# Horicon Bank's Remote Deposit Scanner
## Check Jam Guide

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## Overview:

This guide will walk you through how to remove a check jam from your scanner. Find the brand and type of scanner you have and follow the steps. There is also additional resources and links to videos for your reference to help you along the way of removing the check jam.

## Tips and Tricks to prevent a Jam

Check jams most commonly occur because a document is torn, dog-eared, or otherwise damaged so you will want to be sure
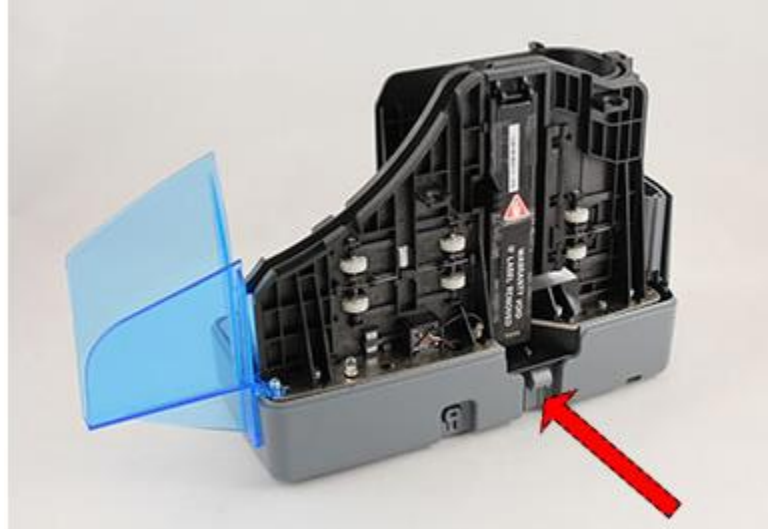
- that the checks are smoothed out
- remove any staples or paper clips
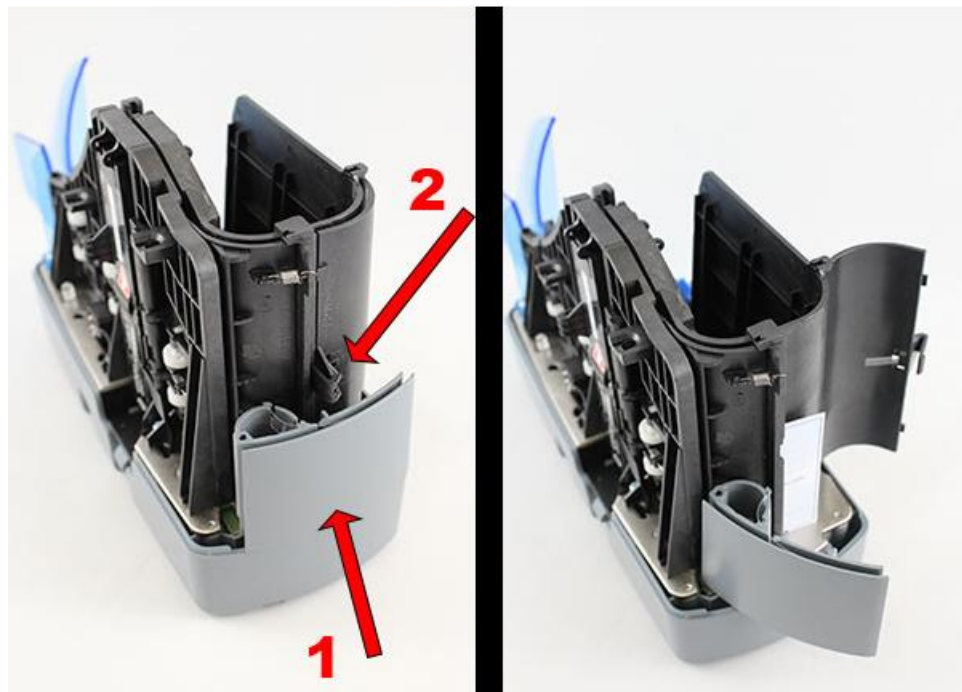
# Digital Check Scanners
## Digital Check CheXpress CX30
Option 1:

1. The first step is to remove the entire outer cover, which can be done by pulling the tabs on the bottom right and left of the scanner and pulling up the cover at the same time.
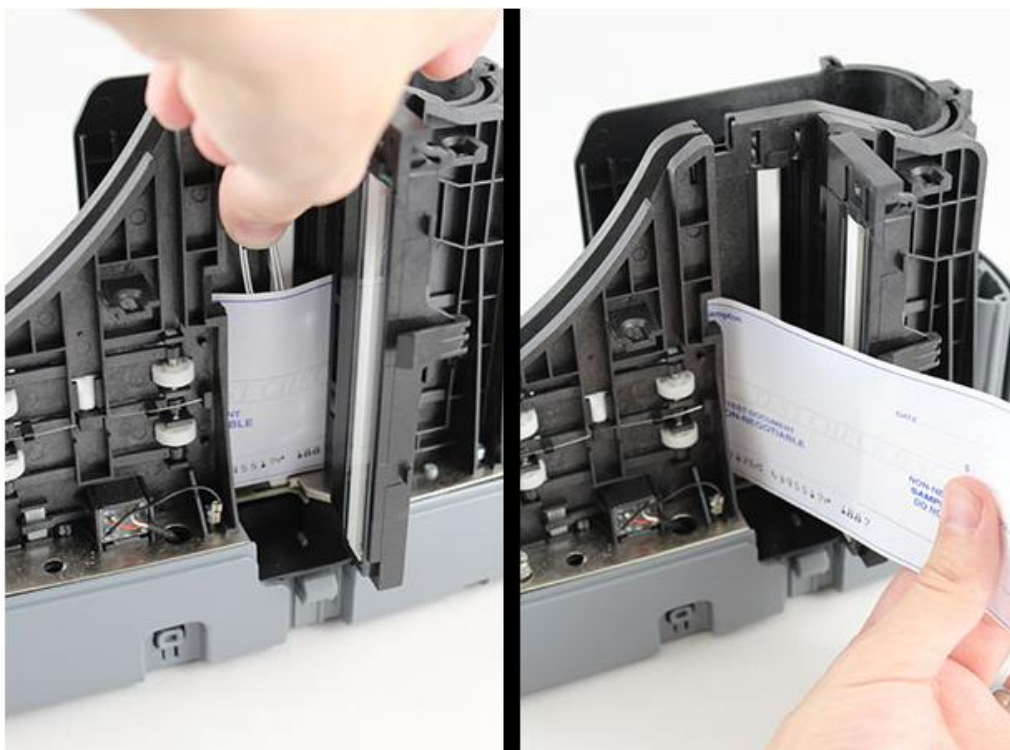


2. Once the cover is off, the best place to start is the rear access door. This gives you the highest possibility of removing the stuck item with the least invasive process.
   a. Begin by opening the gray track extension (1) about halfway.
      **Opening it all the way could tear the check and make it harder to remove.**
   b. After the extension is out of the way, you can pop open the rear access door (2) and gently pull the check straight out the back.

Option 2:

3. The other method of clearing paper jams is to open the image sensor door on the side, which gives access to documents stuck earlier in the track. Any checks that jam in this area will be held flat against the sensor, so use a thin, flat object to pull the paper out a few millimeters until you can grab it with your fingers.

   a. **It is very important to be careful not to scratch the image sensor glass behind the check while you are prying it out**. For this reason, non-abrasive, wooden or plastic objects are best. (We recommend using a popsicle stick, but if none are available, things like paper clips, nail files or tweezers will do.) Try to position the pry tool as close to the front of the scanner as possible.



Using one of these two methods, you should be able to clear virtually all paper jams in the CheXpress CX30.
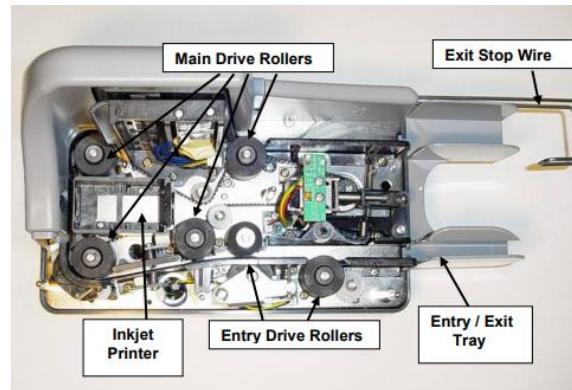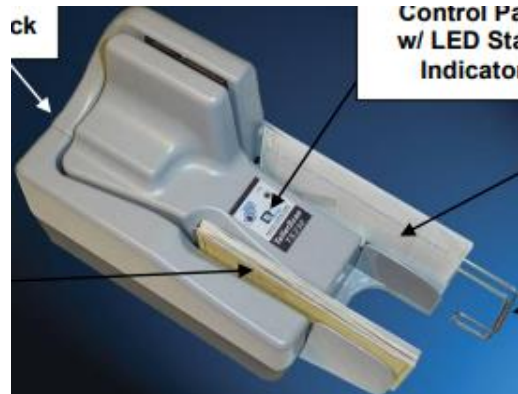
Resources for Removing Check Jam from CX30
https://www.digitalcheck.com/support/cx30/

Video: General Operations starting at 1:50 will walk you through removing a check jam.
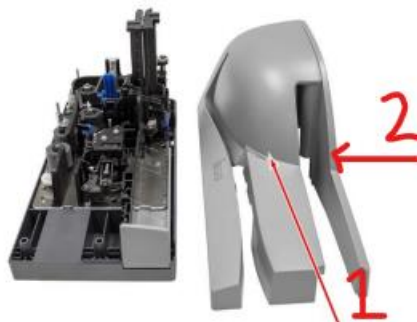
## Digital Check TS230

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



## Digital Check TS240

1. Remove the scanner cover(s) to get access to the scanner. There are two covers, both may not need to be removed depending on where the check is jammed.



2. Locate the check, grab the document with both hands and carefully wiggle the document back and forth while lifting up
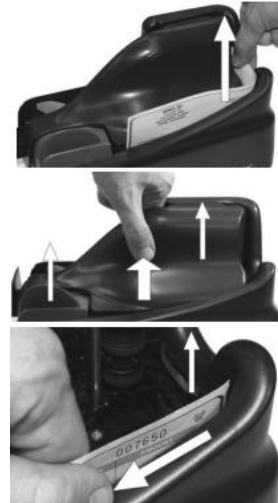


## Resources for Removing Check Jam from TS240
https://www.digitalcheck.com/support/ts240/

Video: Clearing Jams- Teller Scan TS240

## Panini Scanners

This is another set of details for another sample topic

### Panini Vision X

1. Extract the jammed document simply by pulling it out with your fingers

2. If the document does not pull out, lift the inner cover at the point indicated by the ribbed surface.

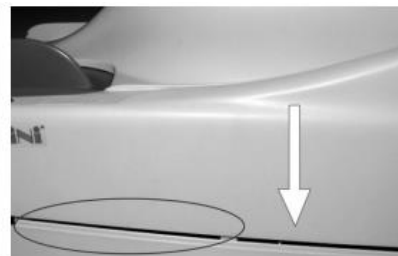3. Grab the document with your fingers to remove it from the transport

   If check is unable to be reached or get out this way follow these instructions:

4. In the event that the outer cover has to be removed, first disconnect the USB cable and the power cables and then lift the outer cover.

5. If the jam occurs in the image camera area, it is advisable to open the front image camera so that the document can easily be removed.
   a. **Close the image camera carefully. Don't allow the spring to snap it closed.**

6. Insert the outer cover by aligning the two shafts with the holes in the bottom cover of the unit. Insert the two teeth located on each side of the outer cover in the bottom cover and lock it

7. Reconnect the USB and power cables

### Resources for Removing Check Jam from Panini Vision X
Video: starting at 3:45 Document Jam

**https://www.youtube.com/watch?v=vvI-A3eaS5k**

## Digital Check Smart Source Scanners

### Digital Check Smart Source Micro Elite
1. Holding down power button for 2 seconds will eject items clear of the track?
   If that doesn't work,
2. Open the cover and try to pull check straight out or slight angle to remove check.



Pull out stopped document from the front-parallel to the track

Pull out stopped document-open Image cover & pull out parallel to the track

### Resources for Removing Check Jam from Micro Elite
https://www.digitalcheck.com/support/smartsource-micro-elite-support/

Video: Clearing Jams

## Contact Treasury Management Support
If you have any questions or concerns, please contact the Treasury Management Support team at 920-643-7670 or Treasury@HoriconBank.com.