



Installation and Operations Guide

SmartSource[®] Expert Micro Elite

SSX1-MICROELITE-RN

SSX1-MICROELITE-RNIJ

June 2019

8227 6059-001



Installation & Operations Guide - SmartSource Expert Micro Elite



Installation & Operations Guide - SmartSource Expert Micro Elite

NO WARRANTIES OF ANY NATURE ARE EXTENDED BY THIS DOCUMENT. Any product or related information described herein is only furnished pursuant and subject to the terms and conditions of a duly executed agreement to purchase or lease equipment or to license software. The only warranties made by Digital Check, Inc., if any, with respect to the products described in this document are set forth in such agreement. Digital Check cannot accept any financial or other responsibility that may be the result of your use of the information in this document or software material, including direct, special, or consequential damages.

You should be very careful to ensure that the use of this information and/or software material complies with the laws, rules, and regulations of the jurisdictions with respect to which it is used.

The information contained herein is subject to change without notice. Revisions may be issued to advise of such changes and/or additions.

Notice to U.S. Government End Users

This is commercial computer software or hardware documentation developed at private expense. Use, reproduction, or disclosure by the Government is subject to the terms of Digital Check standard commercial license for the products, and where applicable, the restricted/limited rights provisions of the contract data rights clauses.

FCC Statement

The statement below is included in this document to comply with a Federal Communications Commission (FCC) regulation. The FCC is an agency of the United States government; thus, the statement below applies to computing equipment installed in the United States of America. Digital Check is taking appropriate steps to be in compliance with FCC regulations and similar regulations of other countries.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- 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.

Caution

Changes or modifications not expressly approved by Digital Check could void your authority to operate this equipment.

Canadian Regulatory Statement

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

Trademarks

Digital Check is a registered trademark licensed to Digital Check, Inc. in the United States and other countries. SmartSource is a registered trademark of Digital Check, Inc. All other brands and products referenced in this document are acknowledged to be the trademarks or registered trademarks of their respective holders.



Installation & Operations Guide - SmartSource Expert Micro Elite



Installation & Operations Guide - SmartSource Expert Micro Elite

Table of Contents

- Introduction 7
 - Capabilities overview 7
- Section 1..... 9
 - Setting up the Unit..... 9
 - Choose a Location 9
 - Power Supply 9
 - Need Help?..... 9
 - Opening the Box – Checking box contents 10
 - Connecting cables, install ink cartridge and powering on the unit 12
- Section 2..... 15
 - Operating the Unit 15
 - Powering on the Unit 15
 - Using the power/start-stop button, and the meaning of the status light 15
 - Preparing for Document Flow..... 16
 - Document / card preparation 17
 - Inserting documents and aligning them for proper flow..... 18
 - Processing documents 19
 - Removing items from the output area 19
 - Stopped-document conditions 19
 - Clearing stopped documents in the track using the ‘SmartClear’ function..... 20
 - Manually removing stopped documents 20
- Section 3..... 23
 - Automatic cleaning of the unit 23
 - Detailed cleaning of the unit..... 23
 - Cleaning the track 23
 - Cleaning the image cameras 25
 - Cleaning track sensors 26
- Section 4..... 27



Installation & Operations Guide - SmartSource Expert Micro Elite

| | |
|-------------------------------------|----|
| Solving problems..... | 27 |
| Jams in the track | 27 |
| Poor feeding..... | 27 |
| Poor quality images..... | 27 |
| Detailed troubleshooting chart..... | 28 |
| Section 5..... | 30 |
| Replacement parts..... | 30 |



Installation & Operations Guide - SmartSource Expert Micro Elite

Introduction

Capabilities overview

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

SmartSource Expert Micro Elite machines include the following capabilities:

- A single manual feed document input
- An alternate front-entry document input path for processing and imaging both faces of a single rigid card, or a single document that is outside the normal feeder/track specification
- A Magnetic Ink Character Recognition (MICR) reader capable of automatically identifying and reading ANSI-standard E13B and CMC7 MICR encoding
- Front and rear 600 dpi color image cameras
- Easy-opening track covers for speedy cleaning and maintenance
- Inkjet endorsing-single line
- Easy maintenance
- One-touch power/start-stop button, with Light Emitting Diode (LED) status indicator
- Retractable document floor to minimize desktop footprint when not in use
- Ethernet connectivity to a network

Note – The SmartSource Expert Micro Elite operates in conjunction with a document-processing software application. This guide describes all the available functions of the SmartSource Expert Micro 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.



Installation & Operations Guide - SmartSource Expert Micro Elite



Installation & Operations Guide - SmartSource Expert Micro Elite

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
- A suitable Ethernet port on the network must be within 7 feet of the rear of the unit
- A suitable AC outlet (100-240 VAC, 50/60 Hz) must be with 6.5 feet (2 meters) of the rear of the unit
- Provide adequate clearance on all four sides of the unit to load/unload documents, insert rigid cards, open covers for cleaning, and make power and Ethernet connections

Power Supply

Your SmartSource Expert Micro 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?

- In the USA, you can call the Digital Check Help Desk at 1-847-446-2285
- For help outside the USA contact your authorized service provider.
- Online, go to www.digitalcheck.com for general product information, manuals, drivers and downloads and training/support videos.
- For replacement, service and support parts, visit www.digitalcheck.com

Opening the Box – Checking box contents

In addition to your SmartSource Expert Micro Elite unit, the shipping box should contain the following items:



Ethernet Cable

Ink Cartridge

Re-Order number:
MS0083



Power supply



AC power line cord



Check scanner cleaning card



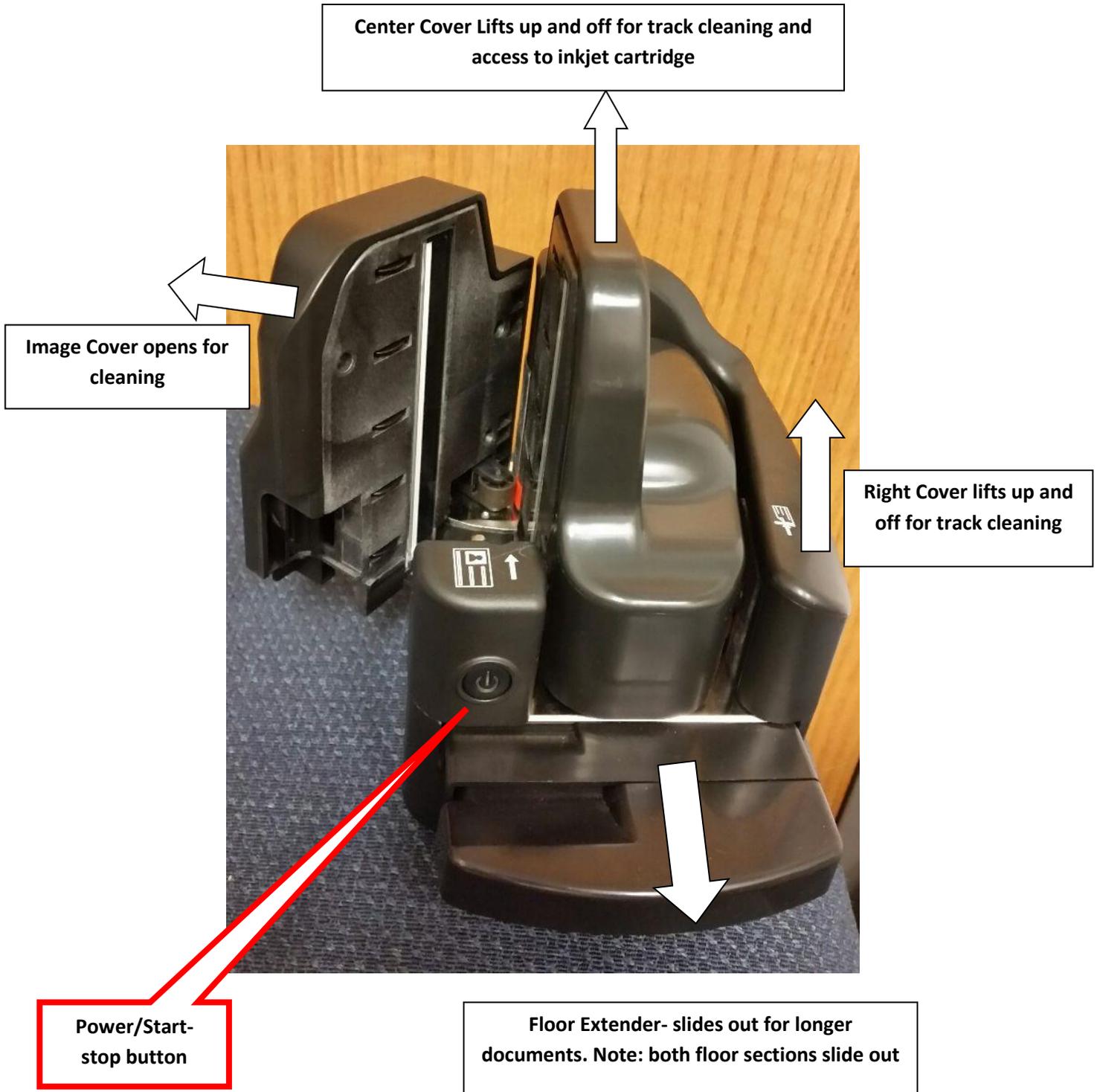
Also included in the package are the following documents:

| Item | 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 |
| Expert Micro Elite Setup & Operations | For initial setup and overview of machine functions |

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

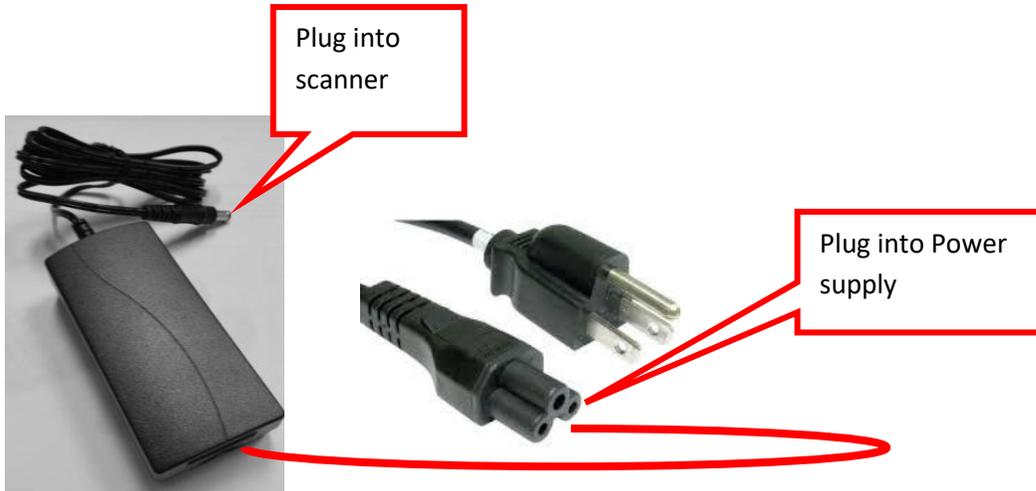
Consult your IT service provider or application provider to be sure that the correct device driver software and application software is loaded before connecting and powering your SmartSource Expert Micro Elite unit.

Basic layout of your SmartSource Expert Micro Elite



Connecting cables, install ink cartridge and powering on the unit

1. Locate the power supply and AC line cord.



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

2. Plug the power cable connected to the power supply into the SmartSource Expert Micro Elite, and then plug the AC line cord into the power supply-the other end into an AC outlet.

Step 3-Install the inkjet

Step 3 **Installing the Ink Cartridge**

LIFT INNER COVER UP VERTICALLY



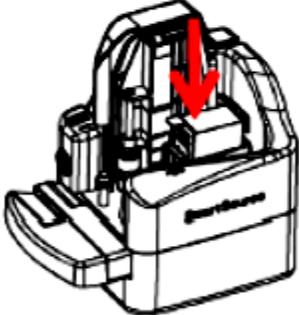
Open the ink cartridge pouch and **remove the protective film tape** covering the inkjet nozzles. Make sure that the nozzles do not contact your fingers. (or any thing else)



TAB



Insert the cartridge at a slight angle, nozzles to the rear of the scanner. Utilize the tab at the rear of the cartridge for handling. Then push straight down from the top. Cartridge will snap in.



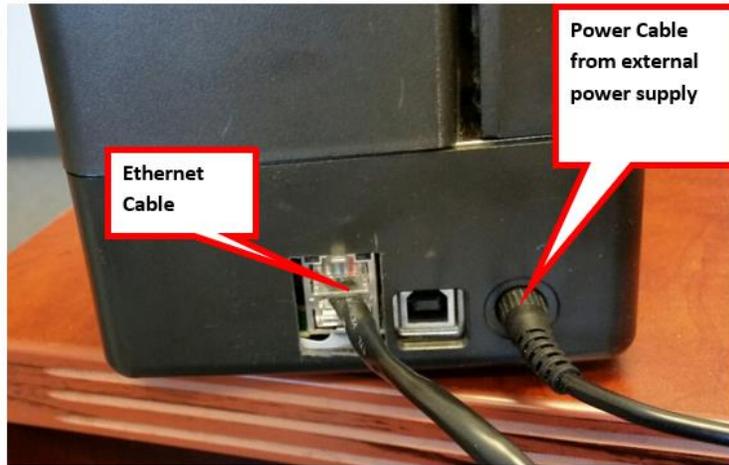
The cartridge top should be parallel with the base in the correct position. Replace the inner cover.

Remove the cartridge by lifting the tab up.
Note: it may be required to wipe the nozzles gently with a tissue before use.

It is recommended to remove the ink cartridge if the scanner is to be shipped.
It is recommended to remove the ink cartridge and place in a sealed plastic bag if the scanner is not utilized for extended periods of time.

Installation & Operations Guide - SmartSource Expert Micro Elite

4. Locate the Ethernet cable and connect it to the SmartSource and to a suitable Ethernet outlet.
 - a. Use only the Ethernet cable that was supplied with the unit, or a similar Ethernet cable.



Section 2

Operating the Unit

Powering on the Unit

Press the power button. The blue status light within the button will light. When the unit is ready for use, the light will stay on.

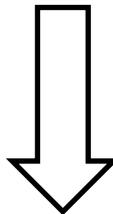
Using the power/start-stop button, and the meaning of the status light

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.

| Function | Operation of button & Blue Status LED |
|--|--|
| Power on | Press and hold the button for more than 2 seconds- power button light will be on for a couple seconds and the will be blinking |
| Power off | Press and hold the button until the power button light turns off |
| Clear document from track – ‘SmartClear’ function | Press the button for more than 1 second and less than 5 seconds, then release the button. After 1 second, light will blink more quickly to show that ‘SmartClear’ function has been selected. The track will start and eject the stopped document, then stop. . |

Status Light Indication/Function Chart

See Page Below for Expert Micro Elite Models starting with serial # 9203XXXXX





Installation & Operations Guide - SmartSource Expert Micro Elite

Below is a chart for LED power button indication/function for Expert Micro Elite models starting with serial # 9203XXXX:

| LED COLOR | LED STATE | SCANNER STATE |
|------------|-----------------|--|
| RED | SOLID | USB or Ethernet cable not connected |
| RED | BLINKING | Scanner error |
| RED | SLOWLY BLINKING | Application generated error |
| RED | RAPID BLINKING | Serious Scanner error (Cycle Power On Scanner) |
| BLUE | SLOWLY BLINKING | Cable is connected |
| BLUE | BLINKING | Application is connected; Scanner is Idle |
| BLUE | SOLID | Scanner is ready to scan or is Actively Scanning |
| BLUE | RAPID BLINKING | 1. Press power button down 6 sec. = Scanner OFF 2. Press power button down 1 sec. & Release = Motors ON (Clear Track) |
| PURPLE | RAPID BLINKING | In Cleaning Mode (Press/Release Power Button 3 times to enter this mode) |
| RED/PURPLE | SLOWLY BLINKING | USB or Ethernet cable not connected; Cleaning Required |
| PURPLE | SLOWLY BLINKING | Cable is connected; Cleaning Required |
| PURPLE | BLINKING | Application is connected; Cleaning Required |
| PURPLE | SOLID | Actively Scanning; Cleaning Required |

Preparing for Document Flow

1. Adjust the Floor Extender to the fully extended position.
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.



Document / card preparation

The SmartSource Expert Micro Elite is optimized to work with the majority of normal financial documents. However, the unit will function acceptably with a wide range of paper weights and thicknesses, from thicker tab-cards to thin multipart form stock, as well as specialty items like ATM envelopes.

If you process such documents, you may notice minor degradations in performance, degraded stop rate or increased noise while running.

1. For trouble-free operation, documents and cards should be clean, dry and free of attached objects such as staples, paper clips, sticky tape or rubber bands.
2. Smooth out creases, folds and dog-eared corners.
 - a. Creased and folded documents may cause shadows or other defects in document images.
 - b. Dog-eared corners may cause the machine to stop because it appears that part of the document is missing. This is not an error, but a deliberate feature to prevent the processing of incomplete documents.
3. Torn documents should be removed, or placed in a carrier envelope for proper processing
 - a. A torn document may be further damaged if it is processed again.

The unit is designed to fully process documents with the following length and height limits:

Installation & Operations Guide - SmartSource Expert Micro Elite

| 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.**

ID card track:

The SmartSource Expert Micro 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, can be fed, however, they may jam in the unit depending on the card thickness, 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.

Inserting documents and aligning them for proper flow

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



Note document bottom edge flat on base and Floor Extender for best performance

Leading edge of document aligned to line printed on cover

Main Track: MICR Reading, Inkjet Endorsing plus Front and Rear Image.
Checks and documents only-No hard cards

Code line faces forward

For best performance and fewest problems, the document should be inserted into the feed area with the leading and lower edges aligned as consistently as possible, and with the leading edge aligned with the line printed on the cover.

Installation & Operations Guide - SmartSource Expert Micro Elite

If the bottom edge is not aligned, the unit may not be able to read the code line, and document images may be skewed.

Processing documents

When a document is placed in the feed area, 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. The document will be fed singly from the feed area and stopped in the output area. To continue processing, place another document in the feed area. Depending upon your application, the unit may resume processing automatically, or you may need to press the start-stop button again to resume.

Removing items from output area

Pull document out of the output as shown. The document will stop in the last pinch of the drive.



Pull out document in direction shown

Stopped-document conditions

If the unit stops with a document in the track (between the feeder input and the output area), 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

Installation & Operations Guide - SmartSource Expert Micro Elite

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 [Using the power/start-stop button](#), above). This will cause the unit to drive the stopped document out of the track.

Manually removing stopped documents

If the stopped document is not ejected, then open the front and image covers (see [Basic layout of your SmartSource Expert Micro Elite](#) above) and remove the stopped document by pulling it parallel to the track, as shown below. **Avoid pulling the document straight up and out of the track.**



Pull out stopped document from the front-parallel to the track

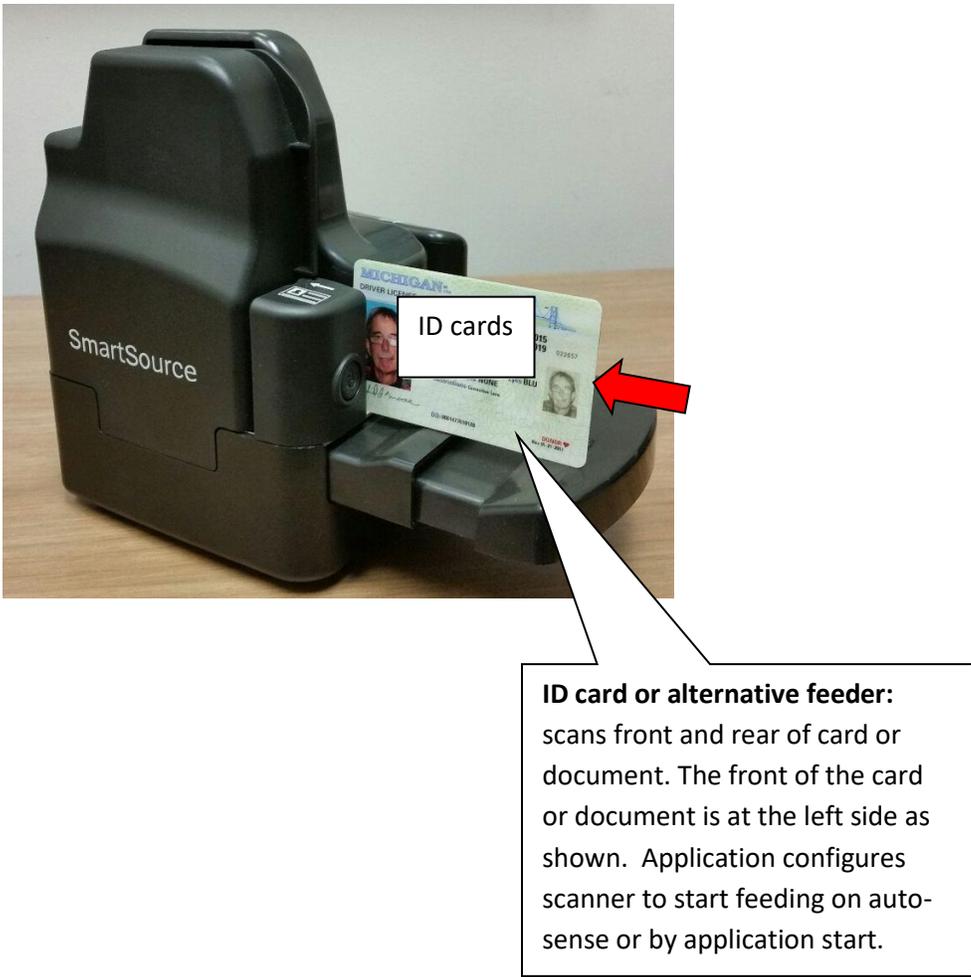


Pull out stopped document-open Image cover & pull out parallel to the track

Processing ID Cards

When prompted by your application, insert the ID card into the alternate entry at the front of the unit, as shown. The direction in which the ID card faces is normally out as in the graphic below. The track will start, and the ID card will be fed, imaged on both sides, and returned to the front of the unit.

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.





Installation & Operations Guide - SmartSource Expert Micro Elite

Section 3

Cleaning the unit

Rapid cleaning of the unit:

Automatic Cleaning Mode: Tap the power button down 3 times to engage Cleaning Mode (LED Turns purple)-insert cleaning card into feed hopper. Cleaning card automatically scrubs the track. LED color returns to its prior state after cleaning process is complete, then scanner is ready to process.

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.

Detailed cleaning of the unit

Manual Cleaning

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 cameras and track walls, a mild solvent such as isopropyl alcohol, preferably diluted 50% with water, may be used. Cleansing wipes pre-soaked with suitable solvent are available from the Digital Check Store, www.digitalcheck.com, part number 75-1804-907.

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 & ink around the rear of the track
- Foreign objects such as staples, paper clips and rubber bands.

Installation & Operations Guide - SmartSource Expert Micro Elite

How often the track should be cleaned depends on the quantity and quality of documents being processed and the amount of dust, dirt, ink 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.

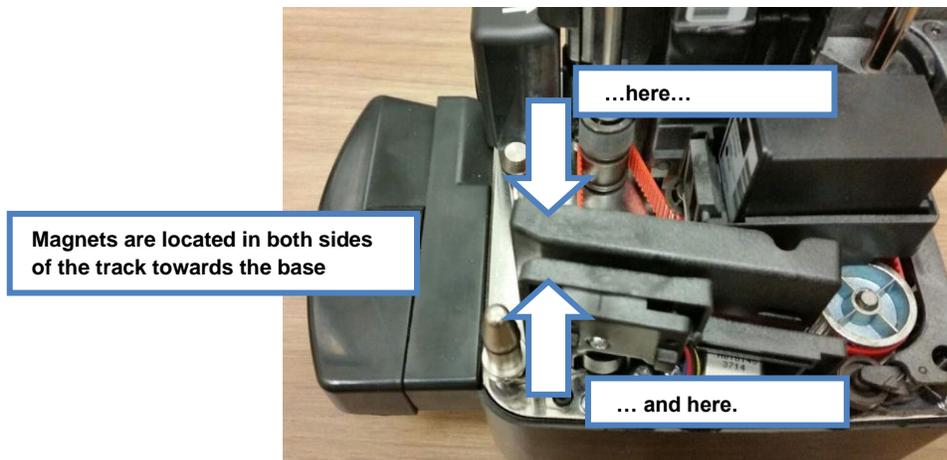
For heavier accumulations of dust and dirt, which a cleaning card will not remove, use canned compressed air, or piped compressed air where available. Air should be regulated to no more than 30 psi (2.0 bar, 200 kPa). Open the front cover and image cover, and blow the track and surrounding walls and rollers clear of dust and debris. (Canned compressed air and additional cleaning cards are available from the Digital Check Store, www.digitalcheck.com, part numbers 75-0501-900 and 75-7200-995 respectively)

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 the Digital Check Store, www.digitalcheck.com, part number 75-0381-907).

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 about $\frac{3}{4}$ " in from the document entry 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 cameras

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

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

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



Clean the glass faces using a soft cloth moistened with water. For stubborn stains, a solvent such as isopropyl alcohol may be used. Cleansing wipes pre-soaked with suitable solvent are available from the Digital Check Store, www.digitalcheck.com, part number 75-1804-907. **Ensure that any cleanser or solvent has been completely wiped off or dried before closing the image cover.**

Cleaning track sensors

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

View shown with right cover and inner cover removed



There are 2 pairs of sensors, one on each side of the first roller-about 1" above the base plate. The sensors look through the track gap.

This sensor pair resides low-the top about 3/8" above the metal base.

Clean these sensors using canned or compressed air, or a soft cloth or cotton swap moistened with isopropyl alcohol. Cleansing wipes pre-soaked with suitable solvent are available from the Digital Check Store, www.digitalcheck.com, part number 75-1804-907.

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.

Poor feeding

Most feeding problems (poor feeding, skewed documents) are caused by poor document quality or preparation.

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,
- Documents that are too big, or too small
- Scanner user holds on to document for too long during scanner feeding causing skew or jams.
- Scanner user did not align document bottom edge with floor extender (Please see page 15)

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 cameras – see [Cleaning the image cameras](#), above

Detailed troubleshooting chart

For more-detailed descriptions of how to resolve operating errors, please refer to the following troubleshooting chart.

| 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. | Not plugged into AC outlet, | Plug into a known-good AC outlet |
| | | Non-functioning AC outlet | Verify AC outlet is OK, try a different AC outlet |
| | | Defective power supply | Replace power supply |
| Track Noise | Clicking or ticking noises as document travels in track | Obstruction in document track | Inspect track, remove debris. |
| Indicators / Controls See page 13 for power button light interpretation chart on all Expert Micro Elite models starting with serial # 9203xxxx | 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 button is pressed | Button is not being operated correctly | Refer to 'Power Button Function' Using the power/start-stop button / meaning of the status light |
| | | Application is not ready | Consult application documentation |
| Frequent Jams or Stops | Track stops frequently with the same error message | Error message will indicate the cause of the repeated problem | Use error message to identify the appropriate problem area |
| | Track stops/fails to start with a 'document in track' 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-run through ID card track. | Card stock, envelopes, carriers will not travel correctly if they are too thick or too stiff. |
| | Items skew as they are fed | Inadequate document preparation | Ensure document is properly aligned on base-floor bottom |



Installation & Operations Guide - SmartSource Expert Micro Elite

| Problem Topic | Condition/Problem | Possible Cause | Corrective Action |
|---|--|--|--|
| 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 aligned, and loaded correctly in the feed area so it is presented properly to the MICR read head |
| | | Staple/Debris near reader | Inspect reader area for staple or magnet or debris lodged at MICR head, remove if found. |
| | | Incorrect track speed | Depot service required |
| | | Reader affected by electrical "noise" | Depot service required |
| Readers (cont'd) | 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 aligned, and loaded correctly in the feed to reduce skew as documents pass the image cameras |
| | | OCR scan band incorrectly defined, reader is not looking at correct area of the document | Application issue – refer to your IT or application provider |
| Ethernet Issues (Expert Micro Elite) | 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. |



Installation & Operations Guide - SmartSource Expert Micro Elite

| Problem Topic | Condition/Problem | Possible Cause | Corrective Action |
|---------------|-------------------------|--|--|
| | | 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. |
| Inkjet | Faint or light printing | 1. Build-up of ink on the cartridge nozzle. 2. Empty cartridge | Remove cartridge and gently wipe nozzles with a tissue and replace into the scanner. Replace cartridge if empty. |

Section 5

Replacement parts

To obtain replacement parts, call 1-847-446-2285, visit the Digital Check Store at www.digitalcheck.com, or contact your authorized service provider.

The following replacement parts are available:

| Item | Part Number | Description |
|---|--------------|---|
| FRU-Power Supply | 82275943-000 | FRU-Power Supply 36 watt-Includes US line cord. Replacement power supply for Expert Micro Elite |
| United States-Canada AC line cord | 82275723-000 | C-5, line cord fits above power supply. |
| Inkjet Cartridge-one | MS0083 | Ink Jet Cartridge-single line -Black |
| Cable, Ethernet, CAT-5e, Patch | 68729912-000 | 7-foot Ethernet cable |
| Return shipping carton | 82276015-000 | Complete shipping box and internal foam parts. |

The following cleaning supplies are available:

| Item | Part Number | Description |
|------------------------|-------------|------------------|
| Canned compressed air | 75-0501-900 | Carton of 4 cans |
| Track cleaning spatula | 75-0381-907 | Pack of 5 |
| Track cleaning card | 75-7200-995 | Package of 15 |
| Track cleaning wipes | 75-1804-907 | Package of 80 |