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## Service Bulletin

*From: Technical Support Manager*

Date: October 17, 2006

Re: Scanner Diagnostics – To Verify Operation

This memo is to provide the minimum steps required to determine if the scanner is properly connected, installed & working on a PC. These steps must be followed with no other scanner applications active to determine if the scanner, USB drivers or PC application code is at fault for the scanner being unable to connect or run on a given PC.

1. Go to the Digital check web site <http://www.digitalcheck.com> and pull down the file (USB\_Diagnostic\_Set\_V1.0.exe ) and then run it. This is a self extracting file and will create a **C:\Scanner\_Diagnostic** directory.
2. Open up the API\_Level directory and run the **API\_Level.bat** file. When completed it will create **API\_Level.log** file in the C:\ root directory. Email that file to [dccapi@digitalcheck.com](mailto:dccapi@digitalcheck.com) and indicate the customer this is from.
3. Next, open up the **USB\_Driver\_V1.7** directory and run the **Tellerscan\_Drv\_V1.7\_cert.exe** to install the current USB drivers and firmware. (Note, wait until the utility has been run before connecting & powering on the scanner. Once powered on, the ON LED on the scanner should be RED.
4. The Windows Device Manager, under USB Serial Bus Controllers, should show a TS Device or Tellerscan listed there.
5. Next, open up the **Scanlite** directory and launch the **Scanlite.exe** file. This should acquire the scanner and turn the ON LED to GREEN. Insert one or more checks and select 'Scan'. The scanner should grab the checks and display a front and rear image on the screen.
6. The scanner is now installed and working properly. If there are problems, indicate those to the [dccapi@digitalcheck.com](mailto:dccapi@digitalcheck.com) email ID or call Digital Check at 847-446-2285 and ask for scanner technical support.