

CHEXPRESS CX35 ROUTINE MAINTENANCE

CheXpress CX35 Maintenance Overview

Over time, ink, dirt, and dust particles will collect on the scanner rollers and in the document track and it is necessary to clean these areas to ensure reliable performance.

The Smart Button LED on the scanner will light up blue when the typical cleaning interval is reached. Use a Digital Check cleaning card to clean the scanner rollers. Cleaning cards can be purchased at: https://store.digitalcheck.com/PN-IS0033_2

See the Cleaning Process section for additional information. Inspect the quality of the captured images on a regular basis. If the image is affected by lines, streaks, or smudges etc., the image sensor glass should be cleaned.

Inspect the CX35 Document Track

In addition to routine drive roller cleaning, a periodic inspection of the entire document track area is also recommended. Remove any staples, paper clips, debris etc. that might have accumulated during use.

Use a can of compressed air to blow out the document track on a regular basis. Starting from the center of the path by the ink cartridge platform, blow the dust out toward the entry and exit pockets.

Cleaning the CX35 Image Sensor

See the [Opening the Image Sensor Door](#) section for instructions on how to access the image sensors.

To clean the image sensors, use a Digital Check cleaning swab or a clean, lint-free cloth dampened with isopropyl alcohol or other mild glass cleaning solution to clean the image sensor glass. Cleaning swabs can be purchased at: <https://store.digitalcheck.com/PN-IS0037>

Avoid using paper towels or napkins that leave dust particles on the glass. Be careful not to scratch the glass when cleaning or accessing the image sensors.



Image Sensors

Using the CX35 Cleaning Mode and a Scanner Cleaning Card

Use the Digital Check scanner cleaning cards (PN: IS0033 - available at https://store.digitalcheck.com/PN-IS0033_2) for regular cleaning maintenance.

Note: To maintain optimal performance, it is recommended to use a cleaning card, every 6 months or after every 10,000 documents scanned. This process takes less than five minutes to complete. It is advised to work out a schedule that allows regular cleanings to be performed.



***Required:** PN:IS0033

Step 1: Open the rear exit door.

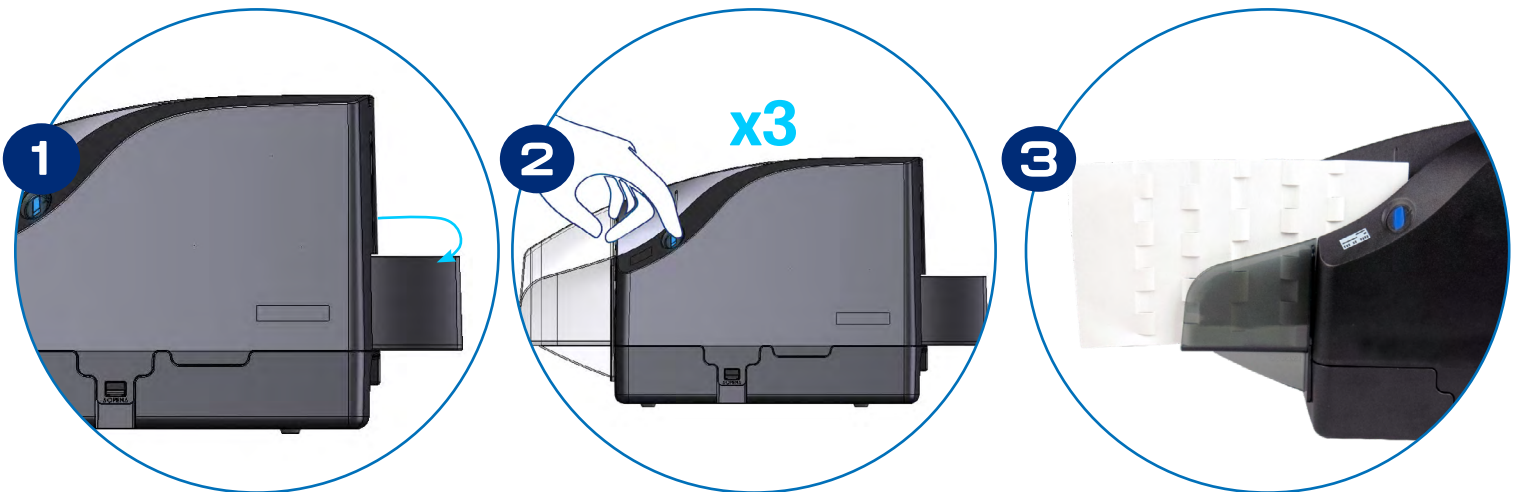
Step 2: Press the Smart Button three times within three seconds to start the scanner's cleaning mode, indicated by a flashing blue light.

Step 3: Slide the cleaning card forward until it reaches the line indicated on the scanner cover. The scanner will begin the automated cleaning process.

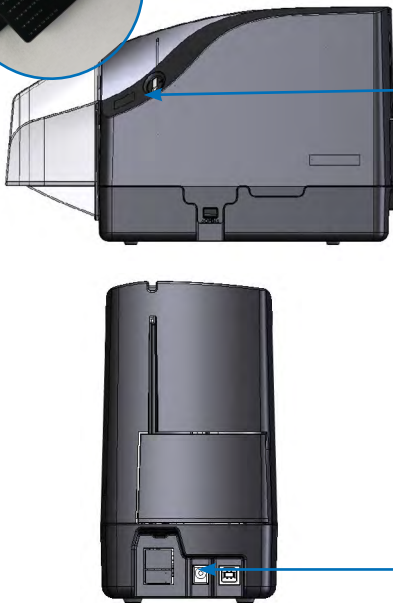
Step 4: The scanner will automatically scrub the internal track with the cleaning card. Once fed through, remove the cleaning card from the exit pocket.

Step 5: The light will continue to flash blue as the built-in drying timer counts down. Once the timer completes, the blue light will turn off and the scanner is ready for use again.

Step 6: Close the exit door (unless using the scanner in the Pass-Through mode).



CHEXPRESS CX35 TROUBLESHOOTING



Connectivity

Status LED is not lit: ○

Check for a green light on the power supply. Reset all power connectors. Press the Smart Button on the scanner to turn on.

Status LED is solid red: ●

The USB cable is not connected to the PC, the PC is powered off, or the port is powered off. Unplug and reconnect the USB cable or try a different USB port on the PC.

Status LED is slowly flashing green: ● ○ ●

1.) Scanner is in standby mode waiting to be acquired by the application. If the application is unable to acquire the scanner, check the status of the USB driver.

2.) Device driver problem - Open Windows Device Manager and look at the Universal Serial Bus Controllers section.

- a.** If no driver is found it will show "CX35" under "Other Devices" as the device.
- b.** If the correct driver is found it will show "CheXpress".

Document Feeding Issues

If feeding problems occur, check the documents for bent or folded edges, and debris in the scanner document track. Ensure that all items have been aligned and inserted correctly.

Clearing Jams

If a jam occurs, the paper path must be cleared. To do this, try to advance the jammed document by pressing the Smart button for 2 seconds to engage the CX35's eject mode. If the document does not exit the track, grab the document with both hands and carefully wiggle the document back and forth while lifting at a 45-degree angle. See the [Accessing the CheXpress CX35](#) section for additional information on how to open and access the scanner.

Image Quality

If either streaking or fading appears on the images, the image sensor glass might require cleaning. See the [Cleaning the CX35 Image Sensors](#) section for additional information.

MICR Errors

1) Confirm that the document has a known valid MICR line. Many errors are caused by low-quality magnetic printing on the check itself, not problems with the MICR head. If MICR errors are still occurring, verify that the CX35 power supply or another device's power supply is six or more inches away from the scanner. Next, inspect the track around the MICR assembly for debris, particularly metal objects.

2) Drive-up teller pneumatic tubes and static buildup can also cause MICR errors; verify that the scanner is at least 6 inches away from these types of devices as well.