

TellerScan® 240

Countertop Check Scanner



User Manual

June 2010
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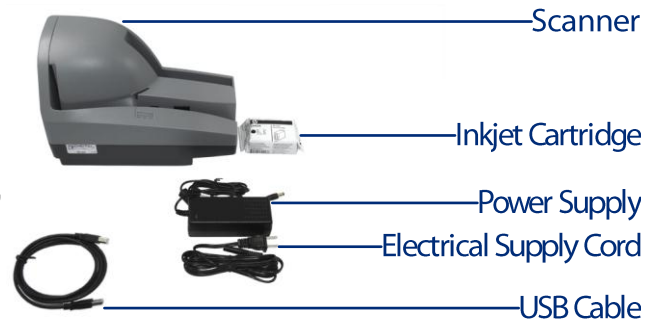
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TellerScan® 240 Equipment

TellerScan® 240 Equipment Checklist

The TellerScan® 240 package includes the following pieces:

- TellerScan® 240 scanner unit
- USB 2.0 cable
- 100v-240v 50/60hz Voltage Sensing, external Power Supply and Electrical Supply Cord
- HP inkjet cartridge (Optional feature)
- Franker (Optional feature on TS240-50 models only)



TellerScan® 240 System Requirements

The following PC specifications are required to operate the TellerScan® 240 with your scanning application software:

Recommended	Minimum
<ul style="list-style-type: none"> ▪ 2.4 GHz Pentium IV processor ▪ 2 GB RAM 	<ul style="list-style-type: none"> • 1GHz Pentium III processor • 1 G RAM
<ul style="list-style-type: none"> ▪ 5 GB free disk space 	<ul style="list-style-type: none"> • 1.5 GB free disk space
<ul style="list-style-type: none"> ▪ XP Professional, Vista or Windows 7 (32 or 64 bit) 	<ul style="list-style-type: none"> • XP Professional, Vista or Windows 7 (32 or 64 bit)
<ul style="list-style-type: none"> ▪ USB 2.0 port 	<ul style="list-style-type: none"> • USB 2.0 port

Radio Frequency Interference

The TellerScan® 240 generates, uses, and can radiate radio frequency energy. If the unit is not installed and used properly that is, in strict accordance with the instructions in this manual it may cause harmful interference to radio communications. It has been tested and found to comply with the limits for Class digital devices pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against harmful interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case, the user (at their own expense) will be required to take whatever measures may be required to correct the interference. The use of shielded cables is required when connecting this device to any/all peripheral or host devices. Failure to do so may violate FCC rules. This device meets FCC Class B specifications.

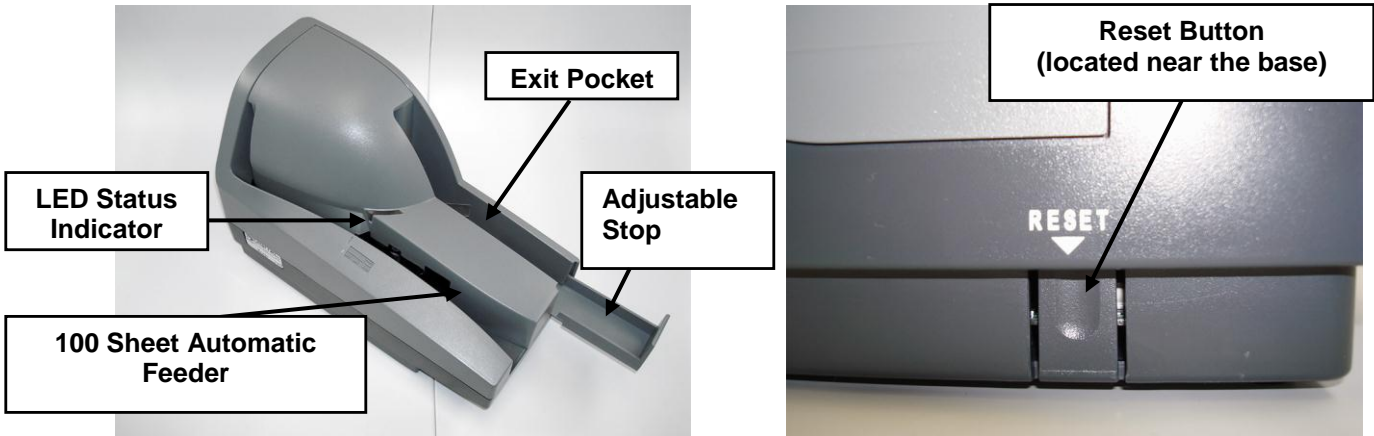
About the TellerScan® 240

The TellerScan® 240 Countertop Check Scanners are an easy-to-use, compact, scanner that connects to a personal computer (PC). The TellerScan® 240 automatically scans the front and/or back of checks and reads the MICR (Magnetic Ink Character Recognition) code line. The images and data are then transmitted through a Universal Serial Bus (USB) interface to the PC. The TS240 models have an auto feeder that handles up to 100 items.

Features of the TellerScan® 240

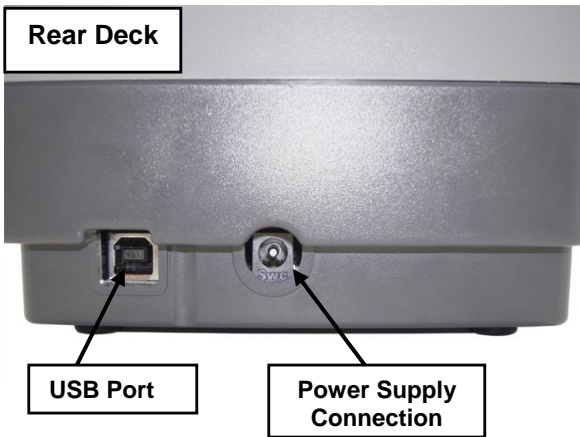
Outside the TellerScan® 240

Fig. 1

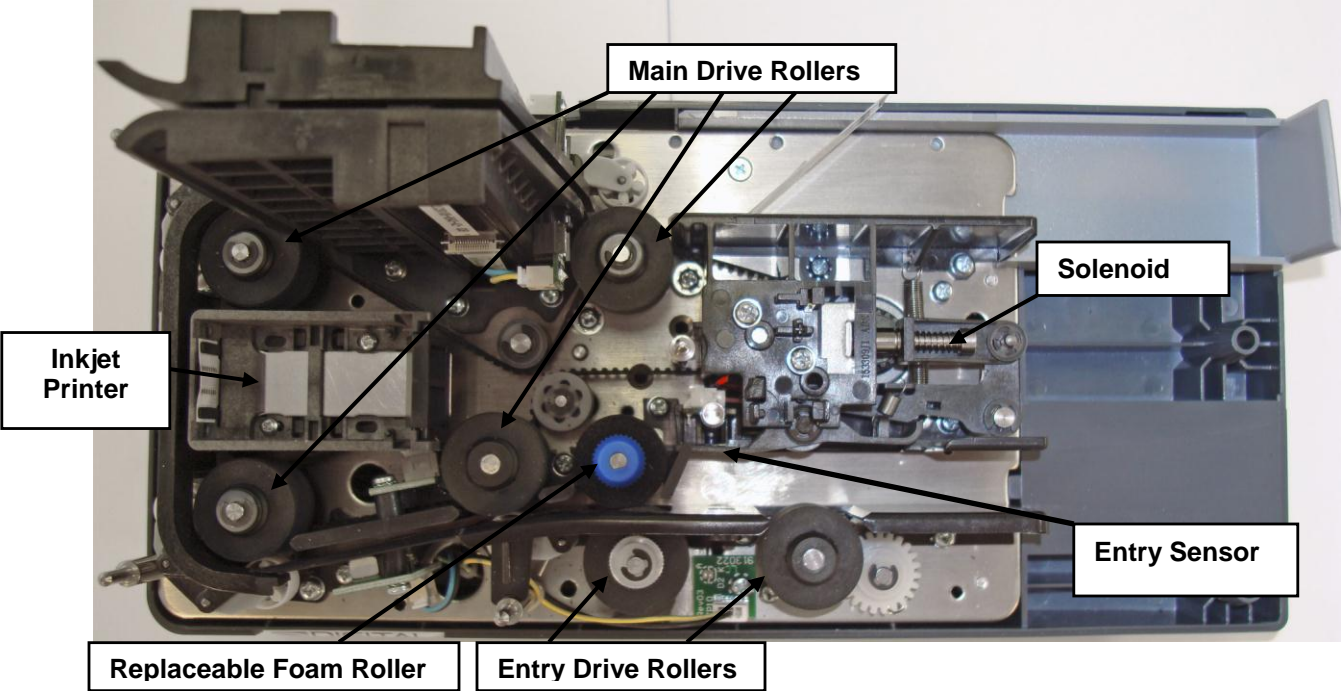


Rear Deck of TellerScan® 240

Fig. 2



Inside the TellerScan® 240
Fig. 3



TellerScan® 240 Installation

Un-Boxing the TellerScan® 240

Step 1:



Remove the power supply from the top container and pull it away to reveal the scanner below.

Step 2:



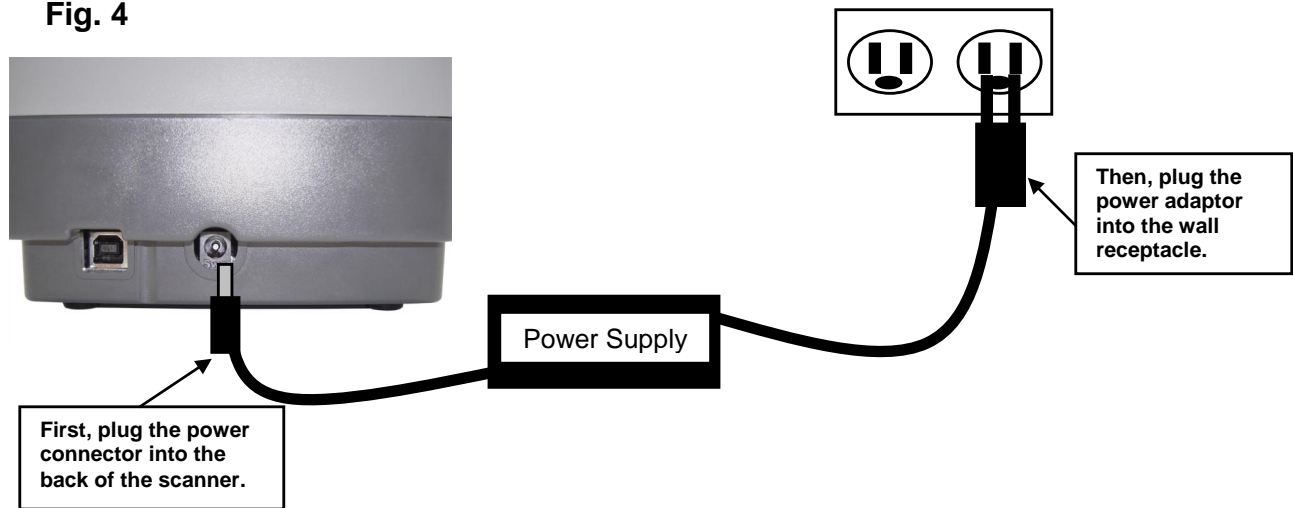
The remaining accessories and scanner can now be removed.

WARNING: Before powering on the scanner, you will want to install the USB driver. See 'Installing the Driver Files' section for instructions.

Setting Up the Scanner

1. Place the unit on a flat surface near the PC and away at least 6 inches from other electrical devices.
2. Connect the power cord from the external power supply to the power connector on the scanner rear deck and then plug in the power supply to an electrical outlet. Place the external power supply in a ventilated area several feet away from the scanner and connect to an appropriate source of power.
3. Connect the USB cable by plugging it into the port on the rear deck. Do not connect the scanner until the USB Device Driver has been loaded.

Fig. 4



NOTE: Confirm that the TellerScan USB Device drivers have been installed before connecting the USB cable to the PC. If you have not installed or received the device drivers, contact your check scanning solution provider.

Installing the Rear Endorser Inkjet Cartridge

Follow these instructions when installing the inkjet cartridge for the first time, or when replacing an empty cartridge:

1. Remove the center cover and locate the inkjet printer. (Fig. 5)
2. If replacing an existing cartridge, remove the inkjet cartridge by grasping the small tab at the rear end and gently pulling upward. Discard the used cartridge.
3. Obtain a new inkjet cartridge (HP part number C6602A). For new installations, one new cartridge is included with each inkjet model scanner.

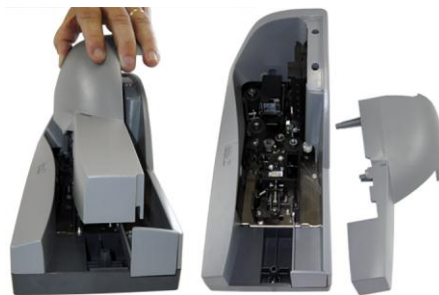


Fig. 5

4. Remove the protective tape covering the ink nozzles. Be careful not to touch the ink with your fingers or allow it to come in contact with any clothing.
5. Carefully, insert the nose (inkjet end) of the cartridge into the cradle (Fig. 6) in the scanner and slide forward while keeping the reservoir end of the cartridge tilted slightly upward.
5. Push the cartridge downward until it snaps into position, and then replace the top center scanner cover.

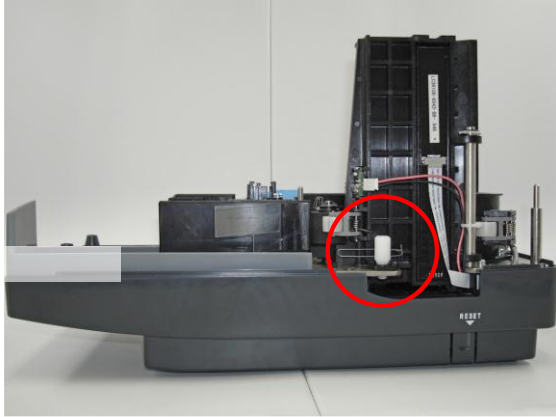


Fig. 6

Note: If the scanner has to be transported by common carrier from one place to another or extended periods of inactivity, it is advisable to remove the inkjet cartridge from the scanner and seal in an airtight bag. If the cartridge has not been used for an extended period of time, it may be necessary to clean the inkjet nozzles with a wet towel, and then blot dry.

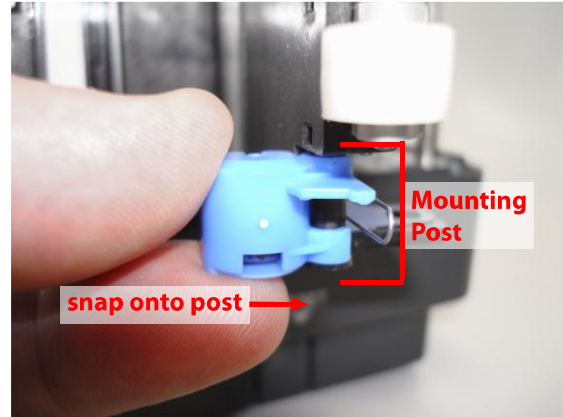
Installing the Franker Roller (Optional on the TS240-50 model only)

Step 1: Remove the Center and Outer scanner covers. Locate and remove the White Nylon Thumbscrew.

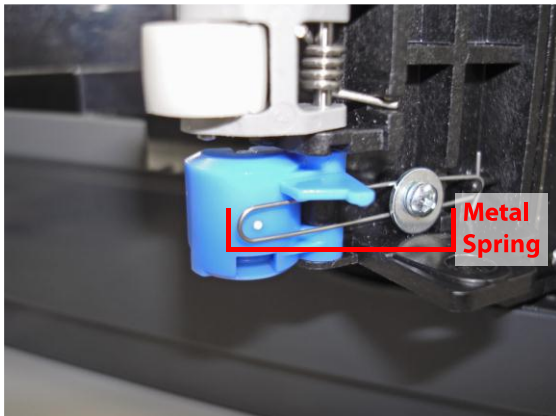


Step 2: Swing out the outer Camera Door. Locate the Franker Roller Mounting Post.

Hold the Franker Roller with the tab facing out and lined up with the Metal Spring. Snap the Franker Roller onto the Mounting Post.

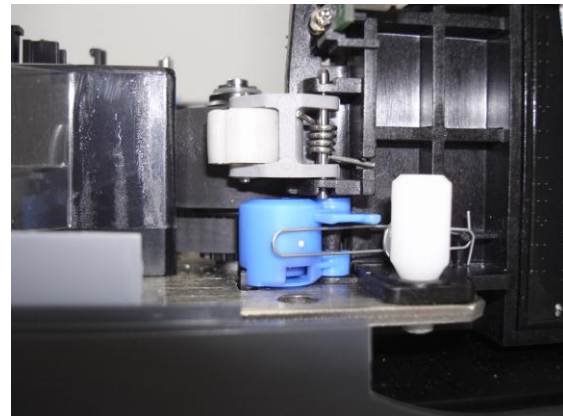


Step 3: Rotate the Franker Roller until it touches the Metal Spring (as shown).



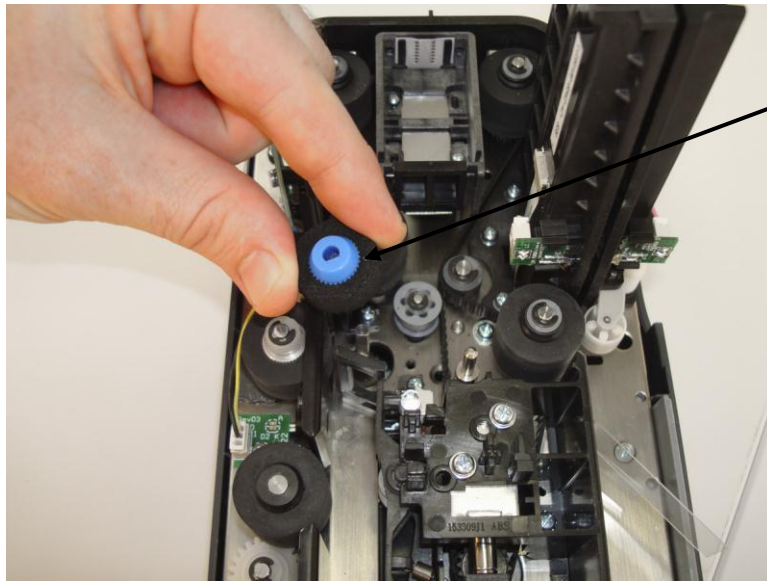
Step 4: Close the Camera Door and screw the White Nylon Thumbscrew back in place.

Replace the Center and Outer scanner covers.

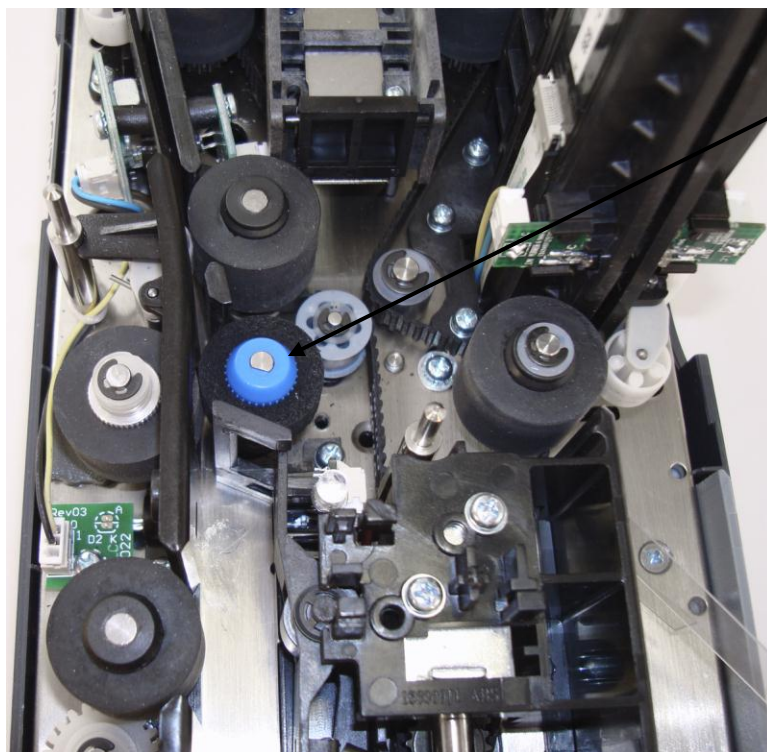


Replacing the Double Feed Roller

To replace the inner double feed roller (Part Number - 151161), grab the roller as shown and lift it off the shaft. Then reverse the process to install the new roller. Make sure the roller is fully seated. On units built after 02/2010, the spring retainer is no longer needed. The center cover holds the roller in place.



Lift the roller off vertically



Align the shaft with the hole and press the roller all the way down onto the shaft, as shown

NOTE: Confirm that the TellerScan USB Device drivers have been installed before connecting the USB cable to the PC. If you have not installed or received the device drivers, contact your check scanning solution provider.

Optional driver installation directions/using the DCC demo programs:

- 1) Download the **TellerScan USB Driver** file from the web site. http://www.digitalcheck.com/integration_support/drivers_and_demo_programs
 - 2) Unzip the file and run the driver utility program to automatically install the firmware and create a folder for the driver files (C:\Program Files\TellerScan\Drivers).
 - 3) Connect the power supply and the USB Cable. The LED on the scanner control panel should now be showing 'red'.
 - 4) Windows detects a new hardware device.
 - 5) The LED will turn 'green' when the application launches and acquires the scanner.
-

NOTE: While the scanner will run on a USB 1.1 port, it is recommended that a USB 2.0 port be used to provide better overall performance. An INI file parameter will need to be increased to allow running on a USB 1.1 port due to the slower throughput. Check with your application provider.

Install the Demo Software Program (Download from the Digital Check web site. Use the ScanLite program for testing the scanner and during the cleaning process)

To download ScanLite Go to:

http://www.digitalcheck.com/integration_support/drivers_and_demo_programs

The demo software is a basic scan program that allows you to operate the scanner, change different scanner settings, view images, and store them on your PC's hard disk. The demo program is not the software to run the system. Additional application software is required. ScanLite is an easier demo program to use and is recommended that it be used when cleaning the scanner.

1. Create a sub directory on the PC and label it "ScanLite."
 2. Copy the ScanLite files into the directory.
 3. Launch the ScanLite.exe to open the demo application.
-

Getting Started with the TellerScan® 240

How to Load Checks

1. Place the item into the entry tray with the face of the document toward the outside.
2. Then slide the documents into the path until the leading edge contacts reaches the line on the outer cover. The status LED will also light up 'orange' when a document has been loaded.
3. If the application is set to scan, it will start the motor and grab the document.

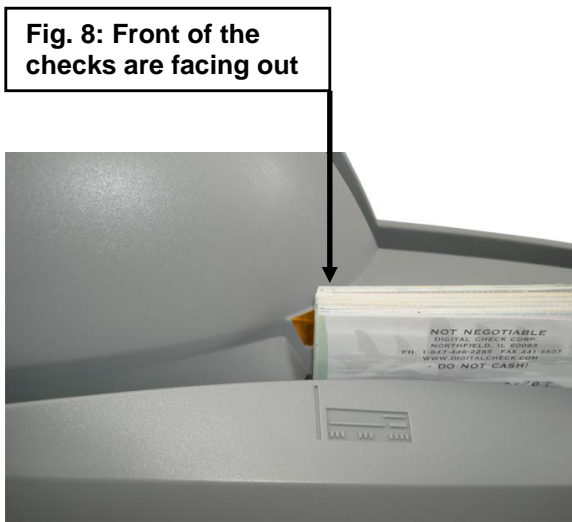


The automatic-feeder can hold up to 100 items. Use the following directions:

1. Remove all rubber bands, staples, paper clips, pins, etc.
2. Load the items into the automatic-feeder with the front of the items facing away from the scanner (Fig 8).

NOTE: Checks must be aligned properly in order to feed correctly. The bottom and left leading edges of the check stack must align with one another (See Fig. 7).

3. Slide the items into the automatic-feeder until the LED light illuminates (Fig. 10).
4. This indicates the scanner is ready to begin feeding the items. DO NOT force the items into the automatic-feeder after the light illuminates, as this may increase jam rates.



LED Status Indicators



Fig. 9: The LED comes on 'Red' to indicate power to the unit.

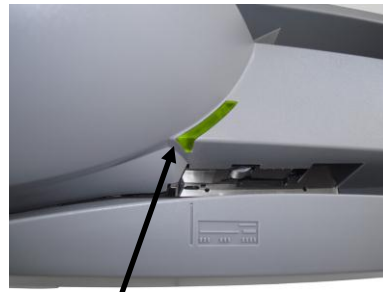


Fig. 10: When the scanner is acquired by the application, the LED turns 'Green'.

The standard sequence for the status LED is:

1. When the power supply and USB cable are connected to the scanner and a live port on the PC, the LED will light up 'red'. This indicates initial power to the scanner.
2. If the drivers have been properly loaded, once the application launches and acquires the scanner, the LED will now turn 'green'.
3. Once the TellerScan® 240 is synchronized with the application, the LED is now used to detect the presence of documents in the entry pocket. (the LED turns orange when documents are present)
4. Note: Both the power cable and both ends of the USB cable must be plugged in for the red LED light to come on. If the red LED does not come on, check the power and reseat both the power and the end of the USB cable going into the PC and into the scanner.

TellerScan® 240 Troubleshooting

Note: Take a picture of any shipping damage where you feel it affected the unit and email it to helpdesk@digitalcheck.com

LED Status

If the LED is flashing a green light when the scanner has been unused for four hours, it's because the unit has gone into power saver mode. Simply launch the application or initiate a scan cycle. Once the documents are inserted, that will bring the scanner out of the power saver mode.

Clearing Jams

If a jam occurs, the paper path must be cleared. To do this, try to advance the jammed document by pressing the "EJECT" button within your application (if applicable). In case the document does not exit the document track, you can grab the document with both hands and carefully wiggle the document back and forth while lifting up. Otherwise, follow these steps:

1. Remove the central cover, if needed, to remove the document.
2. Clear the path of any jammed document and make sure that the rollers are free of paper and debris.
3. Replace the cover.

Document Feeding Problems

The TellerScan® 240 features an auto-feeder and will not require any user adjustments. If you notice feeding problems, check the documents for bent or folded edges and for debris in the scanner document track. If feeding problems are still experienced, try cleaning the entry rollers using a TellerScan® cleaning card and the procedures described within this manual. It might also be necessary to replace the inside double feed roller and retest. See the 'Replacing the Double Feed Roller' section within this manual.

Check Images are Streaking or Fading

If you notice either streaking or fading on the images, the scanheads might require cleaning. Refer to the section on cleaning the scanhead area.

TellerScan® 240 Operator Maintenance

Cleaning the TellerScan® 240

Over time, ink, dirt and dust particles will collect on the scanner rollers and document track. Therefore, it is necessary to clean these areas on a regular basis to assure reliable performance. Tips for performing preventative maintenance by the user on the TellerScan® TS240 include (see the TS240 Routine Maintenance & Troubleshooting video at www.digitalcheck.com for additional info):

- A Periodic inspection of the entire document track area. The use of flashlight will enhance the visual inspection between the scanheads and throughout the document track.
- Remove any staples, paper clips, and rubber bands that may have accumulated during use.
- Have a can of compressed air available to blow out the document track on a regular basis.
- Purchase the TellerScan® cleaning cards (available at digitalcheck.com) to have on hand for regular cleaning maintenance. Run several scan cycles, flipping the card between cycles, while holding the card to 'scrub' the first drive or entry rollers. Once the entry rollers no longer deposit dirt onto the card, allow the card to scan through the entire path. Run this through several times while flipping the card end-to-end and top to bottom. (see the TS240 Routine Maintenance & Troubleshooting video at www.digitalcheck.com for additional info)
- Use the special cleaning swabs, which come with the TellerScan® cleaning kit, to 'scrub' the four drive rollers under the center cover.
- Inspect the quality of the captured images on a regular basis. If the image quality drops off, inspect and clean the scanheads following the procedure described later in this manual. If the quality does not appear to be related to dirt or debris, contact your service provider to determine if the scanheads can be recalibrated.

Cleaning your Scanner's Rollers, Magnetic Head and Camera Faceplates

In severe environments where ink and dirt build up rapidly, it may be necessary to clean the scanner rollers, magnetic read head, scan head faceplates, and document track every 3,000 to 5,000 documents. This simple maintenance will dramatically improve the reliability of your scanner over its useful life.

Scanner Cleaning Supplies (to order visit www.digitalcheck.com or call 847.446.2285)

1. Compressed Air – (acquired from a local office supply provider)
2. Cleaning Cards – Consisting of one box of 25 cleaning cards – (#IS0028)
3. Cleaning Kit – Consisting of box of 25 cleaning cards & 6 cleaning swabs – (#130007-03)


Cleaning The TellerScan® 240 using ScanLite Software

The ScanLite program, which is available from the Digital Check web site, is an excellent utility to run while performing the cleaning procedures recommended below. ScanLite provides an easy way to initiate the scan cycles in order to feed the cleaning cards properly through the scanner. ScanLite also includes an 'Eject' button that operates the scanner at half its normal speed, making it easy to scrub off the four main drive rollers when using the cleaning swabs.

Visit the following site to download ScanLite:

http://www.digitalcheck.com/integration_support/drivers_and_demo_programs


Cleaning Steps

Step	Action
①	<p>Use compressed air to clean the document track as illustrated below:</p> 
②	<p>You may need to remove the center or outer covers to check for other debris that may have entered the scanner. Using two hands pull straight up on the center and left side covers to remove. See the section below for removing the rear right cover.</p>

Helpful Hints

1. Do not use stickers to cover up previously sprayed numbers on documents. The backing from the stickers can rub off onto the rollers and cause documents to jam.
2. Do not use White Out on scanned documents, the White Out can rub off the documents onto the scanner camera faceplate and distort the images.
3. Watch for loose debris falling into the scanner such as staples and rubber bands.
4. Carefully, turn the scanner upside down and shake it to remove any loose debris.

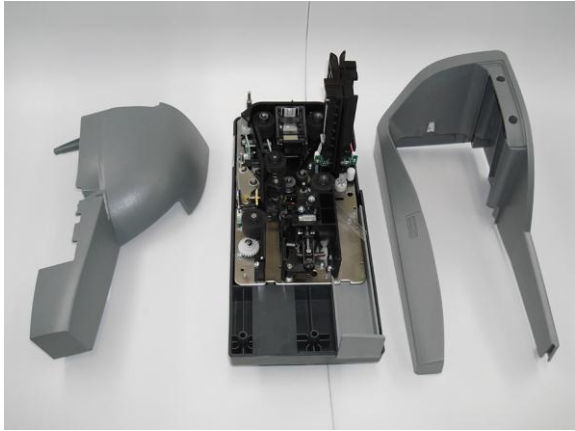
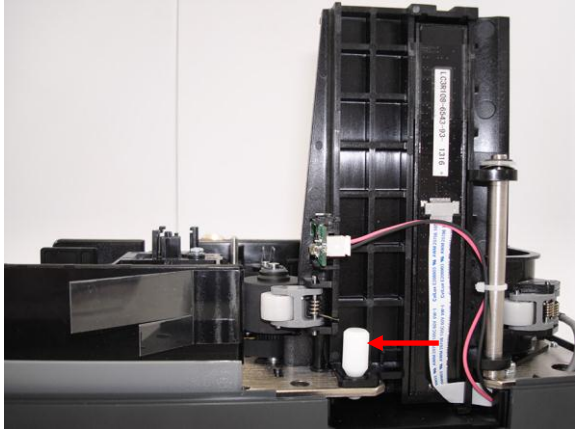
Cleaning Steps (continued)

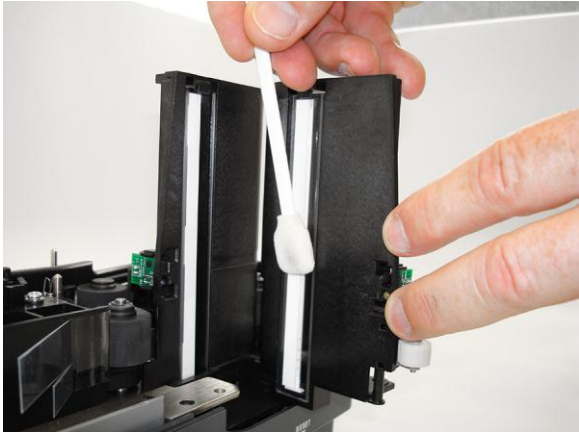
Step	Action
3	<p>Insert a new TellerScan® cleaning card in the entry pocket.</p> 
4	<p>Open the imaging application and initiate feeding while holding the card firmly to prevent the card from actually feeding through the scanner. You will want to cancel the transaction after running several scan cycles.</p> <p>Note: You may use the remote deposit application to run the scanner during the cleaning cycle, or the ScanLite demo program available from the Digital Check web site.</p> <p>Important:</p> <p><u>Run a scan cycle and hold onto the card, but allow it to move into the path so that the second set of rollers is scrubbing on the cleaning card.</u></p> <p>Flip the card over and run the same procedure again. This ensures that the main entry drive roller and the double feed rollers are being properly cleaned.</p> <p>Tip:</p> <p>Getting the rollers to scrub on the cleaning cards is the most important part of the cleaning procedure. Rollers with a severe buildup of ink and dirt will require use of the swabs to be used to manually scrub all four of the main drive rollers.</p>

Step	Action
5	<p>Flip the card top to bottom and scan the card again, this time letting it move through the scanner into the exit pocket.</p>
6	<p>Turn the card around and repeat the same process of scanning the card several times on the reverse side.</p> <p>Result: The TellerScan cleaning card should have been run through the scanner three to four times, periodically flipping the card or swapping it end for end.</p>

🔧 Cleaning Scan-Head Steps

Note: This is only performed when document images are unclear, distorted or have a dark line laterally through every image.

Step	Action
<p>①</p>	<p>Remove the outer and center covers.</p>  <p>The covers lift off vertically.</p>
<p>②</p>	<p>Unscrew the nylon screw and gently open the scanner camera faceplates.</p> 
<p>Note: The swabs are typically used to clean off the four main drive rollers, but can also be used on the scanheads if you have a tough buildup on the glass.</p>	

Step	Action
<p>③</p>	<p>Use the cleaning swab or a clean cloth to wipe the camera faceplate (the two white strips and both sides of the camera faceplate section of the scanner).</p> 
<p>④</p>	<p>Reassemble the scanner components by replacing the nylon screw and the covers.</p>

Common Error Codes From The Scanner

There are three common error codes that can typically show up depending upon the type of documents being scanned.

Periodic and scheduled cleanings should be performed before determining if any further problem determination is needed. See the scanner cleaning document.

Helpful Hints

1. Always hand-jog the documents to align the leading and bottom edges for the auto feed models. Visually check the leading edges for bent or curled or curled corners and straighten them as needed.
2. Place the stack of documents half way into the entry slot, then slide the stack forward until the LED light comes on/turns orange.
3. Be sure that the entry tray is fully seated and that the exit wire stop is extended enough to allow for approximately 1/2" more than the longest document.

216	<p><u>Mis-Feed</u> (The documents failed to leave the entry pocket on time).</p> <ul style="list-style-type: none"> • Remove the documents and re-align the leading edges. • Check for bent or excessively curled leading edges and straighten as needed. • Verify that documents are not stuck together • Insert and rescan the documents. If they continue to get -216 errors, this might indicate that; <ul style="list-style-type: none"> ○ The entry drive rollers may be dirty ○ Something may also be lodged in the path
217	<p><u>Double Document Feed</u> (More than one document is detected & passed into the exit pocket) Check the exit pocket for a double document feed.</p> <ul style="list-style-type: none"> • If the document is still in the path, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it. • If they continue to get -217 errors, this might indicate: <ul style="list-style-type: none"> ○ The entry drive rollers may need to be cleaned ○ Check the condition of the documents for bent edges ○ Replace the inside double feed roller and retest.
220	<p><u>Document Stopped in the path</u> (A document stopped in the path or was slow in exiting).</p> <ul style="list-style-type: none"> • Eject the documents. To clear the error condition. • If the document will not eject, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it from the path. • Check the leading edges and corners of the document and straighten as needed. • A -220 error code where the document is stopping in the path repeatedly could indicate debris, paper or a staple in the path. Check if the document's leading edge looks OK or is catching on something. • All of the main drive rollers may need to be cleaned.

Additional Error Codes

Error	Action
212	<p><u>No Checks</u> (There are no checks indicated in the entry pocket)</p> <ul style="list-style-type: none"> • A scan cycle has been initiated, but the LED is not on indicating that documents are present. • Restack the batch of documents and insert them back into the entry pocket. Slide them forward until the LED comes on. • This typically can happen when a scan cycle is initiated and the LED is not on.
553	<p><u>No Print Head</u> (The ink jet cartridge is not being sensed by the scanner)</p> <ul style="list-style-type: none"> • When endorsing characters using the ink jet option, the print string is the first function sent down to the scanner at the start of a scan cycle. This error will come up immediately if no cartridge is present. • Open the center cover by lifting vertically. Remove and reseal the ink jet cartridge, being sure it snaps into place. • If that fails, try using a new cartridge.
125	<p><u>No Scanner</u> (The scanner was not found during the application to scanner initialization)</p> <ul style="list-style-type: none"> • The right LED must be on and 'Red' for the application to acquire the unit. • Check the USB cable connections or try a different cable. • Try a different USB port. • Verify that the PC has the proper drivers and the scanner firmware file is installed.

Additional Scanner Information

<p>There are other helpful documents available in PDF format on the Digital Check web site. Go to http://www.digitalcheck.com</p>
<p>The ink jet cartridge used in the TS240 is the standard HP C6602A cartridge. Typical yield is from 5 to 7 million characters.</p>
<p>The TS240 scanner is recommended to use a USB 2.0 port for optimum performance and application timing.</p>
<p>For support, contact your dealer or Digital Check Corporation at 847-446-2285. The Service request form to send scanners into the plant for repair can be filled out on-line by going to the web site at:</p> <p>www.digitalcheck.com/clientarea</p>

NOTE: Periodic and scheduled cleanings should be performed before determining if any further problem determination is needed. See the scanner cleaning section.

Frequently Asked Questions

How many checks per minute should my TS240 scan?

The TS240 has a rated throughput speed of up to 50, 75 or 100 documents per minute DPM depending on the specific model (TS240-50, TS240-75, TS240-100). Actual throughput will vary depending on the PC configuration, physical size of the items scanned, simple or complex endorsement and the speed of the application.

What is the proper sequence of the LED lights when the scanner is powered on?

The proper LED sequence is for the LED to come on 'Red', followed by the LED turning 'green' once the application has been launched. If the LED does not come on 'Red', check the power and USB cable connections. If the LED is 'Red', but will not turn 'Green', contact customer support for assistance with checking firmware and reloading the drivers.

What is a safe distance to keep the power supply from the TS240 check scanner to prevent electromagnetic interference with the MICR read head in the scanner?

Keep power supplies and other electromagnetic devices 12-18 inches away from the scanner to keep them from interfering with the Magnetic read head.

How often should the TS240 check scanner be cleaned?

The recommended cleaning cycle is every 3,000 to 5,000 items in severe environments where ink and dirt may build up quickly. Please reference the cleaning instructions section for specific instructions on how to properly clean the TS240.

How long will the inside double feed roller last?

From 200,000-300,000 items, depending on the condition of the documents.

How many characters does the HP C6602A inkjet cartridge yield?

Once opened, the practical life of the inkjet cartridge is six months. However, the rated character yield on the inkjet cartridge is between 5-7 million characters. Do not shake or drop the cartridge, which can cause the printing to fail. Keep a spare cartridge on hand in case the current cartridge cannot be used.

What are the minimum and maximum document dimensions for the TS240?

See the table below:

TellerScan® 240 Specifications

Feature	TS240 Family
Image Resolution Optical	300 x 300 dpi - 8 bit Grayscale 300 x 300 dpi - 24 bit Color
Supported Compression	JPEG (24 bit color, 8 bit Grayscale) BMP (24 bit color, 4 or 8 bit Grayscale) TIFF Group 4 B/W
Image Resolution by Software Scaling	240 x 240 (Scan at 300 dpi and scaling down to 240) 200 x 200 (Scan at 300 dpi and scaling down to 200) 120 x 120 (Scan at 300 dpi and scaling down to 120) 100 x 100 (Scan at 300 dpi and scaling down to 100)
Light Source	Tri-Color LEDs
Scanning Method: Scan Module: Focus Point:	Concurrent Two-Sided Duplex Contact Image Sensor (CIS)* Track Depth, Check held in middle of track
Unit Size:	Height: 7.50" (19.05 cm) Depth 5.10" (12.95 cm) Length: 11.10" (28.19 cm) Weight 5.2 lbs. (2.40 kg)
Paper Size:	Document Height: 2.12" - 4.13" (54 - 105 mm) Document Length: 3.19" - 8.98" (81 - 228 mm)
Document Weight:	16 - 28 lb. bond (60 - 105 gsm)
Document Thickness:	0.0032" - 0.0058" (0.081 - 0.147 mm)
In-Line MICR Recognition:	E13B (North America) and CMC7 (Europe) Optical Character Recognition to enhance MICR Read, further enhanced using DCC's Best Read™ API function
Transport Speed:	19.69 inches per second (50 cm) TS240-50 / 50 documents per minute TS240-75 / 75 documents per minute TS240-100 / 100 documents per minute

Feature	TS240 Family
Feeder Capacity Discriminator Roller: Sort Pockets Pocket Size Double Feed Detection:	100 Foam roller is field replaceable No 100 Optical IR
Supported Operating Systems:	Windows® 2000, Windows® XP, Windows Vista® & Windows 7® (32 / 64 bit) Ubuntu® 7.05, Red Hat AS - Version 5, OpenSuse
Electrical: Power consumption: Input Voltage: Separate Standard Power Supply: Mean Time To Repair (MTTR):	45 Watts 100 to 240 VAC, 50/60 Hz Auto sensing for Voltage Mean Time To Repair (MTTR): 15 minutes
Environmental:	
Operating Temperature: Operating Humidity:	60° - 90° F (15° - 32° C) 36 - 85% non-condensing
Certifications: Safety: FCC: RoHS Compliant	CUL, CE FCC Class B (Industrial, Business or Home) Yes
Appearance Private-Label Branding	Contemporary closed track Bubble Label
Firmware	On Board, and updated if available
Operator Interface	Single indication point with Red Yellow Green
Printer Option Franking Stamp Option	Programmable, single line inkjet, replaceable cartridge Front Franking stamp, fixed position Frank - None Frank - All Intelligent Frank - after internal confirmation of good MICR External Frank - under application control
API Version Support	API 10.0+
Driver	V2.8 or newer

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