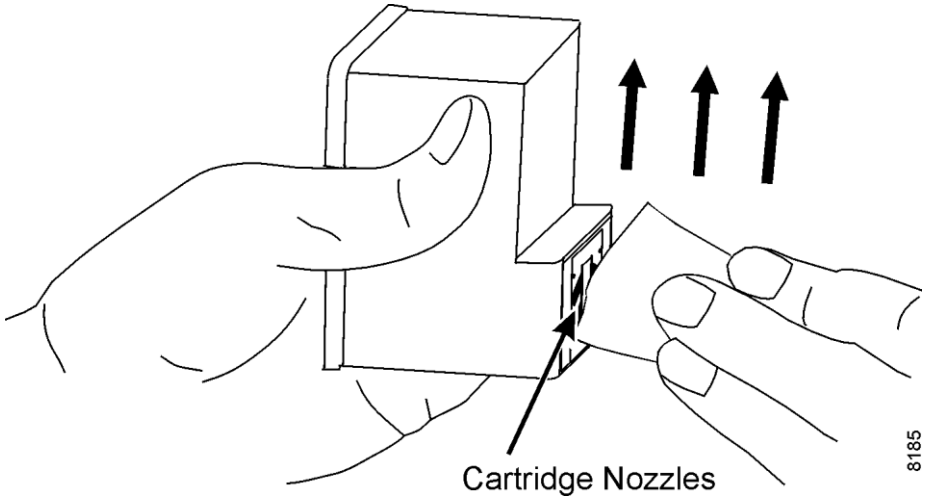
4. Wipe any ink that may be present off the window inside the cartridge housing.

5. Dampen a **clean, lint-free cloth** with a small amount of water.

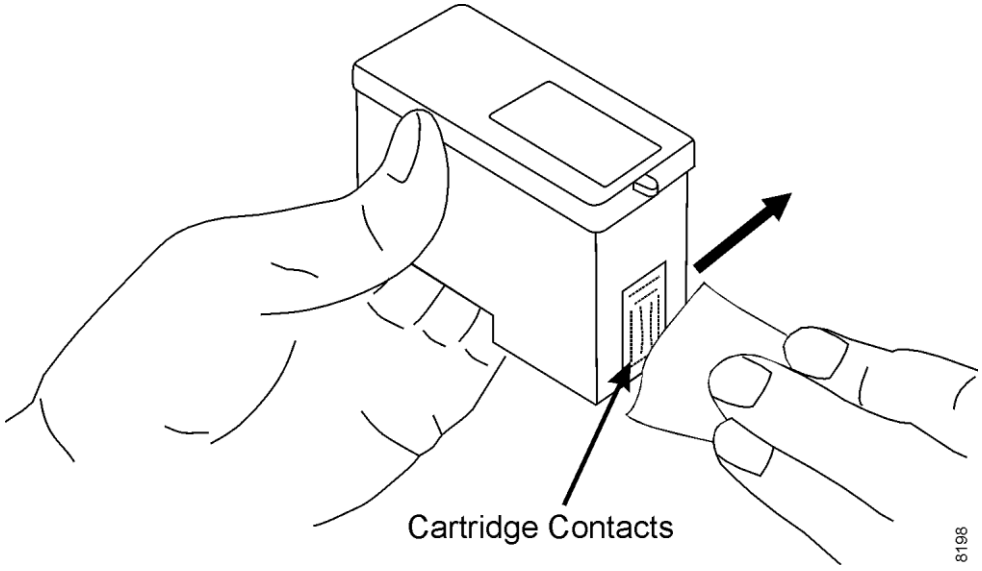
   Note: *The cloth should not be too wet as water must not drip or remain on the unit.*

> **Caution**
>
> **Do not use alcohol to wipe the cartridge nozzles.** This will cause damage.
>
> **Do not use the Image Glass Cleaning Pads** from Digital Check (75-1804-907) to wipe the cartridge nozzles. These pads are pre-saturated with isopropyl alcohol that will cause damage to the cartridge.

6. Hold the cloth gently against the cartridge nozzles for three seconds. Then, wipe the nozzles in one direction only, **UP**, as shown here.



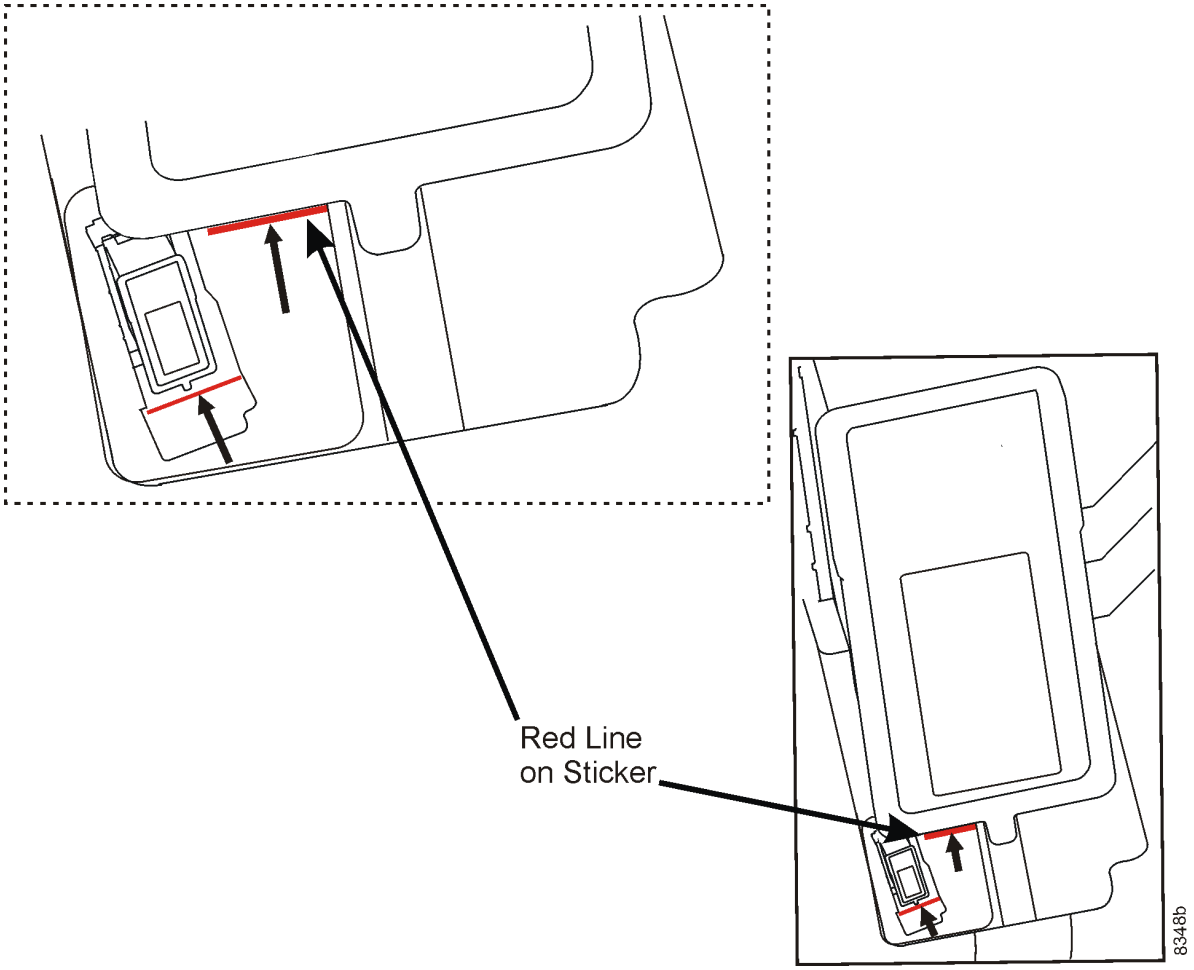
7. Use a clean section of the cloth, or moisten another lint-free cloth with a small amount of water. Hold the cloth gently against the cartridge contacts on the bottom of the cartridge for three seconds. Then, wipe the contacts in one direction only, **sideways**, as shown here.



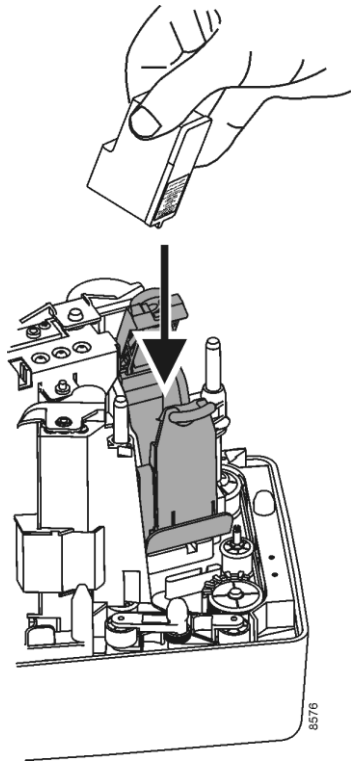
8. With a clean section of the cloth, or another lint-free cloth dampened with a small amount of water, repeat steps 6 and 7.
9. Allow the cartridge nozzles and contacts to dry completely.

> **Caution**
>
> To eliminate any possibility of damage to the cartridge, **it is recommended that the unit be turned OFF before you insert the cartridge back into the cartridge housing.**

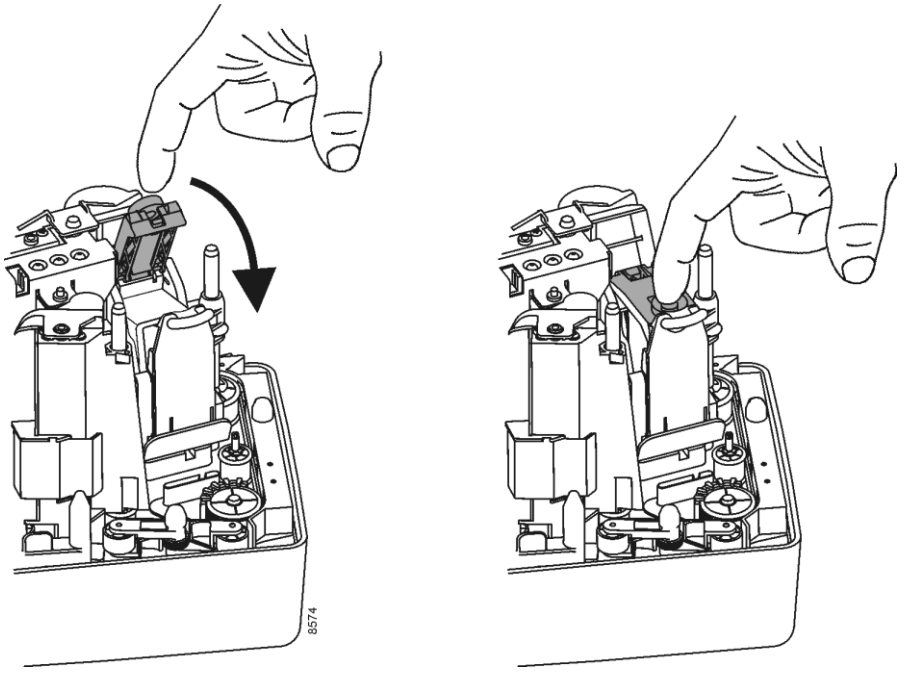
10. Insert the cartridge back into the cartridge housing. **Make sure that it is pushed in completely. On early Adaptive units, the front edge of the cartridge should line up with the red line on the cartridge platform sticker.**



11. On SmartSource Open series units, place the cartridge back inside the housing assembly and push it down into place.



12. Press the top of the cartridge housing assembly down until it is latched and closed.



13. If print quality does not improve, repeat steps 1 through 10 of this procedure one more time.
14. If print quality still does not improve after two cleanings, the cartridge may be empty or defective. Replace the cartridge.

Section 4
Ordering Replacement Items

A number of the components within the SmartSource, such as the rear endorser and front franking stamp, have consumable items associated with their normal operation. Since the SmartSource moves paper documents through the unit track using rollers and belts, over time some components may exhibit wear which may lead to reduced unit performance.

This section provides information on consumables and replacement items available for the SmartSource products. Most replacement items come with installation instructions to guide the operator on the proper replacement procedure, including the following items:

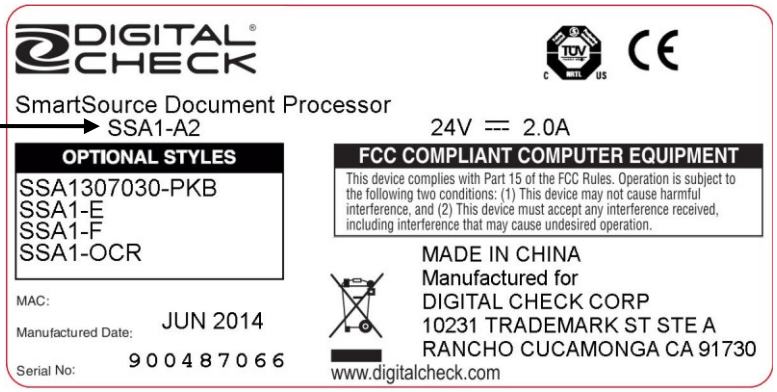
- Ink cartridge and ink pad kit
- Franker roller
- Feeder kit

The Digital Check website offers a variety of certified replacement parts to keep the SmartSource unit operating at a high level of performance. Additionally, a limited number of parts are available to address incidents involving accidental damage and/or loss.

- Replacement items can be ordered from Digital Check at www.digitalcheck.com/product-category/supplies-peripherals/.

Table 4–1 shows the replacement items and supply order numbers.

Note: *Some machine styles listed in Table 4-1 include one of these style references: –PKT or –A2. To determine the specific unit style, check the serial number/label on the bottom of the unit. The following illustration shows a sample label and the location of the style information on the label. This sample unit style is SSA1-A2.*



Ordering Replacement Items

Table 4–1. Replacement Items

Description	Machine Style	Supply Order No.
Inkjet Cartridge and Ink Pad Kit For use with Rear Removable Image Wall with replaceable ink pad Replace the inkjet cartridge when it stops printing. See "Inkjet Cartridge Capacity" in Section 1. Replace the endorser ink pad when you replace the ink cartridge or when the ink pad is completely saturated with ink. The capacity of the inkjet cartridge can range from approximately 1,300,000 up to 5,300,000 characters depending on the operational settings and workflow. It is recommended that the cartridge capacity be tested by the user in the actual print environment to define your actual usage.	-PKT -A2	75-0860-915
Ink Pad Kit (5 in kit) For use with Rear Removable Image Wall with replaceable ink pad Replace the endorser ink pad when you replace the ink cartridge or when the ink pad is completely saturated with ink. ***Note:*** *It may be necessary to replace the ink pad more frequently when endorsing documents with more than one line of text.*	-PKT -A2	75-0848-918
Inkjet Cartridge For use with Removable Rear Image Wall with High Capacity Ink Catcher (8228 1536-000) Replace the inkjet cartridge when it stops printing. See "Inkjet Cartridge Capacity" in Section 1.	-A2	82-2120-984
Franker Roller Kit Includes one inked roller, expected life up to 10,000 documents.	All	75-0575-904
Feeder Kit Includes: • Two feeder rollers • One separator assembly – triangle shape Replace worn separator assembly if the unit experiences excessive double-feed of items. Expected life of the feeder rollers and separator assembly is up to one-half million items depending on the quality of the documents.	All	75-0850-920
Feeder Tires and Separator Tire Kit Includes: Two feeder tires and one separator tire	All	75-0306-904
Separator Tires Kit Includes: 25 separator tires	All	75-0489-908
Power supply	All	8215 6761-000
AC power cord Order by contacting the Digital Check Support at 1-847-446-2285 or www.digitalcheck.com/support. Specify style number B25-LC. A representative will assist you in determining the correct type of plug for your country.	All	—
USB 2.0 cable, A male to B male, 6'	All	16-1308-994

Table 4–1. Replacement Items (cont.)

Description	Machine Style	Supply Order No.
Top Cover, Outer, Light Grey	-PKT -A2	8228 1585-000
Top Cover, Inner, Light Grey	-PKT -A2	8228 1601-000
Top Cover, Inner Extension	All	8225 8591-000
Check Limiter	All	8225 8526-000
Image Wall, Rear, Removable For use with replaceable Ink Pad ***Note:*** *This older style removable rear image wall uses a separate, replaceable, ink pad for the endorser. Customers may be accustomed to receive a fresh ink pad in the Inkjet Cartridge and Ink Pad Kit 75-0860-915. This kit will continue to be available. Customers may also choose to upgrade to the newer style removable rear image wall with its high capacity ink catcher by ordering 8228 1536-000.*	-PKT -A2	8225 8609-000
Image Wall, Rear, Removable With Built-In High Capacity Ink Catcher	All	8228 1536-000
Image Wall, Front, Removable	All	8225 8575-000
Return Shipping Carton	All	75-0841-911

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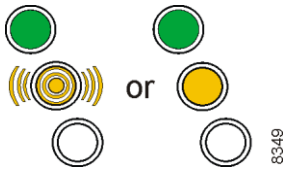
Section 5
Solving Problems

Although infrequent, problems that occur are often due to these conditions in the unit: paper jams or stops, multiple document feeding, and debris. When such a problem occurs, the light pattern on top of the unit is as shown here



> ***Note:*** *You should consult your application documentation for information on the meaning of the bottom light, the application status light. When lit, this light is always yellow (solid or blinking).*

It is important to properly prepare documents for processing (as described in Section 2) to reduce or eliminate exception conditions that may result in decreased unit performance. Check that documents are of acceptable size and condition, and ensure that the following common document defects have been corrected prior to processing:

- Creases, folds, curls, and dog-ear corners
- Rubber bands, paper clips, staples, or foreign objects
- Check stubs and adding machine tapes
- Torn, damaged paper, or a damaged item that has not been placed in a carrier envelope

It is recommended that documents be correctly aligned before being inserted into the unit. See Section 2 for details regarding proper document preparation and loading procedures.

The unit must be maintained as shown in Section 3 to ensure optimum paper handling and operation.

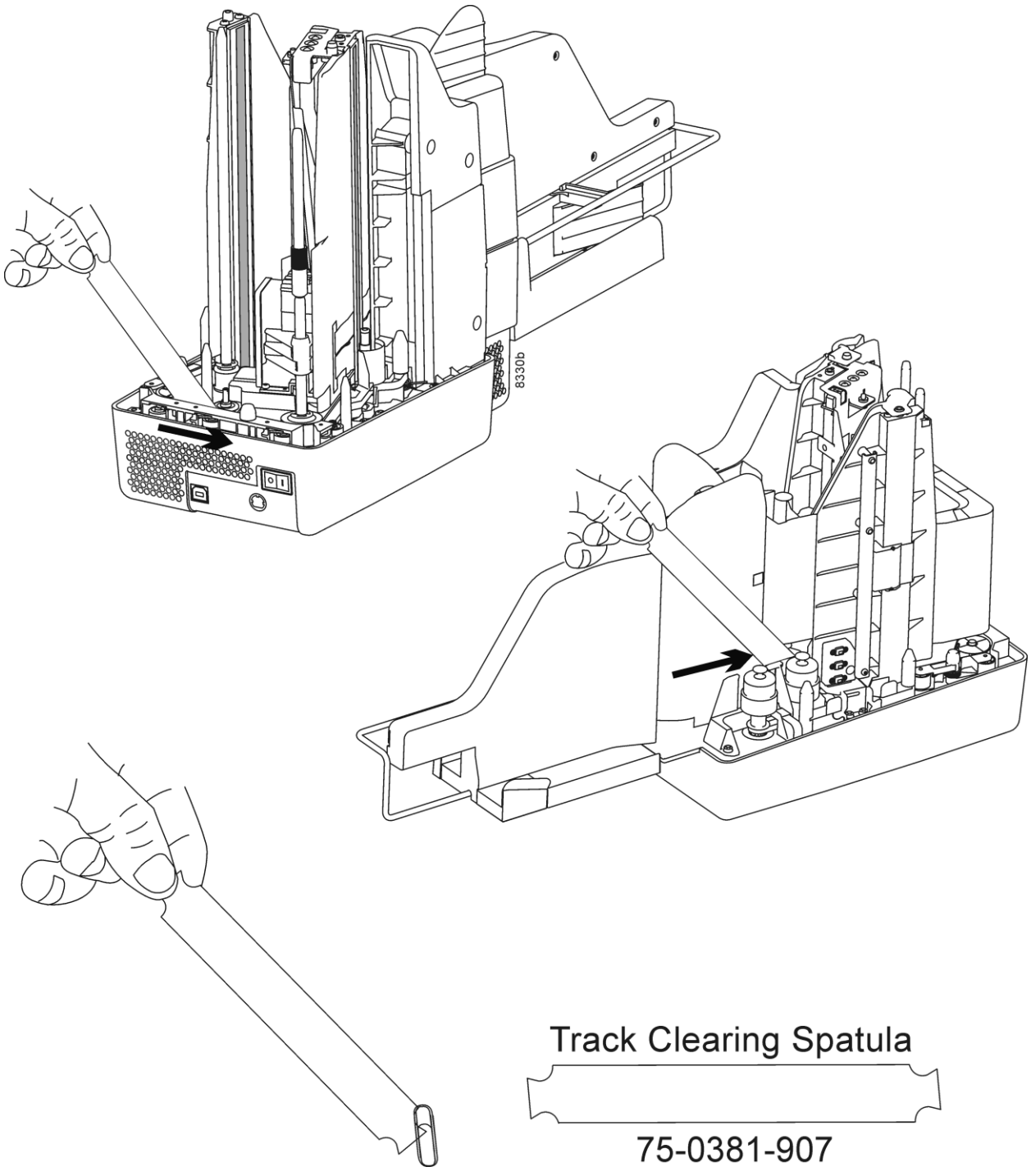
Solving Problems

Possible operational problems that can occur when adequate document preparation is not performed, or when the unit is not properly maintained, are listed below:

- Paper clip/staples/debris in track
- Increased double feeds (worn separator)
- Power supply (including unit not plugged in properly, bad AC power outlet)
- Communications/connections (USB cable or software driver issues)
- Unusual noises (during paper feed or travel through unit)
- Indicators/controls (status lights or Start/Stop button)
- Jams or unexpected document stops (incorrect feeding, paper stops)
- Feeder (incorrect feeding, double-feeds, skew)
- Reader (MICR/optical reader rejects)
- Image (quality or skew)
- Endorser (print issues – blurry, light, or no print, ink spots, lines, or streaks)
- Pocket (paper buckling or jamming, poor stacking)
- Parts (cracked or broken covers)

Paper Clip/Staples/Debris in Track

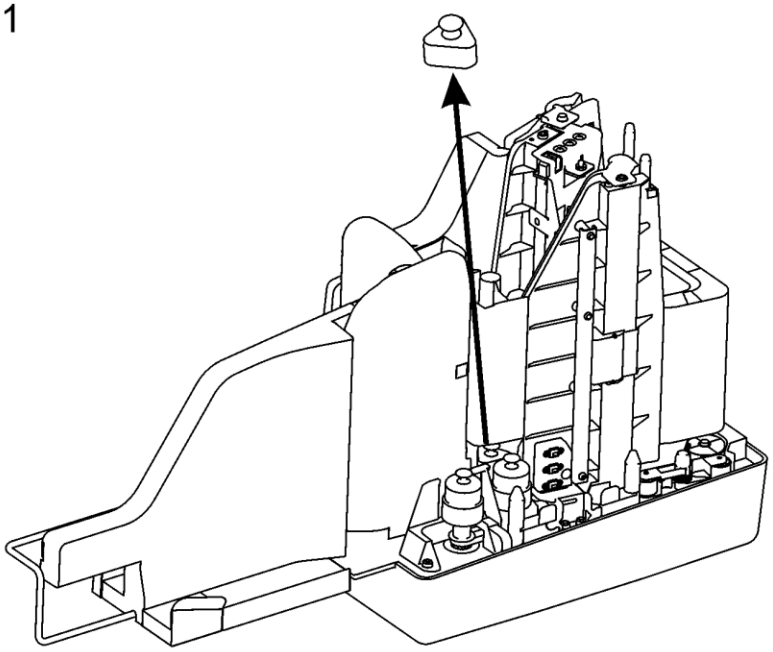
- Use the track clearing spatula to clear the track.
- If helpful, take out the removable front and rear image camera walls.



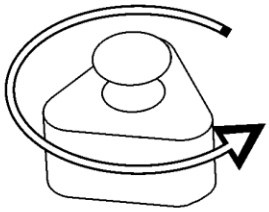
Paper Double-Feeds Increase

- Turn the separator (triangle-shape)

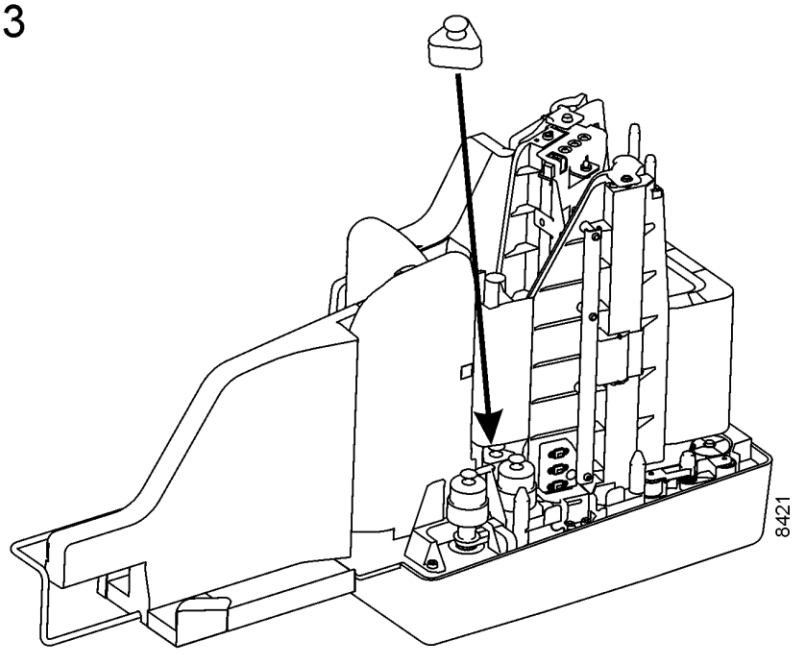
1



2



3



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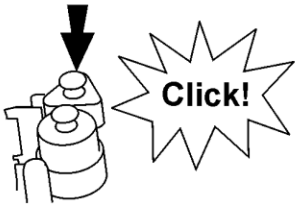


All Problems

Power Supply

Symptom	Possible Cause	Solution
Unit does not power up. No green light on top of unit after pressing On/Off switch.	AC power cord not plugged into an AC power outlet. ***Note:*** *Green indicator on power supply not illuminated.*	Plug AC power cord into a known working AC power outlet.
	Bad AC power outlet. ***Note:*** *Green indicator on power supply not illuminated.*	Verify that the AC power outlet is OK; try a different circuit.
	Power supply cable not fully plugged into back of unit.	Push power supply cable fully into back of unit.
	Defective power supply.	Replace power supply.

Communications/Connections

Symptom	Possible Cause	Solution
Unit does not connect to host PC or a network.	Incorrect cable type or defective cable. Excessive USB cable length.	Ensure USB 2.0 cable in use is less than 15 ft. Unit is shipped with USB 2.0 cable 6 ft. long. USB 2.0 cable should not exceed 15 ft. length.
	Host PC has lost, or could not establish, a USB connection with the SmartSource unit.	1. With the SmartSource unit and PC on, unplug the USB cable from the unit. Wait 5 seconds, and then plug the USB cable back into the unit. 2. If the connection is not re-established, turn off the SmartSource unit and leave the PC powered on. Wait 5 seconds and then turn the SmartSource unit back on. Listen for a "chime" on the host PC, indicating that the host PC has established a new USB connection with the SmartSource unit.
	Software driver missing, corrupt, or not loaded.	Monitor software driver using Device Manager. Uninstall/reinstall driver as needed.

Communications/Connections (continued)

Symptom	Possible Cause	Solution
"Lost Connection" – USB disconnection during idle periods.	Outdated software.	USB connection issues are steadily reduced in later system software releases. Contact application provider to ensure latest version software in use. Upgrade to the current release when practical. Ensure USB 2.0 port and USB 2.0 cable are in use. Ensure the SmartSource drivers are not overwritten when other USB devices are installed (such as pen drives). PC screensavers, power savers, and hibernation modes should be disabled. Refer to Microsoft article http://support.microsoft.com/kb/817900 related to USB ports stopping after a USB device is inserted/ removed.

Unusual Noises

Symptom	Possible Cause	Solution
Noise while trying to feed paper.	Dirty/worn feeder rollers.	Clean or replace feeder rollers.
Clicking noise as papers travel around the paper path.	Obstruction in paper path.	Inspect paper path, remove debris. Ensure front/rear image camera removable walls and inner and outer top covers are properly positioned/seated.
Noisy fan during paper flow.	Fan obstruction or defective fan.	The unit requires repair.

Indicators/Controls

Symptom	Possible Cause	Solution
No top green light on top of unit.	Multiple causes.	See "Power Supply" conditions.
Papers do not feed when Start/Stop button pressed.	Start/Stop button held down too long.	Press/tap Start/Stop button momentarily to start feeding paper.
	Unit makes noises but won't feed paper.	See "Feeder".
	Application has not started correctly.	Restart application.

Jams or Unexpected Paper Stops

Symptom	Possible Cause	Solution
Papers do not feed correctly.	Multiple causes.	See "Feeder".
Papers stop suddenly and have leading edge damage.	Debris/obstruction in paper path.	Examine paper path to locate small bits of paper, tape, staples, etc. Remove debris gently using track clearing spatula 75-0381-907.

Feeder

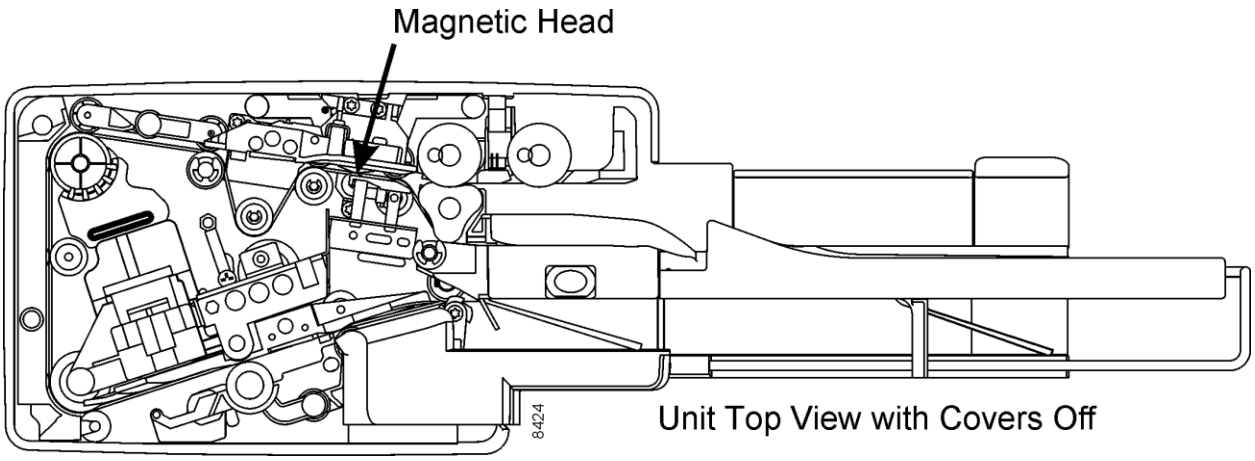
Symptom	Possible Cause	Solution
Papers do not feed correctly.	When the Start/Stop button is pressed, the feeder can be heard trying to feed paper, but the blue-topped feed rollers don't turn.	Swap the two feed rollers. Clean or replace them if problem persists.
	The feeder runs but the unit belt does not move.	Examine paper path to ensure belt has not come off of a roller or is not jammed by debris. Return for service if belt is broken or cannot be moved by hand.
	When the Start/Stop button is pressed, there is no sound from the feeder.	If problem exists using other applications the unit requires repair.
More than one document is fed (paper double-feeds).	Inadequate paper preparation before feeding paper.	Ensure paper is properly jogged, aligned, and loaded correctly into the feeder bay.
	Worn separator assembly (triangle-shape).	Rotate or replace separator assembly (triangle-shape).

Feeder (continued)

Symptom	Possible Cause	Solution
Papers skew as they feed.	Inadequate paper preparation before feeding paper.	Ensure paper is properly jogged, aligned, and loaded correctly into the feeder bay.
	Worn separator assembly (triangle-shape).	Rotate or replace separator assembly (triangle-shape).
	Incorrect document position/ insertion for manual feed.	When manually inserting documents, the entire bottom edge of the document must contact the floor of the track while you push the document forward into the unit.
False "Feeder Empty" messages.	Papers not properly loaded in feeder bay.	Papers should be jogged then loaded into feeder bay with leading edge of paper stack touching end of feeder bay.
	Dirty feeder sensor.	Blow air with Microduster through the paper path – where feeder bay touches unit.
	Defective feeder sensor.	Return unit for service.
Double document stop message with single item in track. (False double document.)	Outdated software or improperly configured software.	Contact application provider to ensure latest version software in use.

Reader

Symptom	Possible Cause	Solution
The magnetic and/or optical readers have excessive reject rates.	Papers have poor print quality.	Internal items (like cash tickets or batch headers) should be replaced with a fresh supply. If possible, ask document provider to correct print quality problems.
	Inadequate paper preparation.	Ensure papers are properly jogged, aligned, and loaded correctly in the feeder bay so paper is presented properly to the read head.
	Incorrect reader font and/or incorrect reader configuration settings.	Ensure that the software application settings match the actual reader configuration. Ensure that the correct reader font is used.
	Staple/debris near reader.	Inspect reader area for staple on magnet or debris lodged at magnetic head, remove if found. The following picture shows the location of the magnetic head in the unit.



Image

Symptom	Possible Cause	Solution
Images are skewed.	Multiple causes.	See "Feeder" – "Papers skew as they feed."
Dark horizontal streaks on all images – **or** – ink on rear image glass.	Dirt or ink on image glass.	Perform or repeat the cleaning tasks described in Section 3 – wipe the front and rear image glass clean. Clean the track walls and endorser cartridge.

Endorser

Symptom	Possible Cause	Solution
Blurry or light print.	Ink accumulation on inkjet cartridge nozzles or contacts.	Clean the inkjet cartridge nozzles and contacts. See Section 3 for cleaning procedures. Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.
	Inkjet cartridge out of ink.	Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.
	Ink accumulation around cartridge housing window.	Clean the area around the cartridge housing window. See Section 3 for cleaning procedures.
	Print quality level setting is too low.	Use a higher print density setting (which will use more ink) if available.
Light print after inkjet cartridge is cleaned.	Inkjet cartridge out of ink.	Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.
	Print quality level setting is too low.	Use a higher print density setting (which will use more ink) if available.
No print.	Inkjet cartridge out of ink.	Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.
	Ink accumulation on inkjet cartridge nozzles or contacts.	Clean the inkjet cartridge nozzles and contacts. See Section 3 for cleaning procedures. Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.
	Endorsement not enabled.	Verify that the applications settings are correct for endorsement.

Endorser (continued)

Symptom	Possible Cause	Solution
Excessive ink spots or horizontal lines of ink on the back of processed papers.	Ink accumulation on inkjet cartridge nozzles or contacts.	Clean the inkjet cartridge nozzles and contacts. See Section 3 for cleaning procedures. Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.
	Ink accumulation around cartridge housing window.	Clean the area around the cartridge housing window. See Section 3 for cleaning procedures.
	Ink accumulation around window in rear image camera removable wall due to excess ink on ink pad.	Clean both the fixed and removable rear image camera walls. See Section 3 for cleaning procedures. Replace the ink pad. See Section 4 for information on ordering the ink pad.
Ink spots or streaks on front of processed paper.	Ink accumulation around window in rear image camera removable wall due to excess ink on ink pad.	Clean both the fixed and removable rear image camera walls. See Section 3 for cleaning procedures. Replace the ink pad. See Section 4 for information on ordering the ink pad.
"Cartridge Missing" message displayed on PC.	Inkjet cartridge not properly installed in the cartridge housing *(for units with open, side-loading cartridge housing)*.	Turn the unit off. Push the cartridge into the housing completely. Ensure that the edge of the cartridge aligns with the registration sticker on the housing.
	If the cartridge is properly installed in the cartridge housing, the cartridge is defective.	Replace the inkjet cartridge. See Section 4 for information on ordering a new cartridge.

Pocket

Symptom	Possible Cause	Solution
Papers buckle and jam in pocket, stack poorly.	Check limiter not set correctly.	Move check limiter out far enough to accommodate the longest papers.

Parts

Symptom	Possible Cause	Solution
Covers/top covers cracked or broken.	Handling or accidents.	Contact Digital Check for replacements.

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