

TELLERSCAN TS250 ROUTINE MAINTENANCE

TellerScan TS250 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 **violet/purple** when the typical cleaning interval is reached. Use a Digital Check cleaning card to clean the scanner rollers.

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 TS250 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 TS250 Image Sensor

See the [Front CIS Exit Cover](#) 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.

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.



The TS250 features hinged covers for easy access and cleaning of the document track.



Buy Online: PN:IS003Z

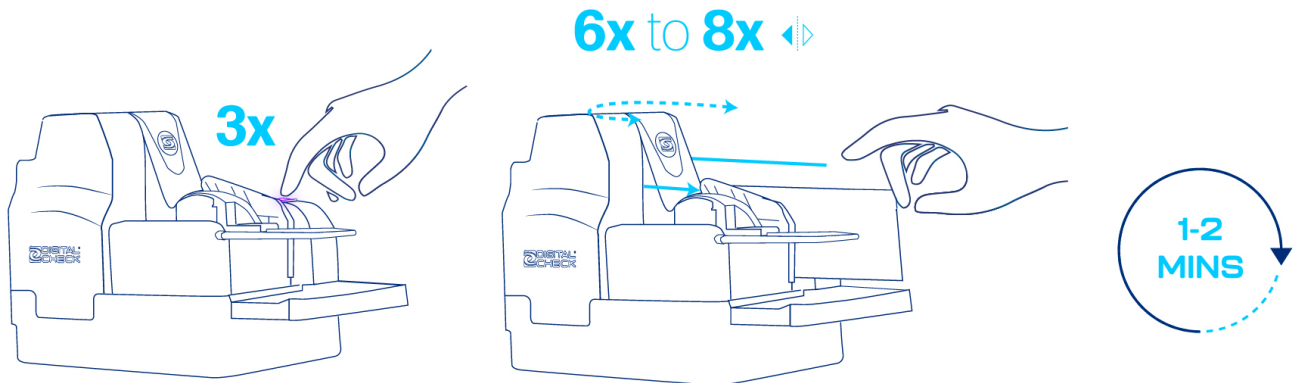
USING THE TS250 CLEANING MODE AND A SCANNER CLEANING CARD

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

Note: To maintain optimal performance, it is recommended to use a cleaning card after every 10,000 items 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. The scanner will automatically let you know when it is time to be cleaned when the LED is slowly flashing in **violet/purple**. This happens after 10,000 documents have been scanned.



***Required:** PN:IS0033



- 1 Step 1:** Press the Smart Button three times within three seconds to start the scanner's cleaning mode. A rapidly flashing **violet/purple** light indicates cleaning mode has started.
- 2 Step 2:** Slide the cleaning card forward until it reaches the line indicated on the scanner cover. The scanner will begin the automated cleaning process.
- 3 Step 3:** The scanner will automatically scrub the drive rollers and the internal track with the cleaning card. The scanner will scrub the drive rollers and the track back and forth on only the first pass through. The next 5+ passes will not have the scrubbing motion and the cleaning card will feed straight through to the exit. You can continue to feed the cleaning card up to 30 seconds after the first pass through. Once all the passes have been completed, the LED will go back to a slow blinking blue LED. Remove the cleaning card and discard. Most importantly, the scanner's internal timer will be reset back to zero and will not activate for self-cleaning until another 10,000 scans have been completed.

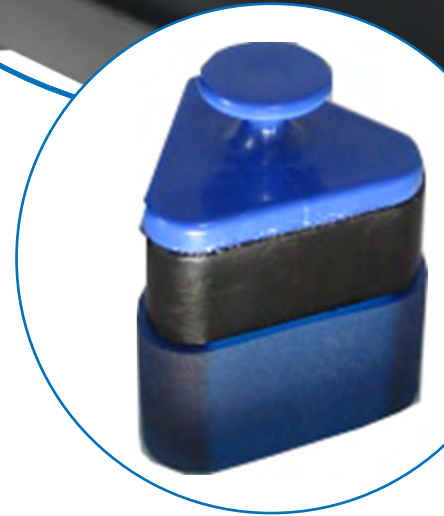
ASPs or Authorized Service Providers should run the cleaning cycle every time the scanner comes in for service. This will ensure the scanner will not go into cleaning mode shortly after it's put back into circulation at the customer site.

- 4 Step 4:** Allow a minute or two for the track and rollers to dry before operating the scanner again.

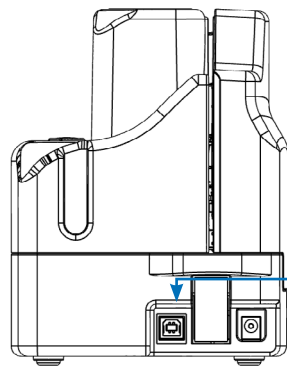
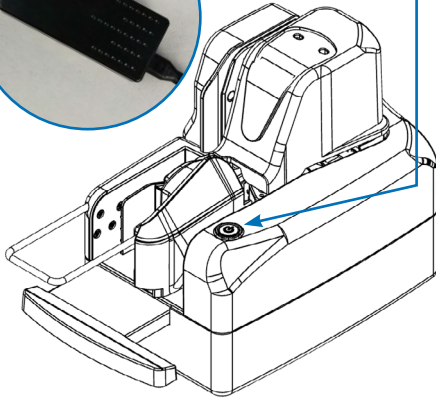
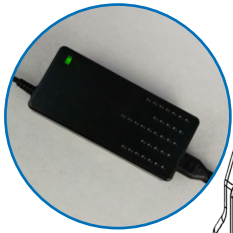
ROTATING AND REPLACING THE SEPARATOR PAD

Note: The separator pad is user-replaceable. If the pad is worn on one surface, it can be rotated to an unworn side. If all sides of the pad are worn, it can be replaced. This is typically only needed for scanners that have been in service for longer periods of time, or for teller windows and higher-volume remote deposit settings.

- 1** **Step 1:** Remove the top center cover to provide access to the separator assembly. See the Accessing the TellerScan TS250 section for additional information.
- 2** **Step 2:** Pull the tab on the top of the separator assembly and lift it up to remove.
- 3** **Step 3:** Rotate the pad to an unworn side. If all three sides of the separator ring are worn, replace it with a new ring or discriminator pad.
- 4** **Step 4:** Insert the separator assembly back into the scanner, push down completely to lock into place, and place the top center cover back on the scanner.



TELLERSCAN TS250 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 scanner or not connected to the PC.
- **Status LED is slowly blinking blue:** ● ○ ●
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.

Document Feeding Issues

The TS250 features an auto feeder and does not require any user adjustments. If feeding problems occur, check the documents for bent or folded edges, and debris in the scanner document track, specifically in the CIS camera area. Ensure that all items have been properly aligned and inserted correctly. If feeding problems are still experienced, try cleaning the drive rollers. See the Cleaning the TS250 section for additional information. It might also be necessary to rotate the separator assembly and retest.

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 in the scanning application**, if available. If not available, you can **press and hold the power 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. 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 TellerScan TS250 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 TS250 Image Sensors section for additional information.

MICR Errors

1) Confirm that the document has known working MICR ink/toner. If MICR errors are still occurring, verify that the TS250 power supply or other electronic devices or power supplies 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.