SMARTSOURCE® ELITE SERIES

User Manual

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SMARTSOURCE ELITE SERIES - INSTALLATION & OPERATIONS GUIDE

SMARTSOURCE® ELITE SERIES

- **Professional Elite**
- **Merchant Elite**
- **Elite UV**
- **Expert Elite**

STYLES RELEASED STARTING WITH SERIAL # 918XXXXX:

Scanner	Description
SSM1-ELITE55	SS Merchant Elite Identify with auto retract feeder flag and gray inner cover badge.
SSM1-ELITE55-IJ	55 DPM Elite-1-Line Ink Jet
SSP1-ELITE155	170 DPM Elite-4-Line Ink Jet
SSP1-ELITE75	75 DPM Elite-4-line Ink Jet
SSP1-ELITEUV	SS PRO ELITE-UV-4-line inkjet
SSX1-ELITE	SS Expert Elite, Low Speed
SSX1-ELITE-FS	SS Expert Elite, Full Speed
SSX1-ELITE-USB	SS Pro Elite Plus, Low Speed
SSX1-ELITE-FS-USB	SS Pro Elite Plus, Full Speed

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Note for Professional Elite, Merchant Elite and UV Elite only: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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Canadian Regulatory Statement for Professional Elite, Merchant Elite and UV Elite only
CAN ICES-3 (A)/NMB-3(A)
Canadian Regulatory Statement for Expert Elite only
CAN ICES-3 (B)/NMB-3 (B)

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INTRODUCTION

CAPABILITIES OVERVIEW

The SmartSource Elite series is a family of table-top document scanners that can feed, read, endorse, image, and stack a wide range of financial documents, as well as rigid cards such as driver's licenses and ID cards.

All SmartSource Elite series machines include:

- An automatic document feeder, capable of holding and feeding up to 100 documents, depending on thickness and condition
- A magnetic MICR reader capable of automatically identifying and reading ANSI-standard E13B and CMC7 Magnetic Ink Character Recognition (MICR) encoding
- Optical Character Recognition (OCR)
- Front and rear image sensors
- An output pocket capable of stacking and holding up to 150 documents, depending on thickness and condition
- An alternate entry for processing and imaging both faces of a single rigid card, or a single document that is outside the normal feeder/track specification
- Easy-opening track covers for speedy cleaning and maintenance
- Operator-renewable, feed wheels and tires
- One-touch power/start-stop button, with status indicator
- Adjustable document floor and pocket limit to accommodate a wide range of document sizes

Professional Elite, Merchant Elite and Elite UV:

- USB 2.0 connectivity to a host PC

Expert Elite:

- USB 2.0 or 10/100 Mbit Ethernet connectivity

Elite UV - In addition to all the above features, the SmartSource machine includes:

- Ultraviolet (UV) illumination for detecting UV-fluorescent features on the front of a document

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SMARTSOURCE PROFESSIONAL ELITE, EXPERT ELITE, MERCHANT ELITE AND ELITE UV

SmartSource Elite family

Style	Maximum Throughput	Description
SSP1-ELITE155	170 items per minute (grayscale)	SmartSource Professional Elite With 4-line Ink Jet
SSP1-ELITE75	75 items per minute (grayscale)	SmartSource Professional Elite With 4-line Ink Jet
SSP1-ELITEUV	80 items per minute (UV) 170 items per minute (grayscale)	SmartSource Elite UV 4-line Ink Jet
SSM1-ELITE55	55 items per minute (grayscale	SmartSource Merchant Elite- No Ink Jet
SSM1-ELITE55-IJ	55 items per minute (grayscale)	SmartSource Merchant Elite 1-line Ink Jet
SSX1-ELITE	80 items per minute (grayscale)	SmartSource Elite UV 4-line Ink Jet
SSX1-ELITE-FS	150 items per minute (grayscale)	
SSX1-ELITE-USB	80 items per minute (grayscale)	SmartSource Elite UV 4-line Ink Jet with USB
SSX1-ELITE-FS-USB	150 items per minute (grayscale)	

The SmartSource Professional Elite, Expert Elite, Merchant Elite and Elite UV have some functional and performance differences, as follows:

Note – The SmartSource Elite operates in conjunction with a document-processing software application. This guide describes all the available functions of the SmartSource Elite. Different software applications may use these functions in different ways and may not implement all the functions described. This guide cannot describe all the possible function permutations which a software application may use. Your IT service or application provider should supply details of the exact operation of your software application.

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The SmartSource Professional Elite, Expert Elite, Merchant Elite and Elite UV have some functional and performance differences, as follows:

Function	Professional Elite	Expert Elite	Merchant Elite	Elite UV
Document throughput*	Up to 170 items per minute	Up to 150 items per minute (grayscale)	55 items per minute	170 items per minute (grayscale) 80 items per minute (UV)
Feed hopper flag	Automatic opening	Automatic opening	Automatic opening on Newer Model	Automatic opening
4-line programmable inkjet endorser	Present	Present	Not present or 1-line Ink Jet	4-LINE-SSP1-ELITE UV 1-LINE SSM1-ELITE-IJ

Note – The SmartSource Elite operates in conjunction with a document-processing software application. This guide describes all the available functions of the SmartSource Elite. Different software applications may use these functions in different ways and may not implement all the functions described. This guide cannot describe all the possible function permutations which a software application may use. Your IT service or application provider should supply details of the exact operation of your software application.

Elite Models System Requirements

Minimum	Recommended
2.4 GHz dual-core or faster processor 2 GB RAM or more	2.8 GHz dual-core or faster processor 4 GB RAM or more
2 GB free disk space	10 GB free disk space
Windows 11/10, (x86 or x86-64)	Windows 11/10, (x86 or x86-64)
USB 2.0 port	USB 2.0 port

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SECTION 1

SETTING UP THE UNIT

Choose a Location

- The unit is for indoor use only.
- The location should be clean, dry, well-ventilated, and out of direct sunlight.
- Select a flat, stable location.
- Professional Elite, Merchant Elite and Elite UV: A suitable USB port on the host PC must be within 6 feet (2 meters) of the rear of the unit.
- Expert Elite: A suitable Ethernet connection must be near the rear of the unit.
- A suitable AC outlet (100-240 VAC, 50/60 Hz) must be with 9 feet (3 meters) of the rear of the unit
- Provide adequate clearance on all four sides of the unit to load and unload documents, insert rigid cards, open covers for cleaning, and make power and Ethernet or USB connections.

Power Supply

Your SmartSource Elite unit may be affected by surges or dips in the electrical power supply. These may cause the unit to pause, or stop working, or require the user to restart the unit. Such surges and dips will generally not harm the unit.

Surge and dips are usually the result of other large electrical loads on the same branch circuit, such as air-conditioners or heaters.

If such problems occur, try connecting the unit to a different branch circuit outlet that does not supply other large electrical loads. If problems persist, it may be necessary to isolate the unit from the power supply outlet using a line conditioning device or an Uninterruptible Power Supply (UPS), both of which are available from Digital Check.

Need Help?

- Call Digital Check Support at 847-446-2285 for live customer support.
- Online, go to http://www.digitalcheck.com/support for general product information, manuals, downloads, and training/support videos.
- For replacement parts and consumables, service, and support parts, visit http://www.digitalcheck.com and click 'Online Store.'

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OPENING THE BOX – CHECKING BOX CONTENTS

In addition to your SmartSource Elite unit, the shipping box should contain the following items:
Click the links below or visit store.digitalcheck.com to order replacement supplies and consumables.

USB or Ethernet Cable

USB Cable – PN: CA0049
Elite 55, Pro Elite, Pro Elite Plus Models

Ethernet Cable – PN:68729912-000
Expert Elite Models

Power Supply 'Brick'

PN: 82276028-000
Pro Elite, Pro Elite Plus, Expert Elite Models

PN: 82275943-000
Elite 55 Models

AC Power Cord

Inkjet Endorser Cartridge

(Professional Elite, Expert Elite and Elite UV only)

1-Line Inkjet Cartridge – PN: MS0083
Elite 55 Models

Multi-line Inkjet Cartridge – PN: 822120984
Pro Elite, Pro Elite Plus, Expert Elite

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Also included in the package are the following documents:

Items	Description
Box contents checklist	Ensures correct packing of box contents
Service information/extended warranty sheet	Describes product warranty and service details and how to obtain more service and support information
Arrival Quality Report form	Use to report arrival quality of product – please complete and return as shown
Ink cartridge information sheet (Professional Elite, Expert Elite and Elite UV only)	Provides ink cartridge information, including service and ordering new cartridges

Once you have unpacked the contents of the package, do not connect the USB/Ethernet cable or any power cords. Device driver software must be loaded onto the host PC before connecting your SmartSource Elite to the PC.

Device driver and other application software may also be required to be loaded – consult your IT service provider or application provider to be sure that all required software is loaded before connecting and powering your SmartSource Elite unit.

BASIC LAYOUT OF YOUR SMARTSOURCE ELITE

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CONNECTING CABLES AND POWERING ON THE UNIT

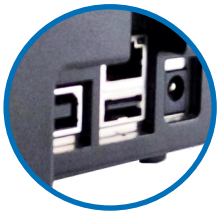
Step 1. Locate the power supply 'brick' and AC power cord and plug them together.

a. Use only the power supply 'brick' that was packed with your SmartSource Elite. Do not exchange power supply 'bricks' between units, or use non-Digital Check-supplied power supplies, even if they look similar.

Step 2. Plug the power cord from the power supply 'brick' into the SmartSource Elite, then plug the AC power cord into an AC outlet.

a. Note – the power supply cord to the Pre-2018 (starting with serial # 900xxxxxx) SmartSource Elite scanners have a special locking connector to prevent accidental disconnection. To disconnect this connector, pull back only on the connector housing – not on the power cord. If you pull on the cord, the connector will not disconnect, and the cord or the unit may be damaged. The SmartSource Elite models and later (starting with serial # 918xxxxxx) have a straight pull connector.

Step 3. Load device driver and other application software. Consult your IT service provider or application provider to be sure that all required software is loaded before connecting and powering on your SmartSource Elite unit.



Step 4. Locate the USB cable (or Ethernet cable) and connect it to the SmartSource and to a suitable USB outlet on the host PC (or Ethernet network interface).

a. Use only the USB cable that was supplied with the unit, or a similar USB cable, rated for USB 2.0 or better.
b. Do not use USB cord extenders, hubs or plug adapters, as these may degrade USB performance
c. Use only Category 5e (Cat5e) or better Ethernet cables for Expert Elite

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INSTALLING THE INKJET CARTRIDGE-4 LINE (PROFESSIONAL ELITE, EXPERT ELITE AND ELITE UV ONLY)

1 **Step 1:** Lift off the endorser cover. The endorser housing is visible.

2 **Step 2:** The housing may have packing tape on it to hold it closed during shipping. Remove this tape carefully.

3 **Step 3:** Open the housing by pressing on the blue latch as shown. The cover of the housing will pop open.

4 **Step 4:** Open the sealed package containing the inkjet cartridge and remove the sealing tape as shown on the cartridge.

5 **Step 5:** Insert the cartridge into the housing as shown. There is no need to press down on the cartridge.

6 **Step 6:** Once the cartridge is in place, press the top of the housing down until the housing latches shut.

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INSTALLING CARTRIDGE-
1 LINE INK JET CARTRIDGE:

Step 1: Remove the center cover by lifting the cover off the scanner.

Step 2: Open the ink cartridge pouch and remove the protective tape covering the ink nozzles. Be careful not to touch the ink nozzle with your fingers or allow it to come in contact with anything else.

Step 3: Insert the nozzle end of the cartridge into the platform while keeping the end of the cartridge tilted slightly upward. Then, push down on the rear of the cartridge until it clicks or snaps securely into position.

Important: The top of the cartridge should appear level or flat when it is fully seated.

Insert the ink cartridge at a slight angle	Nozzle end at a slight angle	Push down on the cartridge to fully seat	Correctly Inserted

Step 4: Place the center cover back onto the scanner.

Note: If the scanner must be transported by common carrier from one place to another, or will experience extended periods of inactivity, it is advisable to remove the ink cartridge from the scanner and seal it in an airtight bag. If the cartridge has not been used for an extended period, it might be necessary to clean the inkjet nozzles by gently blotting them with a towel dampened with water.

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SECTION 2

OPERATING THE UNIT

Powering on the Unit

Press the power button. The blue status light within the button will illuminate. When the unit is ready for use, the light will start to blink slowly.

WARNING
INVISIBLE LED RADIATION
DO NOT VIEW THE LIGHT SOURCE DIRECTLY WITH OPTICAL INSTRUMENTS
CLASS 1M LED PRODUCT

Using the power/start-stop button, and the meaning of the status light

The power/start-stop button has various functions when the machine is working. The blue status light within the button tells you the condition of the machine. Note that the exact sequence of operation and the use of the start-stop button may be configured by your application and some uses may be disabled or unused. Consult with your application provider for exact details.

Function	Operation of button	Status light condition
Power on	Press and hold the button for more than 2 seconds	Turns on continuously until the unit is ready, then blinks slowly
Power off	Press and hold the button for 6 seconds or more	Blinks slowly, then more quickly, then turns off
Start document flow	Press the button for less than 1 second	Stops blinking slowly and stays on continuously
Stop document flow	Press the button for less than 1 second	Starts blinking slowly
Clear document from track – 'SmartClear' function	Press the button for more than 1 second and less than 6 seconds, then release the button. The track will start and eject the stopped document, then stop.	After 1 second, light will blink more quickly to show that 'SmartClear' function has been selected.
Processing exception during document flow	Varies depending upon application – refer to IT or application provider	Light blinks quickly until exception is cleared

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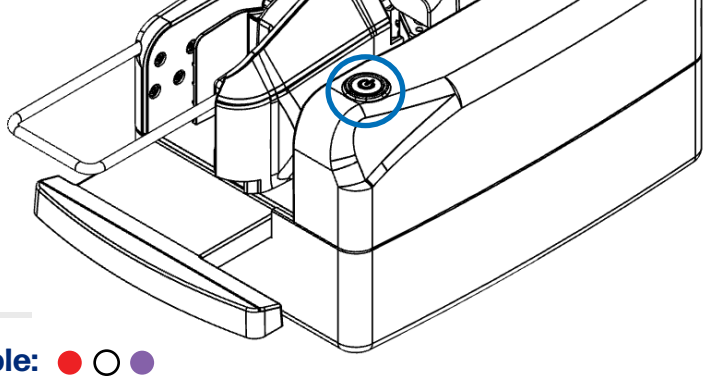
LED Status Indicator and Smart Button Operation



Solid Red: ●
No USB Connected

AND

Very slow blink Red/Purple: ● ○ ●
No USB connected, cleaning required

Very slow blink Blue: ● ○ ●
Waiting for the application to connect. Scanner in standby mode.

Very slow blink Purple: ● ○ ●
Waiting for the application, cleaning required

Blink Blue: ● ○ ●
Idle.

Blink Purple: ● ○ ●
Idle, cleaning required

AND

Blink Blue/Purple: ● ○ ●
Idle, ink empty

AND

Slow blink Blue/Purple: ● ○ ●
Idle, ink low

Solid Blue: ●
Ready to scan.

Solid Purple: ●
Ready to scan, cleaning required

Blinking Red: ● ○ ●
Exception or (Application controlled exception)

Fast blink Blue: ● ○ ●
Waiting for the application to connect. Scanner in standby mode.

Fast blink Purple: ● ○ ●
Waiting for the application, cleaning required

Fast blinking Red: ● ○ ●
Scanner power cycle required

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PREPARING FOR DOCUMENT FLOW

1. **Step 1**: Adjust the floor extender and document limit to match the length of the documents to be fed by sliding them out, as shown below.
2. **Step 2**: For proper feeding, the floor extender should be extended to support the documents in the feed hopper and prevent them from tipping or skewing.
3. **Step 3**: The document limit should be set so that the document can fit easily in the pocket. If feeding documents of different lengths, set the document limit to match the longest document.

DOCUMENT / CARD PREPARATION

Condition	Minimum	Maximum
Document length	2.9 inches (74 mm)	9.25 inches (235 mm)
Document height	2.0 inches (51 mm)	4.25 inches (108 mm)

Documents longer or shorter than the specified limits should be removed. Documents which are too long or too short may cause jams or feeding problems and can cause the application to stop processing.

Documents as tall as 5.8 inches (148 mm) or A5 size can be fed and processed normally but they will not be fully imaged. Only the lowest 4.25 inches (108mm) of the document will be imaged.

The SmartSource Elite will feed and image both sides of a flat, rigid card, such as a driver's license or ID card. The maximum card thickness is 0.030" (0.75 mm). Thicker cards, or credit cards with embossed characters, should not be fed – they may jam in the unit, and the image quality may be degraded.

The SmartSource Elite series is designed to process documents adhering to Digital Check Document Design Guidelines 4326 6808.

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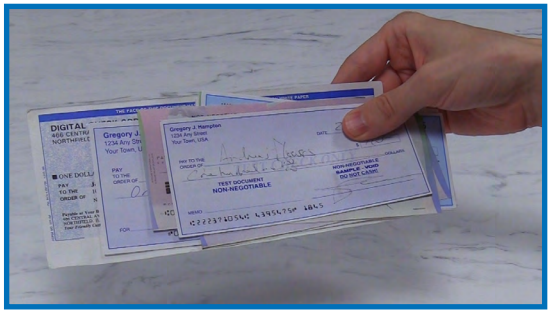
INSERTING DOCUMENTS AND ALIGNING THEM FOR PROPER FLOW

Documents with MICR encoding should be inserted with the MICR code line facing forward, as shown.

On Professional Elite and Elite UV units, grey flag will open automatically to load documents. On earlier Merchant Elite units, push flag back to open.

For best performance and fewest problems, documents should be inserted into the feed hopper with the leading and lower edges aligned as consistently as possible, and with the leading edges aligned with the line printed on the cover. Align documents by tapping lightly against a flat surface.

If leading edges are not properly aligned, the unit may feed documents out of sequence. If bottom edges are not aligned, the unit may not be able to read the MICR code line, and document images may be skewed. When inserting larger numbers of documents, an automated powered document jogger may be helpful. Suitable joggers are available from the store.digitalcheck.com, part numbers 750606909, 752008995 and 752010901.



Documents not properly aligned for trouble-free feeding

Documents properly aligned for trouble-free feeding

Insert documents into the feed hopper as shown. On Professional Elite, Expert Elite and Elite UV units, the feed hopper will open automatically. On Merchant Elite units, the feed hopper will need to be opened manually by pushing back the grey flag.

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PROCESSING DOCUMENTS

When documents are placed in the feed hopper, the unit may begin processing automatically, or you may need to press the start-stop button briefly to start processing. How this works depends on your document processing software application. Documents will be fed singly from the feed hopper and stacked in the output pocket. The unit will stop automatically when the feed hopper is empty. To continue processing, place more documents in the feed hopper. Depending upon your application, the unit may resume processing automatically, or you may need to press the start-stop button again to resume.

PROCESSING ID CARDS AND DOCUMENTS USING THE ALTERNATE ENTRY.

***Please Note**: alternate entry ID scanning is equipped on older Elite series models 2019 and before.

When prompted by your application, insert the ID card into the alternate entry at the rear of the unit, as shown. The direction in which the ID card faces is determined by your application. The track will start, and the ID card will be fed, imaged on both sides, and stacked in the output pocket.

The alternate entry can also be used in the same way to feed and image single paper documents which are too thick or too damaged to be fed through the normal feed hopper and track. Note that a MICR code line on any document fed in this way will not be read. Refer to your application for the correct direction to feed a document through the alternate entry.

Models starting with serial # 9197XXXX have the ID card feed function moved to the front of the Unit:
The front side of the ID card should be positioned to the left of the operator. Retract the moving wall (Gray Color) with the ID card and insert until machine starts up and gently release grip from ID card. Do no hold on to the ID card. The card will be returned to the front pocket.

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REMOVING ITEMS FROM POCKET

Lift stacked documents out of the pocket as shown. Documents may be removed from the pocket at any time.

STOPPED-DOCUMENT CONDITIONS

If the unit stops with a document in the track (between the feeder hopper and the output pocket) first refer to the application to determine the cause of the stoppage. Many stoppages are not the result of any problem with the unit but may be caused by application delays or other non-physical errors. Follow the instructions on the application screen to decide how to handle the stopped document.

CLEARING STOPPED DOCUMENTS IN THE TRACK USING THE 'SMARTCLEAR' FUNCTION

To remove a stopped document from the track, first use the 'SmartClear' function (see Basic layout of your SmartSource Elite). This will cause the unit to drive the stopped document out of the track and into the output pocket.

MANUALLY REMOVING STOPPED DOCUMENTS

If the stopped document is not ejected, then open the front and image covers (see Basic layout of your SmartSource Elite) and remove the stopped document by pulling it in the direction of travel. Avoid pulling the document straight up and out of the track, if possible.

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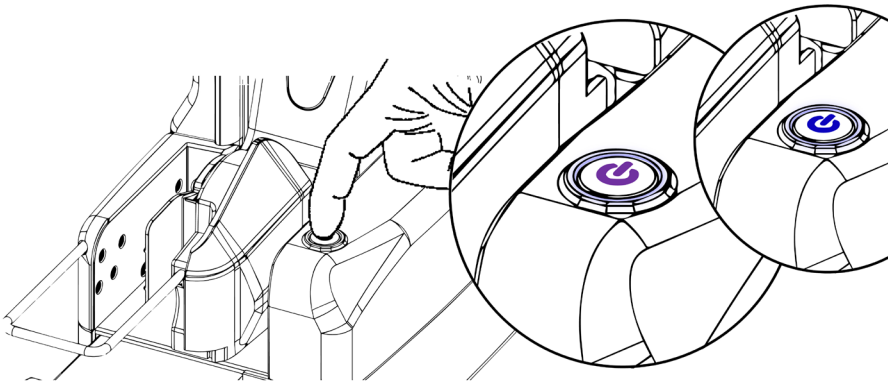
SIMPLESWITCH CONNECTIVITY (EXPERT ELITE ONLY)



WHAT IS SIMPLESWITCH CONNECTIVITY?

The Expert Elite's SimpleSwitch Connectivity feature provides users with a convenient way to switch between connection modes. You can start with standard USB use and switch to more advanced modes (like network connections) when ready.

Use the Instructions below to reach your desired connectivity state:

Scanner State	Desired State	Process to Reach that State
Out of the box	USB Mode	1. Plug in the USB cable and boot the scanner.
Out of the box	Ethernet Mode	1. Plug in the Ethernet cable and boot the scanner.
Out of the box	Ethernet/Ethernet over USB (Network Mode)	1. Perform USB Mode to Network Mode button press sequence. Or 2. Plug in Ethernet cable and boot the scanner. 3. Remove Ethernet cable, plug in USB cable, and reboot the scanner.
USB Mode	Ethernet Mode	1. Remove USB cable. 2. Plug in Ethernet cable. 3. Power down the scanner. 4. Power up the scanner.
USB Mode	Ethernet over USB	1. Perform USB Mode to Network Mode button press sequence. 2. Plug in the USB cable. 3. Reboot the scanner.
Network Mode	USB Mode	1. Perform Network Mode to USB Mode button press sequence. 2. Plug in the USB cable. 3. Reboot the scanner.
Ethernet Mode	Ethernet over USB	1. Remove Ethernet cable. 2. Plug in USB cable. 3. Reboot the scanner.
Ethernet over USB Mode	Ethernet Mode	1. Remove USB cable. 2. Plug in Ethernet cable. 3. Reboot the scanner.

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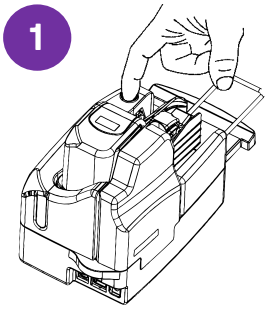
TRADITIONAL USB MODE TO NETWORK MODE

Method 1:

While the scanner is powered off, connect only the power and Ethernet cable followed by powering the scanner on with the Smart Button.

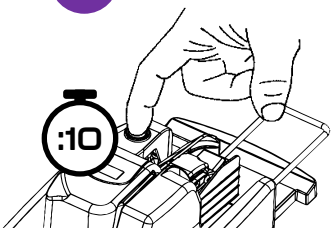
Method 2: Button Press Sequence

1



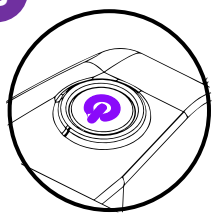
Step 1: Power the scanner on with only the power cable connected, do not connect the USB cable.

2



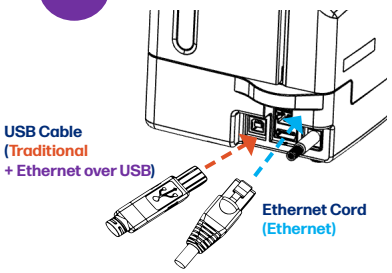
Step 2: Hold the Smart Button for 10 seconds, the scanner will produce an audible chirp twice, and after the second chirp release the button. The scanner will power off.

3



Step 3: As the scanner is powering down, the LED button will momentarily flash Purple to indicate that the scanner will be in Ethernet/ Ethernet over USB Mode.

4



Step 4: Plug in the Ethernet cord to use an Ethernet connection or the USB cord to use an Ethernet over USB connection. To complete the process, power the scanner back on using the Smart Button.

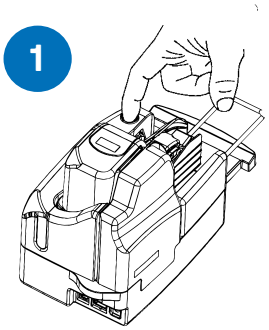
To indicate the scanner is now in the Network Mode connectivity mode the LED will momentarily show purple before slowly flashing blue during the initial startup.

Click Here to Watch Video Instructions or visit digitalcheck.com/ExpertEliteRNDIS
Note: Expert Elites prior to 2017 only have a blue LED and will not show purple during this step.

NETWORK MODE TO TRADITIONAL USB MODE

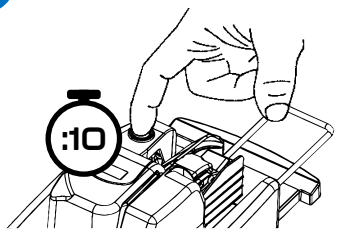
Button Press Sequence

1



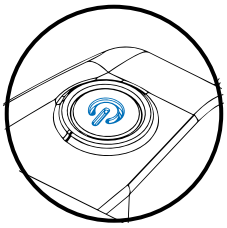
Step 1: Power the scanner on with only the power cable connected, do not connect the USB cable.

2



Step 2: Hold the Smart Button for 10 seconds, the scanner will produce an audible chirp twice, and after the second chirp release the button. The scanner will then power off.

3



Step 3: As the scanner is powering down, the LED will momentarily show Blue to indicate that the scanner will be in USB connectivity mode during next power on.

To complete the process, first plug in the cable and power the scanner back on using the Smart Button.
To indicate the scanner is now in the USB connectivity mode the LED will be blue during the initial startup.

Click Here to Watch Video Instructions or visit digitalcheck.com/ExpertEliteUSB

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RESET NETWORK PARAMETERS

1. **Step 1:** Have everything unplugged besides the power cord. Press and hold the Smart Button for 5 seconds until you hear an audible "chirp" from the scanner, then release the button.
2. **Step 2:** The scanner's LED will be solid red. Quickly press and release the Smart Button 3 times within 3 seconds. After a few seconds you will hear another audible "chirp" from the scanner indicating the settings have taken effect.
3. **Step 3:** The system will power off and will be reset to factory default upon the next power up.

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Section 3

GENERAL CLEANING OF THE UNIT

Before performing any cleaning, turn off power to the unit and unplug the AC power cord.

For general cleaning of the outside covers of the machine, any mild water-based cleanser, used sparingly, is appropriate.

For cleaning sensors, image sensors and track walls, isopropyl alcohol may be used, preferably diluted 50% with water. Cleansing wipes pre-soaked with suitable solvent are available from Digital Check, store.digitalcheck.com, online store, SmartSource Professional Elite Consumables & Accessories, part number 751804907.

Do not use aggressive solvents such as gasoline, petrol, kerosene, paraffin, acetone or MEK, and use no abrasive cleansers at all.

As a general rule, use the least amount of the least aggressive cleanser required to clean the machine.

CLEANING THE TRACK

Cleaning the track generally involves two issues, which are

- General dust and dirt in the track
- Foreign objects such as staples, paper clips and rubber bands.

How often the track should be cleaned depends on the quantity and quality of documents being processed and the amount of dust, dirt and foreign objects that accumulates. The track should be cleaned whenever dust is visible on the track walls and rollers, on the documents, or on the images.

The more frequently and more thoroughly the track is cleaned, the fewer processing problems you will experience due to dust and dirt. Excessive accumulation of dust and dirt will cause processing problems such as jams, document damage and poor image quality, and may degrade the life of the unit. It is easier to avoid these problems by cleaning the track regularly so that dust, dirt and foreign objects do not accumulate.

To clean light build-up of dust and dirt out of the track, use a Check Scanner Cleaning Card, one of which came with the machine. Follow the instructions on the packaging. Regular use of track cleaning cards will minimize the accumulation of dust and dirt.

For heavier accumulations of dust and dirt, which a cleaning card will not remove, use canned compressed air, or piped compressed air where available. Air should be regulated to no more than 30 psi (2.0 bar, 200 kPa). Open the front cover and image cover and blow the track and surrounding walls and rollers clear of dust and debris. (Additional cleaning products are available from Digital check at store.digitalcheck.com.)

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If foreign objects cannot be blown out with compressed air, you can attempt to remove them using a non-metallic tool or probe such as the Digital Check track-cleaning tool (available from Digital Check, store.digitalcheck.com, part number 750381907).

Do not use any metallic tool or probe, as damage to the track walls and other parts may result.

Do not use any magnetic tool, as damage to the MICR read head may result.

The track contains two powerful magnets which are located near the MICR read head, as shown.

Foreign objects such as staples and paper clips will often stick to these magnets, making them easier to find and remove.

CLEANING THE IMAGE SENSORS

Be especially careful when cleaning around the image sensors. The image sensors have glass faces which can be easily broken if a metal probe is used.

The glass faces of the image sensors may acquire a build-up of dirt and ink from the passing documents, which affects image quality. If streaks, lines or a loss of image quality are seen, the image sensors should be cleaned.

Open the image cover to expose the glass faces of the image sensors, as shown.

Clean the glass faces using a soft cloth moistened with water. For stubborn stains isopropyl alcohol may be used. Cleansing wipes pre-soaked with suitable solvent are available from Digital Check, store.digitalcheck.com, part number 751804907. **Ensure that any cleanser or solvent has been completely wiped off or dried before closing the image cover.**

CLEANING TRACK SENSORS

The unit includes four sensors, as shown. If dirt or dust accumulates on these sensors, errors may result.

Clean these sensors using canned or compressed air, or a soft cloth (or a cotton swab) moistened with isopropyl alcohol. Cleansing wipes pre-soaked with suitable solvent are available from Digital Check, store.digitalcheck.com, part number 751804907.

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CLEANING THE ENDORSER CARTRIDGE (PROFESSIONAL ELITE, EXPERT ELITE AND ELITE UV ONLY)

It is possible for the nozzles of the inkjet cartridge to become blocked by dried ink, especially if the unit has been unused for a long period. If the printed endorsement is degraded (light, missing or smeared print), clean the inkjet cartridge nozzles.

If the endorsement looks like this:

Then cleaning the nozzles will make it look like this:

If cleaning the nozzles does not improve the print quality, then the ink cartridge is probably empty.

Only use Digital Check supplied ink cartridges in you Digital Check Scanner

Below is the 4-line inkjet cartridge, Part # 822120984:

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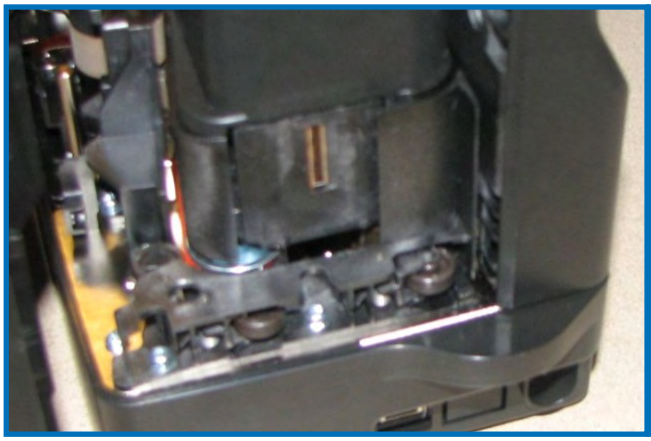
Remove the inkjet cartridge and wipe the inkjet nozzles briefly with a soft cloth moistened with water. Use only water – use of any other cleanser or solvent may destroy the cartridge. When cleaning the nozzles, fresh ink may appear after cleaning – this is normal.

Examine the electrical contacts on the underside of the inkjet cartridge and wipe clean if any dirt or debris is seen.

Cleaning the endorser station (Professional Elite, Expert Elite and Elite UV & all 55DPM Models)

After extended use, the track walls around the inkjet endorser may accumulate ink and debris from the documents, and this may lead to ink lines or smears on the face of the documents. If these are seen, clean the track walls around the endorser, as shown.



Clean ink from endorser wall

Clean ink from wall opposite endorser

With the inkjet cartridge removed and the front cover opened, clean the track walls using a soft cloth moistened with water. The inkjet cartridge has a 'priming' function, in which it prints into an empty track to test that the cartridge is working correctly. To catch 'priming' ink, a felt pad is built into the track wall opposite the endorser.

This felt pad is large enough to absorb all the 'priming ink' that will be used in the normal lifetime of the machine. However, if it does become saturated or dirty, it can be replaced. Open the front cover and snap out the felt assembly downwards, as shown.

The replacement felt pad assembly slides in upwards and 'snaps' into place.

Replacement felt assemblies are available from Digital Check, store.digitalcheck.com, part number 8227 4203-000 for the 4-line Inkjet. Single line Inkjet replacement felt assembly part number is 82275914-000.

Both assemblies are replaceable as in the above description on the swing-out right cover.

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Section 4

SOLVING PROBLEMS

JAMS IN TRACK

Documents jamming in the track are usually the result of
- Poor document quality – documents with tears, creases, folds, or dog-ears
- Foreign objects attached to the documents – tape, staples, adhesives, etc.
- Documents which are stapled or taped together
- Foreign objects in the track – staples, paper clips, rubber bands, etc.
- Documents that are too big, or too small – see document size limits above.
- Too many documents stacked in the output pocket.

POOR FEEDING, DOUBLE FEEDS

Most feeding problems (poor feeding, no-feeds, double-feeds, skewed documents) are caused by poor document quality or preparation. See Section 2 above for details on proper document preparation. Poor feeding can also be caused by over-filling the feed hopper. The capacity of the feed hopper is up to 100 documents, depending on condition, but thick or crumpled documents may reduce the number that can be loaded into the feed hopper.

Other causes of feed problems
- Feeder sensor requires cleaning – see section 3, above
- Foreign objects attached to the documents – tape, staples, adhesives, etc.
- Documents which are stapled or taped together
- Foreign objects in the track – staples, paper clips, rubber bands, etc.
- Documents which are poorly-aligned – see Inserting documents and aligning them for proper flow, above
- Documents that are too big, or too small – see document/card preparation above

If these causes are eliminated, then most remaining feeding issues are caused by worn, soiled or damaged feeder consumables. These are the rollers and tires which feed and separate the documents. During normal use, these parts become worn from rubbing on the documents, or they become soiled with ink and dirt from the documents. There are two consumable items:
1. 2 feed rollers (tan color)
2.1 separator (blue color).

- Poor feeding – documents do not feed out of the feed hopper, or feed slowly or intermittently. This is usually due to worn, soiled or damaged feed rollers. See below for details on how to replace feed rollers.
- Double feeds – feeding more than one document at a time. This is usually due to a worn, soiled or damaged separator tire. See below for details on how to refresh or replace the separator.

Worn or soiled feed consumables are a normal result of operating the unit. How quickly the feed consumables degrade depends on the condition of the documents being fed. If poor feeding persists, even with improved document preparation, then the consumables should be replaced or refreshed.

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To ensure continued trouble-free operation, users should be aware that consumables may need to be replaced and be prepared with replacement parts when necessary. The unit is designed for quick and easy replacement of feeder consumables by the operator. No tools are required, and the unit does not need to be taken out of service or returned to a service facility.

TO REPLACE THE FEED ROLLERS:

1. Open the front cover and locate the two feed rollers, which have a black body with a tan-colored rubber tire.
2. To remove, lift straight up. The roller will 'snap' off the guide post.
3. To install a new roller, press straight down onto guide post – the roller will 'snap' into place.

There are several options for feed roller renewal, see section 5 for details. Feed rollers should always be replaced as a pair.

TO REFRESH OR REPLACE THE SEPARATOR:

Because a worn or soiled separator tire is a leading cause of feed problems, the separator has a special design which allows it to be refreshed instantly, so that processing can continue immediately.

The separator has a triangular shape, which provides 3 separate working faces. When one of the three faces has become worn or soiled, it can be instantly repositioned to replace the worn face with a fresh face. This allows work to continue without the need to immediately locate and install a new part and provides time to order a new part if one is not immediately available.

Once all 3 faces of a separator have been used, it can be replaced with a new separator, which provides a further 3 new working faces.

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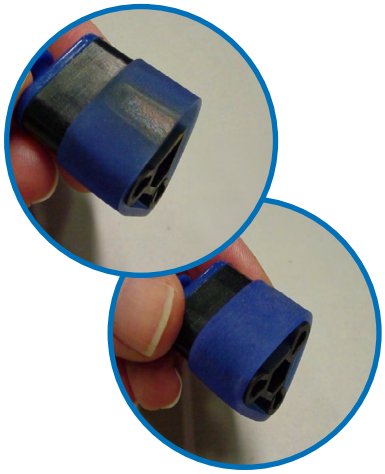
TO REMOVE AND EXAMINE THE SEPARATOR:



1. Open the front cover, lift off the endorser cover and locate the triangular separator – it has a blue top cap and a blue rubber tire.
2. Lift straight up, the separator will 'snap' off its guide post
3. Examine the surface of the blue rubber tire which was facing the documents – if it shows a dark, glossy area or a dirt build-up, as shown; rotate the separator to a clean, new face, as shown.
4. Re-install by pressing the separator back down onto the guide post, it will 'snap' into place.

There are several options for separator renewal, see section 5.

POOR STACKING IN POCKET

Poor stacking of documents in the output pocket is usually caused by

- Poor document quality – documents with tears, creases, folds or dog-ears.
- Foreign objects attached to the documents – tape, staples, adhesives, etc.
- Documents which are stapled or taped together
- Foreign objects in the track – staples, paper clips, rubber bands, etc.
- Too many documents accumulated in the pocket
- Document limit set too short for documents being fed

POOR QUALITY IMAGES

Poor-quality images are usually caused by

- Poor document quality – documents with tears, creases, folds, or dog-ears.
- Foreign objects attached to the documents – tape, staples, adhesives, etc.
- Dirt build-up on image sensors – see Cleaning the image sensors, above.

POOR QUALITY ENDORSEMENT (PROFESSIONAL ELITE, EXPERT ELITE AND ELITE UV ONLY)

Poor-quality endorsement is usually caused by

- An empty endorser cartridge.
- Buildup of dirt or debris on the endorser cartridge – see Cleaning the endorser cartridge, above.
- Light print or poor contrast may also be caused by print quality settings contained in your application. If problems persist, consult with your application provider.

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DETAILED TROUBLESHOOTING CHART

For more-detailed descriptions of how to resolve operating errors, please refer to the following troubleshooting chart. For Elite models starting with 9197XXXX refer to chart on page 15 for LED functions & indications.

Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Power Supply	Scanner will not power up. Blue LED in function switch is not lit, scanner is off.	Plug into a known-good AC outlet and/or connect AC cord with power 'brick'.	Plug into a known-good AC outlet and/or connect AC cord with power 'brick'.
		Verify AC outlet is OK, try a different AC outlet	Verify AC outlet is OK, try a different AC outlet
		Replace power supply 'brick'	Replace power supply 'brick'
	Green LED on power supply 'brick' is lit, but scanner will not power up	If the power supply 'brick' works correctly with a different scanner, the original scanner requires ASP service or replacement.	If the power supply 'brick' works correctly with a different scanner, the original scanner requires ASP service or replacement.
USB Issues (Professional Elite, Merchant Elite and Elite UV, 55 DPM Elites)	Host PCB does not recognize the scanner as a USB device	Incorrect or defective USB cable	Check USB cable for damage. Cable should be to USB 2.0 standard or better – replace if in doubt.
		Excessive cable length	Maximum length for any single USB 2.0 cable is 15 feet (5 meters). The use of USB extension cables and/or USB hubs and/or plug/cable adapters may cause USB failures.
		PC has lost or failed to maintain the USB connection	Re-initialize the USB system by shutting down the host PC (Note – the 'restart' function of the host PC will not complete this process; the PC must be shut down entirely.) This should be an isolated event – if this correction is required repeatedly, there may be a defect in the host PC.
	Unit is not recognized as Digital Check SmartSource Elite	Unit was connected to PC before USB driver software was loaded	Disconnect unit, then install SmartSource Elite driver software
		SmartSource Pro/Value driver may not be installed/loaded	In Device Manager, ensure "SmartSource Pro/Value" appears/disappears from Jungo folder when unit is turned on/off. Update or reinstall SmartSource Elite software as needed.

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Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Ethernet Issues (Expert Elite only)	Unit does not connect to local network	Network connection problem.	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.
		Unit's Internet Protocol (IP) address does not match network settings.	Use the Elite Configuration Utility to check and/or modify the IP address of the unit. The Elite Configuration Utility can be downloaded from the Digital Check website, www.digitalcheck.com The factory default IP address is 192.168.1.101
		PC firewall is blocking the network connection.	Follow configuration instructions for PC and/or firewall software.
Unusual Noises	Noises while feeding	Worn/soiled/damaged feed wheels	Replace
	Clicking or ticking noises as document travels in track	Obstruction in document track	Inspect track, remove debris.
Indicators / Controls	Power light does not come on	Multiple causes	See 'Power Supply' conditions, above. Also, refer to 'Using the power/stop-start button'
	Items do not feed when switch is pressed	Switch is not being operated correctly	Refer to 'Power Switch Function' Using the power/start-stop button / meaning of the status light
		Application is not ready	Consult application documentation

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Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Frequent Jams or Stops	Track stops frequently with the same error message	Error message (in Update Monitor) will indicate the cause of the repeated problem	Use error message to identify the appropriate problem area
	Track stops frequently with the same error message	Document or debris is stopped in track and blocking track sensor	Inspect and clear as required.
		Several different jams are "mapped" into this single message, a "decoding" effort will reveal what area of the track reported the jam	Consult with your IT or application provider to analyze error codes.
	Items do not feed correctly	Multiple causes	See "Feeder" conditions below
	Items feed into the track but then 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 the spatula tool.
	Item stops in curved portion of track	Item is too thick or too stiff	Card stock, envelopes, carriers will not travel correctly if they are too thick or too stiff.
	False Double Document stops	Unusual dark marks, borders, or bands on document	Try running document upside down (image can be "flipped" later in process)
Feeder	Items do not feed correctly	Feeder motor runs but one or both feeder rollers don't turn (possible bad clutch within the roller)	Interchange the two feeder rollers, replace one or both if problem follows roller or persists
		Feeder motor runs, and feeder rollers turn but items will not move out of the feeder	Feeder roller tires or the documents are worn or soiled. Clean / replace the tires and retry. Ensure documents do not have a glossy coating.
		Feeder motor runs but orange document belt is not moving	Examine belt path to ensure belt has not come off a roller or is jammed by debris. Return for service if belt is broken or cannot be moved by hand.

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Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Feeder (cont.)	Items do not feed correctly	Feeder motor does not run	Verify no documents or debris in track
			Verify Digital Check-branded Endorser Cartridge is installed. Error messages indicating "Wrong Cartridge Type" (or similar) are a clue. Unit will not feed if non-Digital Check cartridge is installed.
			Verify endorser cartridge is firmly seated. Unit won't feed if cartridge is not making good contact in its housing.
			If problem exists using other applications the unit requires repair
	More than one document is fed (doubles, multiple feeds, "piggy-backs")	Inadequate work preparation	Ensure work is properly jogged, aligned, and loaded correctly in the feeder
			Ensure leading edge corners are not bent, curled, or torn off
		Worn separator	Rotate or replace blue separator.
	Items skew as they are fed	Inadequate work preparation	Ensure work is properly jogged, aligned, and loaded correctly in the feeder
		Worn separator tire	Rotate or replace blue separator tire
	False "Hopper Empty" messages	Items not properly loaded in feeder hopper	Items should be jogged then loaded into feeder hopper with leading edge of deck touching front feeder wall
		Dirty hopper sensor	Clean the hopper sensor
		Defective hopper sensor	Return unit for service

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Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Feeder (cont.)	Flow will not restart after a jam	Application is not checking to ensure its messages are being accepted by the SmartSource Elite	Refer problem to application provider
		Application does not send "stop flow" then "start flow" for each start command	Refer problem to application provider
		Operator or application is not allowing enough time after error recovery before attempting to flow	After error recovery operator should wait at least 4 seconds before attempting to flow. "Feeder Jams" require operator to slide documents back or out of the feeder then reinsert them before a restart. Application provider can verify that application has sufficient restart delay.
	Feeder flag does not open automatically (Professional Elite, Expert Elite and Elite UV only)	Auto-opening is not enabled	Refer to your IT or application provider. If auto-opening flag is still not operational, return unit for service.
	Feeder flag is open and will not close automatically (Professional Elite, Expert Elite and Elite UV only)		If the feeder flag is in an open position and will not close, it can be manually closed by opening the front cover and rotating the feeder flag drive belt until the flag is fully closed. If error continues, return unit for service
Readers	MICR reader has an excessive reject rate	Items have poor MICR print quality, or are worn/soiled	Frequently-reused 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 work preparation	Ensure work is properly jogged, aligned, and loaded correctly in the feeder so it is presented properly to the MICR read head
		Staple/Debris near reader	Inspect reader area for staple on magnet or debris lodged at MICR head, remove if found.

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Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Readers (cont.)	MICR reader has an excessive reject rate	Read head is dirty	Clean the head by gently rubbing a business card or a piece of heavy paper back and forth over the face of the head
		Incorrect track speed	Depot service required
		Reader affected by electrical "noise"	Depot service required
	OCR reader has an excessive reject rate	Items have poor OCR print quality	May be a document type or work source. If other documents read well suspect print quality issues with the problem documents.
		Inadequate work preparation	Ensure work is properly jogged, aligned, and loaded correctly in the feeder to reduce skew as documents pass the image sensors
		OCR scan band incorrectly defined, reader is not looking at correct area of the document	Application issue – refer to your IT or application provider
		Reader may be using an incorrect font	Application issue - refer to your IT or application provider
Image	Documents in images are skewed	Multiple causes	See "Feeder" conditions for skewed items
	Front or Rear or Both images missing for every document	Imaging is not enabled or is not configured correctly	Refer to your IT or application provider

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Problem Topic	Condition/Problem	Possible Cause	Corrective Action
Endorser (Professional Elite, Expert Elite and Elite UV only)	No print – Error messages indicate "Wrong Cartridge Type"	Non-Digital Check cartridge installed	Remove the cartridge; install a Digital Check-branded cartridge. If problem persists the cartridge may be defective.
	No print – Error messages indicate "Missing Cartridge"	Ink cartridge is not installed or is not fully inserted	Install the ink cartridge if it is missing. If a cartridge is present, remove it, re-insert it fully and ensure that the cartridge latch is secureexpertd.
	No print at all or very light print	Empty/defective ink cartridge	Replace ink cartridge
		Incorrect print quality setting	Refer to your IT or application provider
	Characters present but poorly formed	Cartridge not fully seated against contacts	Remove/reinsert cartridge. Re-insert it firmly.
		Dirty/blocked cartridge nozzles	Clean cartridge with a damp cloth and retry
		Cartridge nearly out of ink	Install fresh cartridge
	Docs stop at endorser	Cartridge not fully seated or wrong cartridge type	Ensure Digital Check cartridge type, reseat cartridge.
	All documents stop at endorser, error code = 00 01 63 00 30	Cartridge not fully inserted	Insert cartridge firmly and ensure top latch is secured.
		Over current condition in cartridge or in the scanner's endorser driver circuits	Replace the cartridge; If problem persists the scanner requires service
	Cartridge does not work in any scanner	Defective or damaged cartridge	Ensure cartridge is being fully inserted into the endorser assembly. If a cartridge is properly installed in more than one scanner and still fails it must be replaced with a new cartridge.

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REPLACEMENT PARTS / CONSUMABLES

To obtain replacement parts, call 847-446-2285 or visit Digital Check, customerservice@digitalcheck.com

The following **consumable parts** are available:

Item	Part Number	Description
Endorser felt ,4- line Endorser Felt-single line	8227 4203-000 8227 5914-000	Felt and holder assembly-4 line Felt and holder assembly-single line
Feed roller and separator kit	750850920	Complete feed roller and separator set for 1 machine.
Endorser cartridge	822120984 MS0083	4-line endorser cartridge Single line endorser cartridge (55 DPM-built after 2017)
Feed/separator tire kit	750306904	Tires ONLY for 1 machine - 2 tan-colored feed tires, one blue separator tire. Lower-cost option for users who are comfortable replacing tires only.
Separator tire kit	750489908	Blue separator tires ONLY – kit of 25. Lower-cost option for users who are comfortable replacing tires only.

The following **replacement parts** are available:

Item	Part Number	Description
FRU-Power Supply, Locking connector	82156761-000	Elite models -for models starting with serial # 900xxxxx-Identify with locking, re-tractable connector to PCBA
FRU, Power Supply 24V 36W 5.5x2.5mm -for all 1-line Ink Jet (or no ink jet) Elite models, Starting with serial # 918xxxxxx	750850920	Power Supply with US line cord. Power supplies are not interchangeable! FRU-48-watt power supply (82276028-000) appearance is identical to 82275943-000 (FRU-36-Watt Power Supply). **Use caution when ordering!**

SSM1-ELITE55	SS Merchant Elite-Identify with auto retract feeder flag and gray inner cover badge.
SSM1-ELITE55-IJ	55 DPM Elite-1-Line Ink Jet
SSP1-ELITE155	170 DPM Elite-4-Line Ink Jet
SSP1-ELITE75	75 DPM Elite-4-line Ink Jet

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Item	Part Number	Description
FRU, Power Supply 24V 36W 5.5x2.5mm -for all 1-line Ink Jet (or no ink jet) Elite models, Starting with serial # 918xxxxxx (cont.)	750850920	**SSP1-ELITEUV** SS PRO ELITE-UV-4-line inkjet **SSX1-ELITE** SS Expert Elite, Low Speed **SSX1-ELITE-FS** SS Expert Elite, Full Speed **SSX1-ELITE-USB** SS Expert Elite, Low Speed with USB Port **SSX1-ELITE-FS-USB** SS Expert Elite, Full Speed with USB Port
FRU-Power Supply 24V 48W 5.5x2.5mm -all 4-line Ink Jet Elite models-starting with serial # 918XXXXX	82276078-000	Straight 2.5 MM lap top style power supply to PCBA connector. 48-watt power supply with US line cord. Elite models with 4-line Ink Jets for the following styles: **SSP1-ELITE75** 75 DPM Elite, 4- line Ink Jet **SSP1-ELITE155** 170 DPM Elite, 4-line Ink Jet **SSX1-ELITE-FS** SS Expert Elite, Full Speed, 4- line Ink Jet **SSX1-ELITE** SS Expert Elite, Low Speed, 4- line Ink Jet **SSP1-ELITEUV** SS PRO ELITE-UV, 4- line inkjet
USB 2.0 cable	CA0049	10 foot / 3 meters A male to B male USB Cable
AC line cord		Order by contacting the Digital Check at 847-446-2285 and specifying style B25-LC. A representative will assist you in specifying the correct style of line cord connector for your geographic region.
Return shipping carton ASM	82275926-000	Approved shipping packing for return shipment of complete

The following cleaning supplies are available:

Item	Part Number	Description
Canned compressed air	750501900	Carton of 4 cans
Track cleaning spatula	750381907	Pack of 5
Track cleaning card	757200995	Package of 15
Track cleaning wipes	751804907	Package of 80

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