# DNP Photo Imaging America Corp.

# BASIC OPERATIONS AND MAINTENANCE GUIDE

# ACKNOWLEDGEMENTS

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# *Basic Operations and Maintenance Guide*

## *Overview*

## *Flytech 17" Kiosk (CT2)*

## *YE Data Kiosk (CT5)*

## *DS40 Printer Basics*

## *Fargo HDP5000 Card Printer*

## *Epson Receipt Printer (TMT88IV)*

## *Epson V300 Scanner*

# *OVERVIEW*

As part of maintaining your system, you need to clean equipment and perform periodic adjustments and enhancements to the system.

The following are the most common equipment procedures and tasks. They are provided here merely as a convenience. These procedures do not replace those in the manuals that accompanied the equipment.

### Note

Due to the wide variety of configurations and options available with the system, this book may include information on equipment that did not come with your system.

Use the following procedures to perform routine maintenance and updates to your system. If you need further assistance, contact Technical Support at 1-888-749-3587.

## DOCUMENTATION CONVENTIONS

When using this Basic Maintenance, several symbols and headings are repeated throughout. The following is an explanation of these symbols and headings:

### Text Elements

**Attention –** This symbol signifies important information concerning safety when working with the equipment. Failure to comply with an Attention statement can cause you injury or harm or cause damage to the system.

**Note –** This symbol highlights convenient or useful instructions.

### Text Treatments

**Bold Text** – Indicates items you can select, such as buttons and menu entries.

*Italic Text* – Indicates *variable text* or placeholders for information, such as user names and directory paths. When entering directory paths and so forth, the word in italics should not be typed, but should be replaced by the appropriate text.

Italic text also introduces new words, and is occasionally used for emphasis in text.

`Monospace` – Distinguishes information that is displayed on the screen as well as the text that you should enter.

SMALL CAPS – Logic values, Boolean operations, and particular keys on the keyboard. When used to indicate keys on the keyboard, a plus sign (+) between two keys indicates you should hold down the first key while pressing the second. A comma (,) between the two keys indicates you should release the first key before pressing the second key.

# FLYTECH 17" KIOSK (CT2)

## GENERAL MAINTENANCE

Occasionally, the touchscreen monitor requires cleaning. Pixel Magic Imaging recommends that you clean the touchscreen surface quarterly or on an as-needed basis.

Contact Technical Support at 1-888-749-3587 if you have questions about care and maintenance of your system.

> **Note**
>
> Typically, an isopropyl alcohol and water solution of 50:50 is the best cleaning agent for your touchscreen monitor.

To avoid risk of damage to the touchscreen montior:

- Follow all instructions as listed in the cleaning agent's Material Safety Data Sheet (MSDS) and product label.
- Never use any caustic or abrasive cleaning agents on the touchscreen monitor.
- Always use a clean, lint-free cloth.
- Always lightly dampen cloth and then apply cloth to the touchscreen monitor.
- Never spray a cleaning agent directly on the touchscreen monitor.

## CLEANING THE MONITOR

To clean the touchscreen monitor you need:

- Three (3) clean, lint-free cloths.
- A 50:50 solution of isopropyl alcohol.

1. Power OFF the system.
2. With a dry cloth, gently wipe the monitor surface to remove any dust or dirt.
3. Apply the cleaning agent to a second cloth.

> **Attention**
>
> Do not spray cleaning agent directly on the monitor screen.

4. Using gentle pressure, clean the surface of the touchscreen monitor.

5. Remove the excess cleaning agent from the touchscreen monitor with the third cloth.

6. Allow ten minutes to dry.

7. Power ON the system.

*You have now cleaned the touchscreen monitor.*

## CALIBRATING THE CT2 KIOSK TOUCHSCREEN MONITOR

Even with normal use, the touchscreen monitor occasionally requires re-calibration. This section explains how to do a simple calibration.

### 3-Point Calibration

To successfully calibrate the touchscreen monitor, you need:

- A clean touchscreen monitor see the section "Cleaning the Monitor" on page 7.

- A mouse.

> **Note**
>
> Use the mouse if the touch area on the monitor screen does not match the area touched.

1. Close the system software.

2. At the Site Kiosk desktop, touch the Touchscreen Calibration button (or from the Windows desktop, touch the Start Menu and select the All Programs> Touch Utility> Touch option).

3. When the POS Touch Utility appears, press the Scale/Offset button.

4. The 3 pts Calibration screen appears with instructions on how to calibrate your touchscreen monitor.

5. Touch and continue to press the blinking target on the screen for two seconds or until you hear a beep..

6. When finished you are prompted to touch the screen to save the calibration information.

*You have now calibrated the touchscreen monitor.*

### 9-Point Calibration

9-point calibration is for troubleshooting and resolving complex touchscreen issues. To successfully calibrate the touchscreen monitor, you need:

- A clean touchscreen monitor see the section "Cleaning the Monitor" on page 7.

- A mouse.

- A stylus pen. *Optional*

1. Close the system software.

2. At the Site Kiosk desktop, touch the **Touchscreen Calibration** button (or from the Windows desktop, touch the **Start Menu** and select the **All Programs > Touch Utility > Touch** option).

3. When the POS Touch Utility appears, press the **Device** tab.

4. At the Device page, press the **9 Pts Calibration** button.

5. The **9 pts Calibration** screen appears with instructions on how to calibrate your touchscreen monitor.

6. Touch and continue to press the blinking target on the screen for two seconds or until you hear a beep.

7. When finished you are prompted to touch the screen to save the information.

*You have now calibrated the touchscreen monitor.*

## CT2 KIOSK RECEIPT PRINTER BASICS

> **Note**
>
> To avoid errors, only use thermal paper.

### Replacing the Receipt Paper

1. Ensure the CT2 Kiosk is powered ON.

2. Tilt the monitor back so that it lays flat against the body of the kiosk.



*Figure 1.  Accessing the Receipt Printer Compartment*

3. Using the provided key, unlock the front kiosk compartment and pull it forward.

4. Locate the receipt printer on the right side of the front kiosk compartment.

5. Slide the receipt printer forward.

6. Remove the paper spool from the compartment.

7. Remove the old paper roll from the paper spool.

8. Cut the leading edge of the paper roll so that it is straight across and not at an angle.



*Figure 2.  Ensure the Leading Edge is Straight*

9. Place the new paper roll on the paper spool. Orient the paper roll so that the leading edge of the paper goes over the paper roll.



*Figure 3. 0rienting the Paper Roll*

10. Place the paper spool in the paper compartment.

11. Feed the edge of the paper into the printer paper feed slot located towards the front of the receipt printer paper compartment.

### Attention

The kiosk must be ON for the paper to automatically feed. Always follow safety precautions when working inside the kiosk when it is powered ON and avoid wearing clothing or jewelry that could get caught in the mechanism.



Inserting the Paper

*Figure 4. Feeding the Paper into the Paper Path*

12. When the paper is in the correct position, the receipt printer automatically feeds the paper through the receipt printer.

*You have now installed the receipt printer paper in the CT2 kiosk.*

## CT2 KIOSK CARD READERS

### Cleaning

The credit card reader requires very little maintenance and does not need to be serviced on a regular basis. Before you begin cleaning the credit card reader, you need:

- Card Reader Cleaning Kit - Kit Products part number 900-00.

- Two clean, dry cloths.

1. Insert and remove the Cleaning Card into the card reader as you would a normal credit card.

2. Repeat step 1 five times.

3. With a clean cloth, wipe away excess dirt from card cleaner.

4. Wait approximately 30 seconds.

5. Insert and remove the Cleaning Card into the card reader as you would a normal credit card.

6. Repeat step 5 five times.

7. With a clean cloth, wipe away excess dirt from card cleaner.

8. Allow the card reader 30 minutes to dry.

9. Perform a credit card transaction as normal.

10. Void the credit card sale.

*You have now performed basic maintenance on the printer.*

## Troubleshooting

Use the following table to troubleshoot the card reader.

| Problem | Cause | Resolution |
|---|---|---|
| Card reader cannot read the card. | Bad credit card.<br><br>Credit card dirty. | Insert credit card into a plastic shopping bag and re-swipe card.<br><br>Clean credit card with isopropyl alcohol. |
| | Card reader disconnected from system. | Connect card reader to system. |
| | Card reader dirty. | Clean card reader. |
| | Card not swiped against the head. | Re-swipe card with the magnetic strip against the card reader head. |
| The card reads, but does not process transaction. | Network/Modem problems.<br><br>Configuration problems. | Contact Technical Support at 1-888-749-3587. |
| | Invalid card type. | Use, Visa, Visa Debit, MasterCard or MasterCard Debit only. |
| | | |

# WIRING DIAGRAM
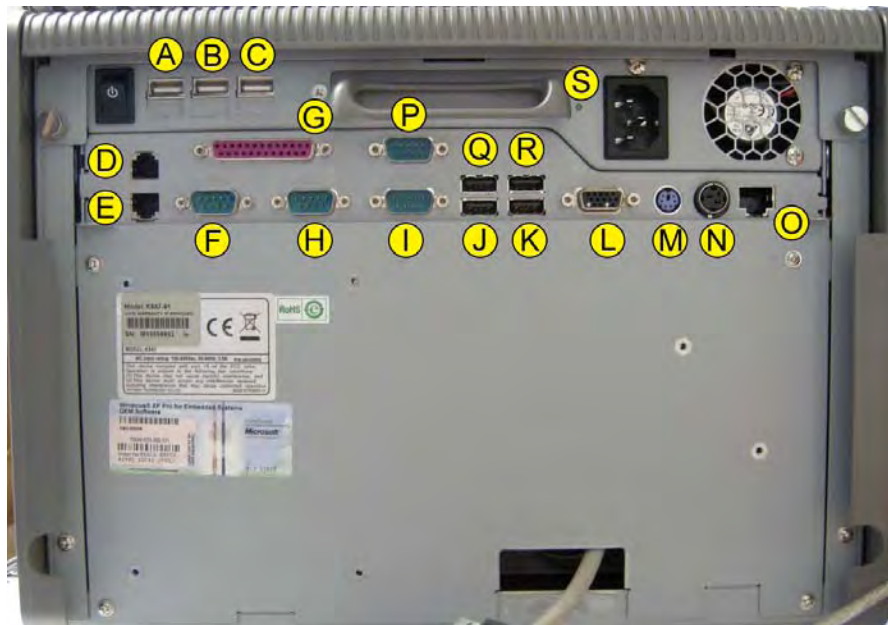


| A | V200 Scanner | L | Not Used |
|---|---|---|---|
| B | Fargo Printer | M | Not Used |
| C | Not Used | N | Not Used |
| D | Not Used | O | Not Used |
| E | Not Used | P | Not Used |
| F | Not Used | Q | DS40 |
| G | LPT Cable | R | DS80 |
| H | Not Used | S | Power Cable |
| I | Not Used | T | |
| J | DS40 | U | |
| K | Not Used | | |

# *YE DATA KIOSK (CT5)*

## MONITOR BASICS

### General Maintenance

Occasionally, the touchscreen monitor requires cleaning. DNP recommends that you clean the touchscreen surface quarterly or on an as-needed basis.

> ### Attention
>
> Contact Technical Support at 1-888-749-3587 if you have questions about care and maintenance of your system.

> ### Note
>
> Typically, an isopropyl alcohol and water solution of 50:50 is the best cleaning agent for your touchscreen monitor.

To avoid risk of damage to the touchscreen monitor:

- Follow all instructions as listed in the cleaning agent's Material Safety Data Sheet (MSDS) and product label.
- Never use any caustic or abrasive cleaning agents on the touchscreen monitor.
- Always use a clean, lint-free cloth
- Always lightly dampen cloth and then apply cloth to the touchscreen monitor.
- Never spray a cleaning agent directly on the touchscreen monitor.

### Cleaning the Monitor

To clean the touchscreen monitor you need:

- Three (3) clean, lint-free cloths
- A 50:50 solution of isopropyl alcohol or LCD screen cleaner

1. Power OFF the system
2. With a dry cloth, gently wipe the monitor surface to remove any dust or dirt
3. Apply the cleaning agent to a second cloth.

![Attention icon] **Attention**

Do not spray cleaning agent directly on the monitor screen

4. Using gentle pressure, clean the surface of the touchscreen monitor.

5. Remove the excess cleaning agent from the touchscreen monitor with the third cloth.

6. Allow then minutes to dry.

7. Power ON the system.

*You have now cleaned the touchscreen monitor.*

## Calibrating the CT5 Touchscreen Monitor

Even with normal use, the touchscreen monitor occasionally requires re-calibration.
This section explains how to do a simple calibration.

To successfully calibrate the touchscreen monitor you need:

▪▪▪ A clean touchscreen monitor

▪▪▪ A mouse

![Note icon] **Note**

Use the mouse if the touch area on the monitor screen does not match the area touched.

1. Touch the **Tomo** Logo in the top left corner of the screen.
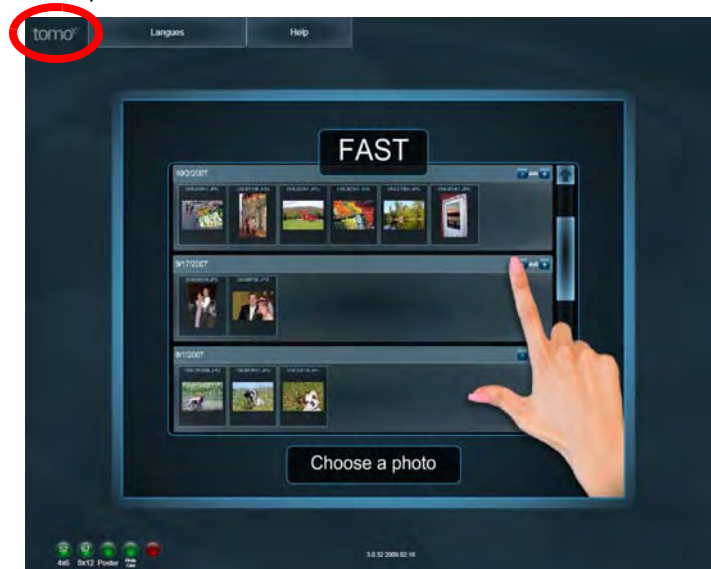


*Figure 5.  Accessing the Admin Menu*

2. Enter the password to access the Administrative Menu.



*Figure 6.  The Password Screen*

3. At the Administrative menu, select **Exit Application**.



*Figure 7.  Selecting Admin*

4.  At the Desktop Security screen, select **Calibrate Touchscreen**.
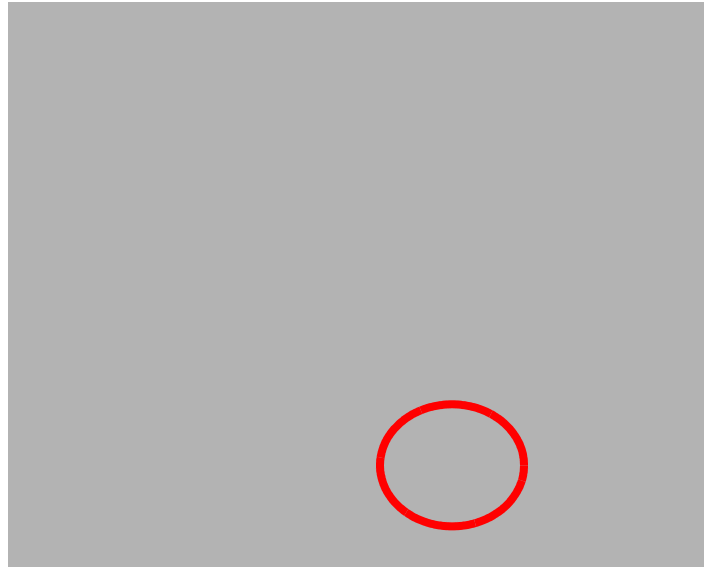


*Figure 8.  Desktop Security*

5.  Make sure the Calibration tab is selected, and touch the calibration button to the lower right of the screen.
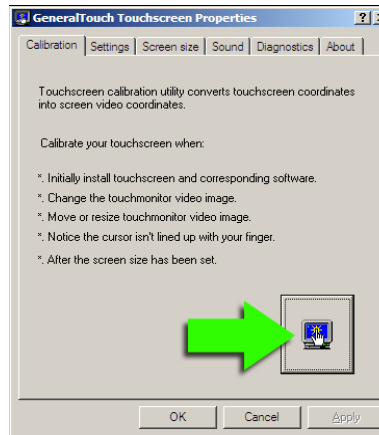


*Figure 9.  GeneralTouch's Touchscreen Properties Window*

6.  Follow the on-screen instructions to calibrate the monitor.

7. When finished, touch **OK** to return to the Desktop Security screen.
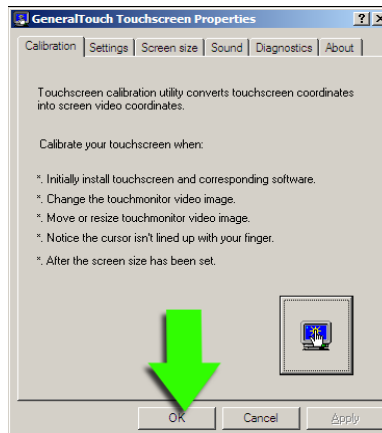


*Figure 10.  Exit GeneralTouch Touchscreen Properties*

8. From here you can return to tomo by pressing **Launch tomo** or select another option as needed.



*Figure 11.  Desktop Security*

*You have now calibrated the touchscreen monitor.*

## Troubleshooting the Monitor

If you encounter issues with the touchscreen monitor not mentioned below or need further assistance, please contact Technical Support at 1-888-749-3587.

Use the following table to troubleshoot the touchscreen monitor.

*Table 1: Troubleshooting Resolutions*

| Symptom | Cause | Suggestion |
|---------|-------|------------|
| No image appears on screen. | System is powered OFF. | Power On the system.<br>Check the power cables. |
| Partial image or incorrectly displayed image. | Display settings are incorrect. | Power on the system.<br>Check the power cables.<br>Check the settings in the Calibration Menu, accessed through Desktop Security. |
| Image has vertical flickering line bars | Display quality needs adjustment. | Check to see if the resolution of the computer is higher than that of the display. If necessary, reconfigure the resolution of the computer screen area to make it less than or equal to 1024x768 pixels. |
| Image is scrolling | Display quality needs adjustment | Check the settings in the Calibration Menu, accessed through Desktop Security. |
| Touch points on the screen do not match the cursor. | Touchscreen needs advanced calibration. | If you have already tried to calibrate the monitor, consult technical support at 1-888-749-3587 for further information. |

## PARTS OF THE CT5 COUNTERTOP

The front of the CT5 allows access to the media readers, the CD/DVD read/write and the receipt printer.



*Figure 12.  The Front of the CT5*

Use the wiring diagram on the next page to install the components of your CT5 correctly.



| A | Power |
|---|---|
| B | USB Hub |
| C | DS80-3 |
| D | VGA |
| E | Network |
| F | DS40-1 |
| G | DS40-2 |

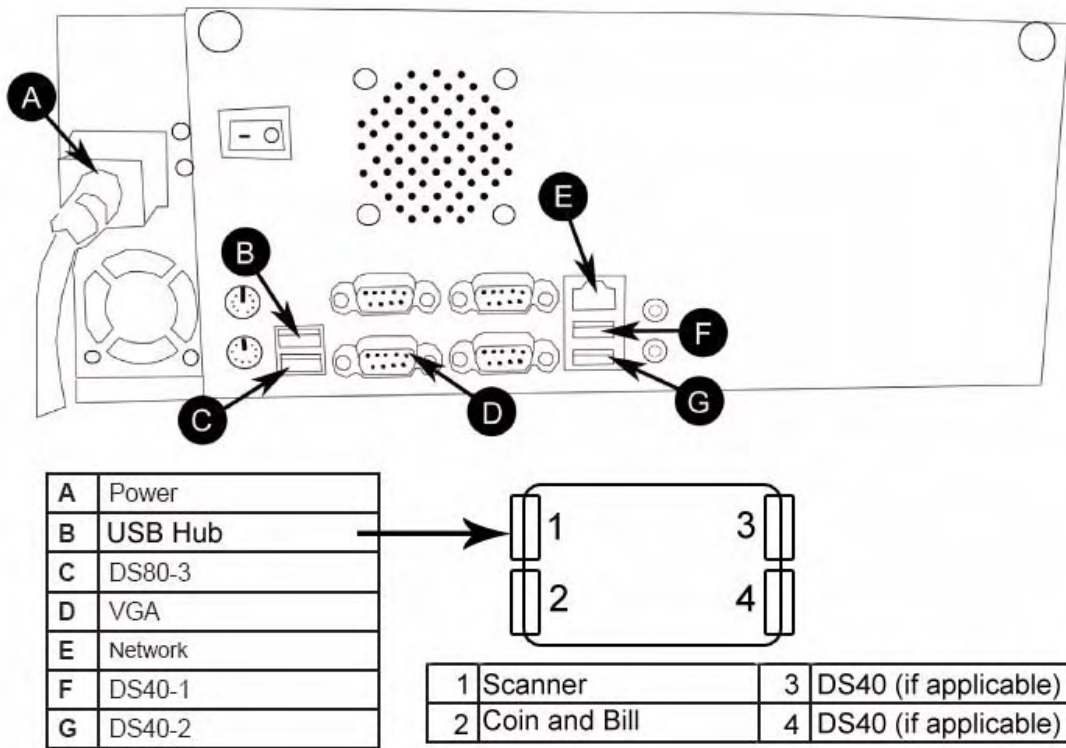| 1 | Scanner | 3 | DS40 (if applicable) |
|---|---|---|---|
| 2 | Coin and Bill | 4 | DS40 (if applicable) |

*Figure 13.  Wiring Diagram for the CT5*

# REPLACING THE RECEIPT PAPER

1.  Ensure the CT5 is powered ON

2.  Tilt the monitor back so that it lays flat against the body of the countertop unit (shown below).



*Figure 14.  Monitor Tilted Back*

3.  Use the key to unlock the front of the countertop.



*Figure 15.  Unlocking the Countertop*

4.  Pull the compartment forward to access the receipt printer and paper holder.



*Figure 16.  The Receipt Printer*

5.  Remove the paper spool from the compartment by lifting up on the spool holder.



*Figure 17.  The Spool Holder*

6.  Remove the old paper roll from the paper spool.

7.  Cut the leading edge of the paper roll so that it is straight across and not at an angle.



*Figure 18.  Cutting the Paper Straight*

8. Place the new paper roll on the paper spool. Orient the paper roll so that the leading edge of the paper goes over the paper roll, and place the paper spool in compartment.

9. Feed the edge of the paper into the printer paper feed slot located towards the front of the receipt printer paper compartment.



*Figure 19.  Feeding the Paper into the Paper Path*

### Attention

The kiosk must be ON for the paper to automatically feed. Always follow safety precautions when working inside the kiosk when it is powered ON and avoid wearing clothing or jewelry that could get caught in the mechanism.

10. When the paper is in the correct position, the receipt printer automatically feeds the paper through the receipt printer.

11. Close the compartment door, and lock it.

*You have now installed the receipt printer paper in the CT5 countertop unit.*

# DS40 PRINTER BASICS

This chapter provides you with basic information on how to maintain and troubleshoot your printer.

## GENERAL MAINTENANCE

Part of the normal maintenance cycle for printers includes removing dust buildup from the printer vents. This is done to free ventilation holes from dust and foreign matter and to improve printer longevity. The following instructions are written in a generic fashion to include all printers for the systems:

1. Power OFF the system at the main power source.

2. Using a small hand vacuum with a non-metallic extension and nozzle, vacuum all of the printers ventilation ports.

3. Vacuum the base of the system and external ventilation ports.

4. Power ON the system and remaining components.

*You have now performed basic maintenance on the printer.*

# DISTINGUISHING YOUR DS40 AND DS80 PRINTER MODEL

The DS series are versatile photo printers for use in photo labs by professional photographers, or in other commercial situations which demand high speed and exceptional quality. Other information on the printers can be found in the printer's field service manual or your system's documentation suite.



*Figure 20. The DS40 or DS80 printer*

## Attention

Prior to moving the printer, the ink ribbon cassette and paper roll should be removed from the printer. Always take care when lifting the printer so as not to cause physical injury.
When reinstalling, check that the ribbon and paper are properly positioned before resuming printing. If either is positioned incorrectly, paper jams, print position errors, or other unexpected problems can occur.

The DS40 and DS80 printers are quite similar. The instructions written for one will work for the other. The main difference is in paper size; DS40 printers print 4x6 size prints, and DS80 printers print 8x12 size prints.

## Note

If your printer is configured for use in a tower system, the printer will have small rubber feet. These feet are essential to aligning the output for the printer with the tower conveyor system and keeping the printer from moving inside the unit. Do not remove the feet.

## INSTALLING MEDIA

Use the following procedures with your DS40 and DS80:

Installing the Paper Roll

> **Note**
>
> It is a good idea to check that there is enough paper in the printer to meet anticipated demand. Avoid touching the surface of the paper. Excessive fingerprints or smudges can lead to poor print quality.

1. Pull out the mechanism unit by lifting the blue handle beneath the scrap box, and pulling gently.



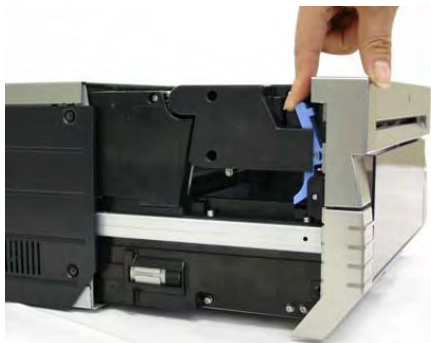*Figure 21.  Pulling the Mechanism Unit*

2. Free the paper release lever.



*Figure 22.  Paper Release Lever*

3. Remove the scrap box, empty scraps into the trash.
   Set aside.



*Figure 23.  Removing the Scrap Box*

4. Remove the spool ends from the printer.

5. Set the spools into the paper, ensuring there is no gap between the paper and the spool.

**Attention**

Failure to set the paper correctly can result in print jams. Do not get dirt or fingerprints on the paper, as they will adversely affect print quality.



*Figure 24.  Paper Roll*

6. Set the paper holder into the paper cassette in the printer. Make sure you set the paper in firmly.

7.  Set the paper so that it is in the direction shown.
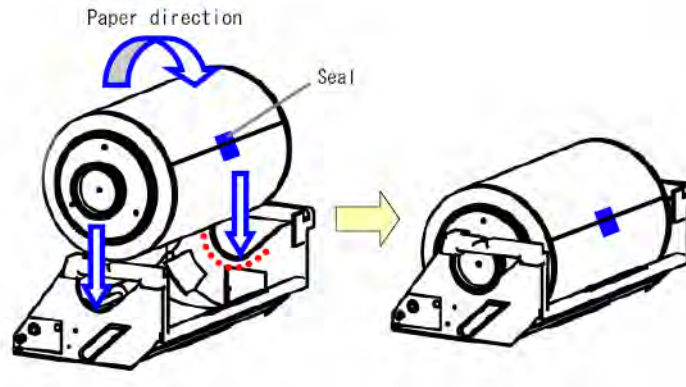


*Figure 25.  Inserting paper into cassette*

8.  Remove the seal



9.  Advance the paper in the direction indicated. When it is inserted far enough, the buzzer will beep and the paper LED (orange) will stop blinking.



*Figure 26.  Advancing the paper*

> ### Note
>
> It is easier to set if you press down on the spool lightly while advancing the paper.

10. Set a new ribbon into the ribbon cassette.
    Advance the ribbon in the direction shown and take up any slack in the ribbon.
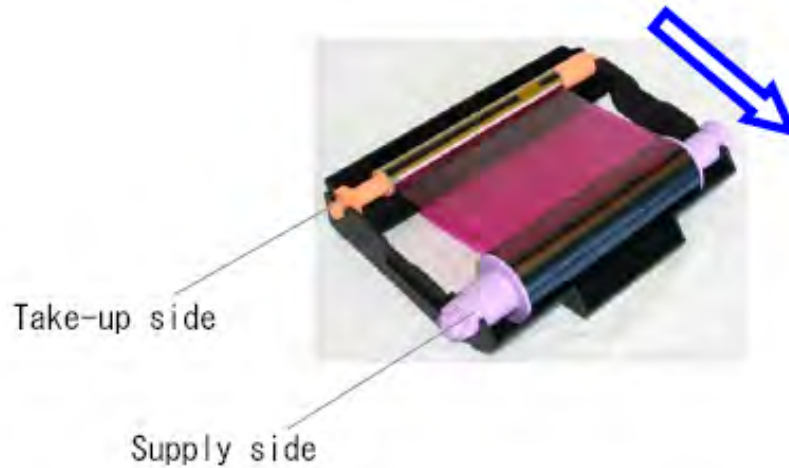


*Figure 27.  Advancing Ribbon*

11. Set it with the supply side in the front.



*Figure 28.*

12. Set the scrap box.

> ### Attention
>
> The printer will not operate without the scrap box attached. Closing the mechanism unit without the scrap box attached will cause a "No Scrap Box Error."  Clean any excess scraps from the printer.

*You have now installed the media in the printer.*

# MAINTAINING THE PRINTERS

## Emptying the Paper Scrap Bin

---

### Attention

When the scrap box is removed, do not touch the cutter, as there is a danger of injury.

---

Before replacing the printer media, remove the paper's scrap bin.

1. Pull out the mechanism unit by lifting the blue handle beneath the scrap box, and pulling gently.



*Figure 29.  Pulling the Mechanism Unit*
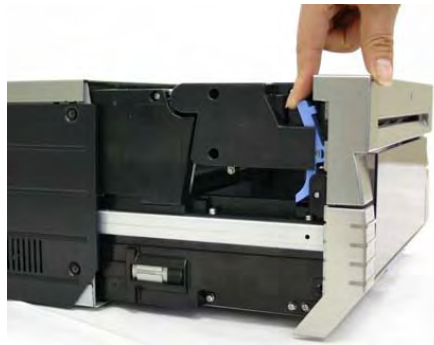
2. Free the paper release lever.



*Figure 30.  Paper Release Lever*

3. Remove the scrap box, empty scraps into a proper receptacle...

4. Replace the scrap bin.

### Attention

The printer will not operate without the scrap box.
Closing the mechanism unit without the scrap box attached will cause a "No Scrap Box Error," and the red error LED will blink.

5. Close the top of the mechanism unit, and push unit back in place.

### Note

Closing the mechanism unit starts initialization (4 blank sheets are fed out).

*You have now performed basic maintenance on the printer.*

## Cleaning the Ventilation Area

Periodically, you should check the ventilation or exhaust for the printer, as it can become clogged with dust.

### Attention

If the ventilation for the printer becomes clogged or blocked, the inside temperature of the housing becomes higher and can cause the thermal head to overheat.
When the thermal head overheats, printing halts and the power LED will blink. Printing resumes automatically when the head temperature cools. The thermal head can also overheat due to continuous printing of very dark images.

1. Turn the printer OFF.
   Access the back of the printer.

### Note

You may need to unplug the power or network cables to completely access the back of the printer.
If you will have to disconnect power, make sure you power down the unit previous to unplugging the unit.

2. The exhaust for the printer is located near the top of the back plate, as indicated in the illustration below:
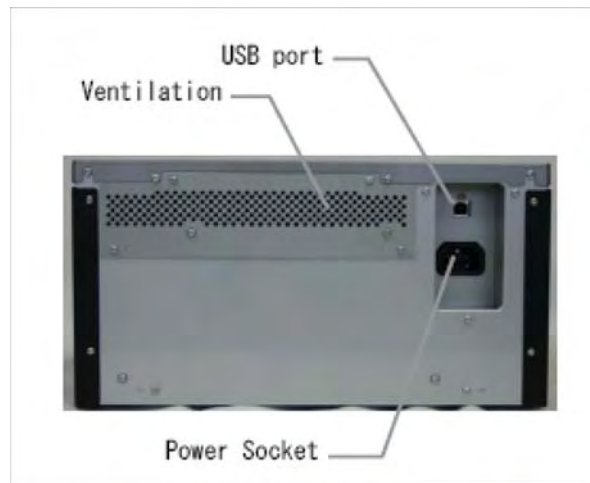


*Figure 31.  Ventilation Port*

3. Wipe the dust from the unit using a cloth designed for dusting electronics, or use canned air to blow the dust from the back of the unit.

4. Replace any cables you may have had to disconnect to access the back of the printer, and put the printer back in place.

5. Power the unit ON.

*You have now cleaned the dust from the ventilation unit.*

## Cleaning the Platen Roller

If any impressions appear regularly in the same place on the prints, on either the front or back, you will need to clean the platen roller. There could be powder, paper scraps, or other debris stuck to the roller.

1. Pull out the mechanism unit by lifting the blue handle beneath the scrap box, and pulling gently.



*Figure 32.  Pulling the Mechanism Unit*

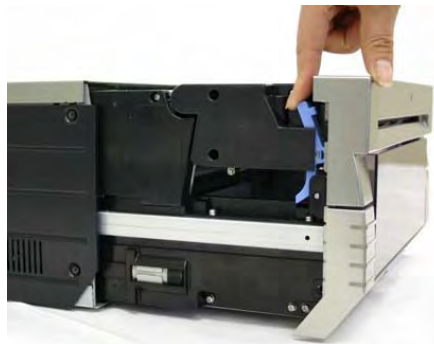2.  Free the paper release lever.



*Figure 33.  Paper Release Lever*

3.  Remove the scrap box, empty scraps into a proper receptacle...



*Figure 34.  Removing the Scrap Bin*

4.  Remove the paper cassette.



*Figure 35.  Removing the Paper Cassette*

5.  Using the alcohol pads provided, wipe any dirt off the platen roller while rotating the roller slightly.

### Attention

Only use the alcohol pads provided in the cleaning kit.
Take care to avoid injury and damage due to the sharp edges.



### Note

If there is debris that will not come off using the alcohol pad, run the sandpaper provided in the cleaning kit over the area lightly until the debris is removed. Clean the area again with an alcohol pad.

6.  Replace the paper cassette. Make sure the casette is firmly seated.



*Figure 36. replacing the paper cassette.*

7. Advance the paper in the direction indicated until the buzzer beeps, and orange Paper LED stops blinking.



*Figure 37.  Advancing the paper*

8. Replace the scrap bin and close the top of the mechanism.

9. Gently slide the mechanism back in place. The printer will re-initialize.

*You have now cleaned the platen roller.*

# TROUBLESHOOTING

## Error Messages



## The status of the LED indicates the Printer Status

| Status | LED Display | | | | Solution |
|---|---|---|---|---|---|
| | Power | Ribbon | Paper | Error | |
| Out of Paper* | ● | | ○ | | Put in a new roll of paper |
| Out of Ribbon* | ● | ○ | | | Put in a new ribbon |
| Door is open (No Paper) | ● | | ○ | | Set the paper properly, and close the mechanism unit |
| Door is open | ● | | ○ | ○ | Close the mechanism unit |
| No scrap box | ● | | | ○ | Set the scrap box |
| Paper Error | ● | | ● | ● | Reset the paper roll correctly |
| Ribbon Error | ● | ● | | ● | Reset the ribbon correctly |
| System Error** | ● | | | ● | Turn the power OFF, then back ON |
| Over-heated | ○ | | | | The head is cooling off (auto-recovery) |

● indicates lit, not blinking         ○ indicates lit and blinking         empty box indicates LED is OFF
* Replace the paper and ribbon as a SET
** If you cannot resolve the system error, contact your service representative

## RESOLVING MEDIA ERRORS

### If there is a Paper Jam:

1.  Pull out the mechanism unit by lifting the blue handle beneath the scrap box, and pulling gently.



*Figure 38.  Pulling the Mechanism Unit*

2.  Remove the ribbon cassette by pulling the cassette up and out.



*Figure 39.  Removing the Ribbon Cassette*

3.  Pull any paper remaining in the printer in the direction indicated, and cut off any wrinkled or partially printed areas evenly with scissors.
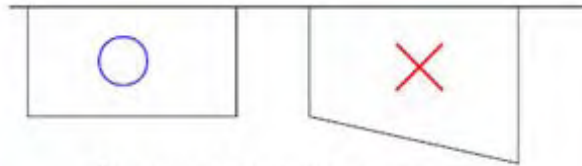


*Figure 40.  Pulling and Trimming the Paper*

Note

If wrinkles or partially printed areas are left, it could cause the paper to jam again.



*Figure 41.  Cutting the Paper*

4.  Remove the scrap box and rewind the paper.



*Figure 42.  Rewinding the Paper*

5.  Advance the paper in the direction indicated. When it is inserted far enough the buzzer will beep, and the orange Paper LED light will stop blinking.



*Figure 43.  Advancing the paper*

Close the top of the mechanism, and push the mechanism back in place. The printer will re-initialize.

*You have now cleared a paper jam.*

### If the ribbon is torn or has been pulled into the mechanism:

1.  Pull out the mechanism unit by lifting the blue handle beneath the scrap box, and pulling gently.



*Figure 44.  Pulling the Mechanism Unit*

2.  Carefully remove the ribbon cassette by pulling up and out.



*Figure 45.  Removing the Ribbon Cassette*

3. Cut the ribbon.



*Figure 46. Cutting the ribbon*

4. Carefully remove the remaining ribbon from inside the mechanism.

> **Attention**
>
> If the ribbon is torn or left in the printer, it could affect print quality.
> You may need to clean the platen roller (see *Cleaning the Platen Roller*).



*Figure 47. Removing the Ribbon*

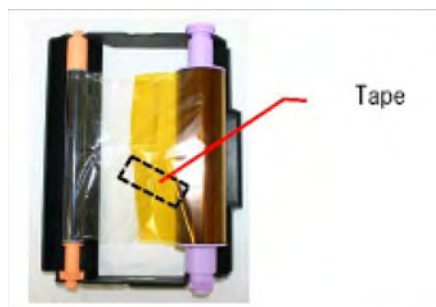5. Reattach the ribbon using clear or cellophane tape.



*Figure 48. Placing the tape*

6.  Advance the ribbon several times as shown, until the tape is out of sight.

### Attention

Make sure there is NO slack in the ribbon.
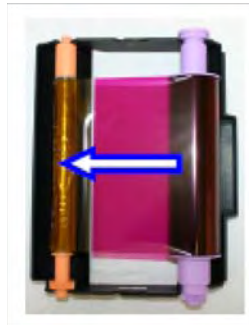Always wind ribbon onto the orange take-up spool.



*Figure 49.  Advancing the ribbon*

7.  replace the cassette.

### Attention

Make sure the ribbon is placed in the printer correctly, inserting the take-up side first. If the cassette is inserted improperly, the mechanism will not close.



*Figure 50.  Replacing the Cassette.*

8.  Close the mechanism. The printer will re-initialize.

*You have now repaired a torn ribbon.*

## If the Printer is Stopped Mid-action:



*Figure 51.  Printer Stopped*

1. Turn the power OFF, and then back ON. The jammed paper should be released, and the cutter should return to its ready position

> ⚠️ **Attention**
>
> The mechanism will not open until the cutter has been returned to the ready position.

2. Remove any partially printed paper from inside the mechanism, following the instructions for "if there is a paper jam."

*You have reset a printer stopped in mid-action.*

## If the Power Fails During Printing:

> ⚠️ **Attention**
>
> If the power fails during printing, the mechanism unit cannot be pulled out. The mechanism will not open until the cutter has been returned to the ready position.

1. Turn the power back ON. The partial print will be cut into scrap lengths and discarded in the scrap bin.
2. Once the cutter has returned to the ready position, the mechanism can be pulled out.
3. Check that there is no partially printed paper in the mechanism unit. If there is, see: "if there is a paper jam."

# *FARGO HDP5000 CARD PRINTER*



## INCLUDED WITH YOUR PRINTER:

- power supply
- input card cartridge
- output hopper
- cleaning roller & spindle

> ⚠ **Attention**
>
> Place the printer unit in a location with adequate air circulation.
> Do no install the printer near heat sources, such as radiators or air ducts, or in places subject to direct sunlight or excessive dust.

> ⚠ **Attention**
>
> Before beginning installation, make sure to unplug the power supply and USB/ethernet cables from the printer.

## CONFIGURING THE HDP5000 CARD PRINTER

Follow these instructions for establishing the correct printer settings for the Fargo Card Printer.

### Setting the Fargo Color Profile

4. Click the **Start** button in the lower left corner of the screen.

5. From the *Start* menu select **Printers and Faxes**.

6. Right-click on the **Fargo HDP5000 Card Printer** icon.

7. Select **Properties** from the menu.



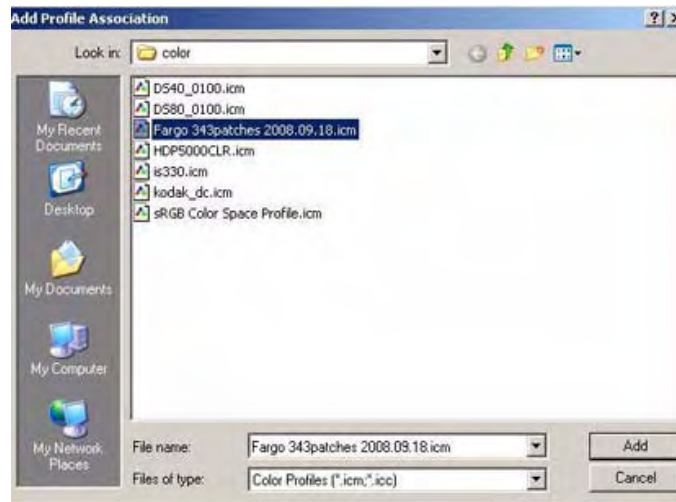8. Select the **Color Management** tab.
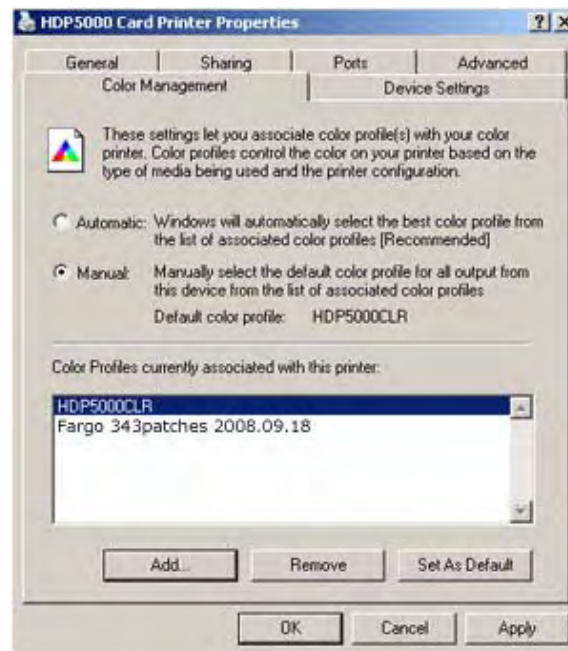


9. Click the **Manual** radio button to prohibit *Windows* from making an automatic profile selection.

> **Note**
>
> If the **Fargo 343patches 2008.09.18** color profile is not available in the list of choices, it must be added.

10. To add the profile:

  a. Click the **Add** button.

  b. Browse to **C:\WINDOWS\system32\spool\drivers\color**



  c. Select the **Fargo 343patches 2008.09.18** color profile.

  d. Click the **Add** button.

11. Select the **Fargo 343patches 2008.09.18** color profile.

12. Click the **Set as Default** button.

13. Select the **HDP5000CLR** profile and click the **Remove** button.

14. Click the **Apply** button.

15. Click the **OK** button.

## Selecting the Fargo Advanced Settings

1. Click the **Start** button in the lower left corner of the screen.

2. From the *Start* menu select **Printers and Faxes**.

3. Right-click on the **FargoHDP5000 Card Printer** icon.

4. Select **Properties** from the menu.

5. Click the **Printing Preferences** button.
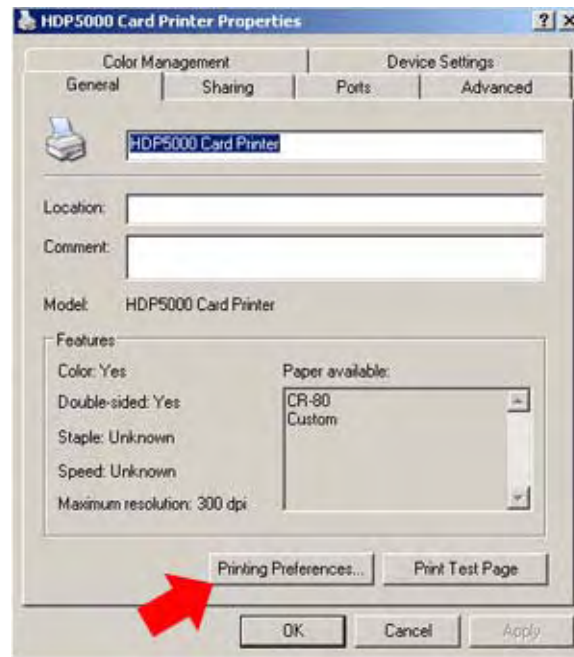


6. Select the **Image Color** tab.

7. Click on the **Advanced Settings** button.



8. Using the slider, set the **Sharpness** value to **50**.

9. Using the slider, set the **Contrast** value to **18**.

10. Using the slider, set the **Gamma** value to **23**.

11. Click the **OK** button to close the *Advanced Settings* window.

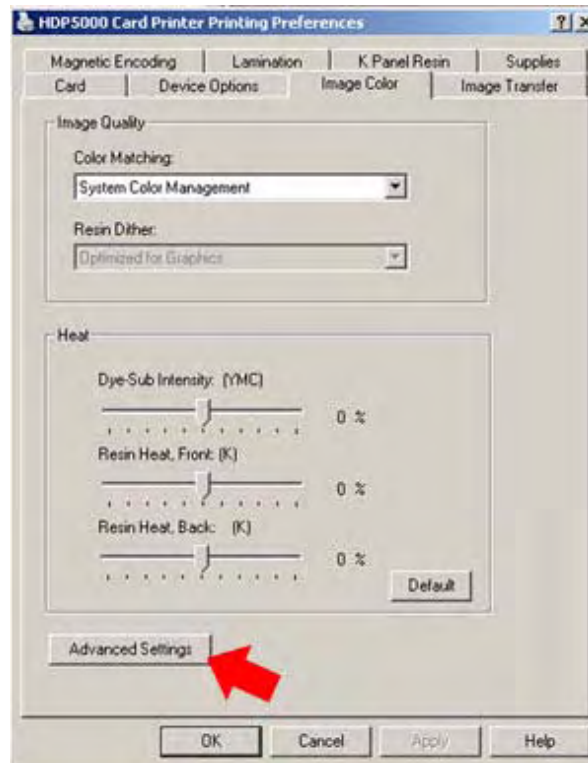## Selecting the Transfer Temperature Offset Setting

1. Click the **Start** button in the lower left corner of the screen.

2. From the *Start* menu select **Printers and Faxes**.

3. Right-click on the **Fargo HDP5000 Card Printer** icon.
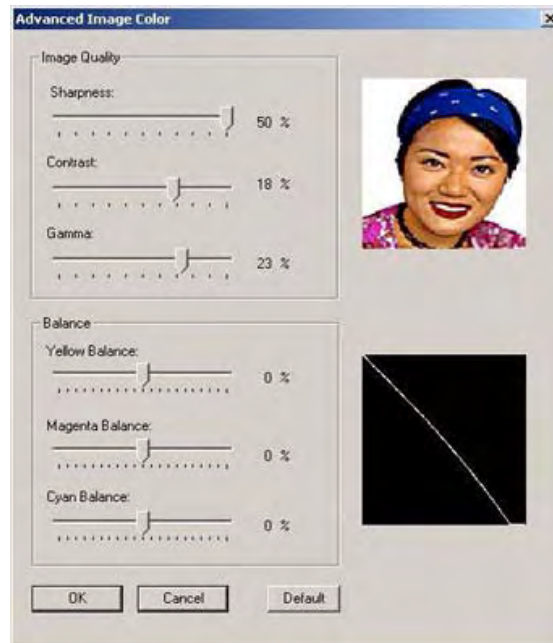
4. Select **Properties** from the menu.

5.  Click the **Printing Preferences** button.

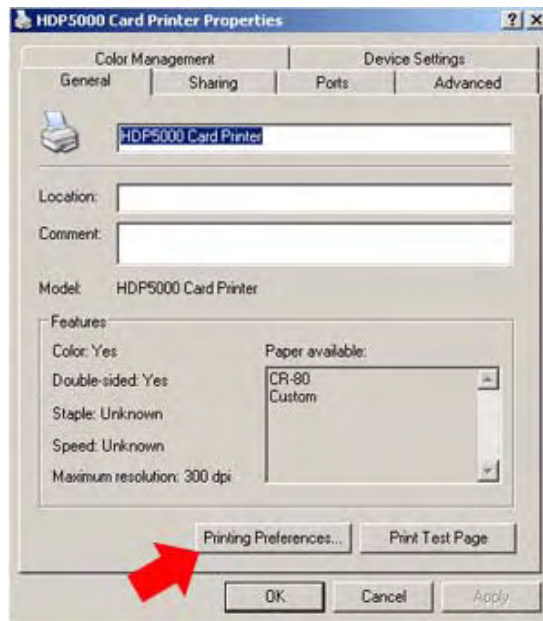6.  Select the **Card** tab.

7.  Click on the **Toolbox** button.

8.  Click on the **Advanced Settings** button.

9.  Scroll down the menu to *Transfer Temp Offset*.

10. Click on the value in the *Current* column.

11. Use the down arrow button to set the value to **-5**.

12. Click the **OK** button.

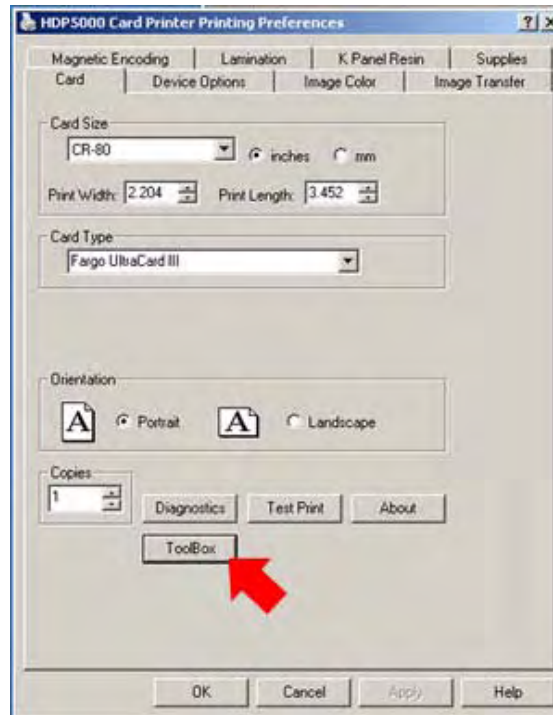## Setting the Device Settings for Photo Card Printing

1. Click the **Start** button in the lower left corner of the screen.

2. From the *Start* menu select **Printers and Faxes**.

3. Right-click on the **Fargo HDP5000 Card Printer** icon.

4. Select **Properties** from the menu.



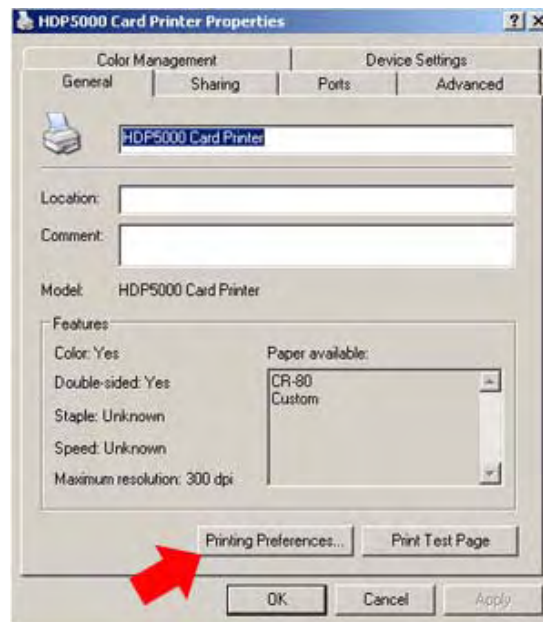5. Click the **Printing Preferences** button.

6.  Select the **Device Options** tab.
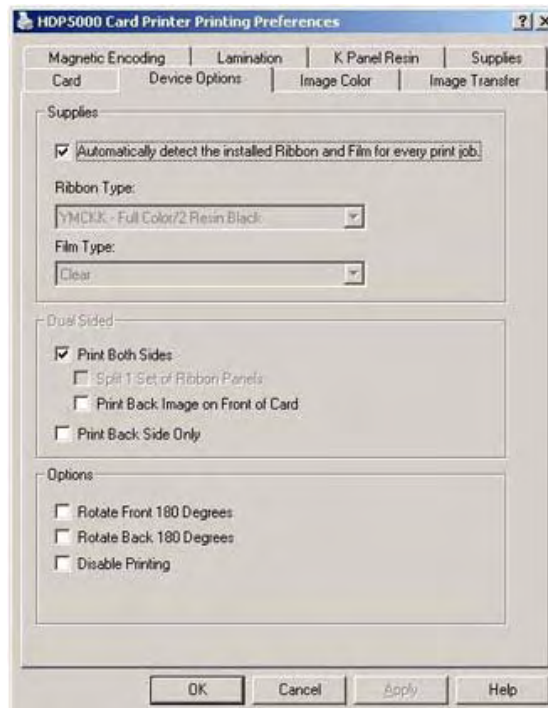


7.  Check the box next to *Automatically detect the installed Ribbon and Film for every print job.*

8.  Check the box next to *Print Both Sides.*

9.  Click the **OK** button.

# LOADING MEDIA

To load film and ribbon into the printer:

1.  Push in on the front cover to open it.



*Figure 52.  Open Front Cover*



*Figure 53.  Cover Open*

2.  Remove the HDP film cartridge and print ribbon cartridge.
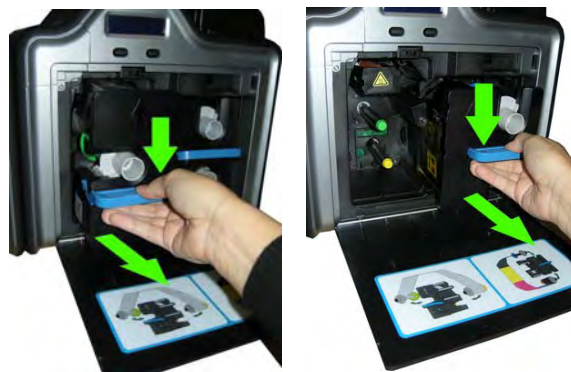


*Figure 54.  Remove Cartridges*

3. Load the HDP film into the HDP film cartridge until the rolls click.
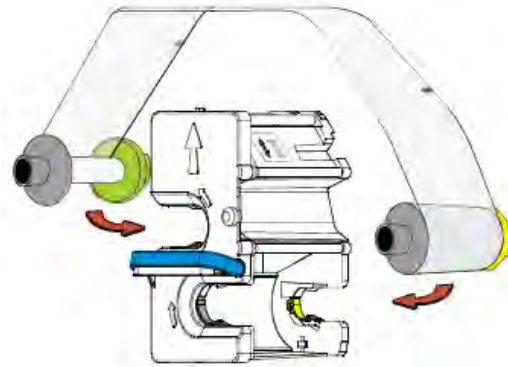


*Figure 55.  Load Film*

> **Note**
>
>  The film spindles and cartridge gears are color coded to ensure correct placement of the film.

4. Tighten the film by rotating the rolls in the directions indicated below.
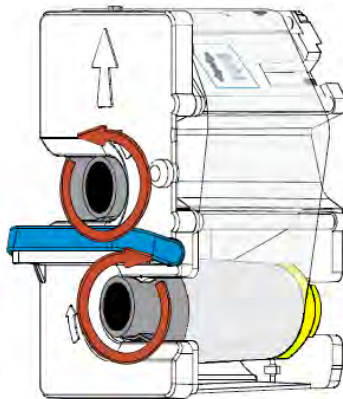


*Figure 56.  Tighten Film*

5. Insert the HDP film cartridge back into the printer until it clicks.

6. Load the print ribbon into the print ribbon cartridge until the rolls click.
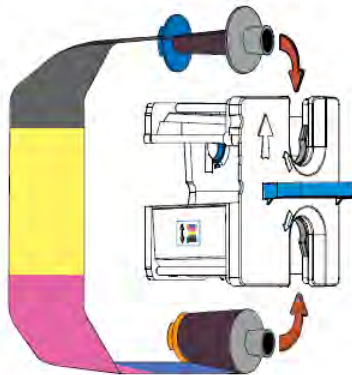


*Figure 57.  Load Print Ribbon*

◢◣ Note

The ribbon spindles and the cartridge gears are color coded to ensure correct placement of the ribbon.

7. Tighten the print ribbon by rotating the rolls in the directions indicated below.
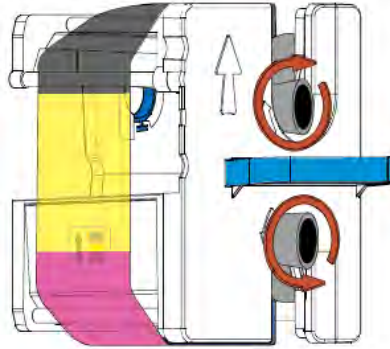


*Figure 58.  Tighten the Ribbon*

8. Insert the print ribbon cartridge into the printer until it clicks.



*Figure 59.  Both Cartridges Inserted*

9. Close the printer front cover.

## LOADING THE CLEANING ROLLER

1. Remove the card cleaning roller from the print ribbon packaging and insert the cleaning roller onto the cleaning roller spindle from the supply pack.
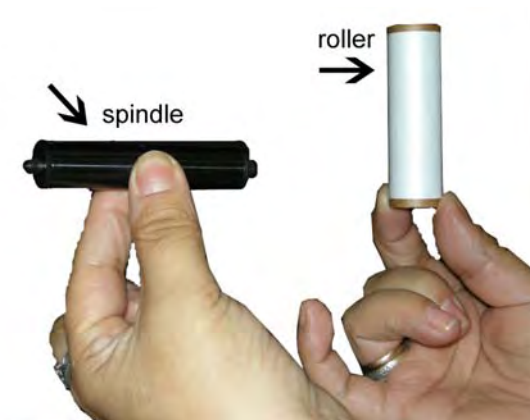


*Figure 60.  Cleaning Roller*
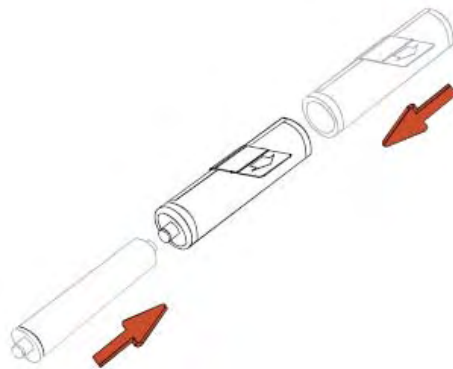


> **Attention**
>
> The cleaning roller spindle comes with the printer, not with each ribbon package.
> DO NOT discard the cleaning roller spindle.

2. Remove the protective sleeve from the card cleaning roller.
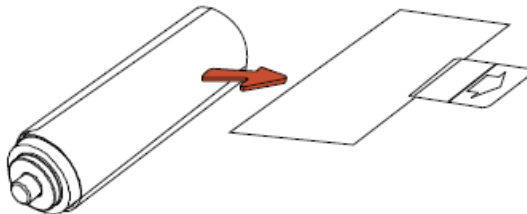


*Figure 61.  Remove Sleeve*

3. Insert the card cleaning roller into the card input area.
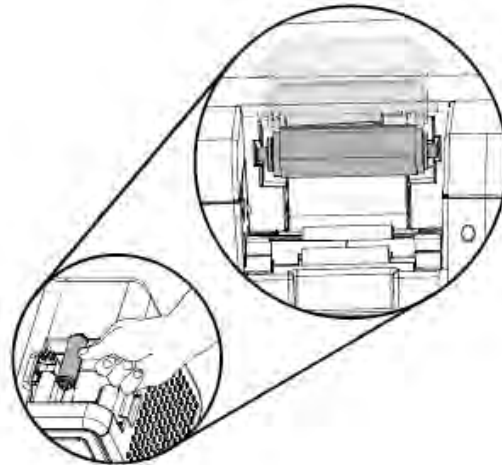


*Figure 62.  Location on Printer*



*Figure 63.  Insert Roller*



*Figure 64.  Roller Installed*

## LOADING CARDS

1. Pull the input cartridge open as shown below.
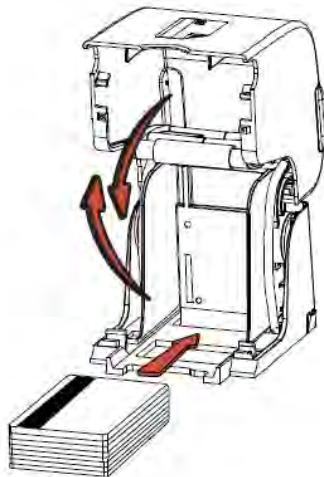


*Figure 65.  Open Input Cartridge*

---

🔲 Note

The card input cartridge will remain open if opened completely.
There is a loading guide graphic on the top cover of the input cartridge.

---

2. Load cards into the card input cartridge.



*Figure 66.  Loading Cards*

---

🔲 Note

The front of the card should be facing down. The back of the card (or the magnetic strip) should be facing up.
The input cartridge can hold up to 100 cards.

---

3. Close the input cartridge.

4. Place the input cartridge onto the printer and push until it clicks.



*Figure 67.  Install Input Cartridge*

## INSTALLING THE OUTPUT HOPPER

1. Place the card output hopper onto the output (left) side of the unit. Line up the notches on the output hopper with the square openings on the printer and push down until it clicks.



*Figure 68.  Card Output Hopper*

Note

The output hopper can hold up to 200 cards.

## CLEANING THE PRINTER

Some cleaning processes require you to access the **Toolbox** dialog display. To access the toolbox:

1. Click on the **Start** menu.

2. Navigate to **Control Panel > Printers**.

3. Right-click on the **HDP5000** printer.

4. Select **Printing Preferences**.

5. Click on the **Toolbox** button at the bottom of the dialog box.

### Attention

Be sure to disconnect the printer's power cord whenever performing any type of maintenance unless otherwise directed.

For the maintenance procedures outlines, you will need a Printer Cleaning Kit. This optional kit includes the following:

- Printhead Cleaning Swabs – pre-moistened with 99.99% isopropyl alcohol for cleaning the printhead

- Cleaning Cards with adhesive backing for cleaning the printer's cleaning rollers

- Gauze Pads pre-moistened with 99.99% isopropyl alcohol for cleaning the printer's interior/exterior

- Alcohol Cards pre-moistened with 99.99% isopropyl alcohol for cleaning the printer's platen rollers and card feed rollers

### Attention

To prevent equipment or media damage, always remove the ribbon and cards from the printer before making any repairs, unless otherwise specified.

### Attention

To prevent equipment or media damage, take jewelry off of fingers and hands, as well as thoroughly clean hands to remove oil and debris before working on the printer.

## Cleaning the Printer Platen Roller and Card Feed Rollers

Perform this procedure approximately every 1000 prints to maintain a consistent print quality. The card feed rollers move the card throughout the print process. Rollers should be kept clean to prevent card jams and card contamination.

1. From the HDP5000 Driver, click on the Toolbox button to bring up the **Clean Printer** tab.



*Figure 69.  Clean Printer Tab*

2. Follow the instructions from the **Clean Printer** tab on the driver.

> **Note**
>
> If your printer is equipped with a Magnetic Encoder, you must insert the cleaning card with the printed side up and with a small liner strip towards the front of the printer.
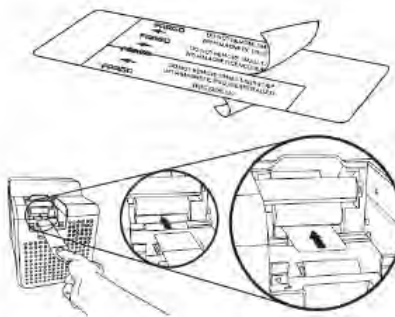


*Figure 70.  Cleaning Card*

3. Replace the printing supplies and close the print stations after the rollers are clean and completely dry.

## Cleaning Inside the Printer

1. Open the front cover.

2. Remove the print ribbon and film from the printer.

3. If you have a can of compressed air, blow out all visible areas of the printer interior. Remove any debris that may be inside.

    If you do not have a can of compressed air, use a cleaning pad from the cleaning kit to wipe out all visible areas inside the printer. Remove any debris that may be inside.

> **Attention**
>
> Be extremely careful not to let any alcohol drip inside the printer.

4. Re-install the printing supplies.

5. Close the front cover.

## Cleaning the Outside of the Printer

Clean the printer casing with a cleaning pad from the printer cleaning kit.

> **Attention**
>
> Do not use cleaning solvents of any kind or spray with a cleaner.

## Cleaning the Printhead

Clean the printhead every time the print ribbon is changed to maintain consistent print quality. This procedure should also be performed approximately every 1000 prints in order to maintain print quality.

> **Attention**
>
> Never use a sharp tool or abrasive object of any kind to clean the printhead. Watches, rings, bracelets and other jewelry can damage the printhead if accidently bumped against. For best results, remove such items before touching any internal parts of the printer.

1. Open the front cover.

2. Remove the ribbon and film cartridges.

3. Use a printhead cleaning swab (squeeze to saturate the tip) from the cleaning kit to firmly wipe back and forth across the surface of the printhead.



*Figure 71.  Cleaning Printhead*

4. Re-install the cartridges and close the front cover once the printhead is dry.

## Replacing the Card Cleaning Roller

Replace the card cleaning tape approximately every time the print ribbon is changed.

Attention

DO NOT discard the cleaning roller spindle.

1. Remove the card cartridge to access the cleaning roller.

2. Remove the cleaning roller.



*Figure 72.  Removing Cleaning Roller*

*You have now completed maintenance on the printer.*

## TROUBLESHOOTING

Some troubleshooting requires you to access the Printer Preferences dialog box. To access Printer Preferences:

1. Click on the **Start** menu.

2. Navigate to **Control Panel > Printers**.

3. Right-click on the **HDP5000** printer.

4. Select **Printing Preferences**.

Troubleshooting the Printer Error Messages

| Printer Error Message | Cause | Solution |
|---|---|---|
| General Error | A general printer error has occurred. | Press **Cancel** on the printer or click on **Cancel Print** from the driver's display dialog. |
| Card Not Found | The printer is unable to find the card. | Check the printer for a card or other obstruction. Remove the card and cancel the print by pressing the **Cancel** button on the printer or the **Cancel Print** button from the driver's display dialog. |
| Cover is Open | The printer cannot start printing because the cover is open. | Close the cover to continue printing. |
| Unable to Feed | The printer is unable to feed a card from the card cartridge. | Ensure that cards are available and loaded correctly. Press the **Resume** button located on the printers LCD display to continue printing.<br><br>To cancel the print, press the **Cancel** button on the printer and the **Cancel Print** button from the driver's display dialog. |

| Printer Error Message | Cause | Solution |
|---|---|---|
| Card Jam | A card has become jammed in the printer. | a. Open the printer's front cover and remove the ribbon and film cartridges.<br><br>b. Clear any cards in the printer by using the **Forward** and/or **Back** buttons located on the printer's LCD display.<br><br>c. Re-insert the ribbon and film and close the printer's front cover.<br><br>d. Press the Resume button located on the printer's LCD display to continue printing.<br><br>e. To cancel the print, press the Cancel button on the printer and the Cancel Print button from the driver's display dialog. |
| Card Jam (encoder) | A card has become jammed in the printer's encoding station. | a. Open the printer's front cover and remove the ribbon.<br><br>b. Open the printer's dual-sided module cover.<br><br>c. Clear any cards in the encoding module by using the **Forward** and/or **Back** buttons located on the printer's LCD display.<br><br>d. Re-insert the print ribbon and close the front cover.<br><br>e. Press the **Resume** button located on the printer's LCD display to continue printing.<br><br>f. To cancel the print, press the **Cancel** button located on the printer's LCD display or the **Cancel Print** button from the driver's display dialog. |

| Printer Error Message | Cause | Solution |
|---|---|---|
| Card Jam (flipper) | A card has become jammed in the printer's flipper table. | a. Open the printer's front cover and dual-sided module cover.<br><br>b. Clear any cards in the flipper table by using the **Forward** and/or **Back** buttons located on the printer's LCD display.<br><br>c. Close the printer's front cover and the dual-sided module cover.<br><br>d. Press the **Resume** button located on the printer's LCD display to continue printing.<br><br>e. To cancel the print, press the **Cancel** button on the printer's LCD display or the **Cancel Print** button from the driver's display dialog. |
| Card Eject Error | The printer is unable to eject a card. | Check the printer for a card jam or other obstruction and press the **Resume** button to continue printing.<br><br>To cancel the print, press the **Cancel** button on the printer or the **Cancel Print** button from the driver's display dialog. |
| Flipper Jam | The flipper table has jammed while either aligning itself or flipping a card. | a. Open the printer's dual-sided module cover.<br><br>b. Clear any cards in the module by using the **Forward** and/or **Back** buttons located on the printer's front cover.<br><br>c. Ensure the flipper table can rotate freely. Close the module cover.<br><br>d. Press the **Resume** button on the printer's front cover to continue printing.<br><br>e. To cancel the print, press the **Cancel Print** button from the driver's display dialog. |

| Printer Error Message | Cause | Solution |
|---|---|---|
| Ribbon RFID Error | The ribbon tag information is corrupted or incorrect. | Check that the ribbon is installed properly. **Cancel** is the only option.<br><br>Press the **Cancel** button on the printer, or the **Cancel Print** button from the driver's display dialog. |
| Wrong Ribbon Installed | An incorrect ribbon has been installed or a driver setting is incorrect. | Check that the ribbon is correct for the printer and job. Press the **Resume** button located on the printer's LCD display to continue printing.<br><br>To cancel the print, press the **Cancel** button on the printer, or the **Cancel Print** button from the driver's display dialog. |
| No Ribbon Installed | No ribbon is installed in the printer. | Install the correct ribbon and press **Resume** on the printer's LCD display. |
| Ribbon Out | The ribbon installed in the printer is empty. | Install a new ribbon and press **Resume** on the printer's LCD display. |
| Ribbon Break/Jam | A ribbon break/jam has been detected inside the printer. | The printer has determined that the installed ribbon has either jammed or broken.<br><br>a. Open the printer cover and remove the ribbon. If ribbon is jammed, remove jam and tighten ribbon.<br><br>b. Clear any cards in the printer by using the **Forward** and/or **Back** buttons on the printer's LCD display.<br><br>c. Tape the ends of the ribbon together and wind any excess onto the take-up spool of the ribbon.<br><br>d. Re-install the ribbon, close the printer cover, and press the **Resume** button located on the printer's LCD display to continue printing.<br><br>e. To cancel the print, press the Cancel button on the printer and the Cancel Print button from the driver's display dialog. |

| Printer Error Message | Cause | Solution |
|---|---|---|
| Ribbon Sensor Error | The printer cannot find the next panel on the print ribbon. | Recalibrate the ribbon sensor using the calibrate ribbon tab within the Toolbox.<br><br>To cancel the print, press the **Cancel** button the printer, and the **Cancel Print** button from the driver's display dialog. |
| Invalid Ribbon | An incorrect ribbon has been installed in the printer. (This is if you are using a SecureMark ribbon.) | A non-SecureMark ribbon is installed in a SecureMark printer.<br><br>a. Replace with the appropriate SecureMark ribbon and press the **Resume** button located on the printer's LCD display to continue printing.<br><br>b. To cancel the print, press the **Cancel** button on the printer, and the **Cancel Print** button from the driver's display dialog.<br><br>c. Install a Certified print ribbon and press the **Resume** button located on the printer's LCD display to continue printing.<br><br>d. To cancel the print, press the **Cancel** button on the printer, and the **Cancel Print** button from the driver's display dialog. |
| Invalid Ribbon | The ribbon installed does not match the SecureMark configuration of the printer. | Install a certified print ribbon and press the **Resume** button on the printer to continue printing.<br><br>To cancel the print, press the Cancel button on the printer and the Cancel Print button from the driver's display dialog. |
| Invalid Ribbon | An incorrect print ribbon has been installed in the printer. | Check that the ribbon is correct for the printer and retry.<br><br>To cancel, click on **Cancel Print**. |
| Ribbon Error | The print ribbon caused a general error. | Press the **Resume** button located on the printer to continue.<br><br>To cancel, press the **Cancel Print** button on the driver's display dialog or the **Cancel** button on the printer. |

| Printer Error Message | Cause | Solution |
|---|---|---|
| No Magnetic Encoder Installed | A print job with magnetic encoding was sent with no magnetic encoder installed in the printer. | Ensure that no encoding data is being sent with the print job and reprint the card. |
| Mag Verify Error | The printer is unable to verify encoded data. | Check the cards and click on **Cancel Print**. |
| No Mag Strip Present | The printer is unable to find a magnetic stripe on the card. | Check the cards and click on **Cancel Print**. |
| No Smart Card Encoder | No Smart Card encoder is installed on the printer. | To cancel, click on **Cancel Print**. |
| No Prox Card Encoder | No Proximity Card encoder is installed on the printer. | To cancel, click on **Cancel Print**. |
| Headlift Error | The headlift sensor is not detected movement from the headlift cam. | Reboot the printer by cycling power.<br><br>To cancel, press the **Cancel Print** button. |
| Invalid Password | The password entered is not a valid password. | Press **OK** to enter another password.<br><br>To cancel, press the **Cancel Print** button. |
| Print Film Out | The print film installed in the printer is empty. | Install new film and press the **Resume** button to continue printing.<br><br>To cancel the print, press the **Cancel** button on the printer, or the **Cancel Print** button from the driver's display dialog. |
| Print Film is not Installed | No print film is installed in the printer. | Install the film and press **Resume**.<br><br>To cancel the print, press the **Cancel** button on the printer, or the **Cancel Print** button from the driver's display dialog. |
| Print Film Sensor Error | The printer cannot find the next panel on the film. | Check that the film is installed properly and press **Resume**.<br><br>To cancel the print, press the **Cancel Print** button from the driver's display dialog, or the **Cancel** button on the printer. |

| Printer Error Message | Cause | Solution |
|---|---|---|
| Wrong Print Film Installed | An incorrect film has been installed, or a driver setting is incorrect. | Ensure that the appropriate film is installed and press the **Resume** button located on the printer to continue printing.<br><br>To cancel the print, press the **Cancel Print** button from the driver's display dialog, or the **Cancel** button on the printer. |
| Invalid Print Film Installed | The film installed does not match the SecureMark configuration of the printer. | A non-SecureMark film is installed in a SecureMark printer.<br><br>Replace with the appropriate SecureMark film and press the **Resume** button on the printer to continue printing.<br><br>To cancel, press the **Cancel Print** button from the driver's display dialog, or the **Cancel** button on the printer. |
| Print Film Error | The film caused a general error. | Ensure that the appropriate film is installed and press the **Resume** button located on the printer to continue printing.<br><br>To cancel, press the **Cancel Print** button from the driver's display dialog or the **Cancel** button located on the printer. |

# 5

# EPSON RECEIPT PRINTER (TMT88IV)

## INSTALLING MEDIA
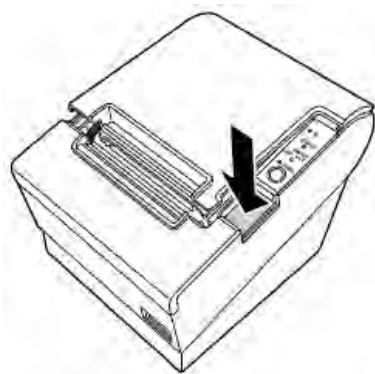
### Installing the Paper Roll

To install paper for the first time or to replace a used paper roll, follow these steps:

> **Note**
>
> Do not use paper rolls that have the paper glued or taped to the core because they might cause a paper jam.

1. Open the paper roll cover by pushing the printer cover button.



2. Remove the used paper roll core if there is one.
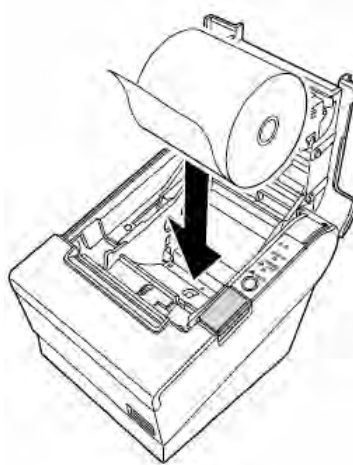
3.  Insert the paper roll as shown.

*Figure 73.  Insert Paper Roll*

4.  Make sure the leading edge of the paper is at the bottom of the roll.

*Figure 74.  Leading Edge of Roll*

5.  Pull out a few inches of paper. Close the cover and tear off the extra paper by pulling it towards the front of the printer.
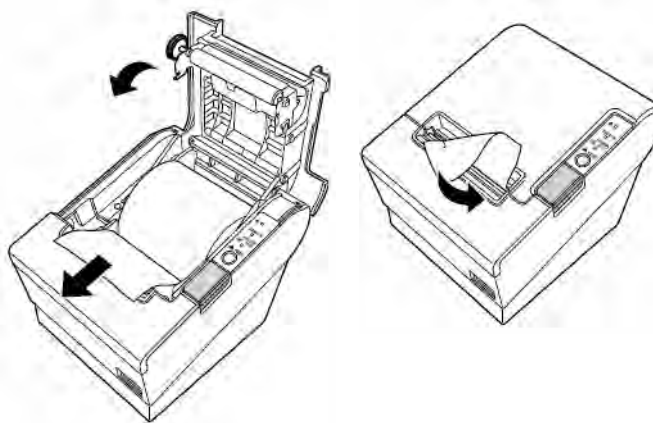
*Figure 75.  Installing Paper Roll*

Note

> To prevent paper jams, make sure that nothing obstructs paper coming out of the paper exit, and do not pull the paper out of the printer.

*You have now installed a paper roll.*

# RECEIPT PRINTER MAINTENANCE

## Cleaning the Thermal Print Head

> **Attention**
>
> After printing, the printhead can be very hot. Be careful not to touch it.
> Let the printhead cool before you clean it.

1. Open the paper roll cover.

2. Clean the thermal element (the green part) of the printhead with a cotton swab moistened with an alcohol solvent (ethanol, methanol, or IPA).

> **Note**
>
> Clean the thermal head every three months to maintain receipt printer quality.

*You have now cleaned the thermal print head.*

# TROUBLESHOOTING

## Removing a Paper Jam

> **Attention**
>
> Do not touch the paper feed motor because it can be very hot.

**If the paper is jammed in the paper roll section:**

1. Turn the printer off.

2. Open the paper roll cover, remove the paper roll, and remove the jammed paper.

3. Insert the paper roll. Make sure the paper roll is seated correctly and close the cover.

4. If paper is caught in the cutter and you cannot open the printer cover, open the cutter cover as shown below.
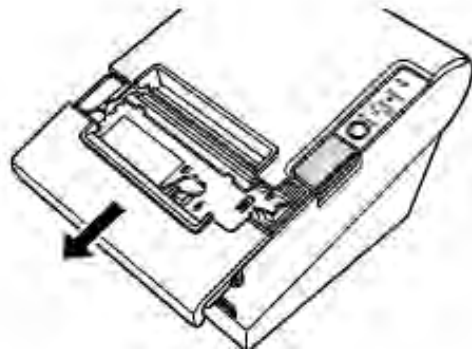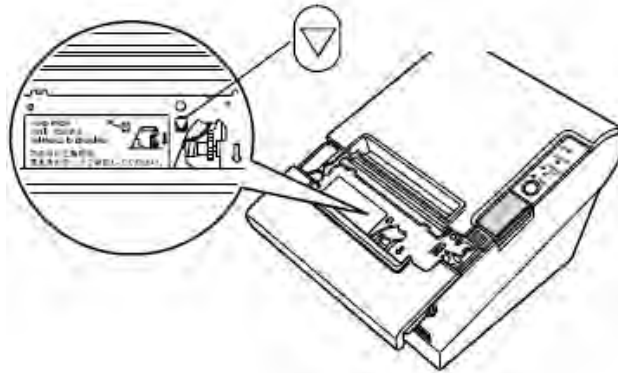


*Figure 76. Cutter Cover*

5. Turn the knob until you see a triangle in the opening. This returns the cutter blade to the normal position. There is a label near the cutter to assist you. (see below)



6. Close the cutter cover.

7. Open the printer cover and remove the jammed paper.

*You have now removed a paper jam.*

## THE CONTROL PANEL

This section explains the symbols and buttons on the control panel of the receipt printer.

**Power** – This light is on whenever the power is turned on.

**Error** – This light indicates an error.

**Paper Out** – This light comes on when the printer is out, or nearly out of paper.

**Feed** – Use this button to feed the paper out of the printer.

# EPSON V300 SCANNER

In addition to the basic maintenance steps, the Epson V300 scanner requires additional servicing for optimum operation.

This section covers:

- Transporting the Scanner
- Cleaning the Scanner
- Troubleshooting the Scanner

## TRANSPORTING THE SCANNER

Before you transport the scanner for a long distance or store it for an extended period of time, the scanner's carriage (underneath the scanner glass) needs to be in the home position to prevent damage.

1.  Make sure the carriage is in the home position on the right side of the scanner. If the carriage is not in the home position, turn on the scanner and wait until the carriage moves to the home position.

2.  Press the Power button for 3 seconds to turn off the scanner, then unplug the AC adapter.

3.  Disconnect the USB cable from the scanner.

4.  Attach the packing materials that came with the scanner, then repack the scanner in its original box or a similar box that fits the scanner snugly.

## CLEANING THE SCANNER

Occasionally, the scanner requires cleaning. It is recommended that you clean the scanner quarterly, or on an as-needed basis. If you have questions about care and maintenance of the Epson V300 scanner, contact Technical Support at 1-888-749-3587.

### Attention

Do not press the glass surface of the document table with any force. Be careful not to scratch or damage the glass surface and do not use a hard or abrasive brush to clean it.
Never use alcohol, thinner, or corrosive solvent to clean the scanner.
Be careful not to spill liquid into the scanner mechanism or electronic components.
Press the Power button for 3 seconds to turn off the scanner.

1. Unplug the AC adapter cord from the scanner.

2. Clean the outer case with a cloth dampened with mild detergent and water.

3. If the glass surface of the document table gets dirty, clean it with a soft dry cloth. If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner on a soft microfiber cloth to remove it. Wipe off all remaining liquid.

> ⚠️ **Attention**
>
> Do not spray glass cleaner directly on the scanner glass; otherwise, the fluid might leak inside the scanner and damage it.

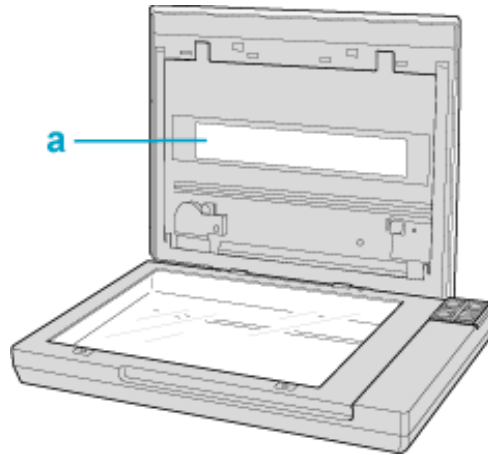4. Remove the document mat and clean the transparency unit window as described in step 4.



*Figure 77.  a – transparency unit window*

5. Make sure that no dust builds up on the surface of the document table or the transparency unit window. Dust can cause spots in your scanned images.

## TROUBLESHOOTING

*Table 2: Troubleshooting the Status Light*

| Color | Indicator Status | Meaning |
|-------|-----------------|---------|
| Green | On | Ready to scan images |
| | Flashing | Initializing or scanning |
| Orange | Flashing | An error has occurred.<br>Make sure the scanner is connected to your computer properly.<br>Make sure the scanner software is fully installed.<br>Press the Power button for 3 seconds to turn off the scanner, then turn it on again. If the Status light is still flashing orange, the scanner may be malfunctioning, or the scanner light source may need to be replaced. |
| None | Off | The scanner is off. |

*Table 3: Troubleshooting Scan Quality*

| Problem | Possible Cause | Resolution |
|---------|---------------|------------|
| The edges of the photo are not scanned. | The photo is beyond the edge of the scanner glass. | Move the photo 5mm away from the edges of the scanner glass to avoid cropping. |
| A line or line of dots always appears in the scanned images. | The scanner glass may need cleaning. | See Cleaning the Scanner. |
| Straight lines in the image come out crooked. | The photo may not be lying straight on the scanner glass. | Make sure the photo lies perfectly straight on the scanner glass. |
| The image is distorted or blurred. | The photo may not be lying straight on the scanner glass, or the photo has been moved. | ▪ Make sure the photo lies flat on the scanner glass.<br>▪ Make sure the photo is not wrinkled or warped.<br>▪ Make sure you do not move the photo, or the scanner while scanning.<br>▪ Make sure the scanner is placed on a flat surface. |
| Colors are patchy or distorted at the edges of the image. | External light may be entering from the scanner edges. | If the photo is very thick or curled at the edges, cover the edges with paper to block external light as you scan. |
| An image on the back of the original appears in the scanned image. | The original is printed on thin paper allowing the image on the back to be visible. | Try scanning the original with a piece of black paper on the back of it. |

PN: 35-XXXX

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