

Remote Deposit Capture Scanner Cleaning

Introduction

This quick guide explains how to clean your Remote Deposit Capture scanner for version Digital Check TS-230 and TS-240 scanners. It will guide you how to clean the feed roller and camera.

Feed Roller Cleaning Instructions

Cleaning Your Scanner

The scanner's document track should be cleaned daily with canned air. The cleaning kit should be used every week, every 2,000 scanned items, or once a month. This simple regular maintenance will dramatically improve the reliability of the scanner and extend its useful life.

Cleaning Supplies

- Can of Compressed Air
- Scanner Cleaning Cards

Scanner Cleaning Steps

1. Use the compressed air can (with the nozzle extension tube) to clean the document track.



2. Open the Bank's **Remote Deposit Capture** application on your PC and start a deposit, but do not insert any checks.
3. Insert a new cleaning card in the scanner's **entry pocket**, as you would insert a check.



4. When the scanner tries to feed the cleaning card, **hold it** to keep it from going through the scanner.
5. After a few seconds when you get a Paper jam Error message, click **OK** to clear the error, and then repeat the cycle.
6. Cleaning card should be run through the scanner **three or four times**, flip the card over or switch to the other end each time to expose a clean area to the rollers to ensure that the rollers will be properly cleaned.
7. Run another transaction, while holding on to the cleaning card, but this time let the card go further into the document track so that the second set of rollers is scrubbing on the card. Slowly pull the card backwards. Flip the card over and repeat as above.



If the cleaning card is very dirty, repeat the roller cleaning process with a clean card.

8. Use a **clean card** and run the card all the way through the scanner into the document output slot a **few times**.
9. When you complete the cleaning process, discard the used cleaning card(s).

Helpful Hints

- Do not use stickers to cover previously scanned or written on documents. Glue from the stickers can get onto the rollers and cause documents to jam.
- Do not use whiteout on scanned documents. The whiteout can rub off the documents onto the scanner's camera faceplate and distort images.
- Keep loose items such as staples or paper clips from falling into the scanner.
- If you suspect something fell into the scanner, turn the scanner upside down and shake it to remove the item.

Do not try to adjust your scanner with a screwdriver.

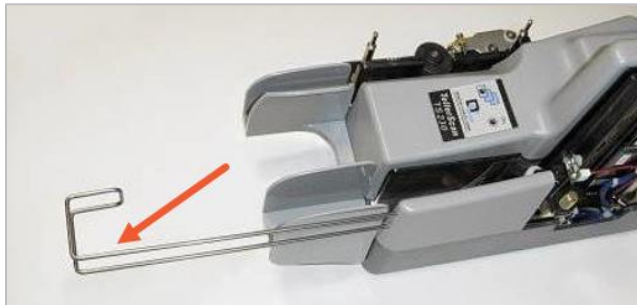
Camera Cleaning Instructions

Cleaning Your Scanner

Unlike the feed roller cleaning procedure that should be run after 2,000 documents have been scanned, this procedure should only be performed when the document images are unclear, blurry, or distorted, or have a dark line running through every image. These symptoms indicate that the scanner's camera faceplate is dirty.

Scanner Cleaning Steps

1. Pull out the wire document stop guide.



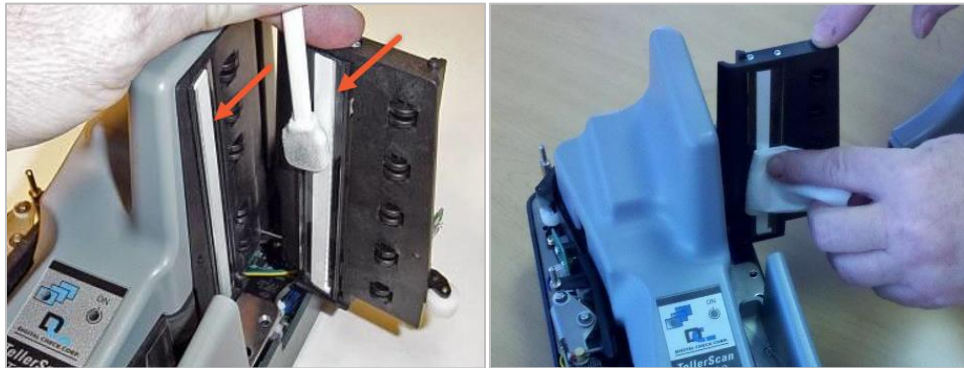
2. Remove the scanner's left side cover. Put your fingertips under both ends and lift it straight up until it is free.
3. Remove the right-side cover next, also lifting it straight up until it is free.



4. Locate the white nylon knob or “finger screw” that holds the outside camera faceplate in place.



5. Carefully turn the plastic screw **counterclockwise** until you remove it. This allows the outside camera faceplate to be swung outward for cleaning.
6. Use the cleaning swab or a cleaning wipe to clean the **camera faceplate** (the two white strips on both sides of the camera faceplate section of the scanner).



7. Reassemble the scanner:
 - Close the camera faceplate panel.
 - Carefully replace the plastic screw and turn it clockwise until it is all the way in.
 - Position the right corner cover in place and gently slide it down until it is snugly in place.
 - Put the left side cover into place and press down to snap it into place.

The surface of each cover section should be flush with the surface of the scanner’s base, and with the adjacent sections of cover. If they are not, lift the section up to remove it, and try again. Push the wire document stop guide back into its regular position. Do not try to adjust your scanner with a screwdriver.

Contact

Please connect with your Treasury Solutions Representative or contact our Treasury Solutions Client Support at 888-833-3450 between 7 a.m. and 6 p.m. MT or tm.support@fib.com.