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MyVision X

Expert Operating Tips

UNISYS

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August 2006

Printed in USA
4326 8788-000

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Expert Operating Tips

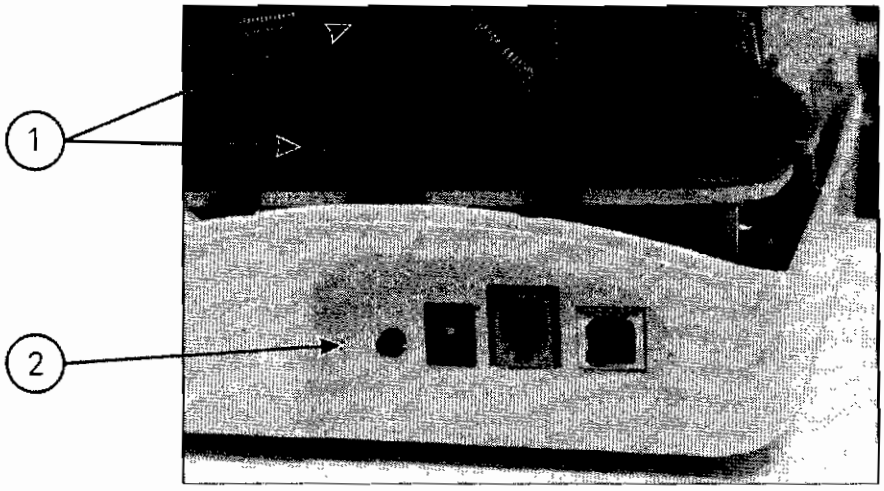
This booklet provides "expert" information to help you keep your Unisys MyVision X scanner running at optimal performance.

Tips!

- *All parts accessible to an operator for cleaning or removal are marked with a green dot sticker. Refer to Figure 1.*
- *The* Operator Manual *and* Operator Training Video *that are included with each MyVision X unit both include instructions for all the cleaning procedures that are mentioned in this book. Review the book or video as needed.*
- *Clean your MyVision X scanners every week using the cleaning and maintenance procedures in the* Operator Manual *and* Operator Training Video. *Regular care and cleaning will reduce the number of operational problems you may encounter.*

Caution

Before performing any cleaning or maintenance on your MyVision X scanner, disconnect the power and USB cables from the unit. Refer to Figure 1.



Legend

1 Green dot stickers indicating operator accessible components

2 Left to right: Standby button, Power cable connector, RS232 port, USB port

Figure 1. Rear of MyVision X with Covers Removed

Checking Out Operational Problems

If any operational problems are encountered, ask yourself the following questions:

- "Has this unit ever operated correctly?"
  If so, try to determine what, if anything, has changed that may have introduced the problem. Consider the following changes and others that you can think of:
  - Are you running a different document size or type or paper weight?
  - Was a new ink cartridge installed
  - Are you using a new application?
- "If the problem unit is swapped with another, does the problem continue?"
  This helps to identify of the problem is specific to one particular MyVision X unit or if it is something external to the scanner.
- "Is the problem continuous or intermittent?"
  This tells you if the problem can be reproduced or how much it may be impacting workflow.
- "Does the problem seem to be related to processing throughput?"
  USB 2.0 ports on the PC achieve a faster throughput rate than a USB 1.1 port.

If you have determined that the problem is isolated to one specific MyVision X scanner, check the various hardware devices in the unit to ensure they are operating properly. Use the procedures in the remainder of this book to check out the devices.

Initialization and Connectivity

If the LED lights do not illuminate or the rollers do not turn when the document processing application program is started, verify correct power-up and initialization of the MyVision X as follows. If one step does not solve the problem, continue through the procedure.

1. Are the USB and power cables connected to the MyVision X?

   Tip! *If the USB cable is ever unplugged, a 10-second wait is recommended before you reconnect it.*

2. Are both top covers properly installed? The covers must be properly installed to close the interlocks that allow the unit to run.

3. Is the green LED on the power supply illuminated? If not, check the AC power connection. If power is connected properly, swap the power supply from another unit to see if that solves the problem.

4. Are the two LED status lights near the feeder illuminated after the application tries to connect? If not, swap the power supply and USB cable from another unit (if available).

   Tip! *There is no Power On indicator on the MyVision X. The two LED lights on the unit are used as status indicators and will only illuminate after the application has connected to the MyVision X.*

5. Reboot the PC.

6. Verify that the MyVision X device is displayed in the USB section of the PC's Device Manager. This will tell you if the PC at least recognizes that there is a MyVision X connected to it.

   If the MyVision X is not listed, then disconnect it from the PC and uninstall and re-install the application. The device driver is also reinstalled with the application. Launch the application and reconnect the MyVision X to the USB port of the PC. Recheck the USB section of the PC's Device Manager.

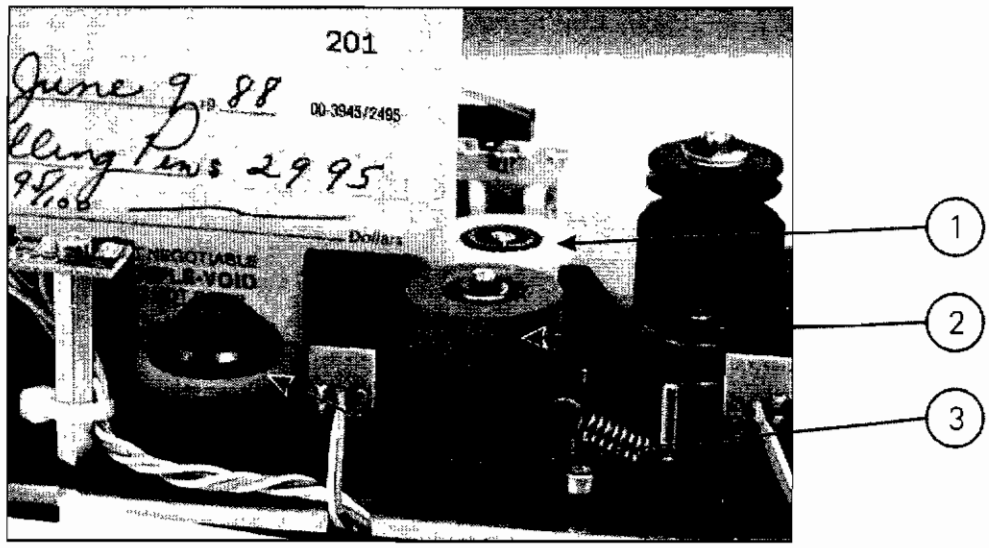
7. If you have access to the MyVision X MyDemo Test Application, start this program to see if the unit will initialize.
8. If the problem persists, send the unit for repair or replacement per local policy.

Feeder and Rollers

Use the following list to check the operation of the feeder and rollers, which ensure proper document movement through the track.

1. Ensure that both covers are properly seated in place.
2. Feeder and separator tires are consumable items with an average life span of 300,000 documents. Have the tires ever been changed? Verify the condition of the feeder and separator tires as follows:
   - A worn feeder tire can cause mis-feeds. The feeder ring is red in color and drives documents out of the feeder area into the track.
   - Worn separator tires can cause double-document feeds, also known as piggybacked items. The front (outside) separator tire is either green or red in color. The rear (inside) separator tire is cream in color.

   To locate the feeder and separator tires, refer to Figure 2.



Legend

1 Rear (inside) separator tire

2 Front (outside) separator tire

3 Feeder tire

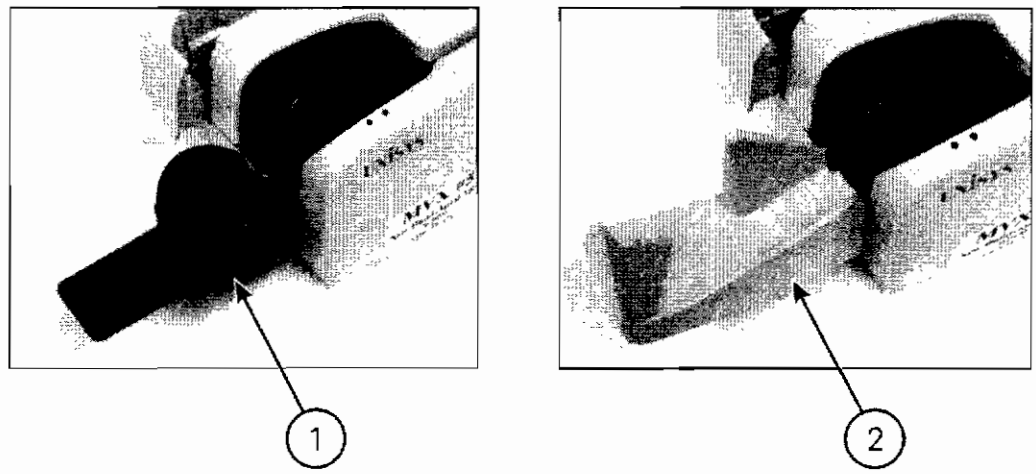
Figure 2. Feeder and Separator Tires

3. Ensure that the track is free from any obstructions.
4. Clean the three pairs of photocell sensors in the track, in case paper dust build up is impeding their performance.
5. Verify that the clear plastic Mylar leaf spring is in place below the separator tires, and that it is pointing into the track in the direction of document flow.

> **Caution**
>
> If documents must be manually removed from the track, always pull them forward in the direction of document flow. Pulling jammed documents backwards towards the feeder may catch on the Mylar leaf spring and damage it.

6. Ensure that the feeder extender chosen for use is fully inserted into the base plate slot so that it sits flush with the metal base.

   Tip! *The long feeder extension is designed to keep longer documents level and should be used with documents in excess of 6 inches in length. Refer to Figure 3.*



Legend

1 Original feeder extender

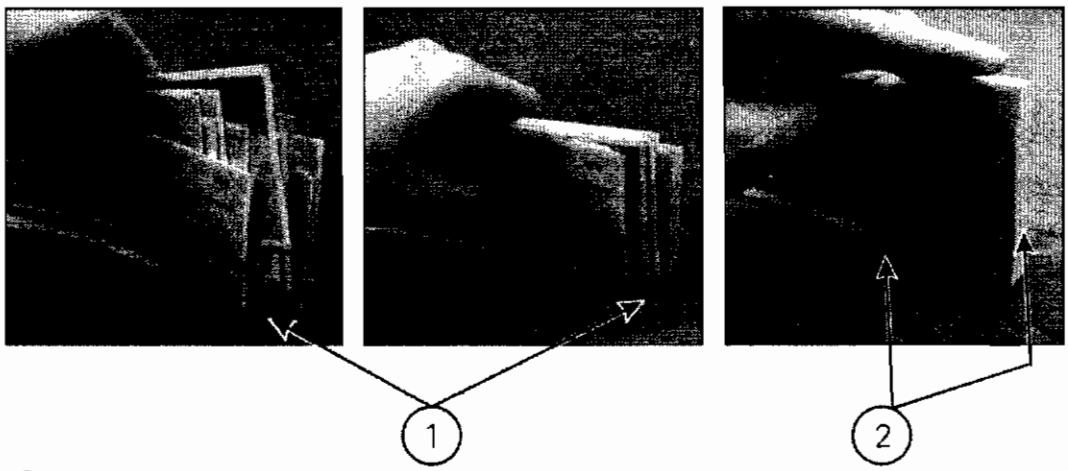
2 Long feeder extender (recommended)

Figure 3. Original and Recommended Feeder Extenders

7. Ensure that the document pressure plate (blue) is free to move. It is spring loaded and should move easily when pressed inward (open). When released it should spring freely to an outward (closed) position.

8. Ensure that the bottom and leading edges of documents are properly aligned for processing (jogged) as shown in the following pictures:

   Tip! *A document jogger is designed to align documents quicker and more efficiently than doing it by hand. Jogging documents is recommended in order to ensure good work preparation and reduce the number of skews and misfeeds.*



Legend

1 Documents not jogged and not ready for processing

2 Documents jogged with bottom and leading edges aligned

Figure 4. Examples of Incorrect and Correct Document Alignment

9. Ensure that documents are correctly positioned in the feeder, no farther into the track than the raised guides as indicated in the figure below.

   Note: *Inserting documents past this marked point on the track can cause double document feeding.*

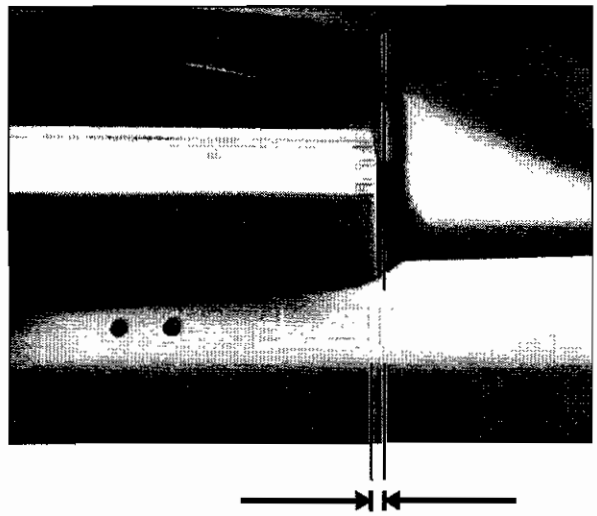


Figure 5. Indicators for Document Leading Edge Position

10. Verify that the removable U-Track assembly is properly installed and locked into place. Refer to the *Operator Manual* or *Operator Training Video* for detailed instructions.

    Tip! *To remove the U-Track assembly, pull the center tab out and away from the unit.*

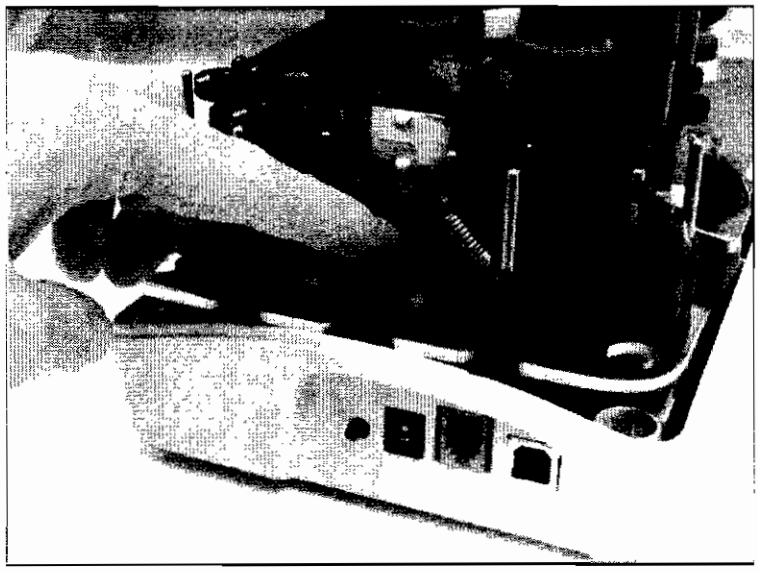


Figure 6. Removing the U-Track Wall Assembly

11. If the problem persists, send the unit for repair or replacement per local policy.

Additional Tips for Improved Document Feeding

The following information may also be helpful to improve operational performance.

- The MyVision X double document detection capability must be enabled by the document processing application in order to detect and stop double documents from flowing down the track. If you observe frequent double document feeds, check with the application provider to determine if this capability has been enabled.
- MyVision X units with a 30-document limited feeder will stop feeding after 30 **consecutive** documents are fed. To restart document flow, momentarily lift up any remaining documents from the feeder to uncover the feeder sensor and then replace the documents back into the feeder. *This is normal operation* for units with a 30-document limited feeder.
- If documents have jammed, flush them from the track using the application Eject button (if available). If documents are physically jammed, you may need to manually remove them.

Caution

Never pull any jammed documents backwards in the track. The jammed documents should always be pulled forward in the track during removal.

MICR Reader

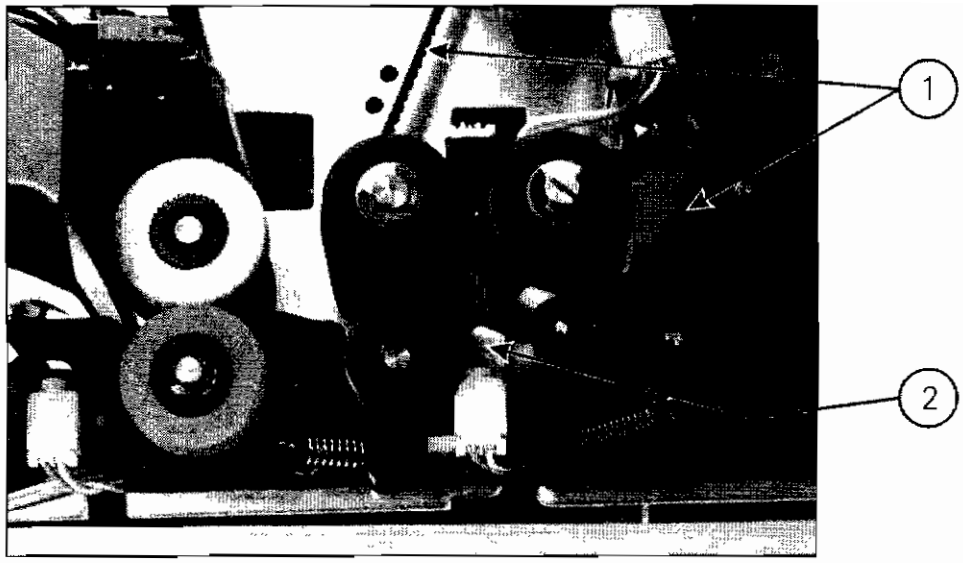
Use the following list to check the operation of the MICR Reader, which reads the codeline from the bottom edge of documents. Refer to Figure 7.

1. Are the read errors being experienced specific to one document? If so, evaluate the document for any damage in the codeline area.
2. Are read errors occurring with all documents? If so, then verify the following:
   a. Verify that the documents are properly jogged. Refer to Figure 4.

      Tip! *The bottom and leading edges of documents must be aligned for processing. A document jogger is designed to align documents quicker and more efficiently than doing it by hand. Jogging documents is recommended in order to ensure good work preparation and reduce the number of skews and misfeeds.*

   b. Clean the reader transport drive belt as described in *Operator Manual* and *Operator Training Video*.

   c. Verify that the transport is not positioned near a strong EMI field. Move the MyVision X unit as far away from the CRT monitor as possible. (Not all CRT monitors have proper EMI shielding.)
3. If problem persists, send the unit for repair or replacement per local policy.



Legend

1 MICR reader drive belt

2 MICR read head

Figure 7. Location of MICR Reader Components

Document Endorser and Ink Jet Cartridge

Use the following list to check the operation of the inkjet document endorser.

1. Is the expected endorsement information ***not*** on the document? If so, verify the following:
   a. Verify that the document processing application program has the endorsement enabled.
   b. Verify that the MyVision X unit has the endorser hardware enabled. Use the MyDemo Test Application to check this setting.
   c. Ensure there an ink cartridge installed in the MyVision X and that it is not empty.
   d. Remove the inkjet cartridge and clean any dirt or residual ink from the cartridge contacts and from the mating connector in the housing. Run several test documents to see if the problem is resolved.

      Tip! *Ensure that no cleaning cloth material is left on the contacts after cleaning.*

   e. If possible, swap the cartridge with another known good cartridge. Run several test documents to see if the problem is resolved.

2. Is only ***part*** of the endorsement being printed?
   a. Remove the inkjet cartridge and clean any dirt or residual ink from the cartridge contacts and from the mating connector in the housing. Run several test documents to see if the problem is resolved.

      Tip! *Ensure that no cleaning cloth material is left on the contacts after cleaning.*

   b. If possible, swap the cartridge with another known good cartridge to see if problem is resolved.

c. If upper case characters appear correct but descenders of lower case characters do not print, the problem is likely a limitation of the selected font. The MyVision X endorsement has been optimized for upper-case characters; lower-case descenders may be truncated when larger font sizes are selected.

3. If the problem persists, send the unit for repair or replacement per local policy.

Contact Image Sensors (Image Cameras)

Use the following list to check the operation of the Contact Image Sensors (see Figure 8) and the image cameras.

1. Are imaging issues specific to one document only? If so, evaluate the document.
2. Are imaging issues occurring with all documents? If so, verify the following:
   a. If no images are being captured, ensure that the document processing application program has imaging enabled.
   b. Ensure that the Contact Image Sensors are in the fully closed position.
   c. Clean the Contact Image Sensors as detailed in the *Operator Manual* and *Operator Training Video*.
   d. Ensure that the Contact Image Sensors are not cracked or broken.
3. If the problem persists, send the unit for repair or replacement per local policy.

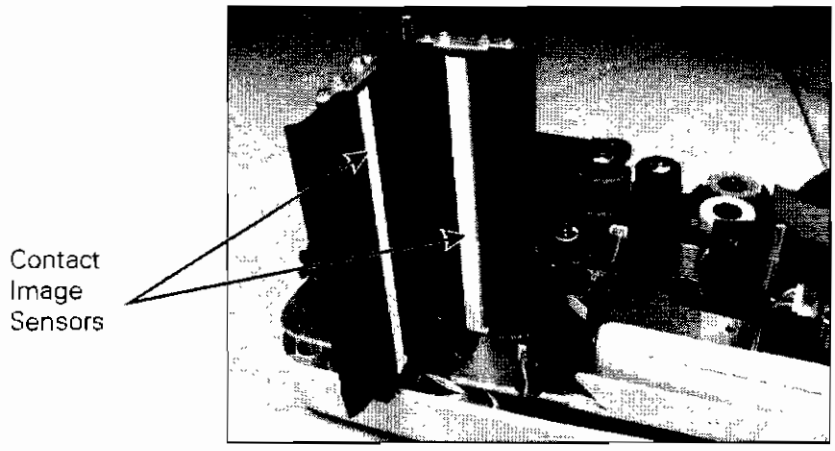
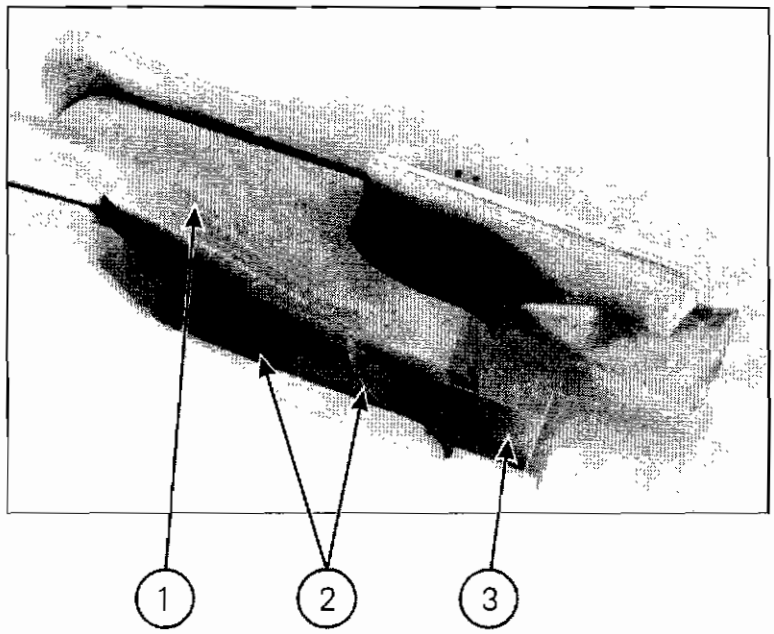


Figure 8. Identifying the Contact Image Sensors

Document Pocket Area

If documents seem to be jamming when entering the document pocket area (refer to Figure 9), verify the following:

- Ensure that the pocket extender is extended far enough to accommodate the length of the documents being processed.
- Ensure that the Inner Top Cover is properly seated.
- Ensure that the Mylar fingers on the Top Cover are in place and are not damaged, which can prevent documents from entering the pocket hopper.



Legend

1 Inner Top Cover

2 Mylar fingers in output pocket

3 Pocket extender

Figure 9. Components in the Pocket Area

Related Product Information

The following documentation pertaining to operation and maintenance of the MyVision X is shipped with each unit:

- ***Operator Manual*** (4326 8184) and ***Expert Operating Tips*** (4326 8788)

  These books provide complete instructions for installing your MyVision X, replacing consumable items, cleaning tasks, and troubleshooting of common problems.

- ***Operator Training Video CD-ROM*** (4326 8747)

  This interactive video introduces all the components of the MyVision X and provides instructions for all cleaning tasks and replacement of consumable items.

- ***Operation Reference Card*** (4326 8580)

  This laminated card fits under the machine in slots molded into the bottom case. It includes quick reminders of the LED status light conditions, steps to prepare documents for processing, tips for successful processing, and a summary of cleaning tasks.

- ***"Read Me First" Important Installation Instructions*** (4326 8572)

  This full-color fold-out poster is designed to help you get your MyVision X unit up and running quickly.

Additional copies of each of these items may be ordered from the Unisys Bookstore. A link to the Bookstore appears on the Support Services page at www.unisys.com/products/support/index.htm.