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Ts210 & TS220 – Common Error Codes & Adjusting Your Scanner –

Common error codes from the scanner

There are three common error codes that can typically show up depending upon the type of documents being scanned. Once the scanner has been adjusted, it should not be needed to constantly re-adjust it.

Periodic cleaning should be performed before determining if any further adjustments are needed. Do not mal-adjust the scanner just to compensate for a few abnormally thick or thin documents.

Helpful Hints

1. Always hand jog the documents to align the leading and bottom edges. Visually check the leading edges for bent or curled or curled corners and straighten them as needed.

2. Place the stack of documents half way into the entry slot, then slide the stack forward until the Document In Pocket LED light comes on.

3. Be sure that the entry tray is fully seated and that the exit wire stop is extended enough to allow for approximately ½" more than the longest document..

Common Error Codes (Cont)

Error	Action
216	Mis-Feed (The documents failed to leave the entry pocket on time). • Remove the documents and re-align the leading edges. • Check for bent or excessively curled leading edges and straighten as needed. • Verify that documents are not stuck together • Insert and rescan the documents. If they continue to get -216 errors, this would indicate that the Brass Wheel may be too tight. Rotate ¼ turn top to right (clockwise).
217	Double Document Feed (More than one document is detected in the path, TS220 model only) • Eject the documents to clear the error condition. • If the document will not eject, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it from the path. • Thicker single documents that give a false 217 will have to be manually processed. • Insert and rescan the documents. If they continue to get -217 errors, this would indicate that the Brass Wheel may be too loose. Rotate ¼ turn top to left (counter-clockwise).
220	Document Stopped in the path (A document stopped in the path or was slow in exiting). • Eject the documents. To clear the error condition. • If the document will not eject, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it from the path. • Check the leading edges and corners of the document and straighten as needed. • A -220 error code where the document is stopping in the path repeatedly could indicate debris, paper or a staple in the path if the document's leading edge looks OK.

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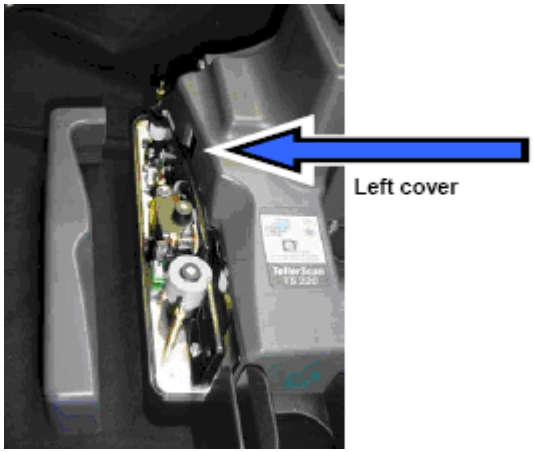
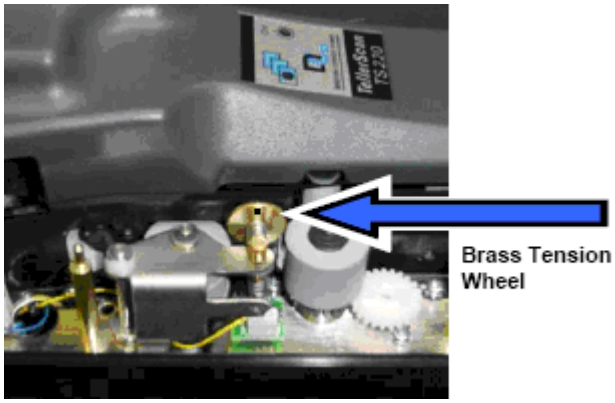
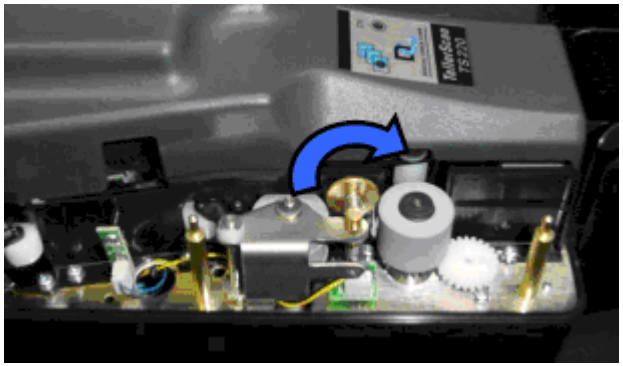
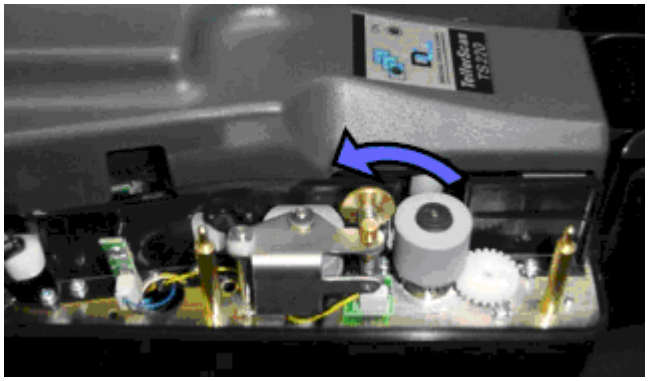
Brass Wheel Adjustment Steps (TS220 Only)

Step	Action
1	Remove the left side cover by pulling vertically, and set it to the side. 
2	The brass wheel is set at the plant with the black dot at the 12 O'Clock position. You may need to rotate the wheel clockwise or counter- clockwise. See the next section. 

Brass Wheel Adjustment Steps (Cont)

Step	Action
3	Rotate the brass wheel clockwise to loosen the feeder. Rotate ¼ turn at a time and re-test. It should not need more than one or two ¼ turns. 
4	Rotate the brass wheel counter-clockwise to tighten the feeder. Rotate ¼ turn at a time and re-test. It should not need more than one or two ¼ turns. 

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Additional Error Codes

Error	Action
212	No Checks (There are no checks indicated in the entry pocket) • A scan cycle has been initiated, but the Document In Pocket LED (the left LED) is not on indicating that no documents are present. • Restack the batch of documents and insert them back into the entry pocket. Slide them forward until the LED comes on. • This typically can happen when a scan cycle is initiated and the LED is not on.
553	No Print Head (The ink jet cartridge is not being sensed by the scanner) • When endorsing characters using the ink jet option, the print string is the first function sent down to the scanner at the start of a scan cycle. This error will come up immediately if no cartridge is present. • Open the center cover by lifting vertically. Remove and reseat the ink jet cartridge, being sure it snaps into place. • If that fails, try using a new cartridge.
125	No Scanner (The scanner was not found during the application to scanner initialization) • The right LED must be on for the connection to complete. • Check the USB cable connections. • Try a different USB port. • Verify that the PC has the proper drivers and scanner firmware files installed.

Additional Scanner Information

The TS210 and TS220 User's Guides are available in PDF format on the Digital Check web site. Go to http://www.digitalcheck.com/l2_ss_downloads.html
The ink jet cartridge used in the TS210 and TS220 is the standard HP C6602A cartridge which is available at most office supply stores. Typical yield is from 5 to 7 million characters.
The TS210 and TS220 scanners can run on a USB 1.1 port, but it is recommended to use a USB 2.0 port for optimum performance and application timing.
For support, contact your dealer or Digital Check Corporation at 847-446-2285. The Service request form (RMA Form) to send scanners into the plant for repair can be obtained by going to the web site at: http://www.digitalcheck.com/l2_ss_servwar.html and following instructions on the form.