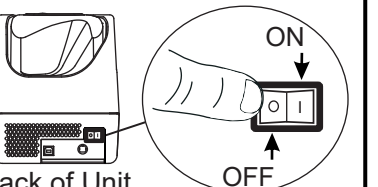
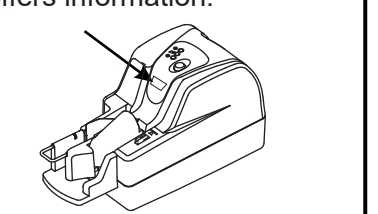








DIGITAL CHECK®


SmartSource® Series

- Go to www.digitalcheck.com or call 1-848-446-2285 for general product information.
- 

Back of Unit
- The Expert LCD display offers information.
 
- Call the Digital Check Help Desk at 1-847-446-2285 if status lights indicate a problem with the unit and you need further help.

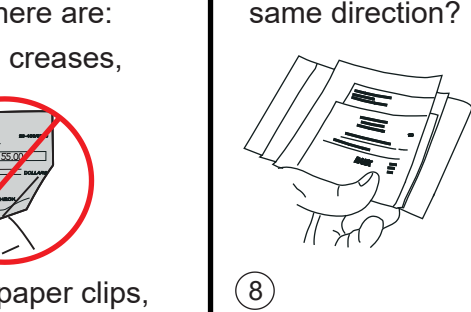
 Unit powered on. Prepare application if necessary.	 Processing documents. Load (more) documents into feeder.
 or  Problem such as a paper jam, double document, or skewed document. Fix problem!	
 or  At any time, bottom light is controlled by custom software. Check display.	

Status Lights



How to Adjust the Endorser Height


Remove the two top covers. There are two endorser height positions.



How to Prepare Paper

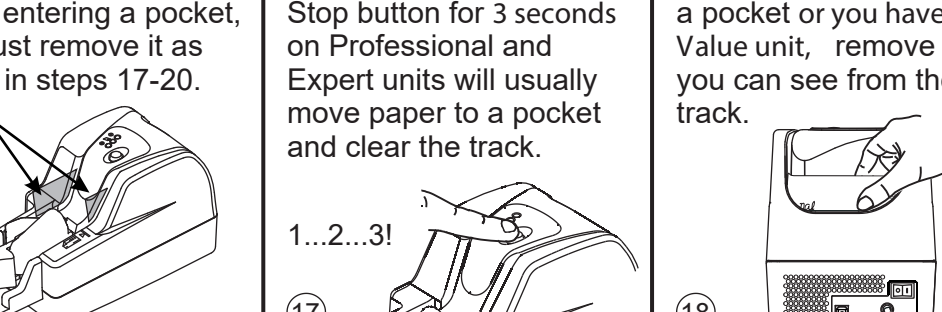
Before you load checks, make sure there are:

- No dogears, creases, curls
- No staples, paper clips, rubber bands
- No check stubs, adding machine tapes



Check Batch of Paper for Professional and Expert Units

All paper faces same direction? Bottom and leading edges aligned? Adjust check limiter for longest paper. Ready? On any unit - Professional, Expert, or Value - do you have two green lights?



Remove Stopped Paper in T rack (All Units)

If paper stops in the track before entering a pocket, you must remove it as shown in steps 17-20.

1...2...3!

17 18

Maintenance - As Needed

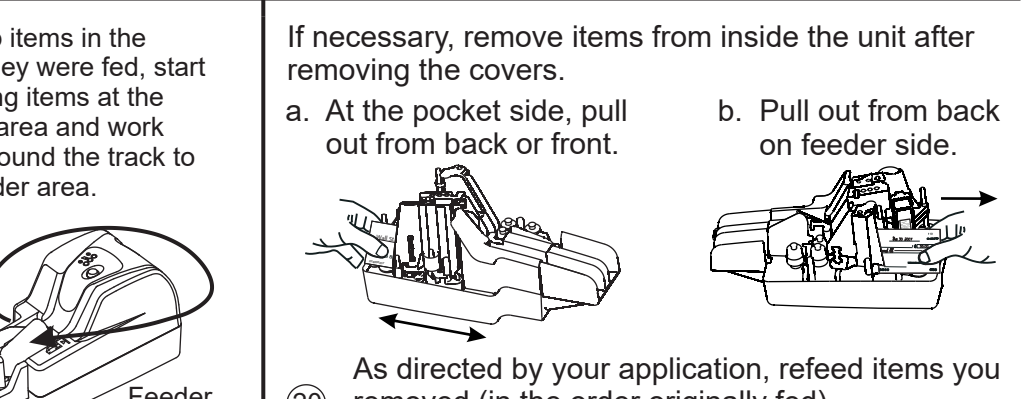
As needed, use the check scanner cleaning card to clean/clear the track.

And/or, wipe the front and rear image camera glass with a cleaning pad if necessary.

21 Front Rear

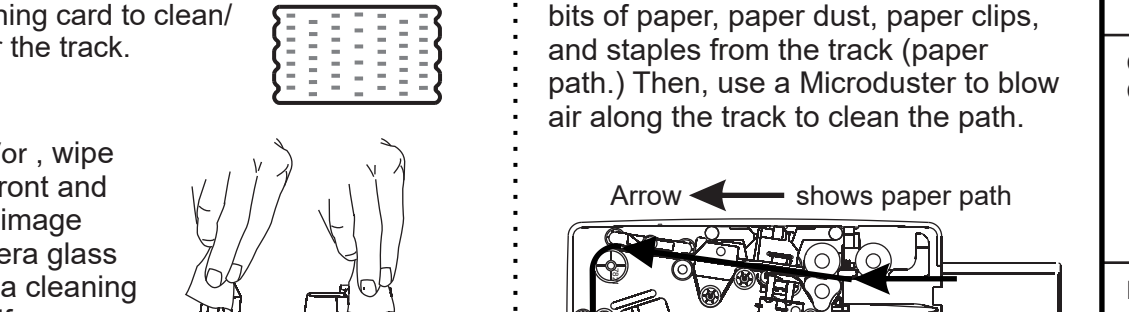
As needed to improve print quality - clean ink off the endorser cartridge with a lint-free cloth moistened with water.

1 2 3 4



Feed Paper

Professional and Expert units - insert items into feeder bay. Value units - insert one item at a time into feeder bay. All units - position item(s) forward to end of feeder bay. Tap Start/Stop button for paper flow on Expert/Professional units.



Pocket Area Feeder Area

19 20

As directed by your application, refeed items you removed (in the order originally fed).

Problem	Symptom	Solution
Power Supply	Unit does not power up. No green light after pressing On/Off switch.	Plug power cord into a known working wall outlet, and verify that the plug is inserted into the unit. If no results, replace power supply.
Communication/Connections	Unit does not connect to host PC. Unit does not connect to local network (Expert units).	Check that you are using the correct cable. If in doubt, replace the cable. USB 2.0 cables may be up to 15 feet long. Verify that two lights near the Ethernet connector (back of unit) indicate normal network activity. One light on indicates a good connection; the other blinks when data is transmitted/received.
Feeder	Items do not feed correctly. Double-feeds (more than one document at a time) feed. Or, paper skews when fed. False "Feeder Empty" messages. Single items do not feed when inserted (Value units).	Feed roller tires or paper documents are too slick. Clean tires, retry. Ensure that paper does not have a glossy coating. Switch the feed rollers. Replace one or both rollers if problem continues. Are papers properly jogged, aligned, and loaded into feeder? Rotate or replace the blue separator assembly (triangle-shape). Jog items and load into feeder with leading edge of paper stack touching front feeder wall. Clean the feeder sensor. Clean the feeder sensor. Ensure that the application is capable of (and settings are correct) for automatic document feed.

Problem	Symptom	Solution
Indicators/Controls	Paper does not feed when Start/Stop button pressed.	Tap Start/Stop button to start feeder. See "Feeder - Solution" on this card.
Paper Jams/Unexpected Stops	Paper doesn't feed correctly. Paper stops suddenly, leading edge is damaged. Paper stops in curved part of paper path/track.	See "Feeder - Solution" on this card. Locate any bits of paper, tape, staples, or paper clips in unit. Remove with track clearing spatula. Paper that is too thick or stiff - card stock, envelopes, carriers, will not travel through unit correctly.
Reader	Reader has excessive reject rate.	Are papers properly jogged, aligned, and loaded into feeder correctly? Inspect reader area for staple on magnet, or debris lodged at readhead, and remove staple/debris.
Image	Images are skewed. Poor quality images. Dark horizontal streaks on all rear images - or - ink on rear image glass.	Are papers properly jogged, aligned, and loaded into feeder? Rotate or replace the blue separator assembly (triangle-shape). 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. If a CAR/LAR software application is in use, verify it is performing correctly. If possible, view images. Clean the image glass and retry. Perform or repeat "Maintenance" tasks - clean the image glass, track walls, and endorser cartridge.

Problem	Symptom	Solution
Pockets	Papers buckle or jam in pockets; papers stack poorly. Some or all papers flow to wrong pocket.	Move check limiter out far enough to accommodate largest/longest paper. If this happens using other software applications, the unit must be repaired. Verify the reader is performing well. Check the reader information on this card - "Reader has excessive reject rate". If the problem happens using other software applications, the unit must be repaired.
Endorser/Print Quality	Blurry or light print. Light print after inkjet cartridge is cleaned.	Clean inkjet cartridge. See "Maintenance". The inkjet cartridge is out of ink. Or, use a higher print density setting (which will use more ink) if available.
Replacement Items	Worn items, or cracked or broken unit covers.	For replacements and supplies contact Digital Check Corp. at: 1-847-446-2285. Worldwide, go to www.digitalcheck.com .