# OPEX®
# FALCON+®

# Operator Manual

Falcon®+

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# Document History

| Doc Rev | Date | Changes (click blue text to go to that page) |
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| 19-01 | Dec. 9, 2019 | Initial release. |
| 21-01 | May 10, 2021 | Completely rewritten; new formatting, and updated content throughout. |
| 21-02 | July 14, 2021 | Page 2 - Updated Tech Support and Tech Writers Email contacts.<br><br>Updated DoC for Falcon+/V+, UK version.<br><br>Removed separate translation history table. |
| 24-01 | Jan. 24, 2024 | page 1 - Updated the OPEX logo and page format.<br><br>page 2 - Updated Tech Support and Tech Writers Email contacts.<br><br>page 16 - Updated Figure 2-1 with more details in scanner system components.<br><br>page 19 - Updated the overview of the Multi-Slot ID Assist feature.<br><br>page 21 - Updated the model/serial number label in the figure per ECO22-1170 and ECO23-3765.<br><br>page 53 - Inserted a section about CertainScan 7.0 enhanced filter options.<br><br>page 59 - Added information about FADGI Job, introduced by CertainScan 7.0.<br><br>page 70 - Improved clarity of Figure 3-43.<br><br>page 79 - Updated the figures for Adjust Capture Parameters. Updated graphics for Gamma buttons and Alternate DPI Mode button. |

| Doc Rev | Date | Changes (click blue text to go to that page) |
|---|---|---|
| 24-01 | Jan. 24, 2024 | page 97 - Inserted a section about the CertainScan 7.0 feature for changing the Blank Page value.<br><br>page 98 - Moved Figure 4-25 to the same page on which it was referenced. Corrected capitalization of "V" in "ID Assist Verify."<br><br>page 100 - Updated the section about Multi-Slot ID Assist.<br><br>Updated Table 6-4, "Reasons for Rejected Items," on page 129.<br><br>Updated Table 6-5, "Reasons for Jams," on page 134.<br><br>Updated Table 6-6, "Reason for Stops," on page 143.<br><br>Changes were made throughout to product terminology to improve clarity and consistency. |

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# 1. Introduction

**Falcon®+**

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# 1.1. About the Manual

| ⚠ **WARNING** |
|---|
| Read this chapter thoroughly before using this equipment. |

This manual contains information about the OPEX Falcon+ series of scanners, operational procedures and safety-related components, including:

- safety information, safety hazards and precautions
- main component identification and function
- system specifications
- minor maintenance and cleaning

This information is intended for use by Falcon+ operators. The operator can power up the machine, start a Job, and place items onto the conveyor. They can also perform minor maintenance.

This manual will be updated to reflect equipment design changes, or to correct errors (a table detailing the document revision history can be viewed on ). Be sure to retain the latest electronic release of the manual for your reference. The latest release can be downloaded in PDF format at www.opexservice.com.

## 1.1.1. Manual navigation aids

This manual is designed primarily for use on a tablet device. To improve navigation, the manual contains blue underlined links you can click on or tap to go directly to a particular page or web address. In addition, all items in the "Table of Contents" as well as the bookmarks in the side bar of the PDF file can be clicked or tapped to navigate directly to a particular page. Make sure to use the latest version of Adobe® Acrobat Reader®* for optimal performance.

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# 1.2. Safety Message Conventions

This manual uses the following conventions to alert you about safety hazards associated with certain procedures and situations. Please be aware of these conventions when reading the manual and operating the equipment:

⚠️ **DANGER**

Indicates a hazardous situation that, if not avoided, will result in death or severe injury. The use of this signal word is limited to the most extreme situations.

⚠️ **WARNING**

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

⚠️ **CAUTION**

Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

**NOTICE**

Indicates information considered important, but not hazard related (e.g. messages relating to property damage).

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# 1.3. Safety Guidelines

The information provided in this section is intended to educate you on various safety issues regarding the operation and maintenance of the OPEX equipment, and provides an explanation of the safety guidelines to be observed when working with this equipment.

*Note: This manual describes operation of the Falcon+ series of scanners. If you have a different model, or any optional features, refer to that product's manual before proceeding with this manual.*

## 1.3.1. Safety Precautions

> ⚠ **WARNING**
>
> Follow these safety guidelines to avoid injury whenever operating or maintaining the equipment described in this manual. Failure to follow these precautions may result in severe personal injury or damage to the machine.

- Be careful when working with AC power. Electrical wiring can be hot any time the machine is plugged in. Failure to use caution may result in electric shock or death.

- Do not set liquids/drinks on the scanner that could spill into the machine.

- Keep loose objects away from any exposed, moving parts of the machine. The moving parts of the Falcon+ can become jammed and/or damaged by foreign objects. Also, keep hands, hair, loose clothing or jewelry away from the moving parts.

- Do not attempt to clean the machine while it is running. A cloth (or similar material) should never be used to clean moving parts such as belts or rollers. The use of such material on moving mechanisms can result in damage to the machine or severe personal injury.

- Do not use flammable, high pressure, "canned air" to clean paper scraps and dust from the machine.

- Do not move the machine while the power is on. Unplug the machine from the power source first.

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# 1.3.2. Ergonomics

As in any occupation which requires you to perform the same motion repeatedly during the course of your work, it is important to consider how you perform your task. Always use proper operating procedures when operating the scanner. Follow the directions for using and adjusting your chair and scanner. Using improper procedures can result in a potentially serious injury. The Falcon+ scanner has been designed for safe operation by over 95% of the user population. Operation by individuals with limited reach capability or who cannot follow the suggestions listed should be avoided or limited in duration.

To reduce possible risks, we strongly urge you to follow these suggestions:

- Maintain an upright body posture. Avoid the tendency to slump in your chair. The angle between your torso and thighs should always be close to 90 degrees.

- Adjust the seat height on your chair or the height of the scanner so that your elbow is approximately even with the top of the work surface when your arms are near your sides and your feet are flat on the floor.

- Adjust your chair position to allow your torso to touch the front edge of the scanner work surface. Chairs with arm rests that prevent this body position should not be used.

- Adjust the touchscreen's position, to minimize your reach movements to the frequently touched areas during processing.

- Your position should allow you to comfortably reach the frequent work pick-up area(s) and the frequently touched areas of the screen without extending either arm fully or changing your posture.

- Occasionally change the angle of your posture and, if possible, vary your tasks to create short breaks from the most repetitive motions.

- Avoid operating the machine for longer than a single 8-hour shift.

While no suggestions can guarantee completely against work-related injuries, you will certainly increase your comfort and safety while operating the Falcon+ if you put these suggestions into practice. The scanner has been designed with you in mind. If it is operated correctly, you should find your work experience comfortable and enjoyable.

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# 2. Overview

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# 2.1. Main Controls and System Components

Programmable Sort Bins

Touchscreen Monitor

Rack System with Bin Trays

Bin Mirror

Wireless Keyboard and Mouse

Printer

Multi-Slot ID Assist Tower

Pass-Through/ Bin 0

Thickness Measuring Device (TMD) Override

Conveyor/Feeder

UPS

Integrated Work Station

Windows 10-based Host Computer with CertainScan Software

Rescan Feeder drop slot, MFD Override, CIS (inside Scan Bed), TMD, MICR

Main Power Switch (Near left rear)

Stacker

Scan Bed

Feeder

Conveyor

Falcon V+ scanner main sections

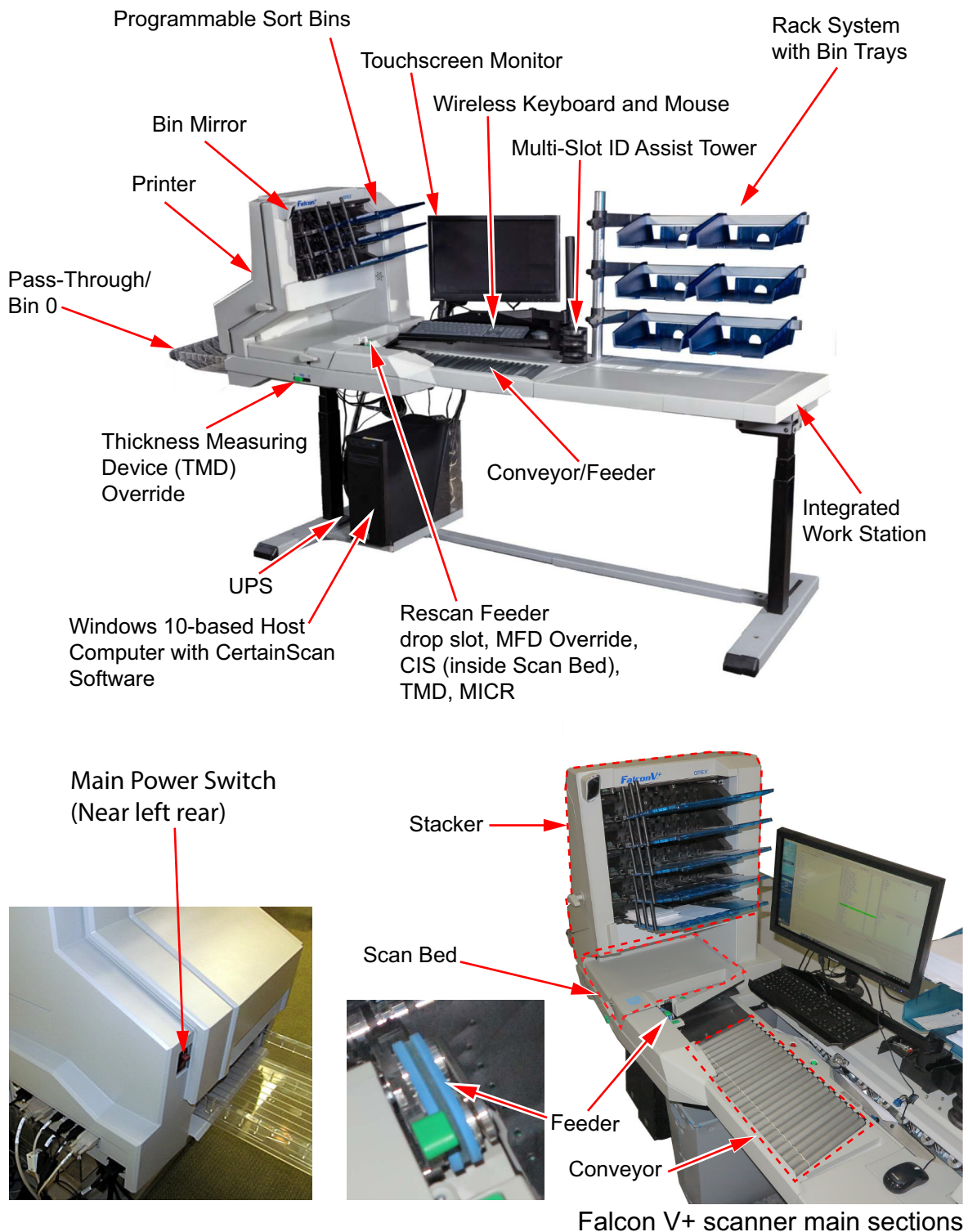### Figure 2-1: Main Controls and Components

The list below describes many of the controls and components of the Falcon+ system. Refer to .

**Main Power Switch**   The main power switch is located near the left rear corner of the Falcon+ scanner. This is the main "on/off" switch for the Falcon+ scanner.

**UPS (Uninterrupted Power Supply)**   The UPS supplies battery power to the computer and monitor to allow a controlled shutdown of the Windows operating system. The scanner should be plugged into the AC wall outlet and not the UPS.

**Host Computer**   The 64-bit computer with Windows 10 operating system houses OPEX's feature-rich CertainScan 7.0 host software.

**Touchscreen Monitor**   Use the monitor to log in and out of the Falcon+ system. The monitor's touchscreen controls should be used to operate the system and run Jobs.

**Wireless Keyboard and Mouse with Tray**   Typically, the keyboard and mouse are only used for setting up Jobs and for use with other software. Use the touchscreen monitor for running Jobs and operating the scanner.

**Conveyor**   Angled roller system that edge-justifies items before entering the feeder.

**Feeder**   The feeder uses a combination of electromechanical devices to control how it will receive individual pieces or stacks, singulate them, and drive them towards the scanner.

**Rescan Feeder**   A mechanism located in the scan bed that allows the operator to feed (one at a time) items into the scanner that had been rejected or the auto-feeder is not able to feed.

**CIS**   The CIS (Contact Image Sensors), located in the scan bed, are in almost direct contact with the items being scanned. They are integrated scanning modules made of an illumination system, an optical system and a light-sensing system, and are located underneath the scan bed door.

**Sort Bins**   Scanned items are sorted to output bins. The Falcon+ offers three, and the FalconV+ offers five programmable sort bins. Each scanner has an additional pass-through bin (Bin 0) for sorting large or delicate items.

**Bin Mirror**   The bin mirror is mounted on the panel on the top left of the upper bin. It enables a convenient view of the contents in the top bin.
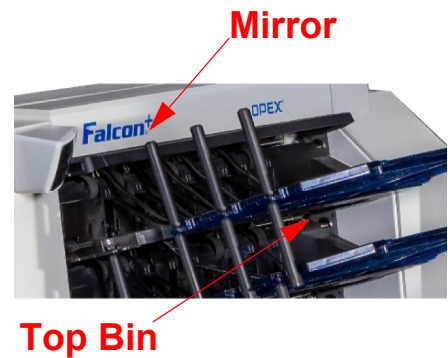
## Multi-Feed Detection (MFD) Override Button

The MFD override button allows you to disable the ultrasonic multi-feed detector when you are scanning thicker pieces, such as items with sticky notes attached.

## MICR Device

The MICR Device is a Magnetic Ink Character Recognition device for reading magnetic ink characters, such as the routing number and account number found on a check. It is located at the scan bed behind the bottom CIS. It includes the MICR Wiper on the scan bed and the MICR read and write heads on the scan bed door.

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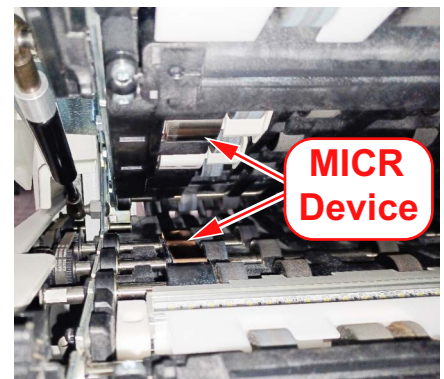
## Thickness Measuring Device (TMD) Override

The Thickness Measuring Device (TMD), located in the scan bed, measures the thickness of a piece and can be used to qualify the Page Type of the piece. The Thickness Measuring Device Override is a feature that creates an open paper path, ideal for processing large and delicate items. Slide the lever to the right to disengage the Thickness Measuring Device. If the Job requires the TMD, the operator will be prompted, stating that the TMD is not engaged, which requires the operator to select `continue` to override that piece.
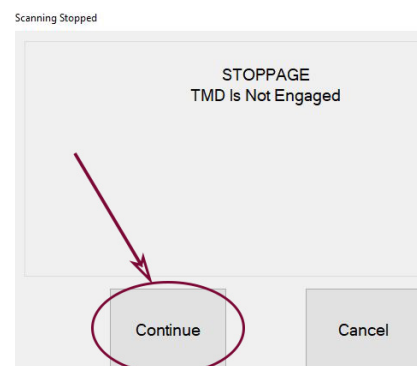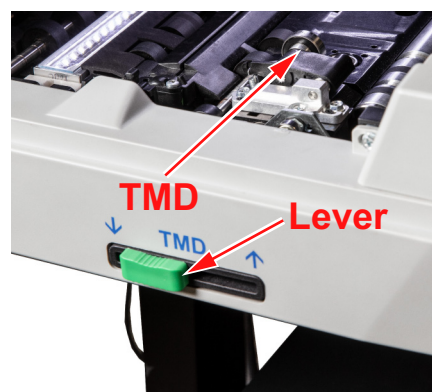




## ID Assist Indicator

The blue ID Assist indicator LED will light up when running a Job that includes ID Assist. Also, when the operator triggers ID Assist, the LED will go out briefly, indicating to the operator that ID Assist has been activated.
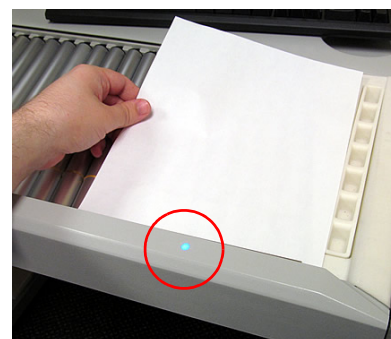


## Multi-Slot ID Assist (optional)

This option allows you to trigger functions by performing up to nine different swipe actions per tower. Each swipe action in each of the tower's three slots can trigger up to ten functions. And if that isn't enough, up to two towers can be used per scanner, allowing for a total of 18 different swipe actions!

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**External Capture Device (optional)**   An optional pole and mounting arm are available for a camera which can be used to capture images of items unable to be scanned by Falcon+ and inserted directly into the batch.



*Note:  The camera is not included in this option, just the pole, mounting arm, and software option needed.*
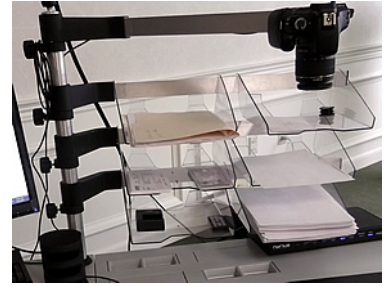
**Audit Trail Printers (optional)**   The optional audit trail printers are located behind the sort bins. Audit trails can be applied to the front and/or back of each scanned item.

**Rear Graphics Printer (optional)**   In place of the standard rear audit trail printer, this optional printer is capable of printing graphics such as signatures, logos and Code 39 barcodes. Up to five different graphics can be sprayed.

## 2.2. Equipment Model/Serial Number Location

Before contacting OPEX Technical Support, locate the Model/Serial label on your machine so that you can provide the assisting technician with your Reference Serial Number (Figure 2-2).
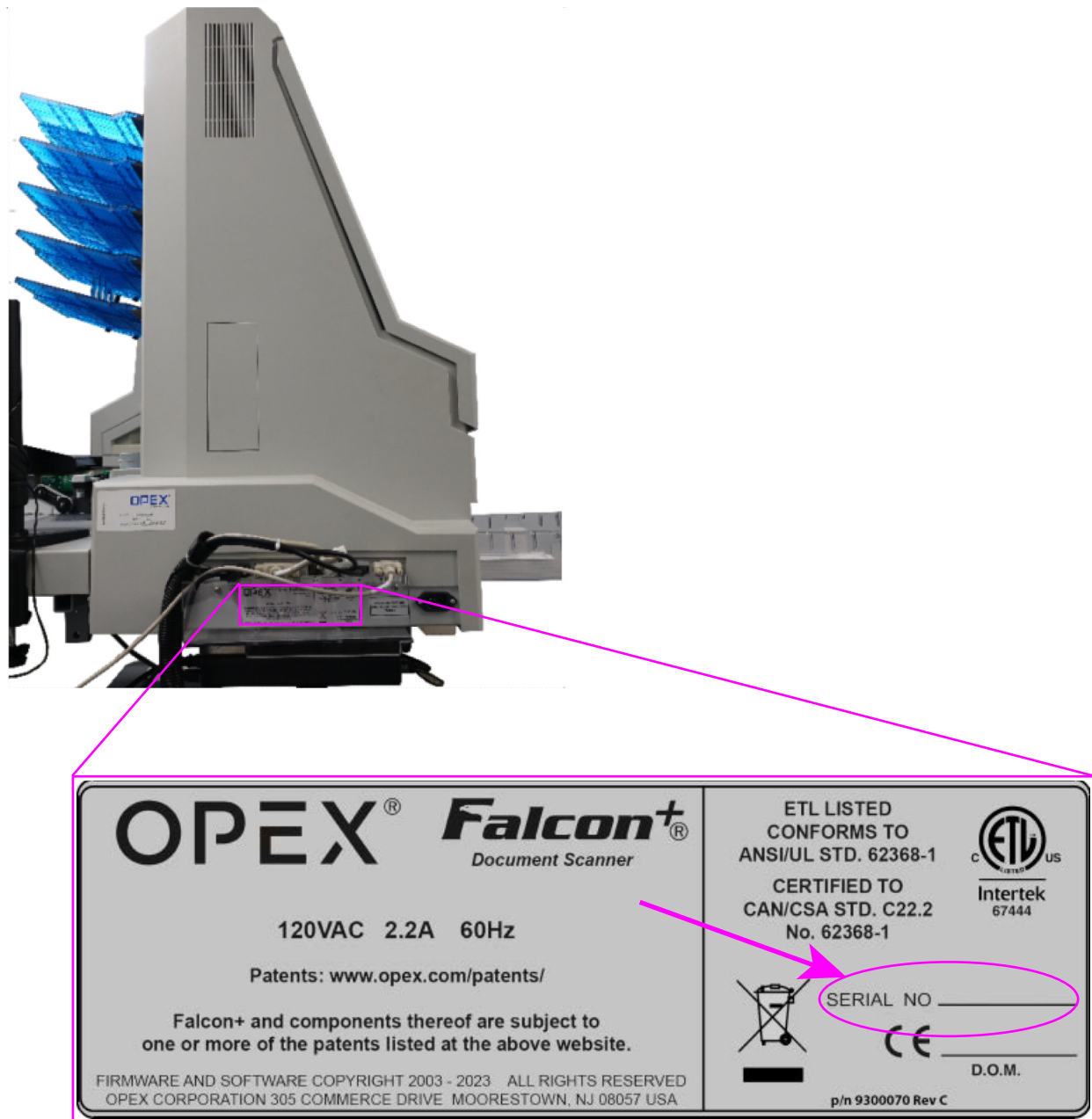
See contact information on page 2.



*Figure 2-2: Model/Serial label*

## 2.3. Falcon+ System Components

The Falcon+ uses a Windows 10-based Host computer installed with OPEX software for controlling the machine functions, and to provide a graphical user interface for the operator. Items are scanned based on Job and Page Type configuration. The scanner can capture MICR and OCR information, print audit trails and can sort to a specified bin as configured per Job.

## 2.3.1. Software

The Falcon+ uses two software applications to control the scanner:

**CertainScan:** The Operator Interface to select a configured Job to run, and the interface for managers to configure Jobs, configure Page Types, maintain operators, and manage the OPEX scanner.

- **Job:** A Job defines all the scan actions. Jobs are configured by selecting Page Types and defining Job parameters (Batch, Image Capture, Sorting, etc.). When selecting a Job to run, scanned items are automatically matched to Page Types in the Job and all metadata is captured as configured.

- **Page Type:** A Page Type is the term used to describe the various types of items to scan (folders, documents, checks, envelopes, etc.). A Page Type is configured by defining qualifiers and parameters (Barcode, MICR, Mark Detect, etc.). As Page Types are configured and saved, they are available to select when configuring a Job.

- **Document Separation:** CertainScan provides four levels of item separation when scanning. The terms used for item separation are based on the CertainScan Customer Type selected:
    - Service Bureau terms: Batch > Set > Group > Page
    - Remittance terms: Batch > Transaction > Group > Page

**INtime Controller:** This software runs in the background and launches when first launching CertainScan. Intime controls all scanner-related mechanical functions. There is no need to access the INtime controller. INtime should never be closed when using CertainScan.

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# 2.4. Specifications

*Table 2-1:  Falcon+ Specifications*

| | |
|---|---|
| Document Feeding | • High-capacity auto feed<br>• Continuous drop-feed<br>• Packet feed<br>• Rescan feed |
| Document Specifications | • Height: 2.0" to 12.0" (5.08 cm – 30.48 cm)<br>Length: 3.5" to 25.5" (8.89 cm – 64.77 cm) *i*<br>• Sorted Paper Thickness: 0.003" - 0.012" (0.008 cm x 0.03 cm)<br>• Through Path Paper Thickness: 0.003" - 0.062" (0.008 cm - 0.16 cm) |
| Scanning Speed | Up to 120 ppm / 220 ipm @ 300 dpi |
| In-line Recognition | OCR, OMR, barcodes, document type ID |
| Media Detection | Multifeed detection, height, length, skew and envelope detection |
| Document Separation | • 3, or 5 programmable output sort bins<br>• 1 programmable straight-path sort bin for extra thick and delicate items |
| Daily Duty Cycle | unlimited |
| Maximum Dimensions (H x W x D) | 64.1" x 86.50" x 32.3"<br>(162.81 cm x 219.71 cm x 82.04 cm) |
| Minimum Dimensions (H x W x D) | 50.7" x 76.5" x 32.3"<br>(128.78 cm x 194.31 cm x 82.04 cm) |
| Weight | Base machine: 350lbs. (159 kg) |
| Electrical Specifications | • North America: 100 - 120 VAC 1 A 50 / 60Hz<br>• Europe: 220 - 240 VAC 0.6A 50 / 60Hz |
| Electrical Standards | UL/ANSI-62368-1, CAN/CSA STD. C22.2 No. 62368-1, IEC 62368-1 |

**_Table 2-1: Falcon+ Specifications (continued)_**

| Power Output | 264 Watts (902 BTU/hr) |
|---|---|
| Bundled Software | CertainScan™ 5.5 64-bit host software, CertainScan Edit™, OPEX Transform™, OPEX standard barcode package, Windows 10 64-bit |
| Additional Features | • OPEX-provided: Windows 10-based Host Computer<br><br>• Flat-panel 22" touch-screen<br><br>• Wireless keyboard and mouse<br><br>• Bin mirror<br><br>• Packet sensing technology<br><br>• Key Assist<br><br>• ID Assist™<br><br>• Integrated workstation<br><br>• Thickness Measuring Device Override<br><br>• *VRS technology image enhancement (*VRS is a registered trademark of Kofax, Inc.) |
| Optional Features | • Reference ID<br><br>• MICR Reader<br><br>• Audit trail printing (front & rear)<br><br>• Rear graphics printer (for signature and code 39 Bar code printing<br><br>• OPEX-provided generic mount for external capture device<br><br>• Multi-slot ID Assist Tower (up to two per scanner) |
| Available Models | Falcon+, FalconV+, Falcon RED+, FalconV Red+, and Falcon Transportable+ |

# 3. Operation

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# 3.1. Power on the System and Launch CertainScan

1. Turn on the scanner main power switch.

2. Turn on the UPS. The monitor will turn on, and the computer will begin to boot up. If the UPS is on and the computer is not on, turn on the computer.

3. Windows will launch without log on prompt unless configured for local Network access. If configured, log on to Windows with your username and password.

4. Double-click the **CS** icon (Figure 3-1) on the desktop to launch CertainScan.



*Figure 3-1: CertainScan icon*

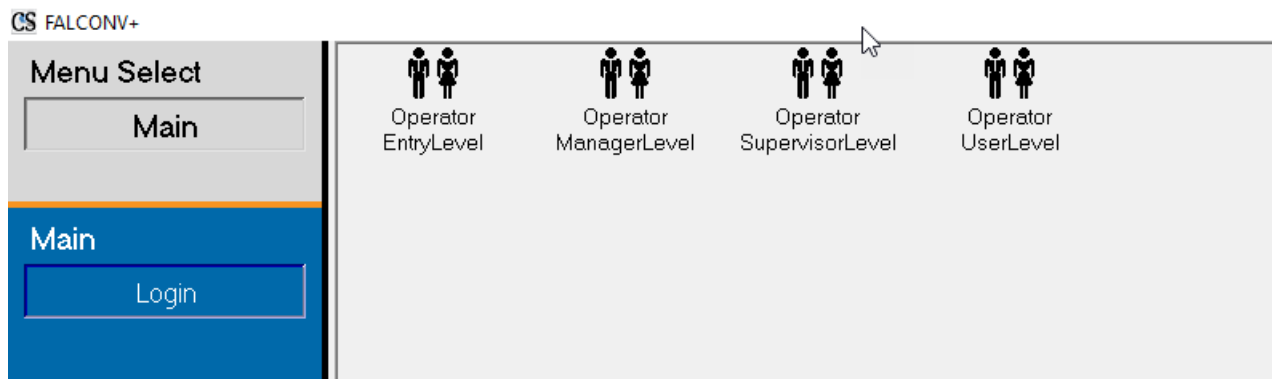5. The CertainScan Main screen will display for Operator Login (Figure 3-2).



*Figure 3-2: CertainScan Main Login*

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# 3.2. CertainScan Operator Accounts

CertainScan provides four default Operator accounts. Each operator account offers different permissions to CertainScan features and settings, with Entry Level being the lowest level and Manager Level being the highest. These default accounts do not require passwords, and may be used in their current form to operate the scanner. However, for security purposes, OPEX recommends creating unique, password-protected operator accounts for each user, setting the appropriate operator level for each user, and then deleting the four default accounts.

**Entry Level:** Main level access to run jobs.

**User Level:** Main level access to run jobs, resume batch jobs, edit jobs, reset batch number and create statistical reports.

**Supervisor Level:** All Main level access as Entry and User level operators, including access to Utilities and limited System Setup level access. A Supervisor can also create Entry, User and Supervisor operator accounts.

**Manager Level:** Manager level accounts have full access to CertainScan levels. A Manager can create Entry, User, Supervisor and Manager operator accounts. In addition, a manager level includes access to Job Setup.

# 3.3. Logon To CertainScan

1.  Select Operator account.

2.  Enter your password (Figure 3-3).

3.  Press **OK**.

*Note:* *If the default operator accounts are not shown, and you do not have a user account, ask your Falcon+ Administrator for assistance.*
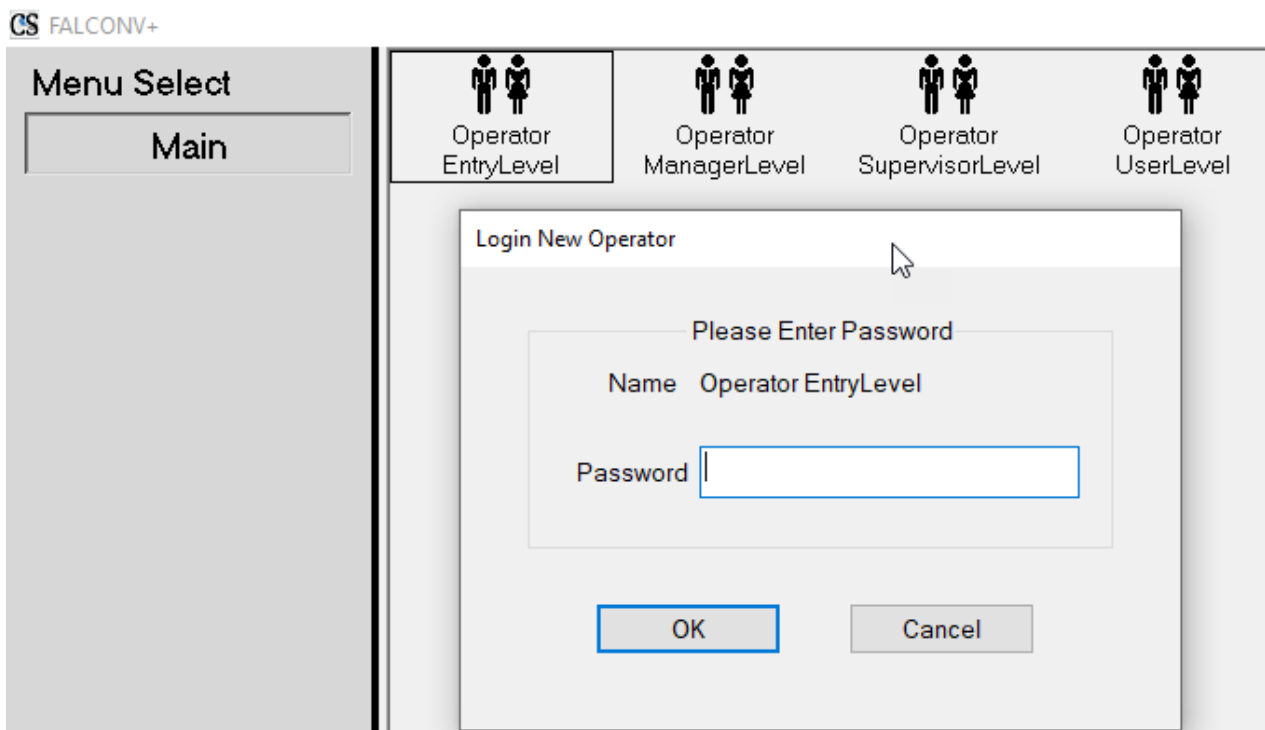


*Figure 3-3: Enter password*

# 3.4. CertainScan Main Interface

The Main Interface screen (Figure 3-4) is divided into four sections, each described below. Note that a Manager Level login is shown, which displays all Menu Select categories and functions.
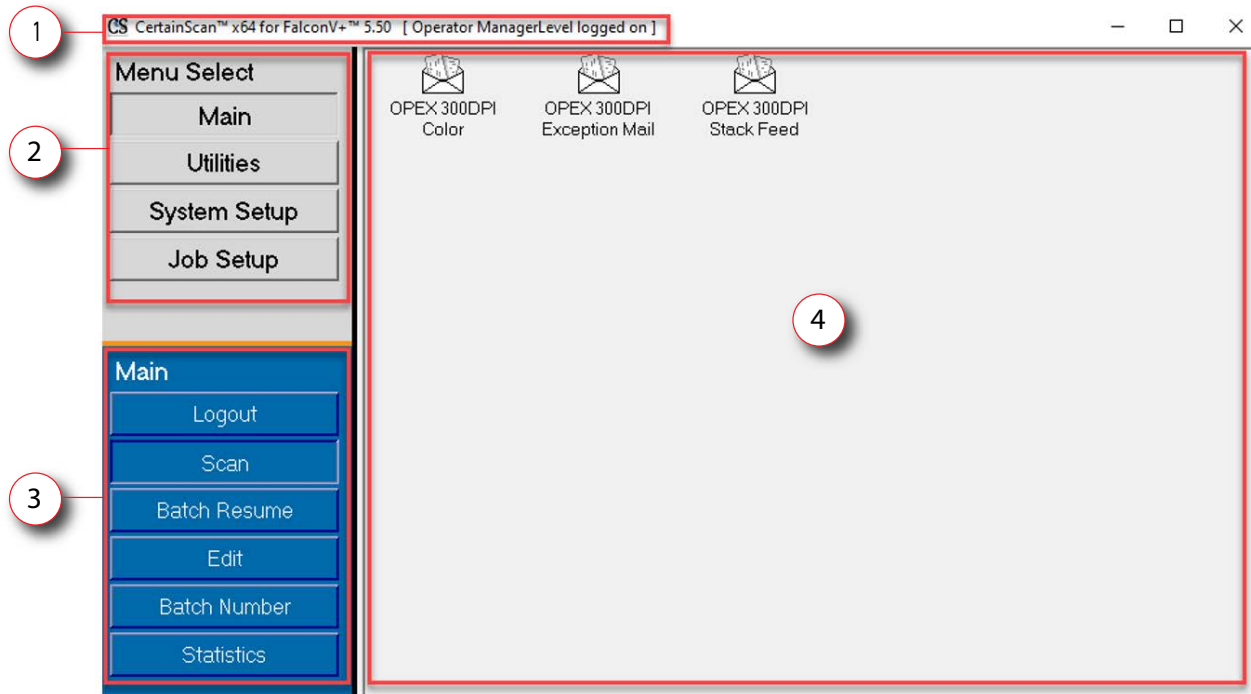


*Figure 3-4: CertainScan Main Interface Display*

1. **Title bar:** Shows the CertainScan version and name of the current operator.

2. **Menu Select:** Categories available are based on operator level. The Main category is for all operators with Logout and Scan functions. Selecting another category will provide that category's functions in the section below.

3. **Menu Selected Functions:** Displays functions of the Menu Select category selected.

4. **Main Display:** Displays Jobs to run, is the Run screen when running a Job and display when configuring CertainScan functions. Also contains three default OPEX Jobs.

   • **OPEX 300DPI Color:** Job for single feed, front and back color capture.

   • **OPEX 300DPI Exception Mail:** Remittance Job for Stub, Check, etc.

   • **OPEX 300DPI Stack Feed:** Job for stack feed, front and back color capture.

## 3.5. Select a Job to Launch CertainScan Run Screen

Click on a Job in the Main Screen to open the Run screen. Note that default OPEX jobs are shown in Figure 3-5. Custom Jobs will normally be shown here, when configured.
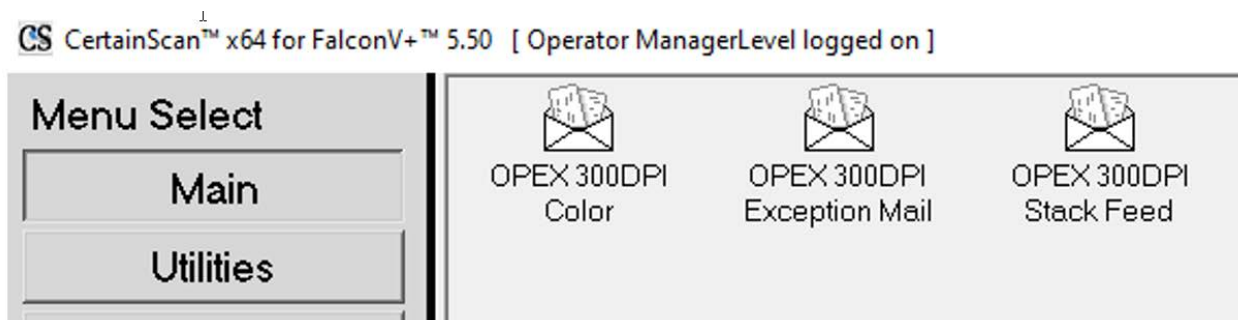


*Figure 3-5: Main Screen*

Based on the Job selected to run, the next screen displayed may either be the Run screen, or a screen to select Job Type and or Process and Receive Dates.

- Run Screen: The Job Page Type(s) are displayed, click on the **Go** button to begin scanning. No batch data entry required (Figure 3-6).
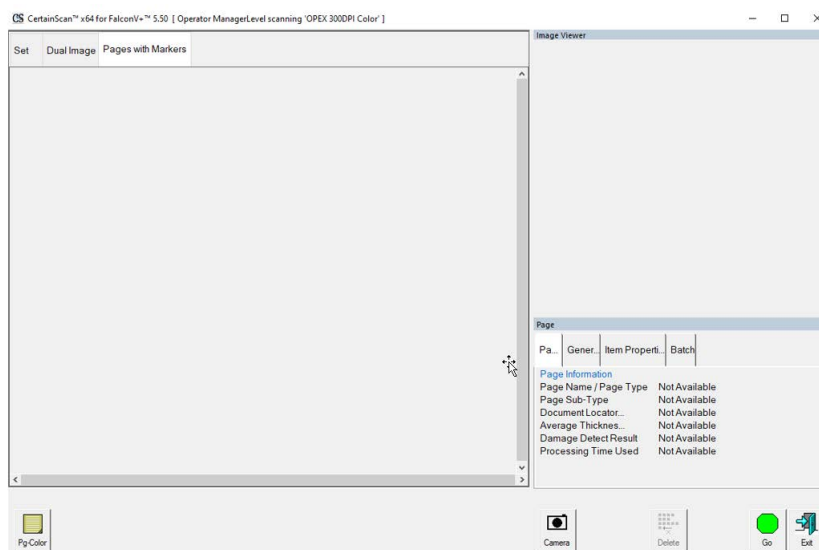


*Figure 3-6: Run Screen*

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- Prompt to change Job Type, Process and Receive Dates: Requires operator to select Job type and or process dates. After selecting, click OK button to continue (Figure 3-7).



*Figure 3-7: Prompt for Dates and Batch Types*

- Custom BatchID Operator Entry: Requires operator to manually enter or select between available choices configured in the Job. After entry or selection, click on **OK** button to continue.

  *Note:  This screen will display after clicking **Go** on the Run screen when Batch ID is configured in the Job (Figure 3-8).*



*Figure 3-8: Prompt for Operator Entry*

*Note:  File names cannot contain the following characters:*
*" / \ [ ] : ; | = , + * ? < >.*

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# 3.6. Job Run Screen

Upon opening a new Job, the Run screen displays the Page Types at the bottom, and the **Go** button to start the scanner. The example shown in Figure 3-9 shows how the Run screen would populate during a Job run.

1.  Display Views for scanned items. Right-click in header for selections.

2.  Batch Viewer: thumbnail images of scanned items based on Display View.

3.  Page Types based on selected Job.

4.  Magnify image. Increase/Decrease selected thumbnail.

5.  Rotate and Filter buttons.

6.  Image Viewer, separate display to view larger image of selected thumbnail (see also "Run Screen Preview Image Icons" on page 35).

7.  Information Windows for scanned Job. Right-click in header for selections.
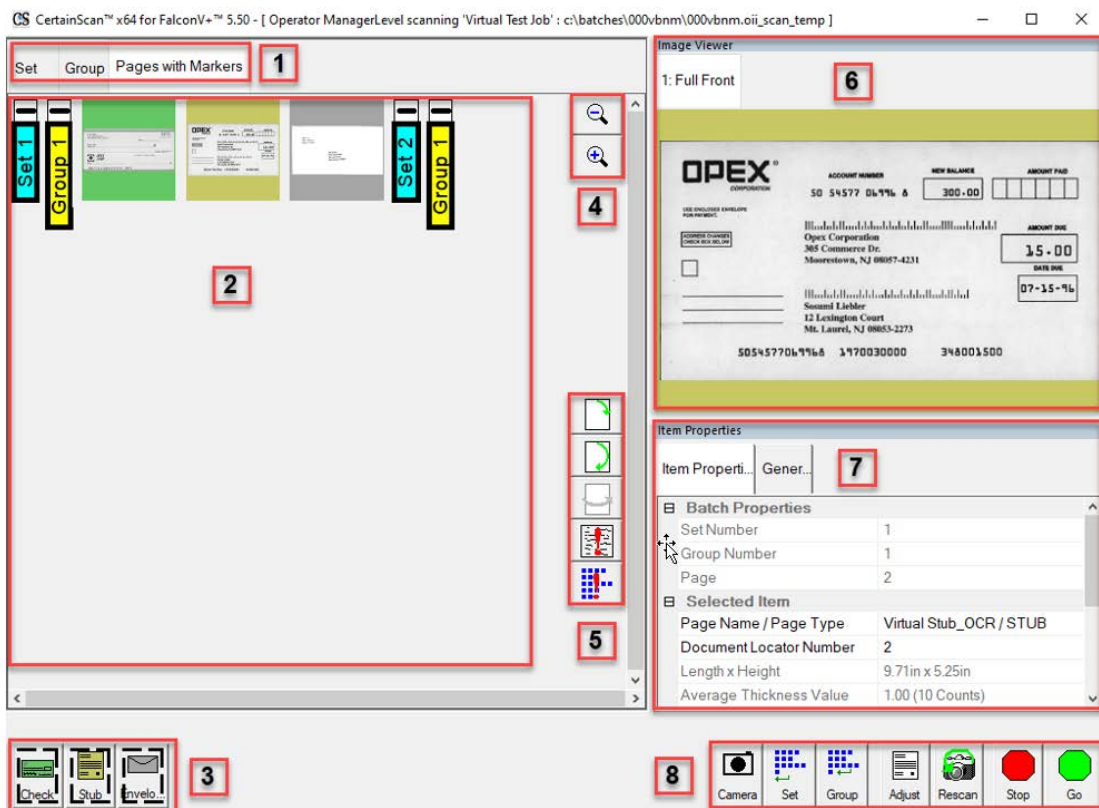
8.  Job Actions buttons.



*Figure 3-9: Run Screen*

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## 3.6.1. Run Screen Buttons

The buttons displayed on the Run screen are based on the configured Job. Some buttons are only available when they have been enabled.

*Table 3-1: Run Screen Buttons*

| | |
|---|---|
| **Go** | Press to start the scanner. |
| **Stub** | The Page Type buttons indicate the page types assigned to the current Job. The use of the button varies depending on the Job setup. |
| | Rotate the image of the selected item. Use the three buttons to rotate the image 90 degrees clockwise, 180 degrees clockwise, and front to back. |
| | Press the Filter button to show only those items that require editing when using CertainScan Edit. |
| | Press this button to filter blank images from the Thumbnail view. |
| **Adjust** | Adjust the settings in the Capture Parameters window to enhance the quality of the output images. |
| **Rescan** | Press a Rescan button to replace a previously scanned image with a new one. |
| **Delete** | Delete an item from the batch. This only appears when the scanner is stopped. |
| **Void Item** | Void the selected item or set. |
| **Set/Transaction** | Start / End a Set/Transaction. |
| **Group** | Start / End a Group. |
| **New Batch** | Start a New Batch. |
| **Action** | Press the Action button to access the Rescan, New Batch, and Void buttons. The Action button only appears if two or more of these buttons (Rescan, New Batch, Void) are enabled. |

*Table 3-1: Run Screen Buttons (continued)*

| | |
|---|---|
| **Camera** | Press the Camera button to insert up to two images from an external camera into the batch. |
| **Pause** | Pause the machine. Once pressed, the Resume button appears. |
| **Resume** | Press to Resume scanning. Once pressed, the Pause button appears. |
| **Stop** | Stop the machine. This does not end the current batch or set. |
| **Close** | Close the current batch. The Close Batch confirmation prompt appears. |
| **Exit** | Exit the current Job and close the Run screen. |

## 3.6.2. Run Screen Preview Image Icons

Under some conditions, when images are not immediately available, CertainScan may display one of the icons shown in Table 3-2 in place of the thumbnail image (see also ).

*Note:* *When a batch is opened in CertainScan or Edit, a subset of the same icons will appear. Whether or not it will appear is noted in the last column.*

*Table 3-2: Runscreen Thumbnail and Preview Image Icons*
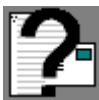
| Icon | Description | Appears in CertainScan Edit? |
|---|---|---|
| ⊘ | Image Blank - Image is known to be blank according to batch's image data. | Yes |
| ● | No Snippet Metadata - Image information was not saved in the batch. This is configured in the Page Type. | Yes |

### Table 3-2: Runscreen Thumbnail and Preview Image Icons (continued)

| Icon | Description | Appears in CertainScan Edit? |
|---|---|---|
| | Processing Underway - Image is not yet available. Most likely, it is still being processed for the scan. | Should not appear |
| | Image Not Saved - This image has metadata but has no image file. The Page Type was configured to not save this image to disk. | Yes |
| | Snippet Out Of Bounds - This image was set up to not be the entire piece. However, when trying to extract the image for batch output, the specified region was found to lie completely outside the boundaries of the item's edges. No disk image was written for this reason. | Yes |
| | Image Unavailable - Attempted to load the image from disk but failed. The request did not time out, so the disk to which the image is stored may be down or disconnected. | Yes |
| | Image Timeout - Attempted to load the image from disk but the request timed out. Network might be busy or the host might be busy writing other active items to disk. | Yes |
| | System Busy - The image is not in the cache but the system is too busy, so an attempt was not made to load it from disk. An attempt will be made when the system is not busy. The host software is probably in the middle of scanning or finishing up writing the last scanned items to disk. | Should not appear |

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# 3.7. Run Screen Display Views

Before you begin scanning, you can select how scanned items will be displayed in the Run screen. Right-click in the Display View header area and check or uncheck Display View types to display in the header area. One of these two Display View naming schemes for document separation will appear, depending on whether the Customer Type is configured for Service Bureau or Remittance (Figure 3-10).

| Service Bureau | Remittance |
|---|---|
| ✓ Set | ✓ Transaction |
| ✓ Sequence | ✓ Sequence |
| ✓ Bin | ✓ Bin |
| ✓ Group | ✓ Group |
| ✓ Set Dual | ✓ Transaction Dual |
| ✓ Sequence Dual | ✓ Sequence Dual |
| ✓ Group Dual | ✓ Group Dual |
| ✓ Dual Image | ✓ Dual Image |
| ✓ Pages with Markers | ✓ Packed |
| ✓ Images with Markers | ✓ Full |
| Images with Labels [2x1] | Images with Labels [2x1] |
| Images with Labels [2x2] | Images with Labels [2x2] |
| Images with Labels [3x2] | Images with Labels [3x2] |
| Images with Labels [4x2] | Images with Labels [4x2] |
| Images with Labels [5x2] | Images with Labels [5x2] |
| Images Only | Snippets Only |

**Service Bureau**                    **Remittance**

*Figure 3-10: Customer Type descriptive names*

*Note:  Operators with Manager level access can set Customer Type for document separation descriptive names (System Setup > System > User Interface Settings).*

The available Display Views are listed in Table 4. Screen capture examples are provided for each Display View. Click the links next to each view to see a detailed description (Table 4).

**Table 4:  Runscreen Display views**

| | |
|---|---|
| Set/Transaction View (see page 39) | Group Dual View (see page 43) |
| Sequence View (see page 39) | Dual Image View (see page 43) |
| Bin View (see page 40) | Pages with Markers View (see page 44) |
| Group View (see page 40) | Images with Markers View (see page 45) |
| Set/Transaction Dual View (see page 41) | Images with Labels View (see page 46) |
| Sequence Dual View (see page 42) | Images Only View (see page 47) |

## Set or Transaction (When Customer Type set for Remittance)

All scanned pages displayed in a single row from left to right in scan order followed by the next Set. One thumbnail is displayed for each page. Scroll buttons appear on the left of the first shown thumbnail page when the number of thumbnails across exceeds five (Figure 3-11).
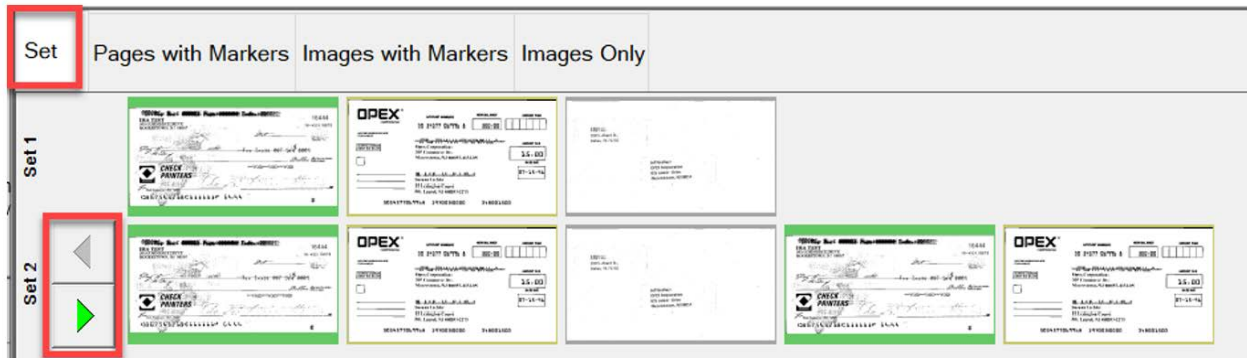


*Figure 3-11: Set View*

## Sequence

All scanned pages displayed in a single row from left to right in scan order, row header shows respective sequence number. A new row begins after the fifth image (Figure 3-12).
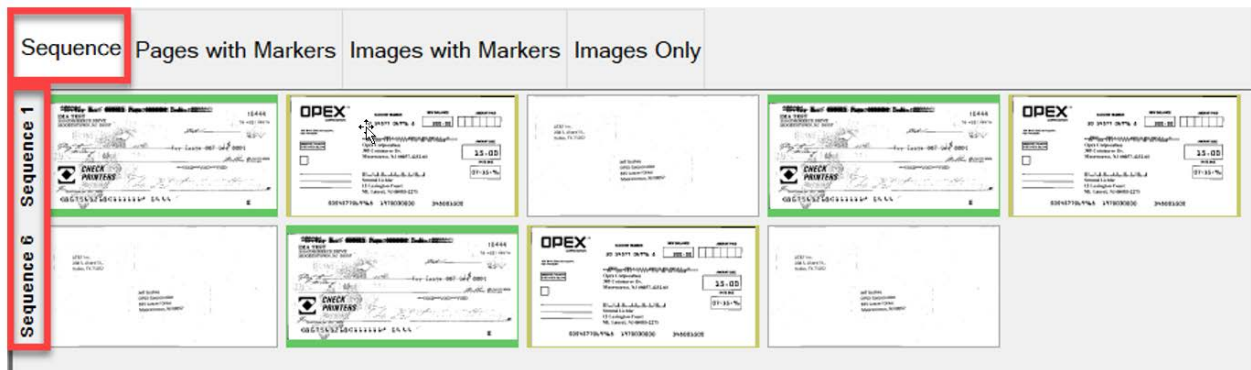


*Figure 3-12: Sequence View*

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**Bin**

Each page sorted to the output bin assigned for Page Type in the Job (Figure 3-13).
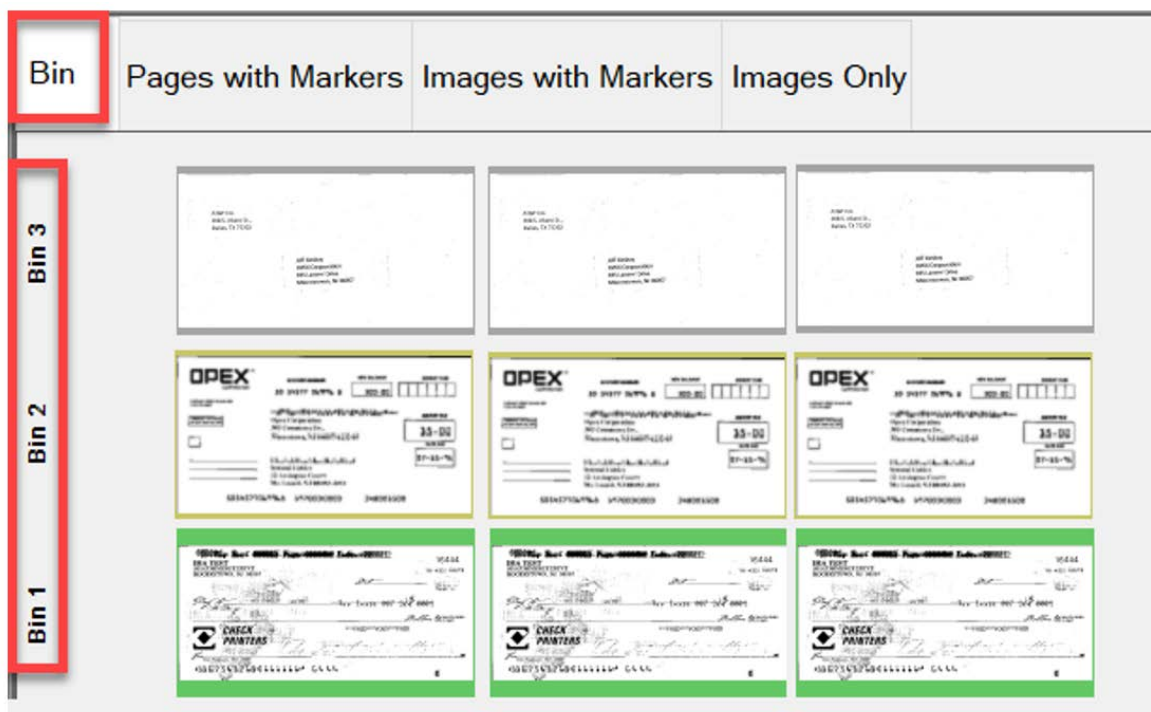


*Figure 3-13: Bin View*

**Group**

All scanned pages displayed in a single row from left to right in scan order with additional Groups in the Set when they exist. Scroll buttons appear on the left to scroll between Groups (Figure 3-14).
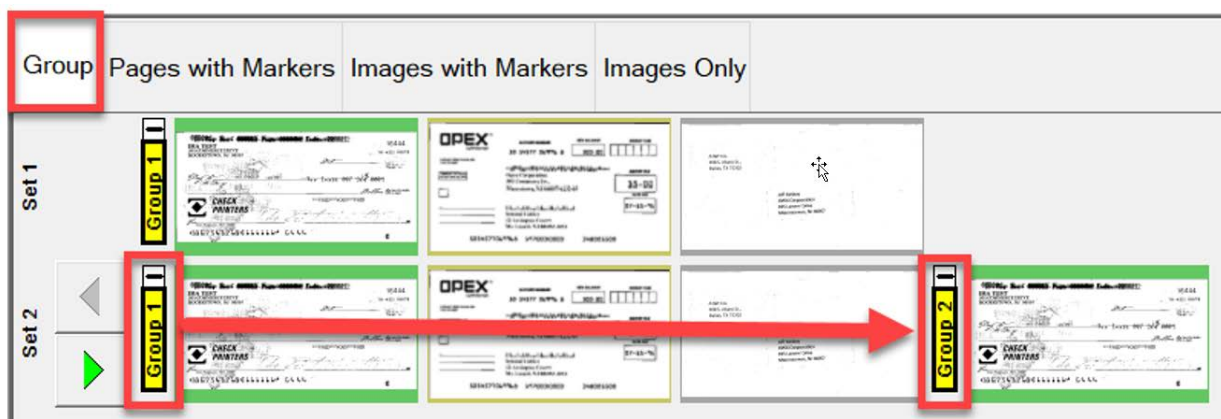


*Figure 3-14: Group View*

## Set Dual or Transaction Dual (when Customer Type set for Remittance)

When Page Type setup for Front & Back or secondary image, display view will show two thumbnails. The first row will show front page and directly below is the back page or secondary image. All scanned pages are displayed in scan order left to right and row header shows Set number. Scroll buttons provided on right to scroll between Sets (Figure 3-15).
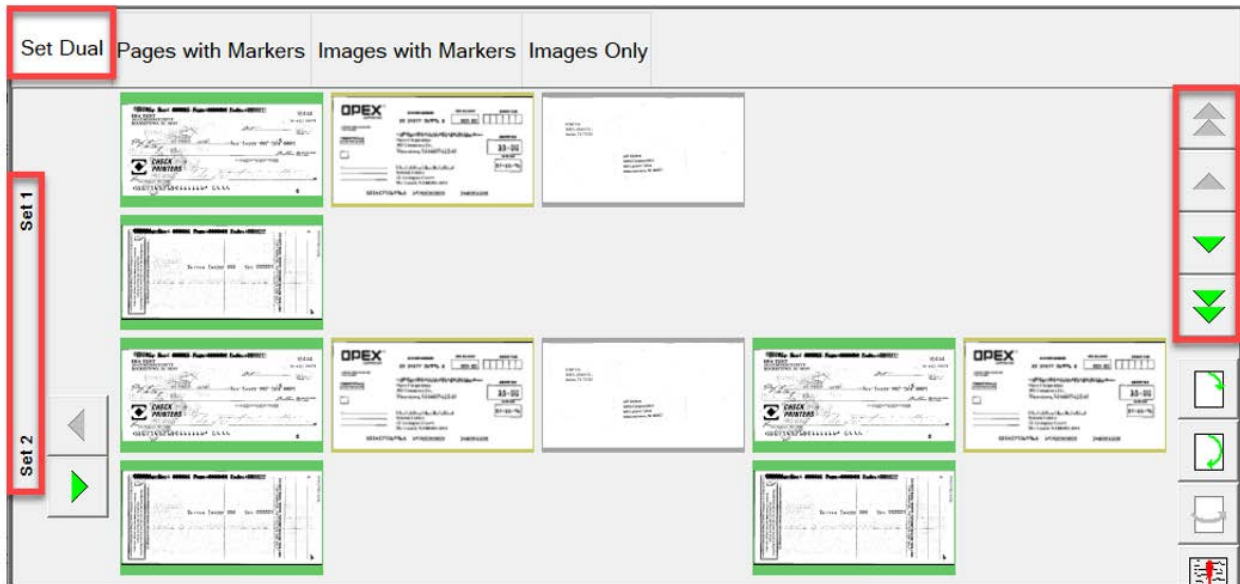


*Figure 3-15: Set Dual / Transaction Dual view*

## Sequence Dual

When Page Type setup for Front & Back or secondary image, display view will show two thumbnails. The first row will show front page and directly below is the back page or secondary image. All scanned pages are displayed in scan order left to right and row header shows sequence number. A new row begins after the fifth image across. Scroll buttons provided on right to scroll between sequence numbers (Figure 3-16).



*Figure 3-16: Sequence Dual view*

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## Group Dual

When Page Type is setup for Front & Back or secondary image, display view will show two thumbnails. The first row will show front page and directly below is the back page or secondary image. All scanned pages are displayed in a single row from left to right in scan order along with additional Groups within a Set when they exist. Scroll functions provided to scroll within a Set or between Sets (Figure 3-17).
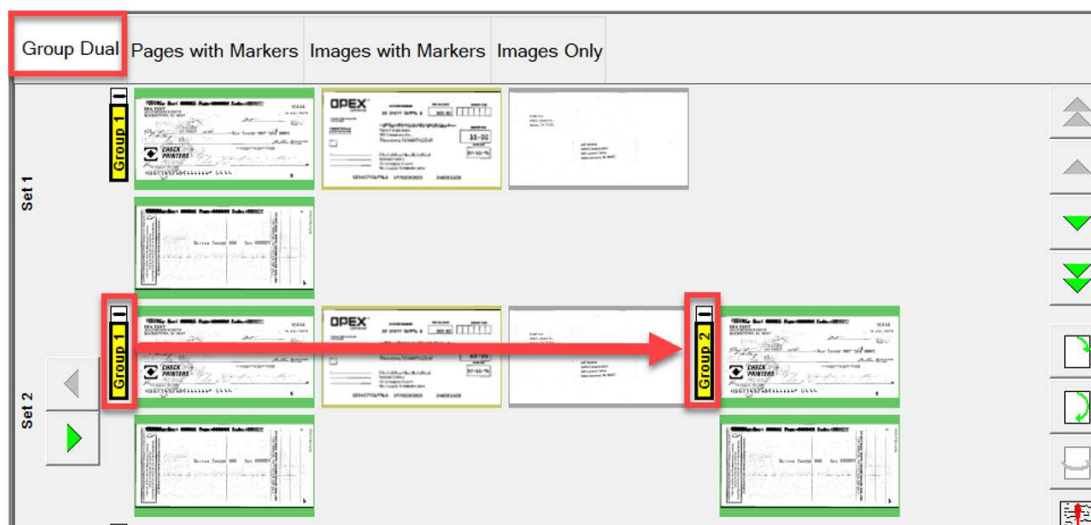


*Figure 3-17: Group Dual view*

## Dual Image

Displays selected front and back or secondary image per Job setup. Scroll function provided to scroll through pages (Figure 3-18).
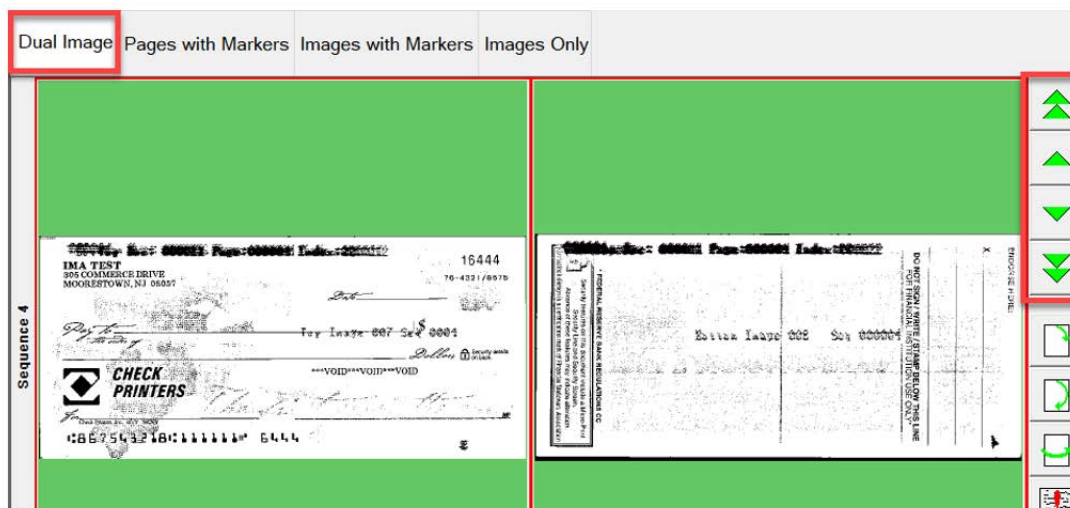


*Figure 3-18: Dual Image view*

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**Pages with Markers or Packed (When Customer Type set for Remittance)**

Scanned pages are displayed in a single row from left to right in scan order. Sequentially numbered Set and Group color markers identify scanned order. Sets and Groups can be expanded or collapsed by clicking on Minus/Plus icon above marker (Figure 3-19).

- Example 1: Set and Group expanded, minus icon shows above each marker. Group pages in Set displayed.

- Example 2: Set collapsed, plus icon shows above Set marker. Groups and pages are not displayed.

- Example 3: Group collapsed, plus icon shows above Group marker. No pages are displayed.
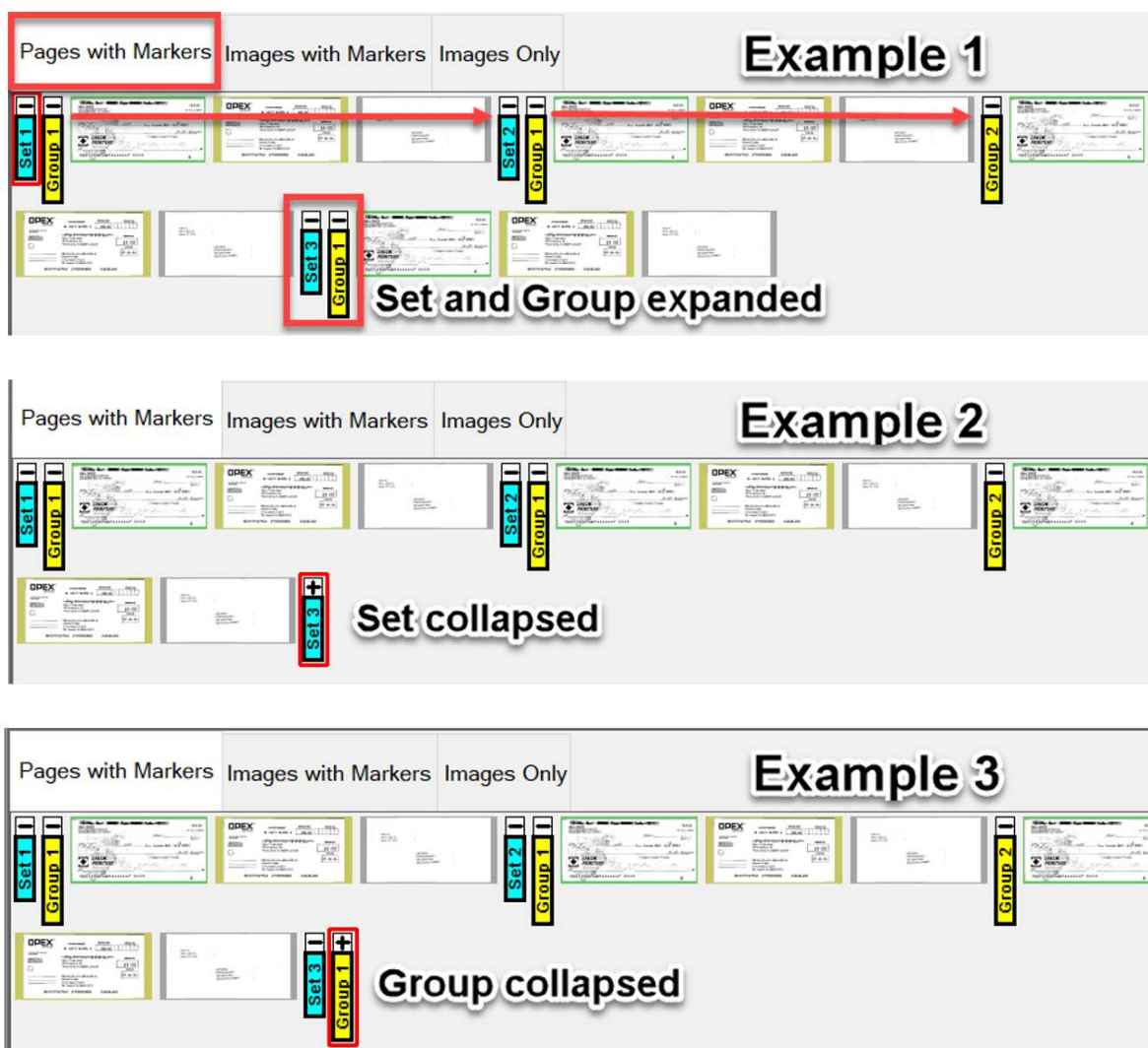


*Figure 3-19: Pages with Markers / Packed view*

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**Images with Markers or Full (When Customer Type set for Remittance)**

All pages displayed vertically in scan order. Sequentially numbered Set, Group and Page color markers identify scanned order. Sets, Groups and Pages can be expanded or collapsed by clicking on the Minus/Plus icon next to marker (Figure 3-20).

- Example 1: Set, Group and Pages expanded. Minus icon left of markers. All displayed.

- Example 2: Set collapsed, plus icon shows left of Set marker, Groups and pages are not displayed.

- Example 3: Group is collapsed, plus icon shows left of Group marker. No pages are displayed. Page is collapsed, plus icon shows left of Page marker. No pages are displayed.
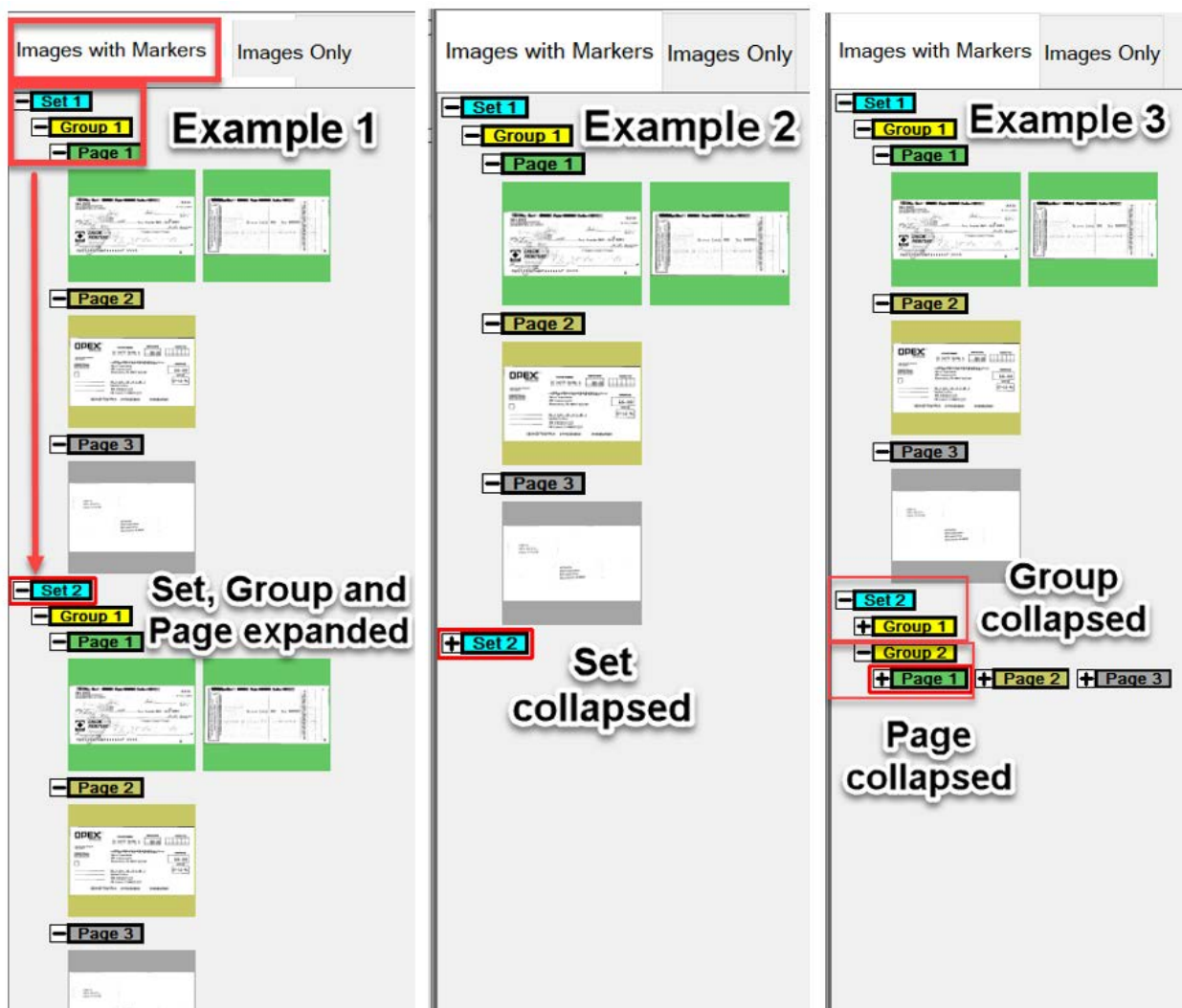


*Figure 3-20: Images with Markers / Full view*

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**Images with Labels views**

These display views show pages arranged by column and row. At the top of each page is a header Label providing: Page, Group and Set scanned sequence number (Figure 3-21).

- Images with Labels [2x1] - pages are arranged in 2 columns and 1 row

- Images with Labels [2x2] - pages are arranged in 2 columns and 2 rows

- Images with Labels [3x2] - pages are arranged in 3 columns and 2 rows

- Images with Labels [4x2] - pages are arranged in 4 columns and 2 rows

- Images with Labels [5x2] - pages are arranged in 5 columns and 2 rows



*Figure 3-21: Images with Labels views*

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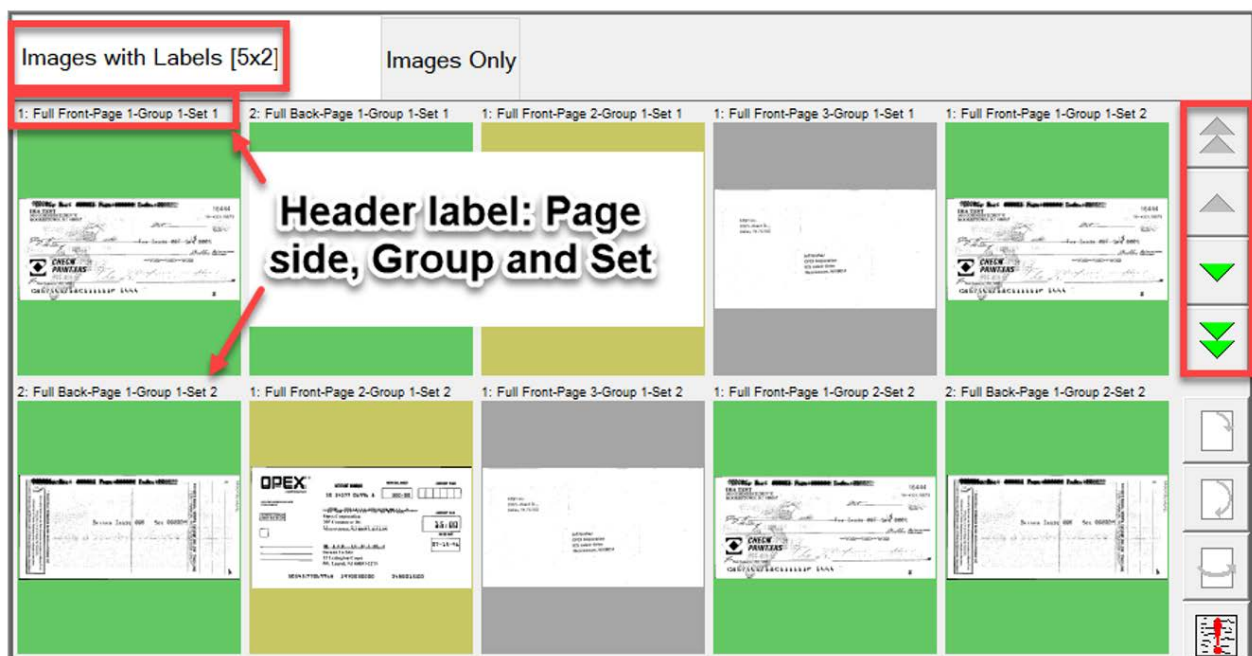
**Images Only or Snippets Only (When Customer Type set for Remittance)**

All pages displayed in a single row from left to right in scan order. No Set, Group or Page color markers. Includes magnify icons to enhance display view (Figure 3-22).
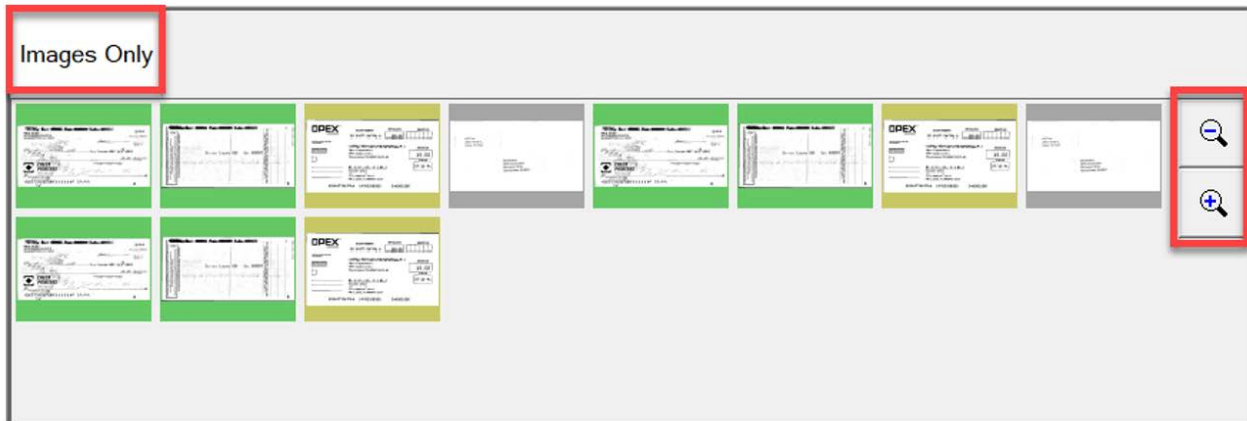


*Figure 3-22: Images Only / Snippets Only view*

# 3.8. Image Viewer Functions

In the Image Viewer area, click or touch the image on the monitor to open a full view screen. Function tools are provided for additional viewing of item selected in the Run screen (Figure 3-23).
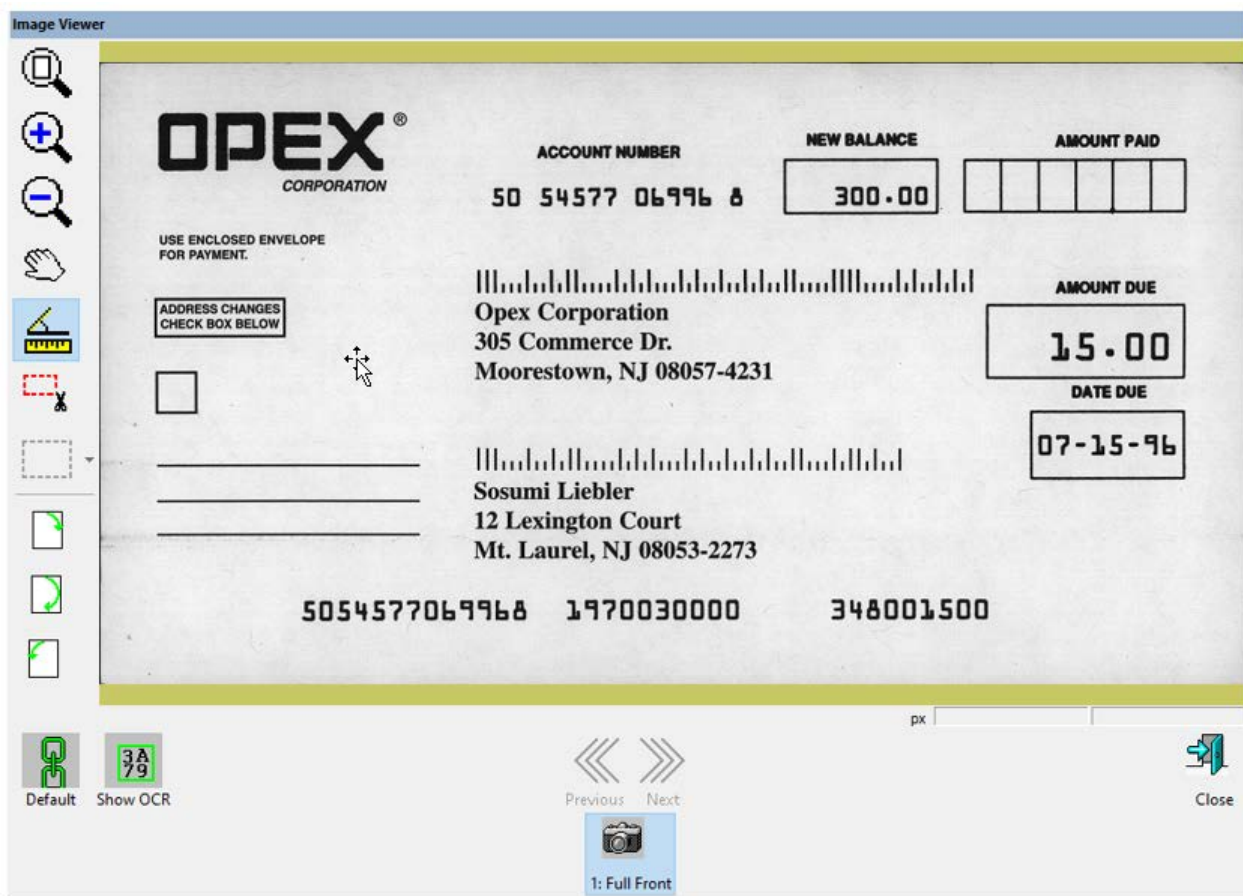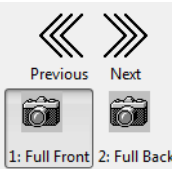


*Figure 3-23: Image viewer - full view screen*

*Table 3-1:  Image Viewer Toolbar*

| | |
|---|---|
| | The Reset button will return the image to its original state. |
| | The Zoom In and Zoom Out buttons enlarge and reduce the image in the Zoom screen. Re-center the zoom by touching the new center on the monitor or use the mouse. You can also use the + and - keys on the keyboard to zoom in and out. |

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*Table 3-1: Image Viewer Toolbar (continued)*

| | |
|---|---|
| | Use the Ruler function to measure distance from one place to another on the image. Use the mouse to click the Ruler button, then click and hold the left mouse button on one location while you drag the cursor to the other location. Notice that as you move the cursor from place to place, its exact position is indicated in the field. |
| | Crop, Fill in/Redact, and Rotate buttons. |
| Show OCR | If enabled, displays the designated optical search area for the OCR & MICR scan lines. |
| Default | Clicking this button will make this image the Default for this Page Type. |
| Close | Close the Preview window. |
| Previous Next 1: Full Front 2: Full Back | Use the Previous/Next arrow buttons to scroll through the batch. Use the Full Front/Full Back (or Partial Front/Partial Back) buttons to view images associated with the Page Type. |

# 3.9. Information Window Selections

The Information Window is in the lower right corner of the Run screen. Right-click in the Information Window header area. Check or uncheck to display selections in the header area (Figure 3-24).

Right-click anywhere here to bring up the list

Available info window tabs
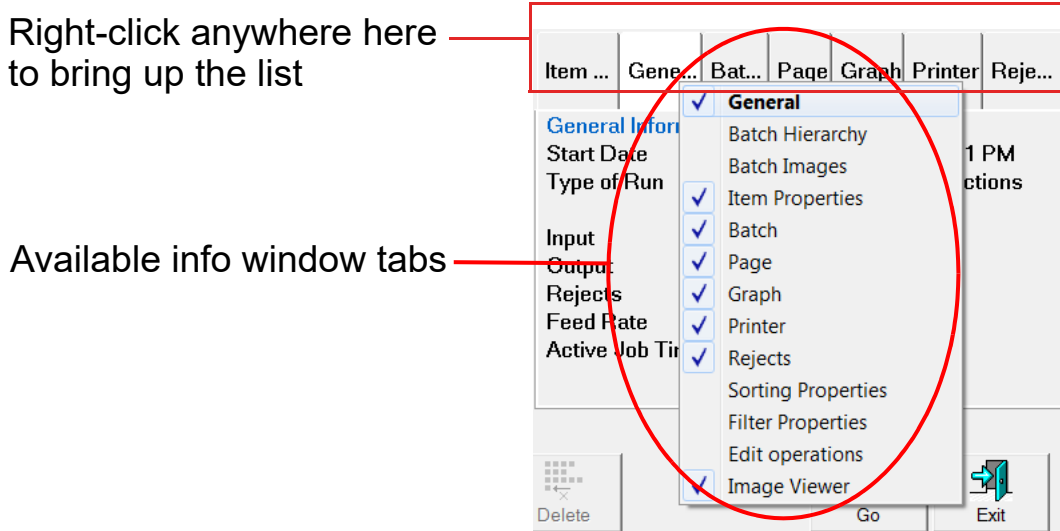


*Figure 3-24: Selecting Info Window Tabs*

Names are displayed based on customer type selected (Figure 3-10 on page 37).

Select the tabs in the Information Window to display the following:

- **Item Properties:** Based on Job and Page setup, information is provided for selected page or marker. Information headers can be collapsed or expanded by clicking on the minus/plus icon next to the header name. This window can also be used to edit some of the data shown.

- **Batch Hierarchy:** Provides view of batch structure: Set, Group and Page Types. Boundary headers can be collapsed or expanded by clicking on the minus or plus icon next to the header name. Click on any item in the view to show items image in the Imager viewer.

- **Batch Images:** View of all pages and images in the batch. Clicking on a page will move to that page in Run screen and display in Image Viewer.

- **General:** Provides Job information. Left-click within window for additional information.

- **Batch:** Provides Batch information. Left-click within window for additional information.

- **Page \ Piece:** Provides information for selected page. Left-click within window for additional information.

- **Indexing Data:** Provides the index fields defined for the selected Page, along with Batch, Set and Group fields applied. This window can also be used to edit the data shown.

- **Graph:** Display a performance graph allowing selection between pages per hour or sets per hour.

- **Printer:** Provides status of Audit trail printers.

- **Reject:** Lists possible rejects and count of rejects during a scan Job.

- **Next Locator Number:** Provides the Locator number when setup at a Job level and used with Transform.

- **Batch Validation Errors:** Provides a list of errors when used with Transform and running batch validation. Once error corrected, check off box.

- **Sorting Properties:** Display view > Images Only / Remittance, Display view > Snippets Only. Based on images scanned, sort images displayed in Run screen.

- **Filter Properties:** Filter Properties is available for all display view types. However, the filter types are limited based on the display view type. Click on the filter type and drop-down for available selections. "Ignore this parameter" is default for each filter type. Once filters are defined, the Apply Filter button directly above becomes active to apply. The display view tab will also show **Filtered** when applied.

- **Edit Operations:** When editing a batch, all edit actions (insert, delete, rotate, etc.) are tracked by the Batch Editor library and show populated last to first. Edit actions can be undone. To undo an edit action, click on the respective action and press the "Ctrl" and "Z" keys at the same time. When an action is undone, it is removed from the edit list. The list of edit actions is cleared when the edited batch is saved. A new list of edit actions begins with the next batch.

- **Image Viewer:** Uncheck if not wanting to display image in top right view. Information Window only will display next to Run screen.

- **Throttle:** While running, if the system goes into a throttling state, the host displays a notification within the Throttle tab, showing that the system is throttling, along with information about how many pieces are pending batching. By default, this setting is not enabled. A manager login can enable. System Setup > System > User Interface Settings.

## 3.9.1. Additional Information Windows

The following additional information tabs may be available, depending on how the Job is configured:

- **Job Information:** Displays instructions to the operator on how to process a Job.

- **Multi-Assist:** Tab appears when Job is set up to use the optional Multi-Slot ID Assist Tower(s). Displays information regarding which slot, swipe method, and action has been programmed for the Job.

- **Reference IDs:** Shows the reference IDs configured for the Job. The values in this tab indicate how subsequent pieces will be noted. It also indicates how the batch will be noted. Since the RefID's for a batch are not finalized until the batch is closed, batch RefID's may be changed at any time. Page RefID's, however, may only be changed by rescanning the piece in question.

- **ScanLink:** This panel is controlled by the ScanLink plug-in for the running Job. This panel is not visible if a plug-in is not defined.

- **WholesaleWorks 0:** This panel is controlled by the ScanLink plug-in for the Job. This panel is visible if the plug-in requests it. This panel is also labeled by the plug-in.

- **WholesaleWorks 1:** This panel is controlled by the ScanLink plug-in for the Job. This panel is visible if the plug-in requests it. This panel is also labeled by the plug-in.

## 3.9.2. Enhanced Filter Options

In the **Filter Properties** tab, CertainScan 7.0 provides enhanced filter options for the Page Types within the Job. The filter options provided depend on the Display View the operator has selected (Figure 3-25).
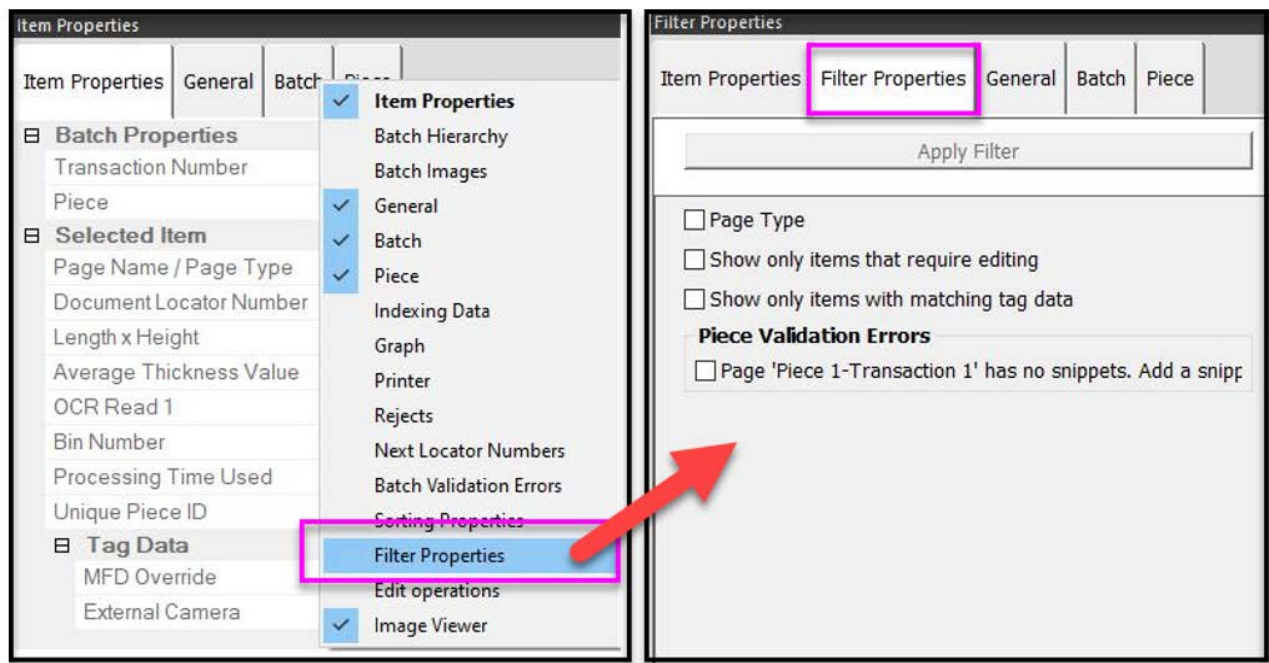


*Figure 3-25: Filter Properties*

**Example 1:** Running a Job with three different Page Types (Check, Stub, and Catchall) (Figure 3-26):

- Display View: "Sequence Dual: Filtered"

- Filter Properties configured to only show the Check Page Type.
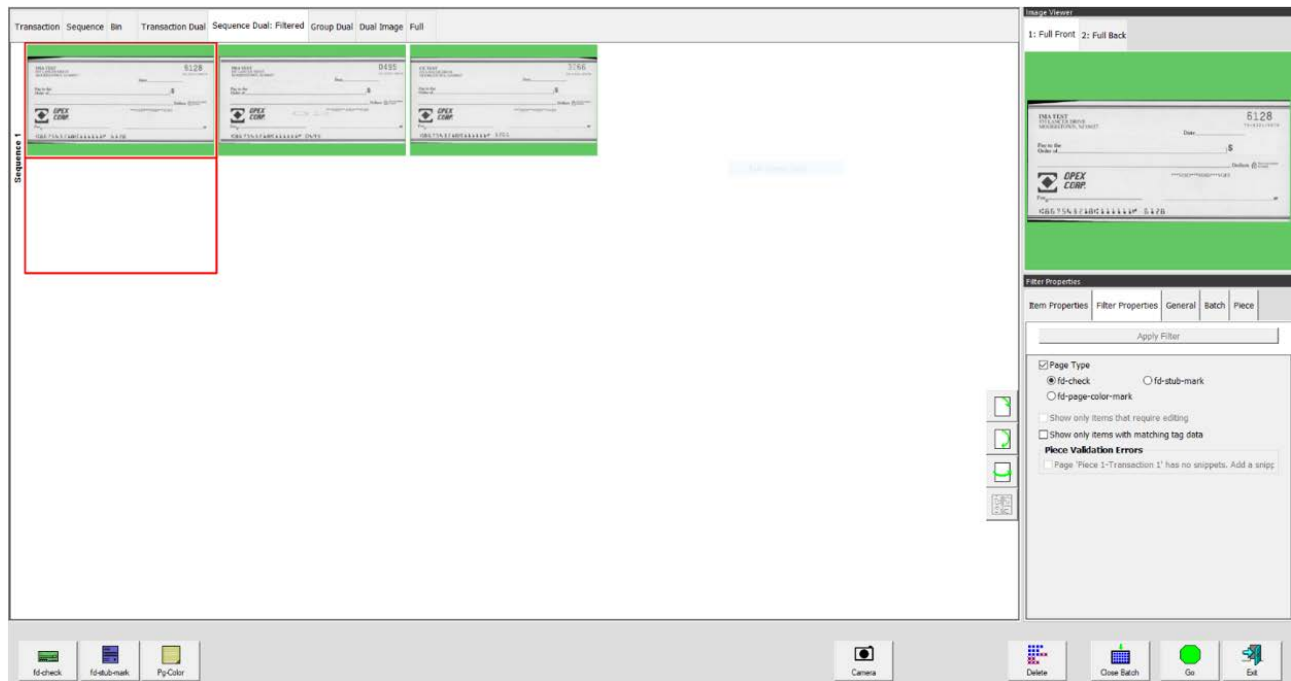


*Figure 3-26: Filter Example 1*

**Example 2:** Running a Job with three different Page Types (Check, Stub, and Catchall) (Figure 3-27):

- Display View: "Full"

- Filter Properties configured to show only the back of the Check Page Type.
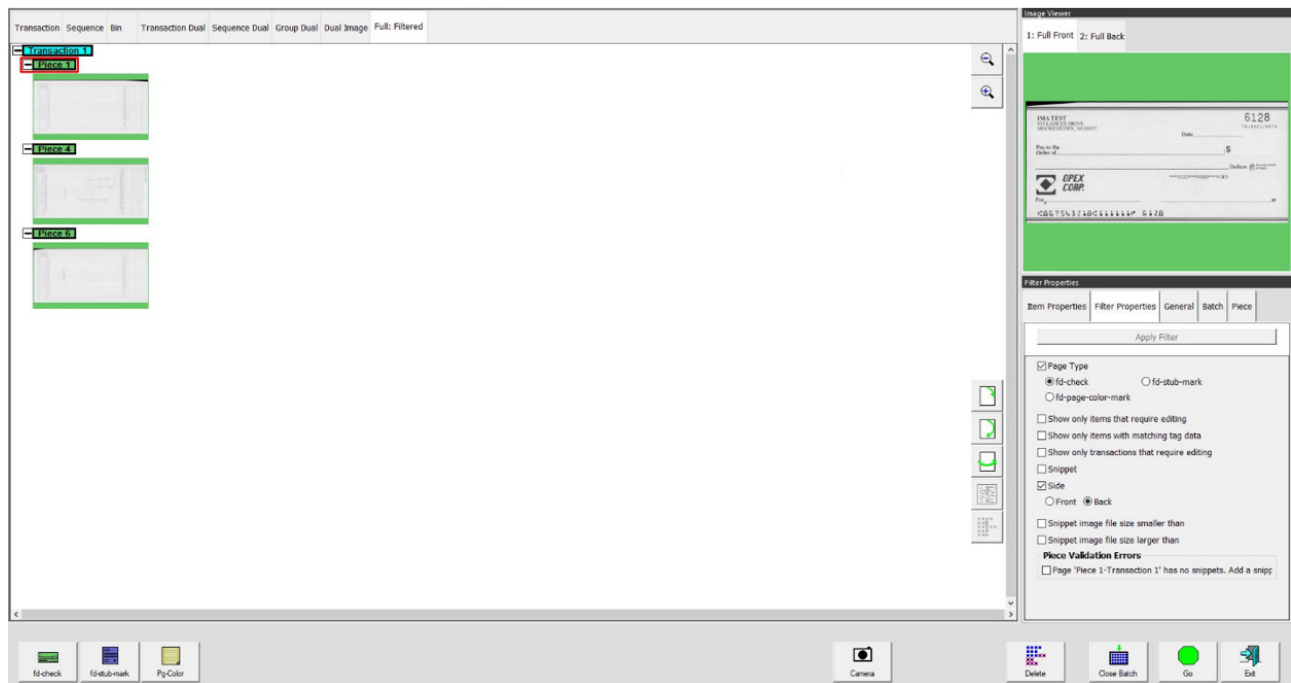


*Figure 3-27: Filter Example 2*

# 3.10. Item Preparation

Proper item preparation and placement on the scanner are important to optimize workflow and avoid misfeeds, poor imaging, and other problems. The following preparation tips are recommended.

**Removing items from an envelope**
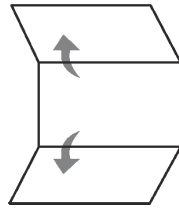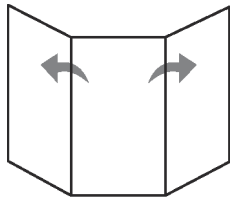
Items that are tri-folded tend to have the top and bottom sections lifted. Prior to placing any tri-folded items, flatten the ends, paying particular interest to the leading edge.

As items are placed onto the conveyor, it's important to place them close against the side rail prior to entering the feeder. The conveyor rollers are angled to assist the items to the side rail as they are placed. Place single items far enough back so that they will have time to align. If items are not fully aligned as they enter the feeder section, skew jams may occur. It should also be noted that enough space gap should be allotted between items. At least ½ inch between items will provide for proper image capture.

**Examples:** When placing items, allow enough time for items to align. The thick line indicates feeder entrance. The arrow indicates the paper path.
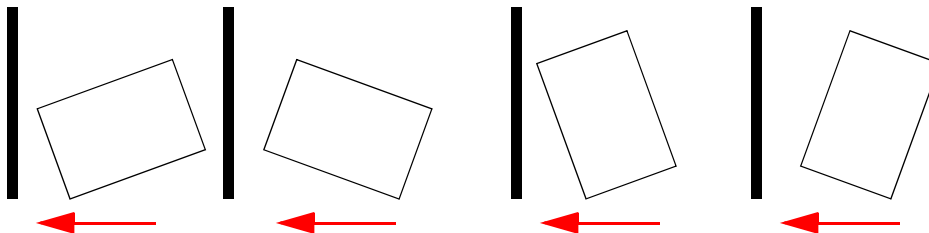
**WRONG** - items placed too close to the feeder to be aligned.
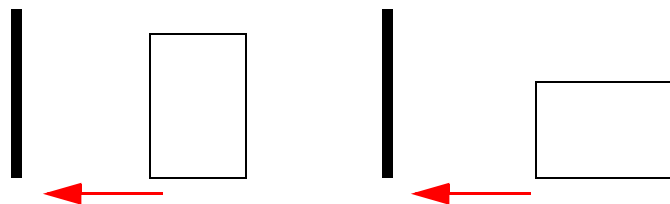
**RIGHT** - Place items close to the conveyor side rail and back from the feeder to align.

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## 3.10.1. Skew

Skew is a term used to identify when an item is misaligned when feeding. Typically, a skewed item prevents the scanned image from being correctly read.

Item skew is determined by the angle an item enters the scanner (Figure 3-28). The angle is calculated by a set of transmit and receive LEDs that detect when one sensor is uncovered for a while. If the angle is greater than 2 degrees, then the system will jam for "too skewed". If it jams for 5 degrees or more, contact your OPEX administrator.
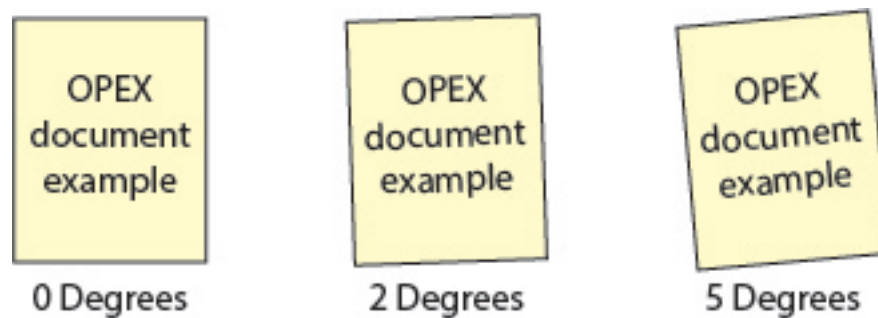


**Figure 3-28: Skew examples**

## 3.10.2. Scanning Items

- Feed items with the face side up.

- 8-½ x 11" items can be scanned in portrait or landscape.

- Checks and Stubs should be placed in the same orientation as reading them. Other landscape pages can be automatically detected if their page width or height is unique.

To scan two or more items, such as a page with a sticky note attached, first press the `MFD Override` button. This will disable the scanner's ultrasonic multi-feed detector and allow the item to pass through the scanner without error condition.

# 3.11. Run a Job and Scan Items

1. Log on to CertainScan and select a Job to run based on the items to scan.

2. Press **Go** on the Run screen. The conveyor rollers will begin turning.

3. Place the first item onto the conveyor as shown in Figure 3-29. The item will feed through the scanner and display a thumbnail image in the Run screen and a larger image of the item will appear in the Image Viewer window.



Drop items here

*Figure 3-29: Ideal drop area*

4. Continue to place items onto the conveyor. The scanner will scan and sort the items based on the configured Job parameters.

## 3.11.1. Stack Feeding

Stacks of paper up to approximately 1.1 inches (2.7 cm) in height can be placed on the conveyor. The conveyor rollers will carry the stack to the feeder where the top piece will be pulled off the stack and fed into the scanner. The feeder will continue to pull from the top of the stack until the last page is fed.

When feeding a stack of paper, the conveyor stops to feed the entire stack. Additional stacks of paper can be placed on the conveyor when stopped. As the feeder pulls from the top of the stack, the lead sheet in the stack must be the first to reach the feeder. If the bottom piece reaches the feeder first, a paper misfeed is likely to occur.

*Note:  The conveyor operates differently depending on the Feed Mode setting: Normal, Stack, Passive. Stack feeding can be accomplished in either Stack or Normal modes. Height sensors come into effect in Stack mode.*

# 3.12. FADGI Job

FADGI is the Federal Agencies Digital Guidelines Initiative, which provides a set of standards and procedures for scanned and digitally created documents.

CertainScan 7.0 provides the ability to configure FADGI Page Types and Jobs. Upon running a FADGI Job, CertainScan interacts with a third party software "Golden Thread" to scan the FADGI test chart and confirm acceptance.

A Falcon+\V+ scanner capable of supporting FADGI is indicated by the presence of a FADGI label on the scan bed cover (Figure 3-30).
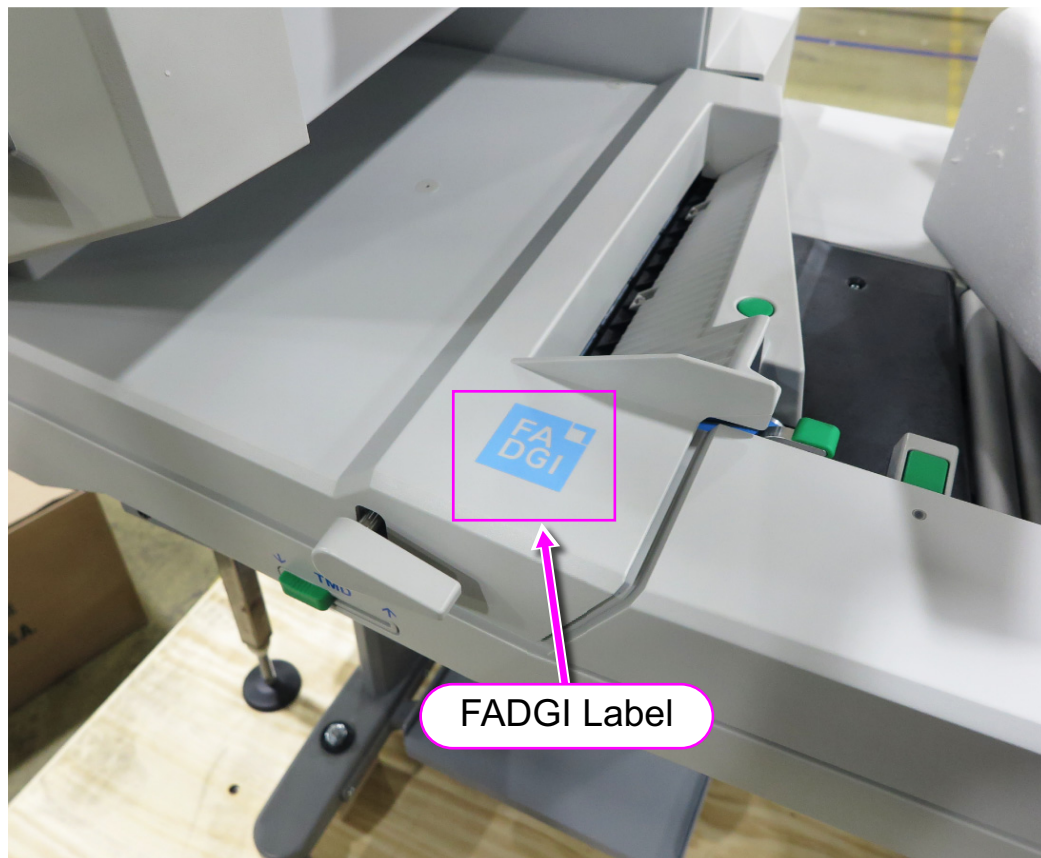


*Figure 3-30: FADGI label on a FADGI-compliant Falcon+\V+ Scanner*

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# 3.12.1. Run a FADGI Job

1.  To start the Job (Figure 3-31):

    **a.** Log in and click on `Main.`

    **b.** Click the FADGI Job.
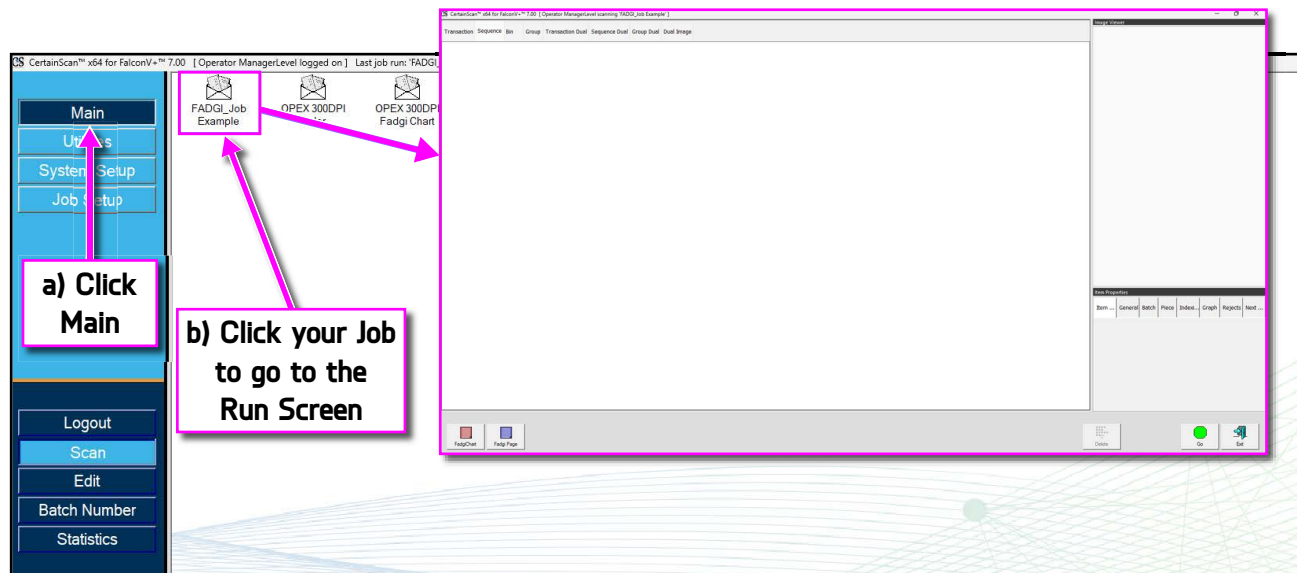


*Figure 3-31: Start the FADGI Job.*

**2.** Open the FADGI tab in the Information Window (Figure 3-32).
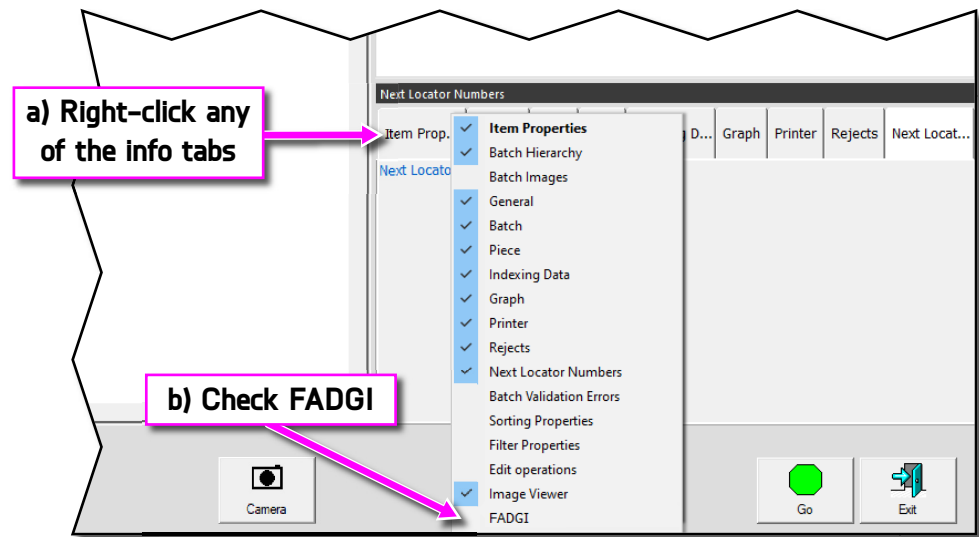


*Figure 3-32: Open FADGI Information Window tab*

If FADGI is not present in the list, it means CertainScan was unable to find the image analysis software. Contact OPEX Tech Support for assistance.

**3.** Click on the **Go** button (Figure 3-33).
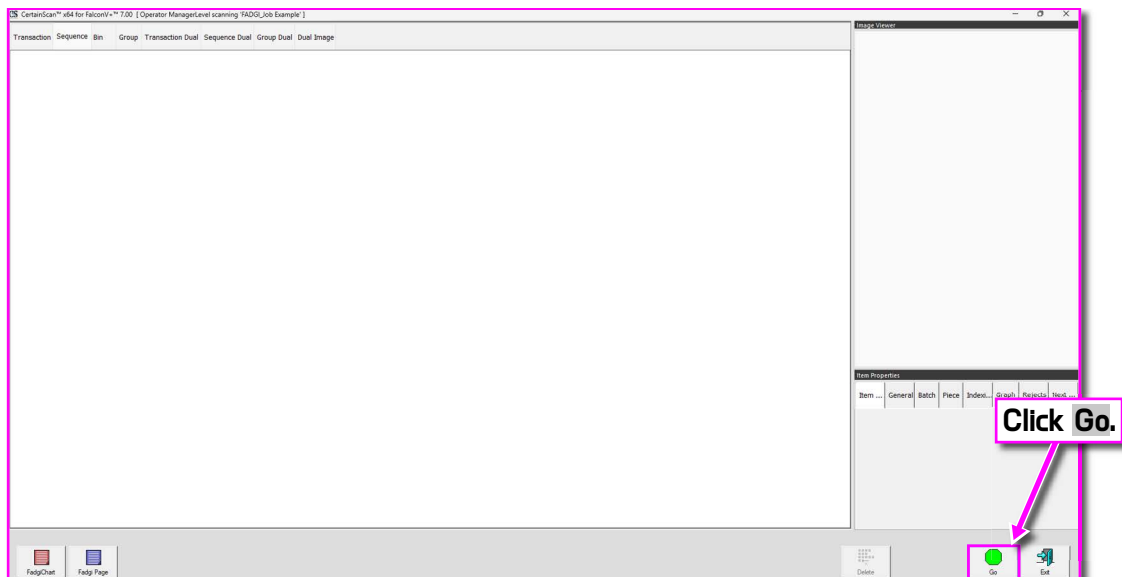


*Figure 3-33: Click Go.*

**4.** When you start a FADGI Job, you may be presented with a timer screen. The CIS's must reach optimal temperature before beginning a FADGI Job, because a "cold" CIS can impact the scanned colors. (Figure 3-34).
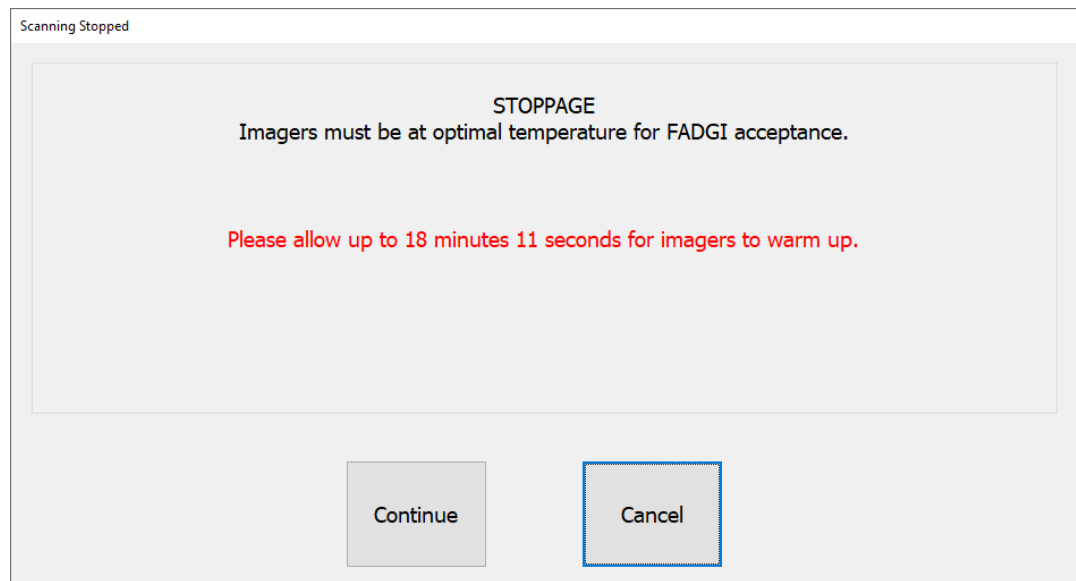


*Figure 3-34: Timer Screen*

**5.** Click the button for the test chart Page Type. Scan the test chart face up (Figure 3-35).
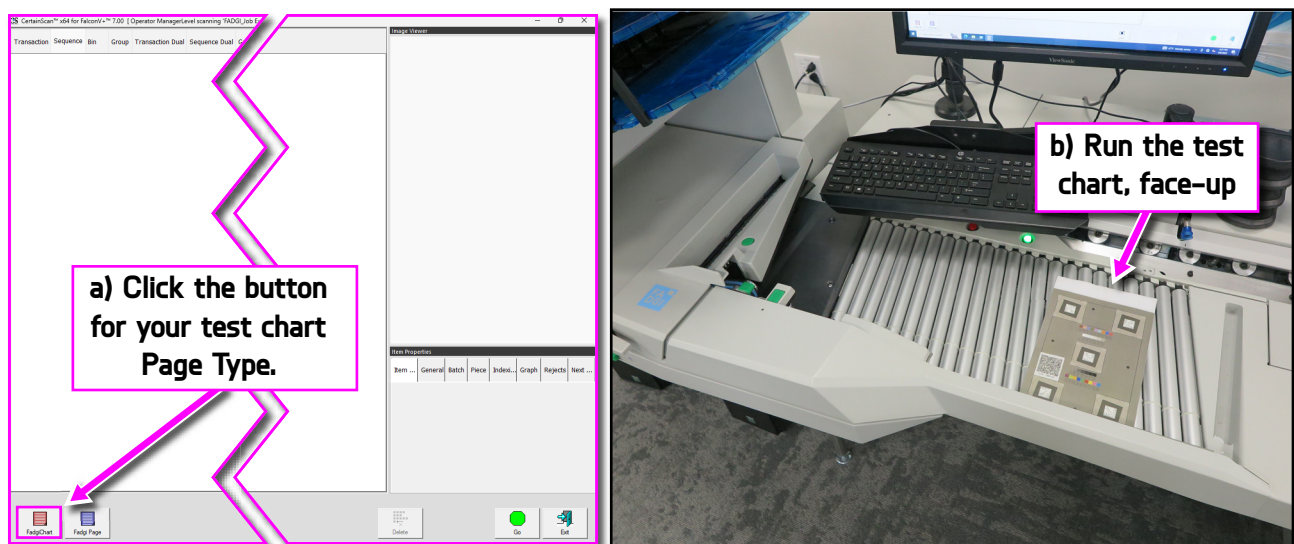


*Figure 3-35: Scan the test chart face up*

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6. Once the scanned page appears in the Run Screen, click the `Run Golden Thread` (Figure 3-36). This button sends the last scanned piece to the image analysis software for evaluation.

The software will take a few seconds, and may flash on the screen momentarily, before outputting its results to the FADGI information window. Check for the **Overall Status** (Figure 3-36).
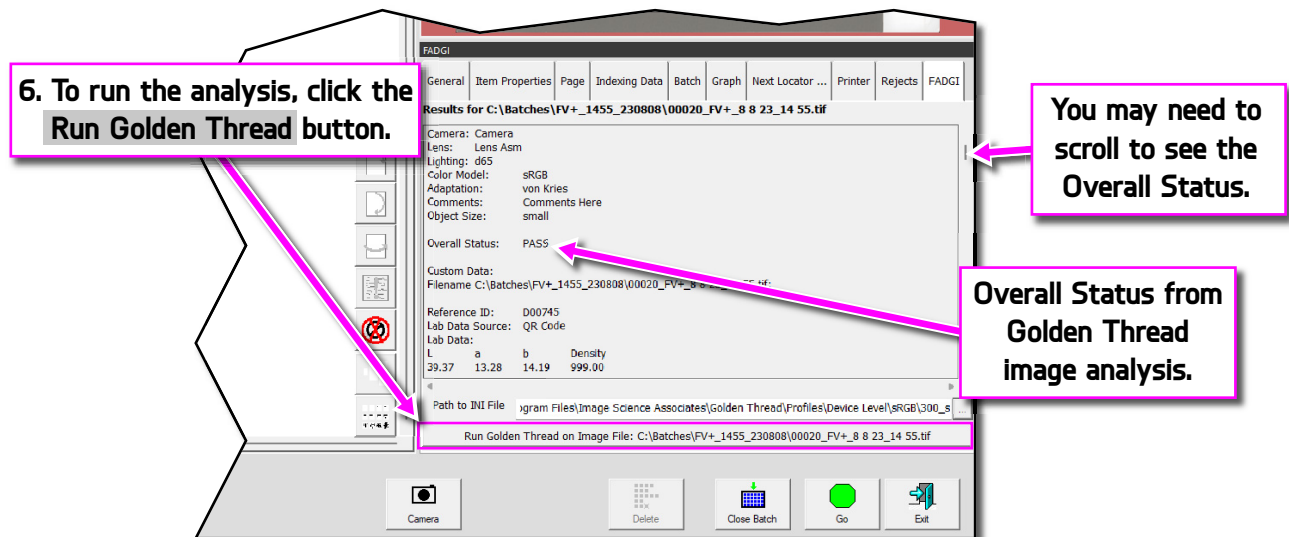


*Figure 3-36: Click* `Run Golden Thread` *and view Overall Status.*

7. With a passing result, repeat steps 5 and 6 with the chart face-down (Figure 3-37).
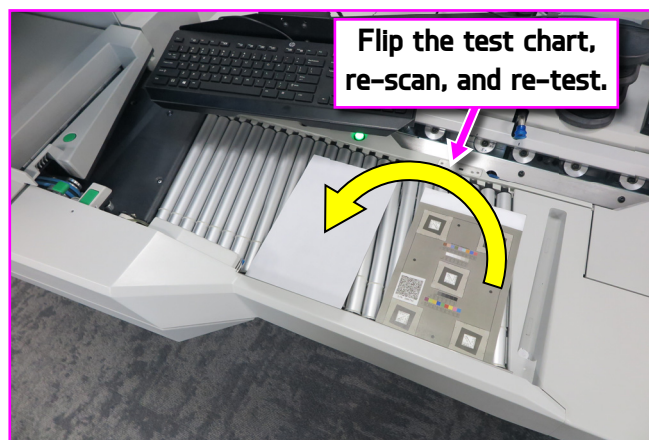


*Figure 3-37: Test with chart face-down*

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If one or both analyses give an overall failed result, check for dust on the CIS and Abyss assemblies, and also on the test chart. If cleaning them does not resolve the issue, contact OPEX Tech Support.

*Note: The image analysis tool is only meant to run on the corresponding test chart, which has known values to compare against. These tools have no means of measuring any other piece.*

**8.** With a passing result on both sides, you can continue with the Job. Place each piece on the conveyor to be scanned in. Once finished with the Job:

    **a.** Click `Stop`.

    **b.** Click `Exit`.

    **c.** When asked to confirm, click `Yes` (Figure 3-38).
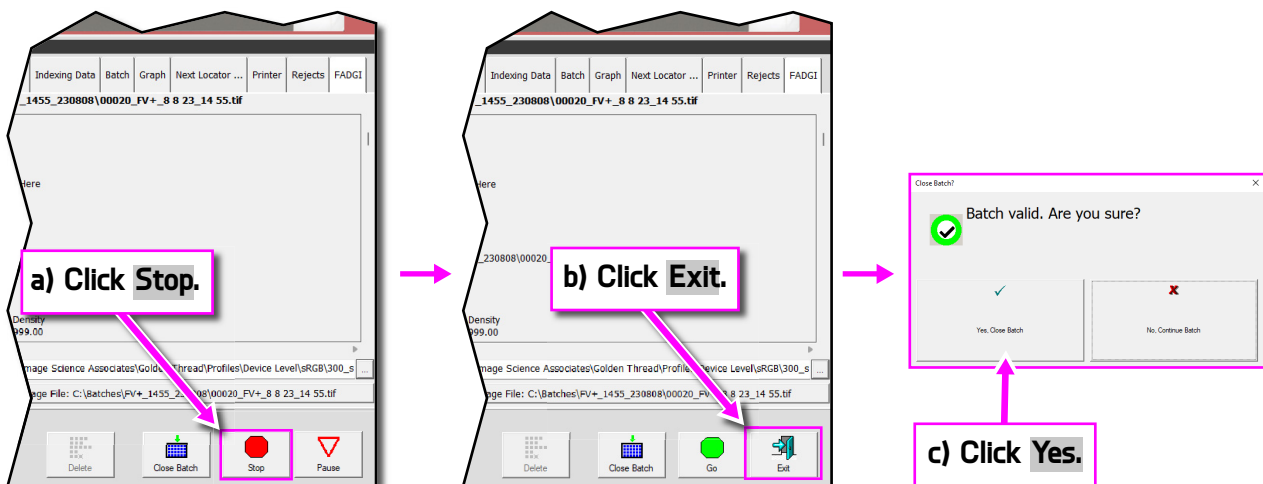


*Figure 3-38: Run the rest of the Job*

# 3.13. Managing Operator Account

Operators with Supervisor or Manager Level access can manage other operator accounts with functions to Add, Delete, Modify, etc. (see Figure 3-39).

*Note:*  *A Supervisor can only create Entry, User and Supervisor operator accounts.*

Groups can be added to configure Job access by Group. This can limit Jobs an Operators can run, based on the Group to which they were assigned access.



*Figure 3-39: Manage Operator Account*

- **Add:** Click for new display to enter Operator Name, access Level, Shift, Password, Language and assign to Groups, if Groups have been added and configured.

- **Delete:** Select an Operator or select multiples to delete.

- **Import:** Browse to location to Import saved Operator file (.SCAN).

- **Print:** Select an Operator or select multiples to print Operators list.

- **Modify:** Select an Operator to change current configured settings.

- **Export All:** Browse to location, enter file name, and saved Operator file (.SCAN).

- **Add Group:** This is for Job access by Group, reference. Enter a Group Name. The Description field is free text field to enter additional information regarding the Group.

- **Remove Group:** Select a Group to delete. This will remove Group with no confirmation.

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# 3.13.1. Add new Operator

Click **Add** for pop-up Window (Figure 3-40) enter new Operator information. When Groups are available, select the Groups to provide Operator Group Membership. Click **Save** for new operator or `Cancel` to exit without saving.

Existing OPEX defaults can be selected to Modify.



*Figure 3-40: Add Operator*

***Note:*** *Once you set up the operators required, we highly recommend that you delete all of the OPEX default operators.*

## 3.13.2. Job Access by Group

This feature provides organizing operators in Groups, maintaining Jobs in Folders and allowing Group access to Folders containing Jobs. When using this feature, Job access is limited to Operators as assigned to a Group. Operators such as Managers and Supervisors requiring access to all Jobs, will have to be set up in a Group with access to a Folder containing all Jobs. Configuration requires Manager login.

### 3.13.2.1. Configure a permissions file

*Note:* *This must be done first, but is only configured one time.*

1. Define a folder path, create, and save a file named "Permissions.txt".
   - Navigate to **System Setup** > **System** > **General Settings** > **Folder Permissions Configuration File** (Figure 3-41).

2. Click on the navigation path icon and navigate to a folder to create and insert a file named "Permission.txt" by manually entering in the text box provided.

3. Click `Open` to save the "Permissions.txt" file.

4. Click the `Apply` button which appears next to configured parameter to save.

5. Ensure the **Operator Management** parameter is set to `Legacy`.

6. Restart CertainScan.
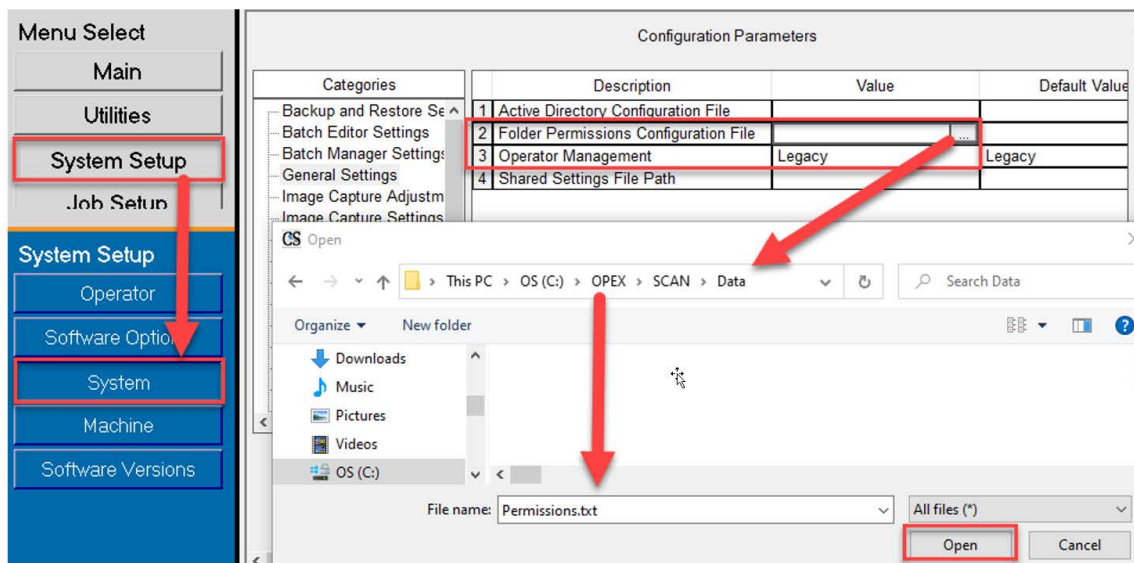


*Figure 3-41: Create Permissions File*

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## 3.13.2.2. Add Groups and Modify Operators with Group Memberships

Navigate to **System Setup > Operator,** click on `Add Group`, enter a new group name, and click `OK`. After clicking **OK**, the new Group name will be displayed with a **Description** field. Click in the description field box to enter supporting information (Figure 3-42).

For example:

- Group Name = First Shift

- Description = Banking Customer Jobs
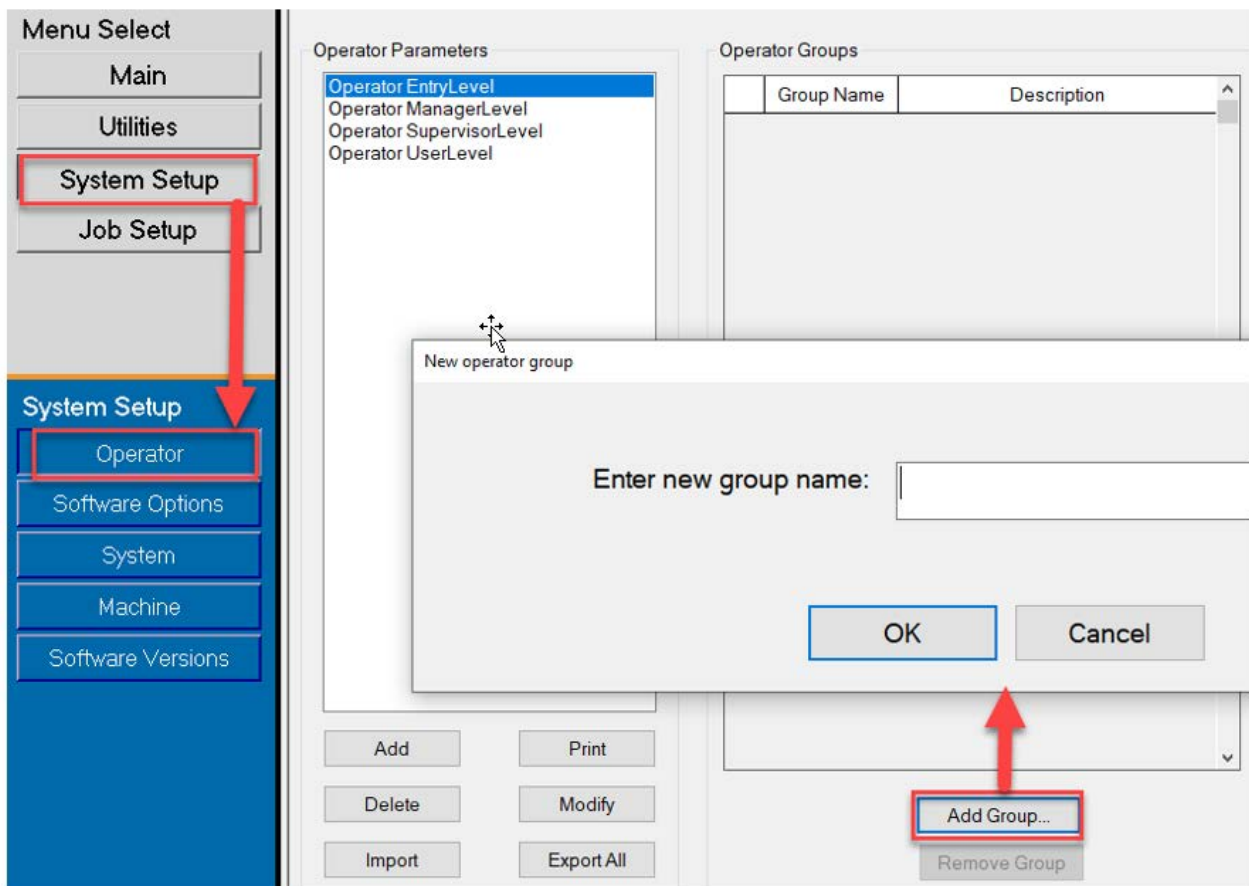


*Figure 3-42: Add Group*

After adding Operator Groups, select an operator and click on `Modify` button. In the Operator display, select **Available Groups** and click **Add** button. When finished, click `Save` (Figure 3-43).



*Figure 3-43: Add Operators to Groups*

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## 3.13.2.3. Add Jobs to Folders and Add Group Access

Navigate to **Job Setup > Folder,** click on a Folder name and click on `Insert` button to place Jobs in the Folder which Groups will be assigned access. Or Add new folders and insert Jobs (Figure 3-44).

Next select **Available Group(s)** and click on `Add` button to place group(s) access to Jobs contained in the selected Folder.

When complete, restart CertainScan to apply Job access by group feature.
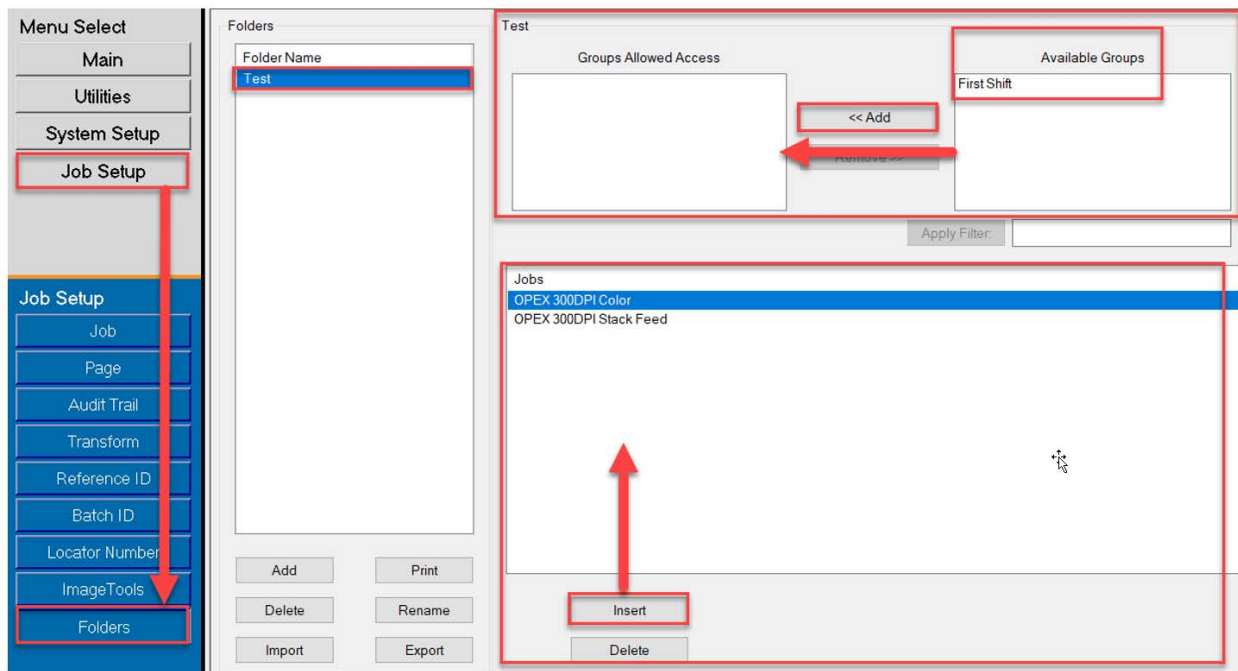


*Figure 3-44: Add Jobs to Folder*

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# 4. Working with Jobs

**Falcon®+**

**Operator Manual**

## 4.1. Overview

CertainScan software supports a variety of scanning environments. Operator interaction depends on configured Jobs and Page types. This chapter explains types of jobs, operator interaction with Page Types, and using CertainScan.

## 4.2. Structured and Unstructured Jobs

A Job configured as Structured requires the operator to scan Page Types in order. For example, when running a structured Job, CertainScan requires the operator to scan a batch ticket first, then a stub, then a check, and/or another item, and finally an envelope to signify the end of the set. If a Page Type is scanned out of sequence, CertainScan will alert the operator.

A Job configured as Unstructured can have Page Types scanned in any sequence. The only restriction is that the boundary, in most cases an envelope, must be scanned. The boundary indicates the current set is complete, and the next set will begin.

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# 4.3. Assigning a Page Type

When configured in the Job, manually assign a Page Type to the next item to scan by pressing the appropriate Page Type button (Figure 4-1).



*Figure 4-1: Sample Page Type buttons*

In a structured Job, the Page Type buttons (Figure 4-2) will indicate which Page Types the system expects to see next. For example, if the Job expects to see either a batch ticket or a stub to start a set, their corresponding Page Type buttons will appear in color.
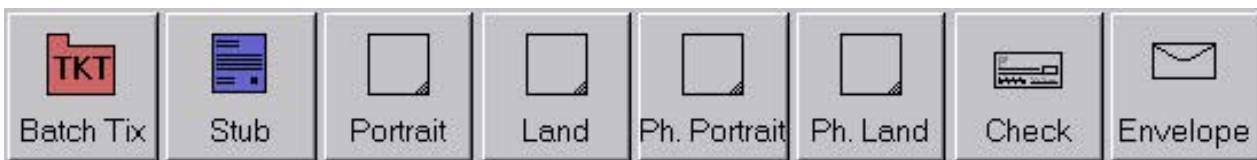


*Figure 4-2: Sample Page Type buttons - Structured Job*

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## 4.4. Page Type Locking

When configured in the Job, apply a Page Type to several items. Press the `Page Type` button twice and lock the Page Type button down. Once the button is locked, all the subsequent items scanned will be classified as this Page Type until the end of the Set/Transaction or when the lock is released. A red box around the Page Type button indicates that the lock is in place (Figure 4-3).



*Figure 4-3: Locked Page Type*

*Note:*  *This feature does not work with Virtual Page Types. Virtual Page Types are not scanned, and are items inserted from a saved image. A Virtual Page Type is identified by a dashed line around the button and inserted by clicking on the button (Figure 4-4).*
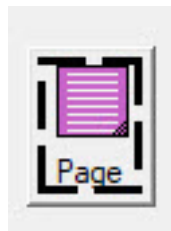


*Figure 4-4: Virtual Page Type example*

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# 4.5. Page Sub-Types

Page-Sub Types are configured within a Page Type. If one or more of the Page Types in your Job contains Sub-Types, it will be required to assign the Sub-Type item before scanning.

**To Assign a Page Sub-Type:**

1. When running a Job, press the Page Type button configured with Page Sub-Types.

2. Select the associated Page Sub-Type from pop-up display (Figure 4-5).

3. Scan the Page Sub-Type item and continue scanning.

*Figure 4-5: Page-Sub Types*

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# 4.6. Adjusting the Image Quality

Click the `Adjust` button on the Run screen to modify the Gamma, Brightness and Dropout colors for all or one image (Figure 4-6).
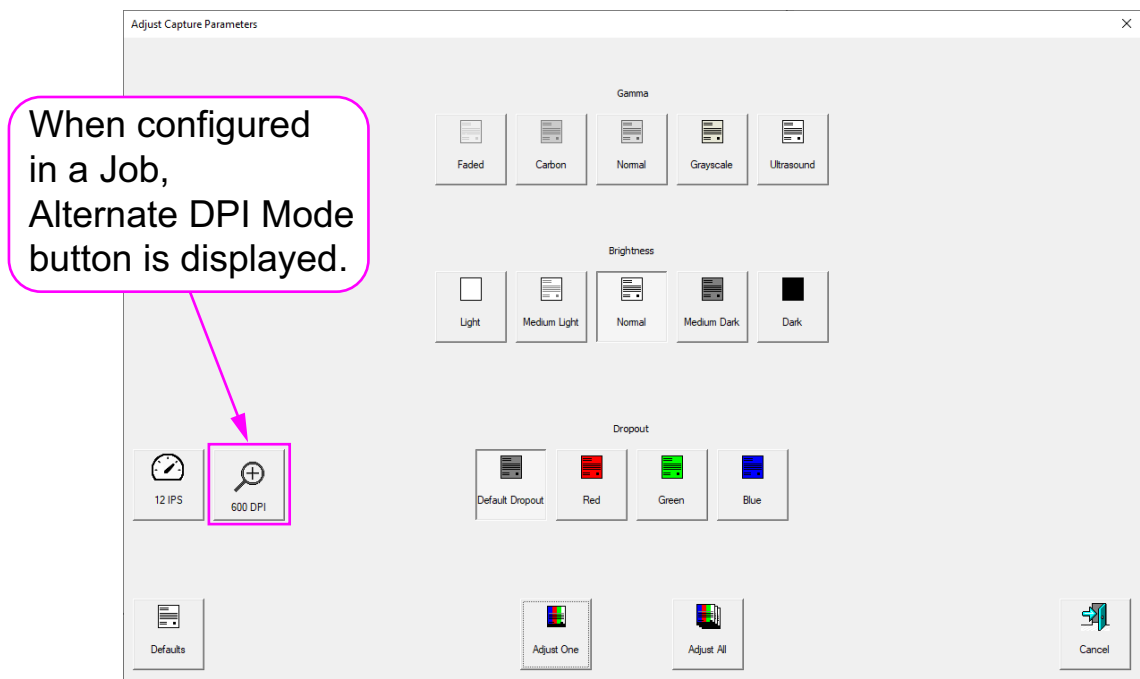


*Figure 4-6: Adjust Capture Parameters*

## 4.6.1. Adjusting Capture Parameter screen buttons

*Table 4-1:  Adjust Capture Parameter screen buttons*

| Gamma |  |
|---|---|
| | The Gamma buttons allow you to adjust the balance between bright and dark areas of the image. |

**Table 4-1:  Adjust Capture Parameter screen buttons (continued)**
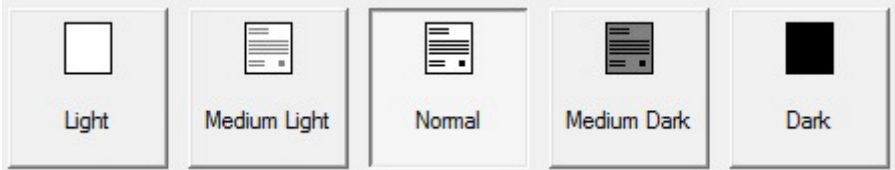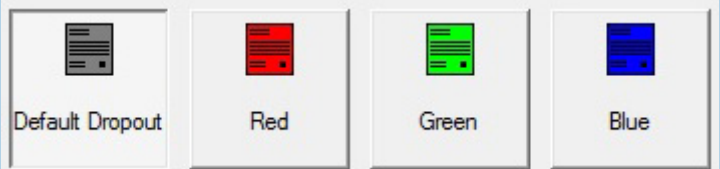
| | |
|---|---|
| Brightness |  Adjust the brightness of the item images from **Light** to **Dark**. Press a button to adjust the brightness. The default is **Normal**. |
| Dropout |  Remove a color (**Red**, **Green** or **Blue**) from the item image. *Note:  Color dropout only works with Page Types whose configured Output File Types are set as bi-tonal or gray-scale.* |
| Adjust All/ Adjust One |  Select **Adjust All** to apply the image quality changes to all the items in the current Job, or **Adjust One** to make the adjustments only to the next item scanned. *Note:  These buttons have no affect on alternate track speed or alternate DPI mode.* |
| Alternate Track Speed Mode |  This button allows you to switch to an alternate track speed mode. Useful when you encounter a complicated item for which it is desirable to scan at a lower track speed (for example, a document requiring more processing time). The button works like a toggle: selecting it enables the alternate track speed mode. Once finished with the alternate mode, you must deselect it to revert back to the normal track speed mode. |

*Table 4-1: Adjust Capture Parameter screen buttons (continued)*

| | | |
|---|---|---|
| Alternate DPI Mode | 600 DPI | This button allows you to switch to an alternate image output resolution. Intended for use with scanning individual documents requiring 600 DPI resolution at 24 ips. Once you click the **600 DPI** button, the machine slows to 24 ips automatically and stays at that speed until deselected. The button works like a toggle: selecting it enables the alternate DPI mode. Once finished with the alternate mode, you must deselect it to revert back to the normal DPI mode.<br><br>**Note:** *This button is only visible in a Job configured for Alternate DPI Mode.*<br><br>**Note:** *The Alternate DPI Mode button can also be used for these output resolutions:*<br><br>  - 100 DPI<br>  - 150 DPI<br>  - 200 DPI<br>  - 300 DPI |
| Defaults | Defaults | Return to the default capture parameters. |

# 4.7. Rescanning an Item

When configured in the Job, CertainScan allows rescanning an image while the Job is running. The Rescan button can be accessed by clicking on the Actions button in the Run screen (Figure 4-7).

1. Select the item's thumbnail.

2. Take the item out of the sort bin.

3. Press `Rescan` button on Run screen to replace the item in the batch.

4. Place the item onto the conveyor to scan.

*Note:  If an audit trail was printed on the item the first time it was scanned, press `Rescan NP` (no print) to replace the item in the batch. This way, no additional audit trails will be printed on the item.*
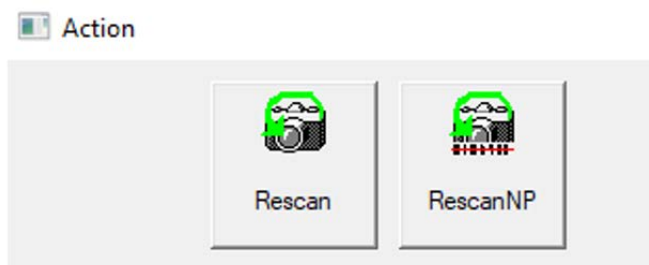


***Figure 4-7: Rescan Action buttons***

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# 4.8. Deleting Items From a Batch

When configured in the Job, delete items from the batch.

When the scanner is stopped, there are two Delete button options:

- **Delete Last Item** - CertainScan will delete the most recently scanned item from the batch.

- **Delete to End** - choose an item, and delete the selected item and all the items scanned after the item.

When the **Delete to End** button is pressed, the Confirm Delete window (Figure 4-8) will appear.
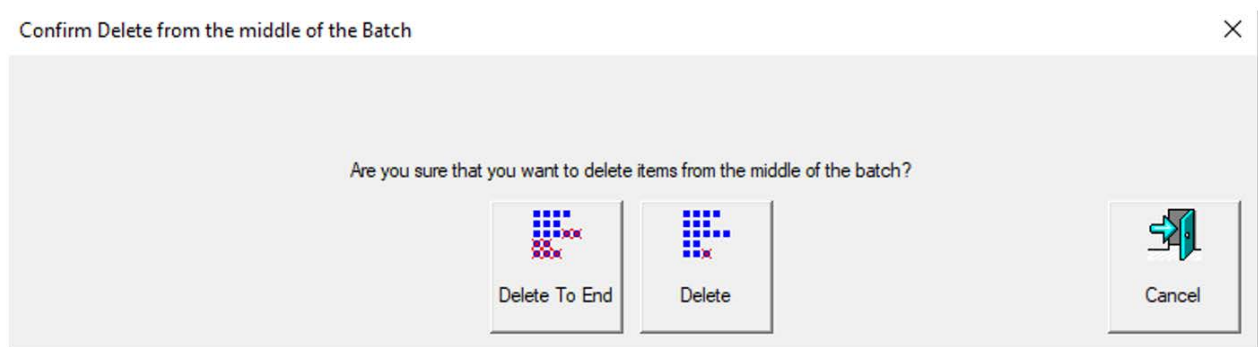


*Figure 4-8: Confirm Delete window*

***Note:*** *It is possible to delete individual images/snippets. To delete an image from the middle of the batch, stop the run, right-click on the image to delete, and then select* `Delete`.

# 4.9. Starting a New Batch

**(Manual, Auto, Close on Limit or Patch batch parameter)**

Based on configured Job, there are a few options to start a batch:

- While the Job is running, click the `Action` button and select the `New Batch` button to start a new batch with the next scanned item (Figure 4-9).
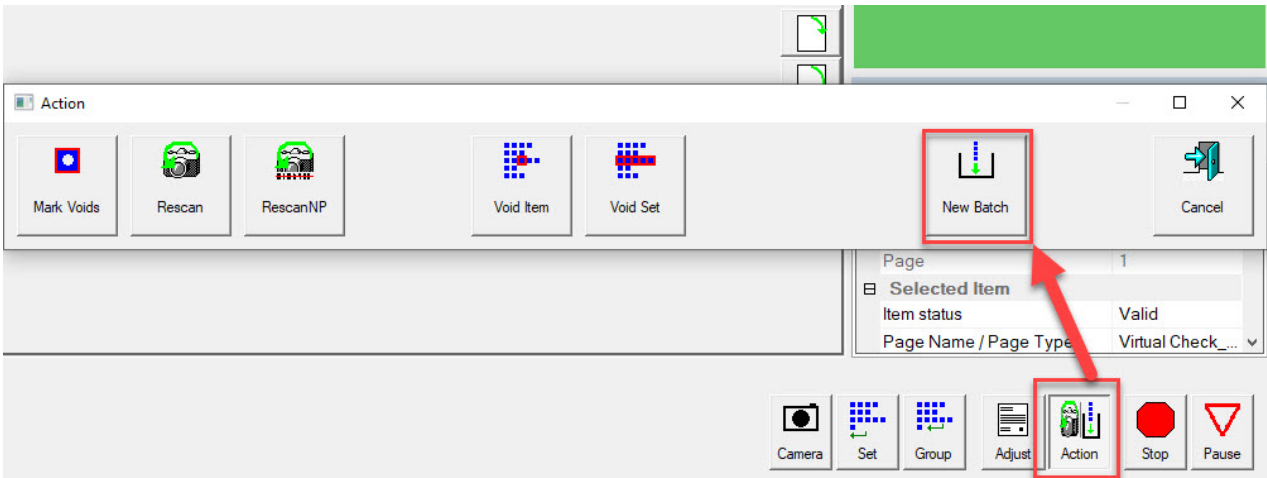


*Figure 4-9: Action - New Batch*

- Press the `Close Batch` button, then scan the new batch ticket or the first item of the new batch.
- Scan a batch ticket to start a new batch.

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# 4.10. Voiding Item or Set/Transaction

When configured in the Job, the Void function allows the operator to mark an item or set as invalid by placing a VOID stamp over the item's image(s).

To mark an item as Void, select the item's thumbnail, and click the `Action` button. The Action functions will appear (Figure 4-10). Press `Void Item` to void only the selected item, or `Void Set/Transaction` to void the selected item and all other items included in the set. The `Cancel` button is used to close the Action window without performing any functions.
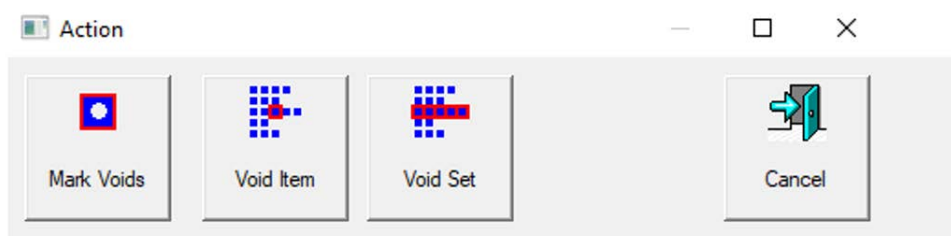


*Figure 4-10: Action Window - Void Item*

When the batch parameter **Allow Void Batch** is set to **Yes with Marked Image**, the VOID stamp will appear over the image on the Run screen and the item will be designated as void in the batch file (Figure 4-11).
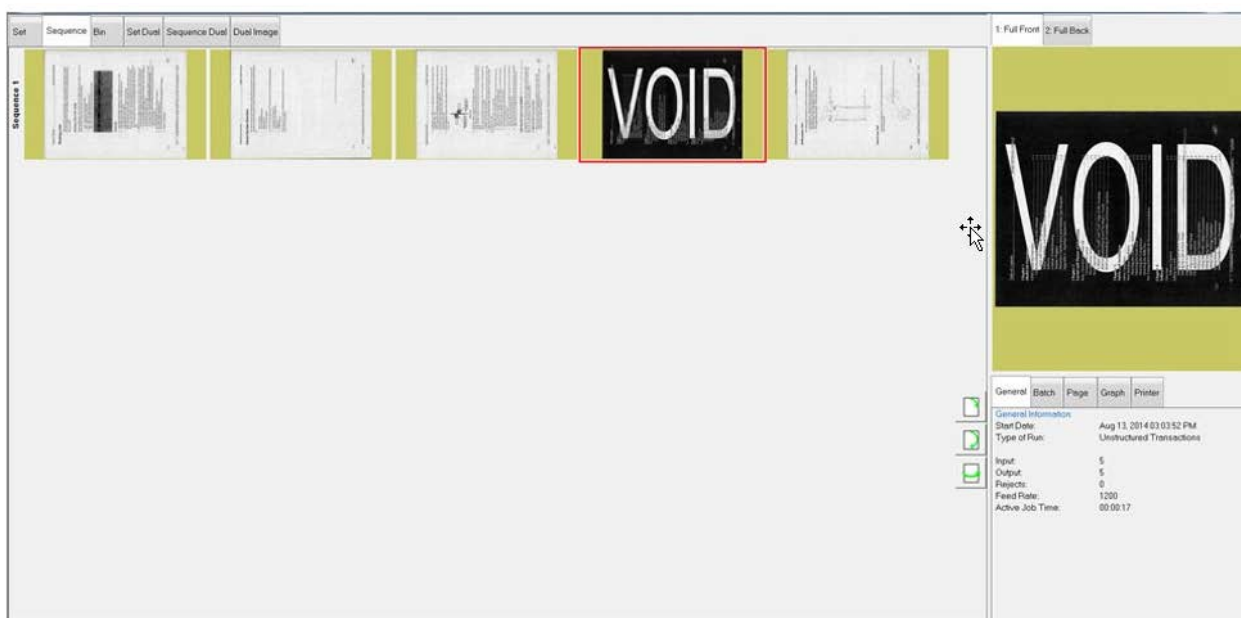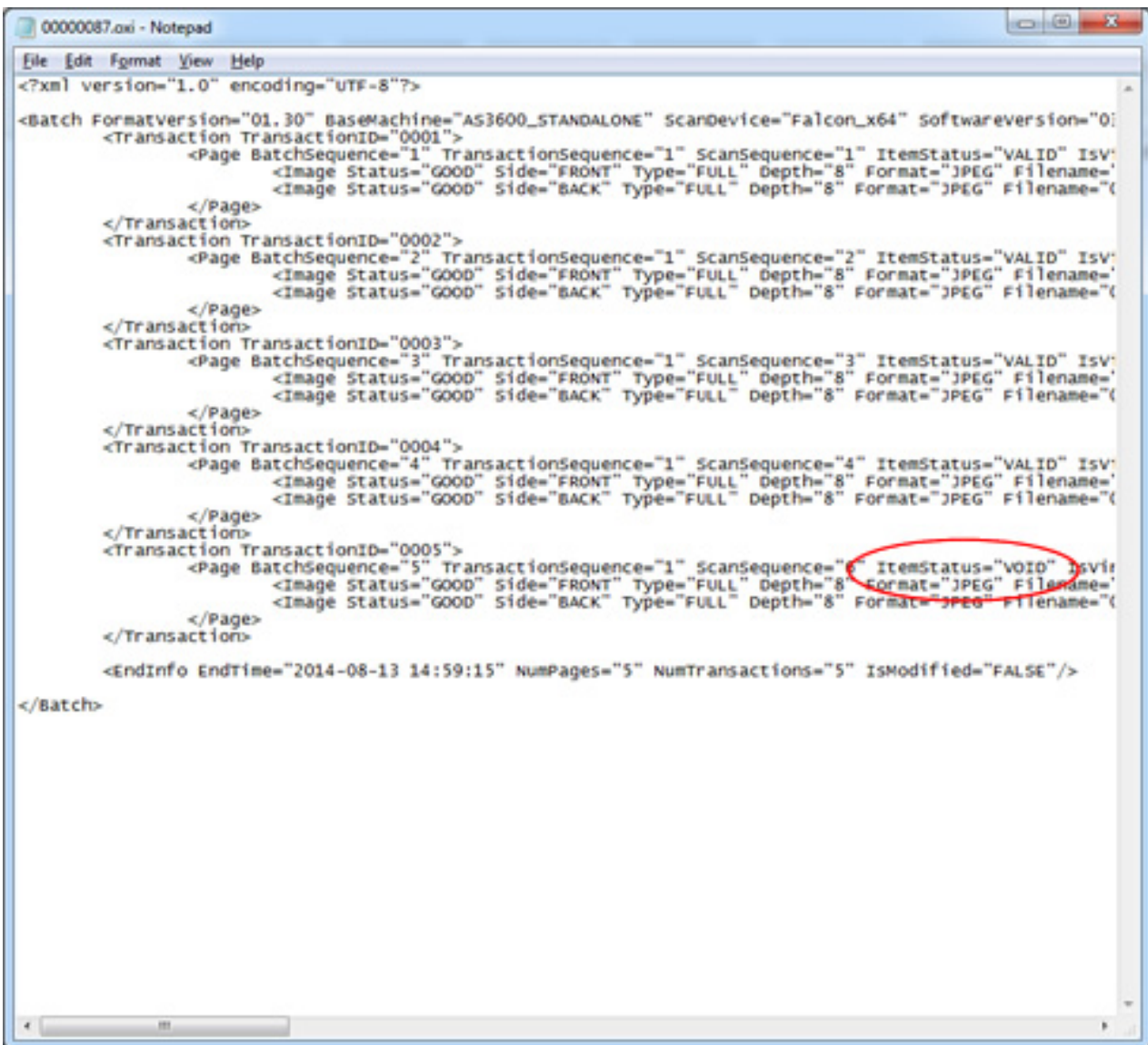


*Figure 4-11: Voided Item*

When the batch parameter **Allow Void Batch** is set to **Yes without Marked Image**, the VOID stamp will not appear over the image on the Run screen. However, the item will be designated with a Void status in the output file (Figure 4-12).



*Figure 4-12: XML Batch Output File Example*

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To UnVoid an item, select the voided item, and click the **Action** button. The Action functions will display (Figure 4-13). Press the **UnVoid Item** button to remove the void, or press **UnVoid Set** to remove the void from the selected item and all other items included in the set. The **Cancel** button is used to close the Action window without performing any functions.
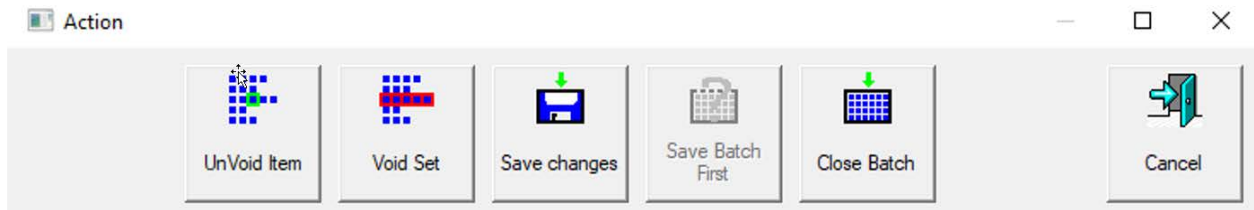


*Figure 4-13: Action Window - Unvoid Item*

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# 4.11. Editing a Batch While Scanning

When configured in the Job, CertainScan provides three batch editing options. Each option allows a different degree of editing capability. Batches may still be suspended and edited on a standalone computer with CertainScan Edit if desired.

- Cleanup editing only: Allows only the editing required to recover an interrupted batch. An interrupted batch can occur during a computer, scanner hardware or software failure.

- Metadata only: Only the metadata about a piece may be edited, such as correcting the Page Name/Page Type or DLN.

- Full advanced editing: Metadata about a piece may be edited, and pieces may be inserted, deleted, moved, or rotated.

Any changes made to the batch via editing are not necessarily processed through the scanners image processing, although any existing metadata and output images/snippets are preserved during moves or copying and pasting.

Since image reprocessing is not performed, ScanLink plug-ins are not called to help sort the pieces, and none of the post scan image processing such as any of the ImageTools plug-ins will be performed on inserted or pasted pieces or images.

The feeder and conveyor will automatically be paused on the first edit if they are running. Changes are accumulated and may be undone until the operator commits the changes. The changes are committed by either closing/suspending the batch or pressing **Go** or to continue scanning.

With advanced editing enabled, pieces can be copied and pasted. All metadata and images will be duplicated at the designated destination.

***Note:*** *With an image being copied, this will cause multiple images in a batch to contain the same DLN (Document Locator Number). The audit trail is not regenerated, although OPEX Transform can be used to regenerate audit trails with new sequence numbers or other available batch Transform options.*

# 4.12. Suspending and Resuming Multiple Batches

When configured in the Job, CertainScan allows opening and suspending an unlimited number of unstructured batches, and scanning a different batch while other batches are suspended. This has two main benefits:

- Job and Page Types settings can be created or edited without ending the Job and rescanning the batch.

- Batches that cannot be completed within a run can be suspended and then resumed at it later time.

Upon exiting the Run screen, you will be presented with the Suspend Batch option upon exiting the Run screen (Figure 4-14).
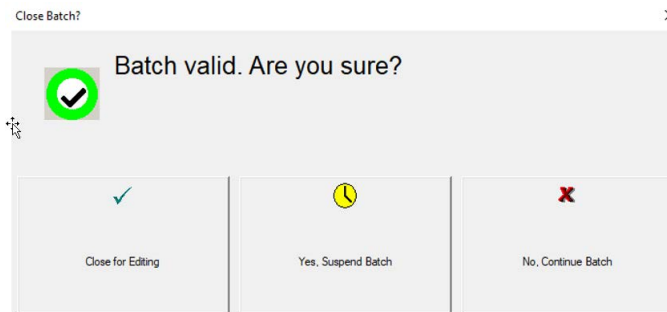


*Figure 4-14: Suspend Batch*

View a list of suspended batches by clicking the Batch Resume button from the Main Menu. Select the desired batch and resume scanning (Figure 4-15).



*Figure 4-15: Resume Batch*

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# 4.12.1. CertainScan Internal Batch Editor

If there is a problem with the scanner and/or CertainScan does not close properly during a run, a batch may not be closed and saved properly. If this is the case, you will be notified that a temporary batch file exists when restarting CertainScan (Figure 4-16).
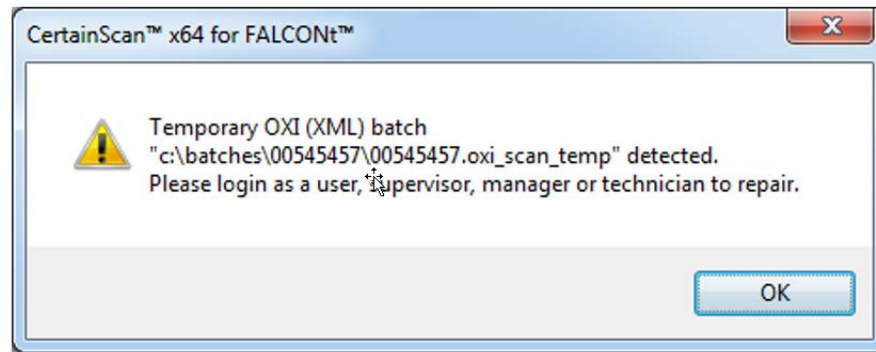


*Figure 4-16: Temporary Batch Error*

Click the **OK** button to continue, and log into the system. After logging in, the following message will appear (Figure 4-17):
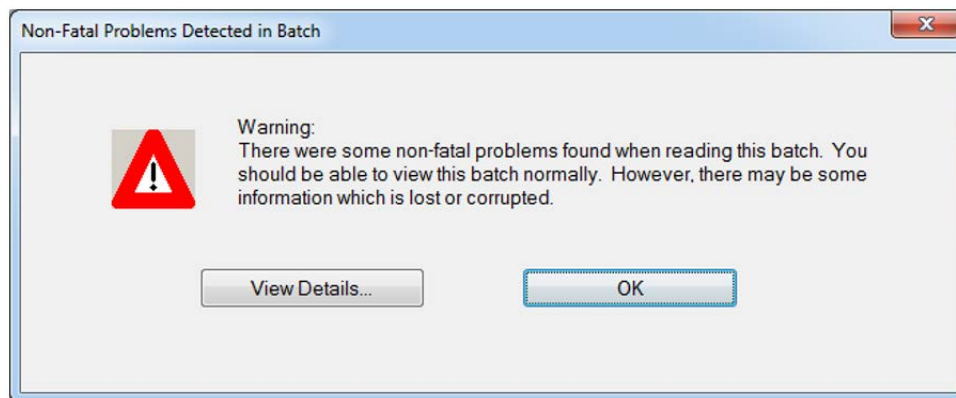


*Figure 4-17: Non-Fatal Problems Detected in Batch - Error Message*

Click the **OK** button to continue. The Batch Editor opens with another error message instructing the operator to delete at least one item (usually the last scanned item) and close the batch in order to repair it (Figure 4-18).

Once you have deleted an item, click the **Exit** button to close the Batch Editor. If the batch was repaired properly, a dialog box will appear notifying the operator that the batch is now valid.

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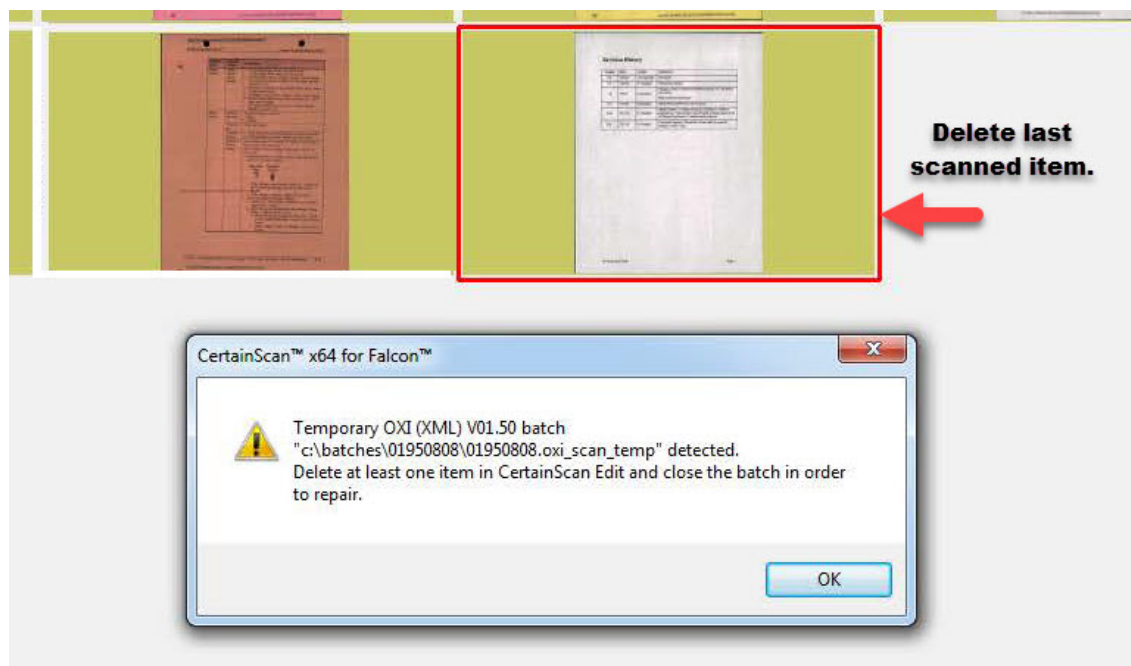
*Figure 4-18: Repairing invalid batches*

## 4.12.2. Closing a Batch

When scanning is finished, press the `Stop` button, and then press the `Exit` button for pop-up display to Close Batch (Figure 4-19).



*Figure 4-19: Close Batch*

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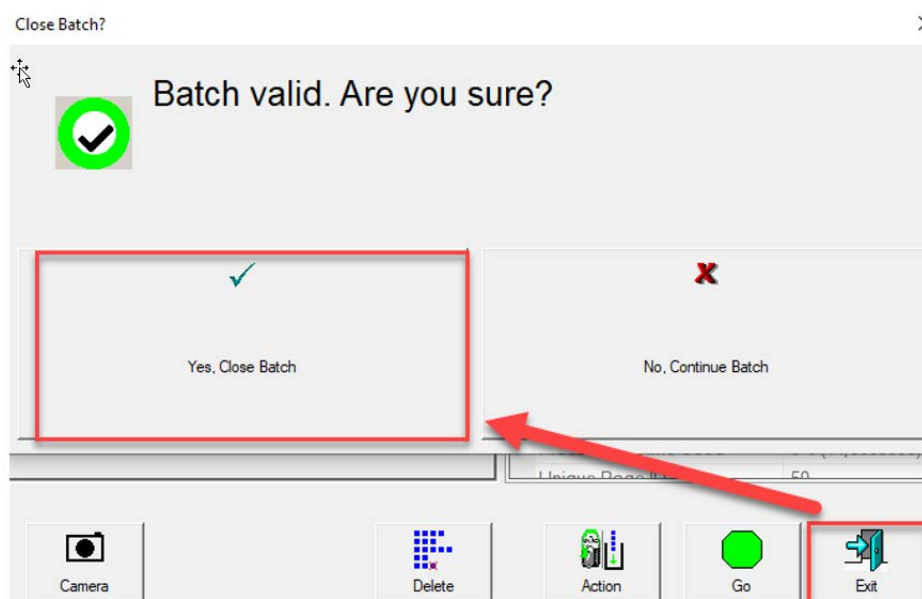
## 4.13. Rescan Feeder

The Rescan Feeder consists of a slotted opening in the scan bed cover that illuminates and a button to Activate/Deactivate the rescan feeder (Figure 4-20). The Rescan Feeder button is only active when the scanner is in a paused or reject condition state.



Rescan Feeder slot
Rescan Feeder button
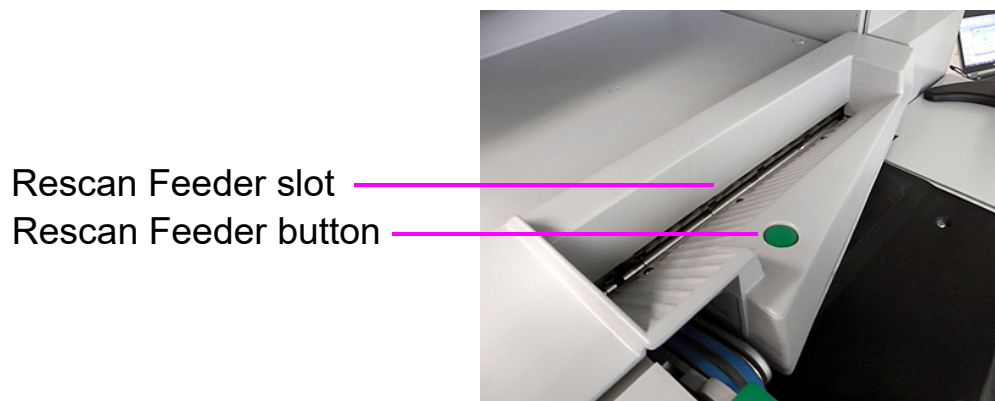
*Figure 4-20: Rescan Feeder*

## 4.13.1. Pausing the Scanner and Using the Rescan Feeder

When selecting **Pause** on the Run screen, the Rescan Feeder slot will flash blue. This alerts the operator that it may be used to insert single or multiple items into the rescan feeder.

**To use the Rescan Feeder without Multi-Feed detection in paused state:**

1. Select `Pause` on the Run screen, the Rescan Feeder slot will start flashing blue, press the `Rescan Feeder` button and the slot will become lit a solid blue.

2. Insert the item(s) one at a time into the slot.

3. When finished, press the `Rescan Feeder` button again. The slot will no longer be illuminated, and feeding will resume at the auto feeder.

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**To use the Rescan Feeder with Multi-Feed detection in paused state:**

1. Select `Pause` on the Run screen, the Rescan Feeder slot will start flashing blue, press and hold the `Rescan Feeder` button until the Rescan Feeder slot begins to flash rapidly.

2. Inject the item(s) one at a time into the slot.

3. When finished, press the `Rescan Feeder` button again. The slot will no longer be illuminated, and feeding will resume at the auto feeder.

## 4.13.2. Using the Rescan Feeder in Reject Condition

In the occurrence of a reject condition, the Run screen will display the condition (Figure 4-21) and the Rescan Feeder slot will flash blue. The operator can choose to continue without using rescan feeder, or press the rescan feeder button to use the rescan feeder. Upon pressing the rescan button, the displayed Run screen condition will close. Pressing **Cancel** will stop the Job being run.
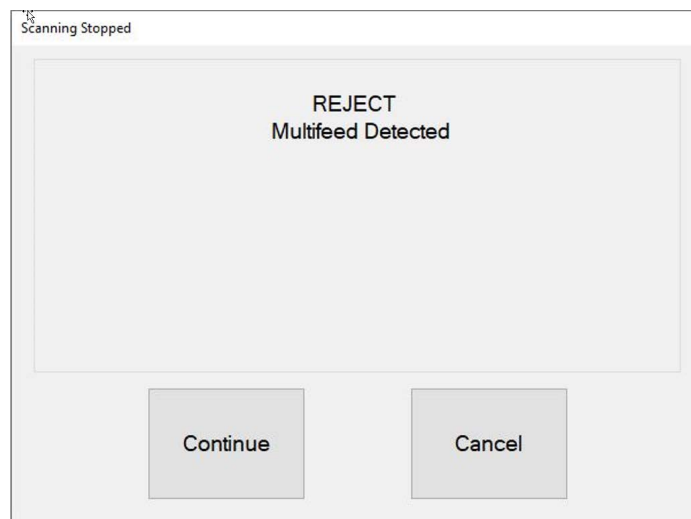


*Figure 4-21: Reject condition example*

**To use the Rescan Feeder without multi-feed detection with a reject condition:**

1. When the Rescan Feeder slot is flashing, press the `Rescan Feeder` button, the Run screen dialog will close, and the slot will become lit a solid blue.

2. Insert the item(s) one at a time into the slot.

3. When finished, press the `Rescan Feeder` button again. The slot will no longer be illuminated, and feeding will resume at the auto feeder.

**To use the Rescan Feeder with multi-feed detection with a reject condition:**

1. When the Rescan Feeder slot is flashing, press and hold the `Rescan Feeder` button until the Rescan Feeder slot begins to flash rapidly. The Run screen dialog will close.

2. Insert the item(s) one at a time into the slot.

3. When finished, press the `Rescan Feeder` button again. The slot will no longer be illuminated, and feeding will resume at the auto feeder.

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# 4.14. Multi-Feed Detection (MFD)

The MFD consists of left and right pre-feeder wheels located directly to the right of the feed belt, the MFD override button and the MFD override LED (Figure 4-22).

The MFD allows feeding of single multi-thickness items, such as an item with a sticky note or a laminated item by disabling the ultrasonic multi-feed detectors during scanning. This feed path can also be used as an alternative to the Rescan Feeder drop slot.



MFD Override button
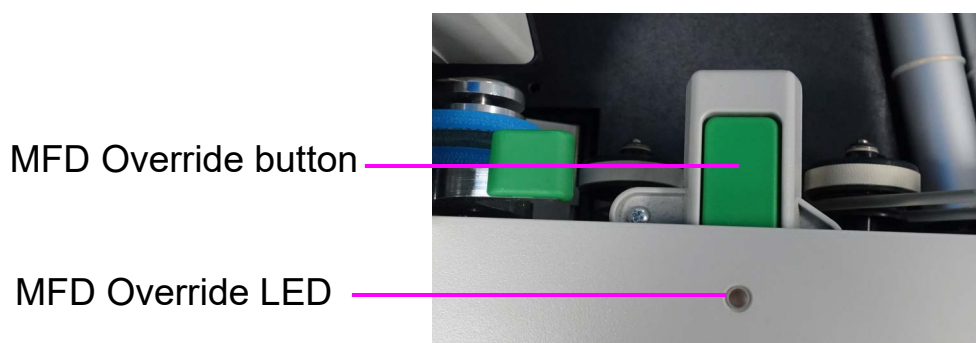
MFD Override LED

*Figure 4-22: Pre-Feed MFD Override button*

# 4.14.1. Disabling MFD While Scanning

1. Before scanning a multi-thickness item, press the **MFD override** button to disable the ultrasonic multi-feed detectors.

2. The LED will display as RED.

3. Place the single item to scan on the conveyor in front of the pre-feeder entrance.

4. The item will scan without detecting as a multi feed.

5. The MFD override LED will go off to resume scanning.

*Note: To scan multiple items (one after the other), press and hold the **MFD Override** button and the LED will flash RED. When finished scanning multiple items, press the **MFD override** button again to turn off MFD and resume scanning.*

## 4.14.2. Pausing the Scanner and Disabling MFD

1.  Select `Pause` on the Run screen. The MFD override LED will flash green and the conveyor rollers will stop.

2.  Place item to scan on the conveyor in front of the pre-feeder entrance.

3.  Press the `MFD override` button. The LED will flash Red and Yellow indicating multi-feed detection is not enabled.

4.  Press the `Resume` button on the Run screen.

5.  The item will scan, and the LED will go off to resume scanning.

## 4.14.3. Using MFD Feeder Path in Reject Condition

1.  In a reject condition, an error displays on the Run screen (Figure 4-23), and scanning will automatically stop.

2.  The LED will flash green.

3.  Place item to rescan on conveyor as alternative to Rescan Feeder drop slot.

4.  Press the `MFD Override` button, LED will flash Red and Yellow.

5.  Press `Continue` button on the Run screen to rescan the item.

6.  The item will scan, and the LED will go off to resume scanning.
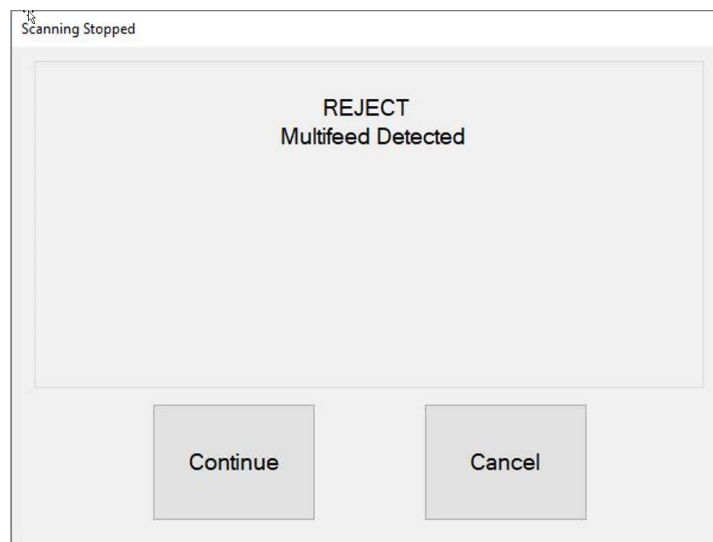


*Figure 4-23: Reject condition*

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# 4.15. Changing the Blank Page Value

CertainScan 7.0 provides the ability to change the **Blank Image/Snippet Area Decision** for any image/snippet when blank page detection has been configured in a Job. The operator can change from "Blank" to "Not Blank", or vice versa in the **Item Properties** tab of the Information Window (Figure 4-24).

The **Blank Image/Snippet Area Decision** can be changed:

- While running the Job.

- When the Job is stopped, before the batch is closed.

- With CertainScan Edit after the batch is closed, before it goes to Transform or is processed.
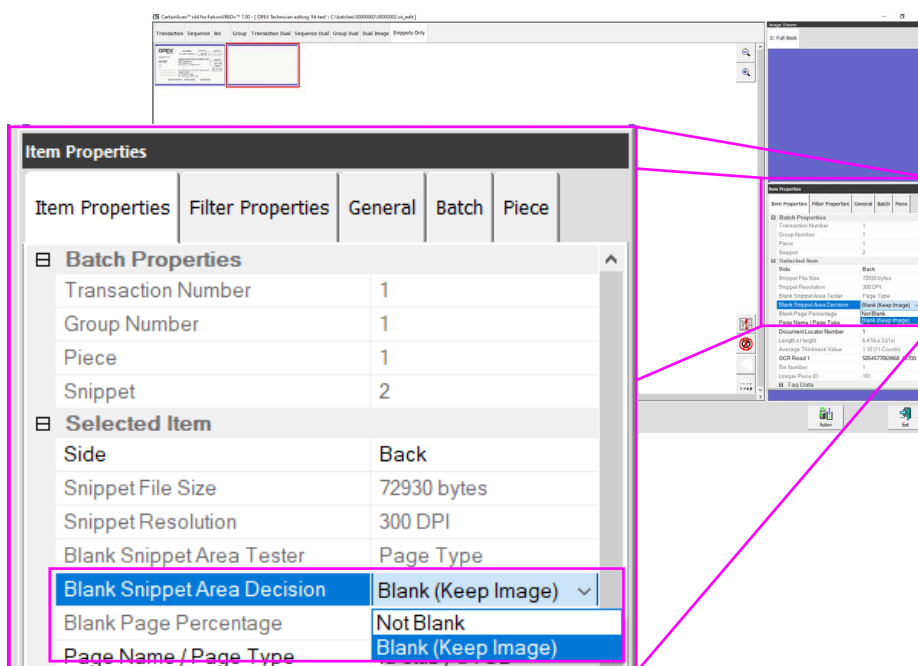


*Figure 4-24: Blank Image/Snippet Area Decision*

The Run screen Display Views which allow Blank Image/Snippet Area Decision are:

- Images with Markers / Full

- Images with Labels (all Versions)

- Images Only / Snippets Only

# 4.16. ID Assist

When configured in a Job and per Page Type, ID Assist provides an additional method for identifying and/or applying an action to item being scanned. ID Assist does not work in Stack Feed mode.

ID Assist uses three through-beam sensors: ID Assist Verify and ID Assist #1 are used together to trigger the ID Assist feature. ID Assist #2 is used for tracking items that have been placed on the conveyor after triggering ID Assist.

## 4.16.1. Using ID Assist

To trigger ID Assist, swipe the item left to right in front of the ID Assist Verify and ID Assist #1 sensors (Figure 4-25) and release the item on the conveyor. The ID Assist Verify sensor puts the ID Assist feature in an enabled state pending the item continuing to the right, blocking ID Assist #1. If the item is not fully swiped to the right, ID Assist will not be triggered.

When a Job is run that uses ID Assist, the ID Assist indicator LED will be lit. When ID Assist is triggered, the indicator light will blink, indicating that ID Assist was triggered. Once the item is scanned, the ID Assist LED will turn off.



ID Assist #2

ID Assist indicator LED

ID Assist #1

ID Assist Verify

*Figure 4-25: ID Assist*

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If you fully swipe left to right and do not release the item, or if you grab the item from the conveyor after releasing it, the sensors will time out and the ID Assist feature will not apply.

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# 4.17. Multi-Slot ID Assist

The optional Multi-Slot ID Assist functionality is identical to ID Assist, but offers up to nine different swipe action methods per Job (Figure 4-26). Each swipe action method can trigger up to 10 different functions. When Multi-slot ID Assist is configured in a Job, ID Assist is disabled.
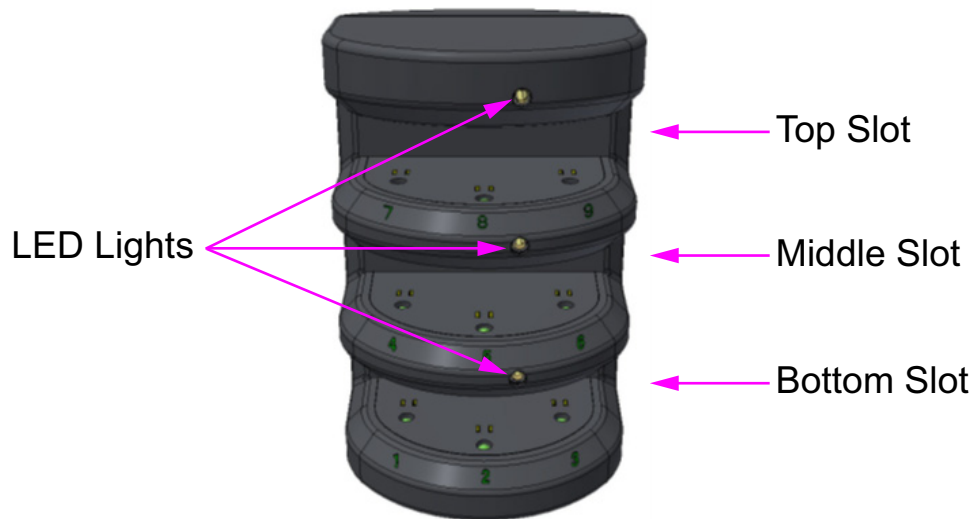


*Figure 4-26: Multi-Slot ID-Assist Tower*

The Multi-Slot ID Assist Tower has three slots, each offering three different swipe action methods. Each slot has a multi-color LED. When the Job is started, the LED on each slot blinks colors corresponding to the swipe action methods available to that slot for that Job (Table 4-2).

*Table 4-2: Three Swipe Action Methods and Corresponding LED Colors*

| Swipe Action Method | Corresponding LED Color |
|---|---|
| Slide the item from left to right in the slot | Blue |
| Insert the item straight in and pull straight out | Red |
| Slide the item from right to left in the slot | Green |

In the **MultiAssist** tab of the Information Window, instructions are displayed for the operator while scanning (Figure 4-27). The instructions display color arrows to indicate:

- The slots in which to swipe.

- The direction of each swipe action.

- The LED color corresponding to each swipe action.

- The functions triggered by each swipe action.
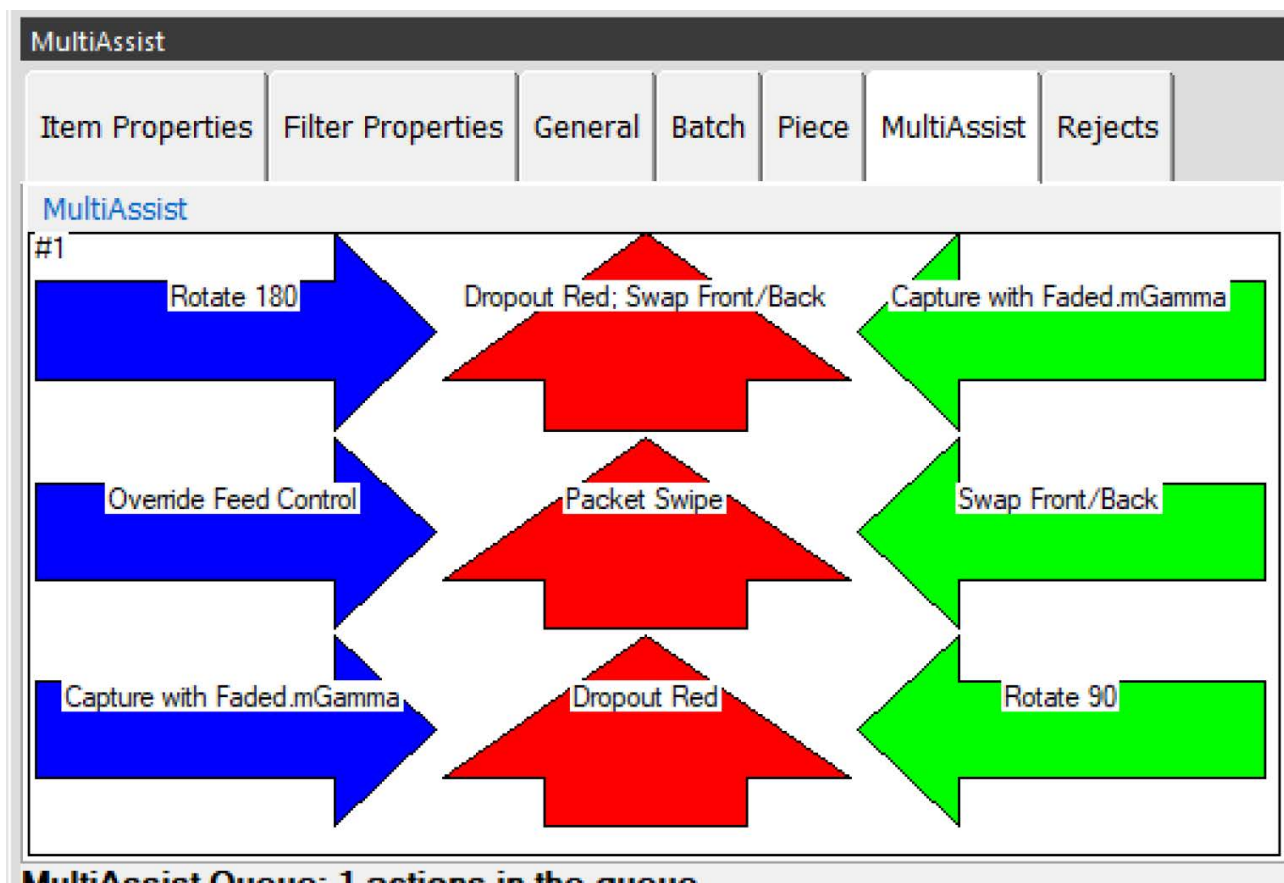


*Figure 4-27: MultiAssist Tab*

When the Multi-Slot ID Assist Tower is configured in a Job, a **MultiAssist Queue** window is displayed below the Information Window. The **MultiAssist Queue** displays the swipe action functions activated prior to scanning a Page Type. This window is displayed regardless of selecting the **MultiAssist** tab. When swiping more than once to perform multiple functions prior to scanning, each swipe action is added to the queue. Only the current swipe action to be executed is displayed. Once each piece is scanned, the next swipe action in the queue is displayed until all of the swipe actions in the queue are executed (Figure 4-28).

*Note:*  *Only one swipe action can be performed for each piece.*
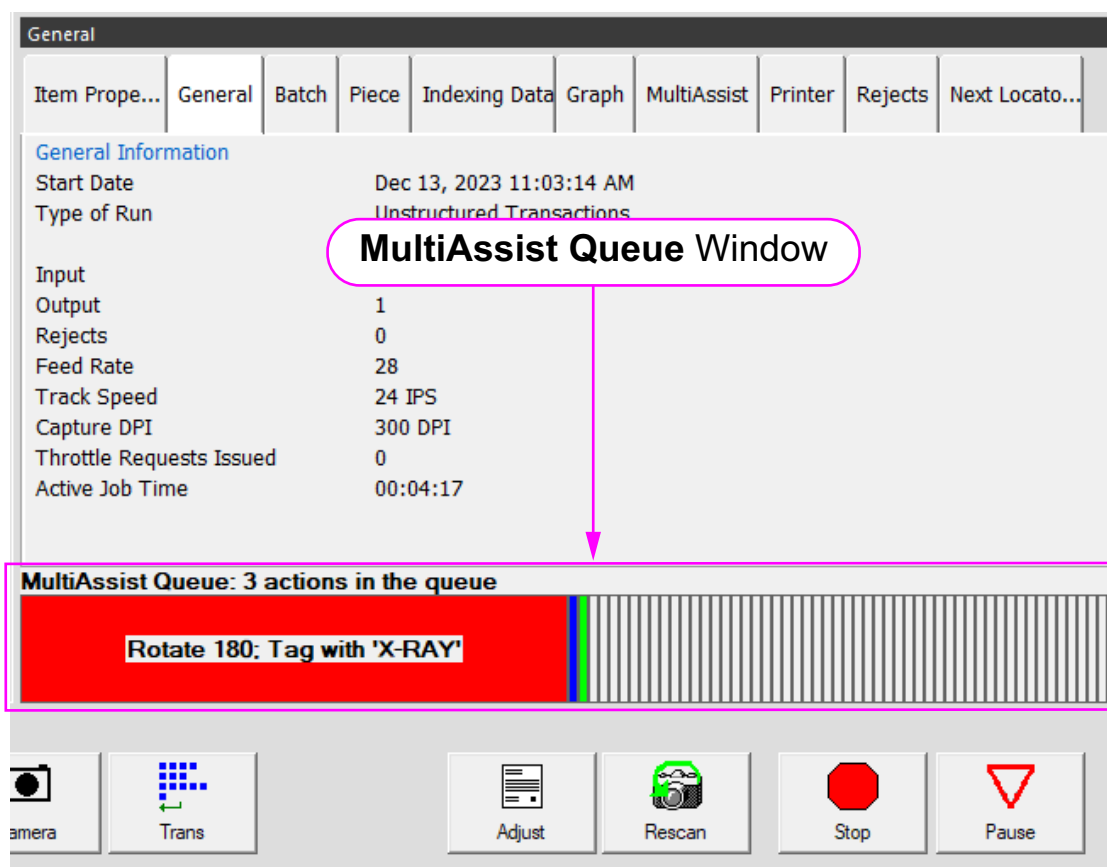


*Figure 4-28: MultiAssist Queue*

Deleting a Swipe Action:

1.  To delete a swipe action from the **MultiAssist Queue**, hold a piece in a slot for approximately 2 seconds until there are two beeps.

2.  To delete the rest of the swipe actions, continue to hold the piece in the slot until there are two more beeps.

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# 4.18. Key Assist

The optional Key Assist provides external keypad to perform specific functions in the Run screen, such as selecting a Page Type, starting and stopping jobs, and rotating images (Figure 4-29). This feature provides an alternative to touching the monitor.

Key Assist uses hard-coded keyboard mapping, depending on the Job Type. There are two mapping schemes:

- Mapping Scheme 1: The original Key Assist scheme supports eight Page Types and does not support a New Group key function.

- Mapping Scheme 2: Uses double-key combinations to support twelve Page Types and a New Group button. It also remaps New Transaction and Solicit Custom Data to double key combinations.

The Key Assist feature will not work with structured jobs and with Reference ID's. Reference ID require keyboard input.

Make sure Num Lock
is enabled (LED lit)
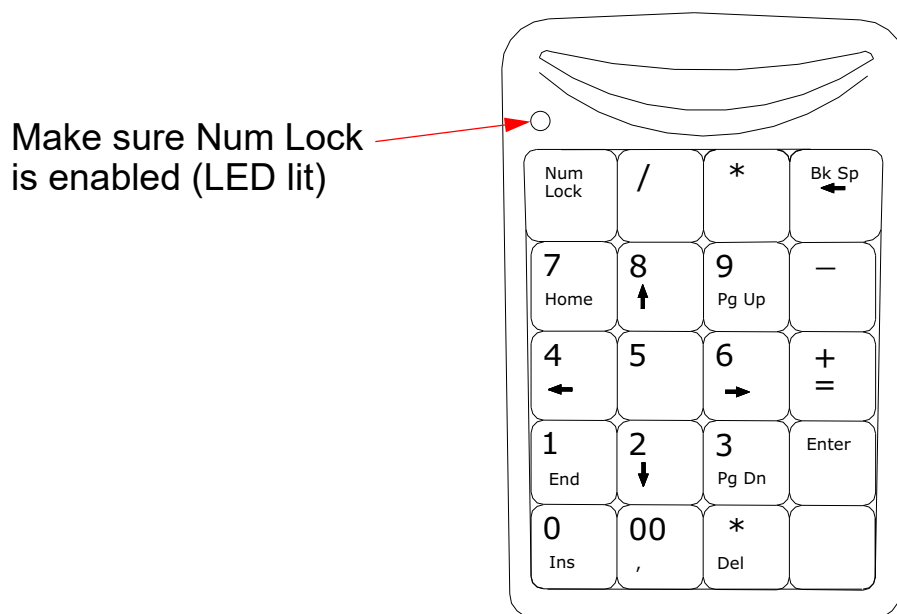


*Figure 4-29: External keypad*

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# 4.19. Clearing Paper Jams

**Scanner access:**

1. Turn the latch counterclockwise to release the scanner cover. The scanner cover will swing to the open position (Figure 4-30).
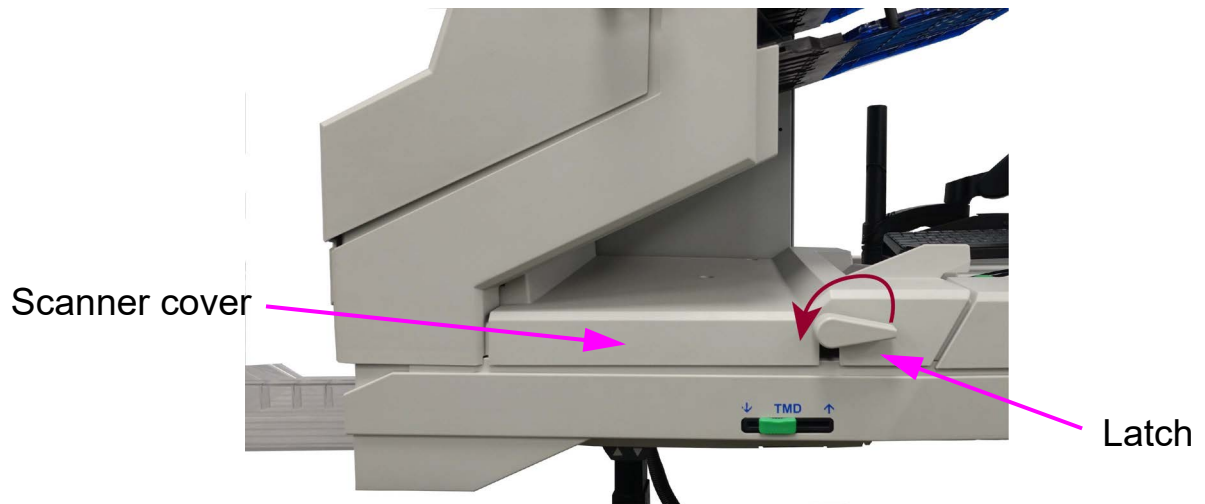


*Figure 4-30: Access Scanner*

2. Clear any jammed paper or debris in this area.

3. To close the scanner cover, hold onto the latch and gently pull the cover closed.

4. When the cover reaches the closed position, rotate the latch clockwise until the lock latches into place.

---

### NOTICE

Slamming the scanner cover down can damage the image sensors.

---

**Access the Stacker Area:**

1. Turn the stacker latch counterclockwise and pull the stacker cover away from the scanner (Figure 4-31).

2. Clear any paper or debris that is caught in the stacker area.

Latch
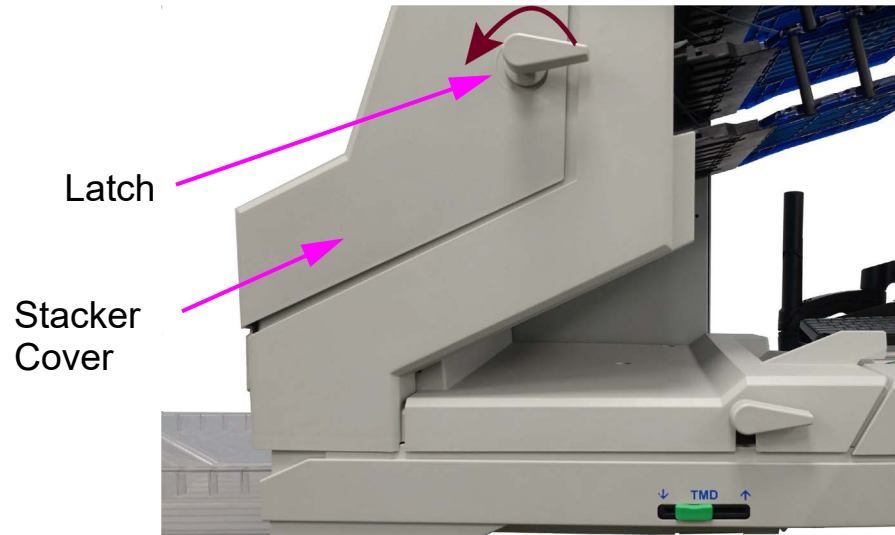
Stacker
Cover

*Figure 4-31: Opening the Stacker Cover*

3. To close the stacker cover, hold onto the latch and gently pull the cover closed.

4. When the cover reaches the closed position, rotate the latch clockwise until you hear the lock snap into place.

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## 4.20. Clearing the Sort Bins

When removing the paper from the sort bins, pull the item from the side of the sort bins (Figure 4-32). The sort bins have been designed to allow access to the smallest of pages in the sort bins, and to keep items from falling out of the sort bins. Pressing the green release buttons (one for each sort bin) will lift the knock-down tabs (the top fingers), which are aimed to easily re-insert an item that may have jammed in the stacker.

Release buttons for knock-down tabs.

*Figure 4-32: Clearing the bins*

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# 5. Maintenance

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## 5.1. Calibrating the Touchscreen Monitor

The Falcon+ uses a ViewSonic® Touchscreen Monitor (OPEX # 2887800). This 21.5 inch LED backlit touchscreen monitor features a 3-sensor optical touchscreen, and is calibrated for its touch sensitivity before it leaves OPEX.

**To Calibrate the Monitor**

1.  Access the **Tablet PC Settings** window. In the search field, type `Tablet PC Settings` and hit `Enter`.

2.  On the **Display** tab in the **Tablet PC Settings** window, confirm the monitor name to calibrate from the drop-down menu (see Figure 5-1).
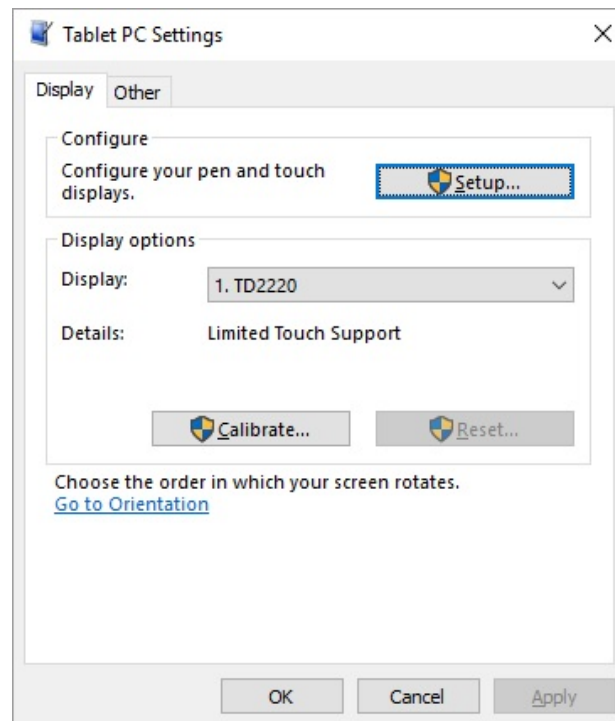


*Figure 5-1: Select the Display*

3.  Click the `Calibrate…` button and follow the on-screen instructions.

# 5.2. Removing/Replacing the Printer Cartridge

The scanner's imprinter and HP ink cartridge are accessible when the stacker area is open. When removing a cartridge, pay attention to the position and orientation of the cartridge to replace correctly.

When installing a new printer cartridge, check the expiration date of the new cartridge to ensure not expired. The printer cartridges (in sealed containers) have a shelf life of two years from the date of manufacture.

**Access the Printers**

1. Open the stacker door by disengaging the latch handle.

2. To access the back or front standard printer:
   - Press the hinged paper guide to release the latch (Figure 5-2). The location for pressing the guide is between the two small screws.
   - Swing open the paper guide to expose the printer assembly.



Front Printer Access

Press the hinged paper guide here
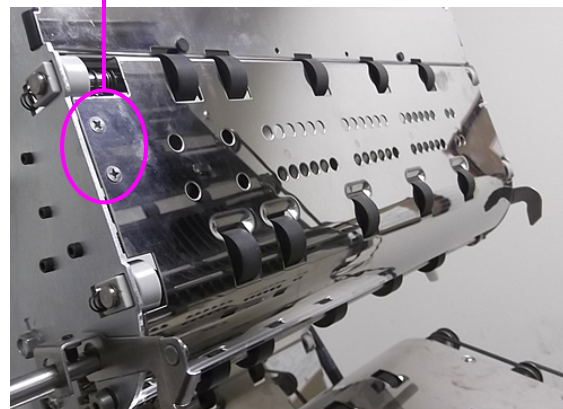
Back Printer Access

*Figure 5-2: Printer Access*

**To remove/replace a standard printer cartridge:**

1. Pull the tab on the rear of the printer cartridge and rotate outward (see Figure 5-3).
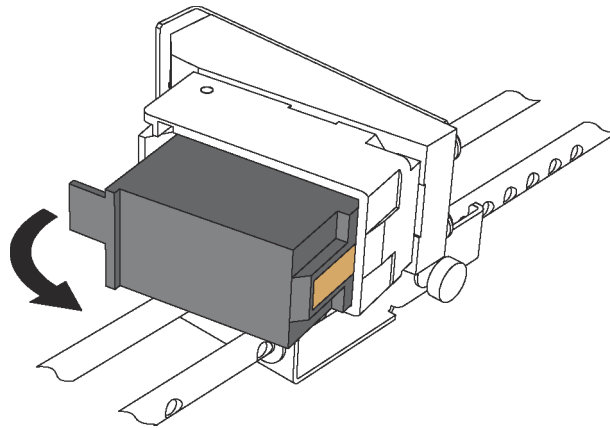


*Figure 5-3: Printer Cartridge*

2. Insert the new cartridge by tipping the front end of the cartridge in first, and then pushing in the rear of the cartridge until it "clicks" into place.

3. Go to **Diagnostics > Printer** and click `Replace Ink Cartridge` to reset ink drop count.

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# 5.3. Removing/Replacing the Graphic Printer

1. Open the stacker door by disengaging the latch handle.

2. Loosen the thumbscrew shown in Figure 5-4.

Loosen thumbscrew
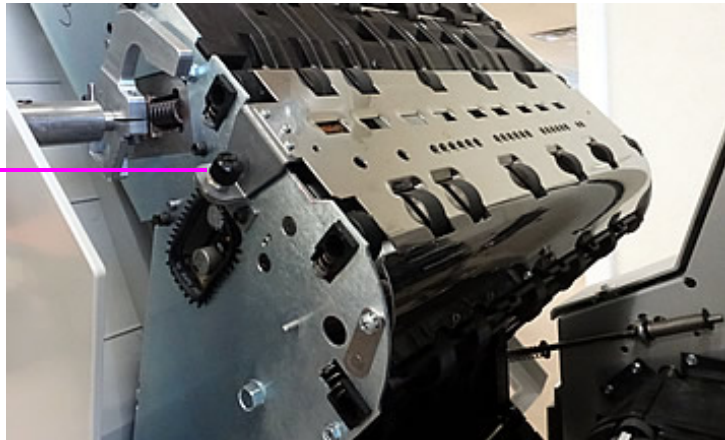
*Figure 5-4: Loosen graphic printer thumbscrew*

3. Swing open the paper guide to expose the graphics printer, as shown in Figure 5-5.

Graphics Printer Assembly

*Figure 5-5: Graphics Printer Assembly*

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**4.** Loosen the thumbscrew on the IMTECH Graphics printer assembly shown in Figure 5-6.
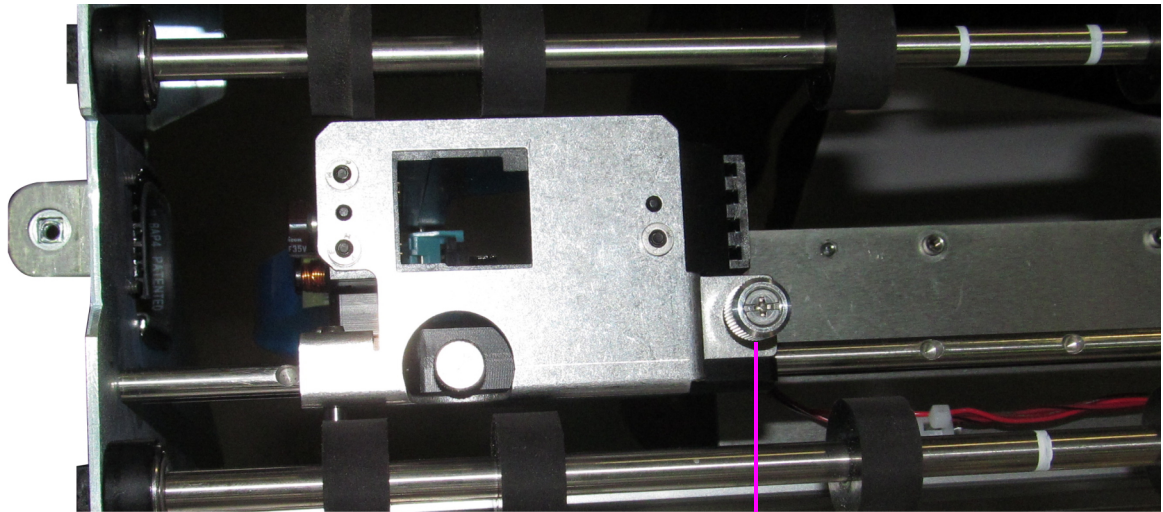


Loosen

*Figure 5-6: Loosen thumbscrew*

**5.** Pivot the printer assembly towards you.

**6.** Push the cartridge release lever out of the way (see Figure 5-7).
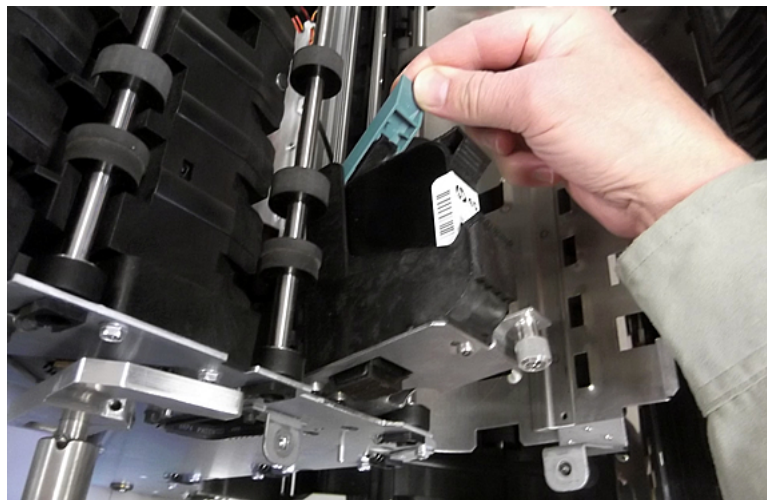


*Figure 5-7: Cartridge release lever*

**7.** Once the lever is out of the way, the printer cartridge can be removed from the assembly by pulling it towards the back of the machine (see Figure 5-8).
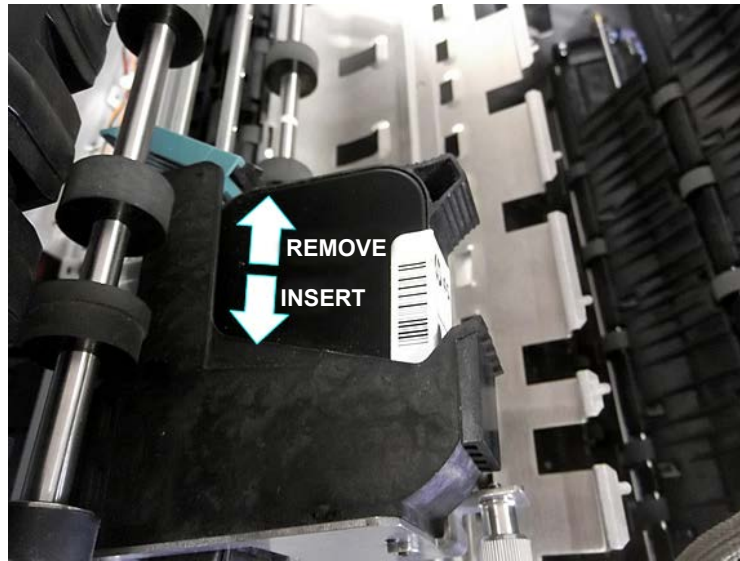


*Figure 5-8: Removing/Inserting the Printer Cartridge*

**8.** Insert a new cartridge in the direction shown in Figure 5-8.

**9.** Flip the release lever up to hold the cartridge in place.

**10.** Pivot the assembly back into the stacker cover and tighten the thumbscrew. The IMTECH printer features an interlock on its door, which goes into effect when the thumbscrew is not fully engaged (see Figure 5-9).
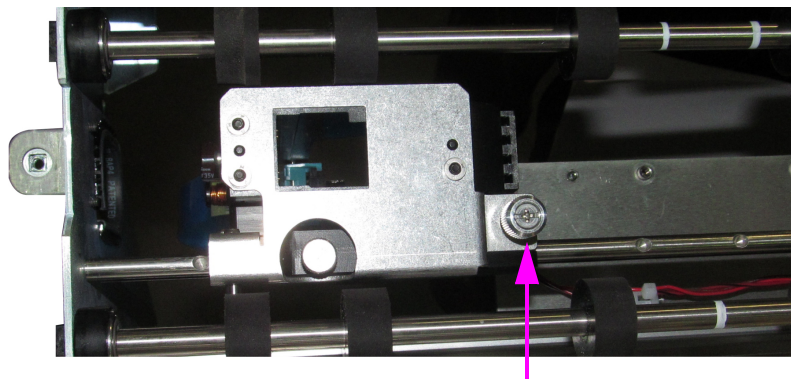


*Figure 5-9: Graphics Printer Interlock*

**11.** Swing the paper guide back over the graphics printer and tighten its thumbscrew.

**12.** Close the stacker cover.

**Adjusting the printer carriage position**

Adjust the vertical print position on items by moving the printer carriage. The printer carriage is fixed to a shaft with detents that position the printer, so it sprays ink through the holes in the paper guide. A thumb screw holds the printer in the detents. If you do not position the printer in a detent, the thumb screw sticks out, preventing you from closing the paper guide.

To adjust the carriage position, loosen the thumb screw, slide the carriage to a new position on the shaft, and then retighten the thumb screw (Figure 5-10).

Loosen thumb screw to move carriage along detent shaft
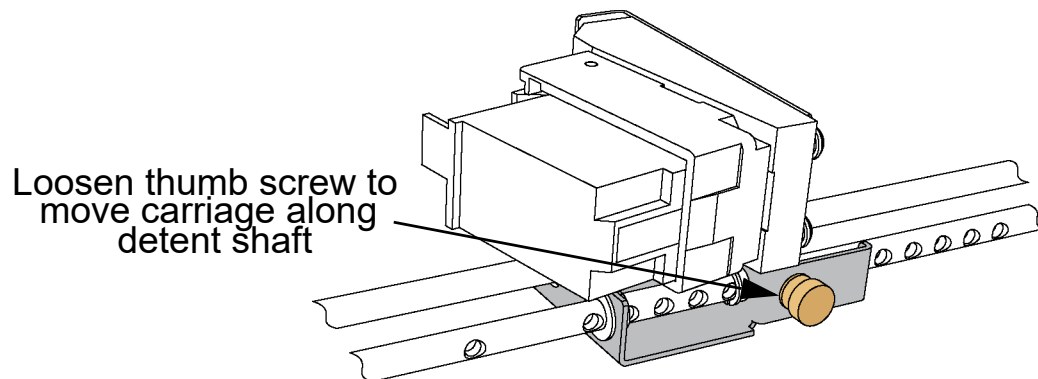
*Figure 5-10: Adjusting printer carriage position*

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# 5.4. Attaching the Bin and Stacker Fingers

This procedure describes how to install the upper and lower stacker fingers. Stacker finger(s) will need to be reinstalled if they become dislodged or broken. It is best to remove the bins for easier access when reinstalling them. Simply pull the bins out and set them aside.

## 5.4.1. Lower Stacker Fingers

The lower stacker fingers come pre-assembled and only need to be put in place. Load them into the slots at the bottom of each bin base (Figure 5-11).

Keep the end of the stacker finger centered in the slot and push down the bottom of it so the finger's pin can slide underneath the small tabs on each side. Release it, and the spring inside will hold it in place against the tab.

*Note: When installing the lower finger, it is important that the finger must be oriented at an upward angle as shown. If the finger is held down flat, it is not possible to install it.*



*Figure 5-11: Lower Stacker Fingers*

*Note: On production machines, the stacker fingers are black. The white stacker finger shown above was used to provide better contrast in the photo.*

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## 5.4.2. Upper Stacker Fingers
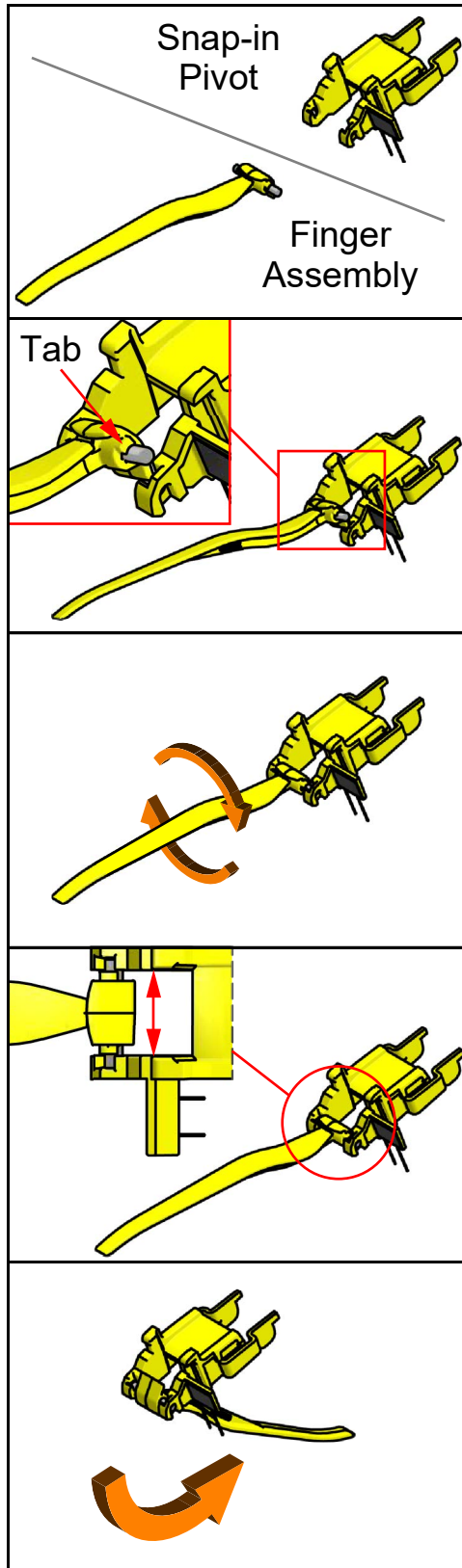


**Assembly**

The upper stacker fingers are shipped pre-assembled, but can come apart easily. Here is how to reattach the two components.

Load the finger assembly into the snap-in pivot, at an angle. The finger assembly has small tabs alongside its axle, which should point up.

Rotate the finger assembly so the axle sits flat.

Center the finger assembly in the snap-in pivot.

Rotate the finger assembly underneath the snap-in pivot.

*Figure 5-12: Upper Stacker Fingers*

## 5.4.3. Attaching the Stacker Finger

The moving parts of the stacker finger assembly and the stacker bin's finger release button must be correctly aligned to function. To ensure correct alignment, wedge an object underneath the button to prevent it from moving, and keep the stacker finger held in the raised position when attaching it.

When correctly installed, the stacker finger's lever is behind the tab on the release button shaft (Figure 5-13).

Rear view

Wedge an object under this button

Stacker finger's lever is behind tab on release button's shaft
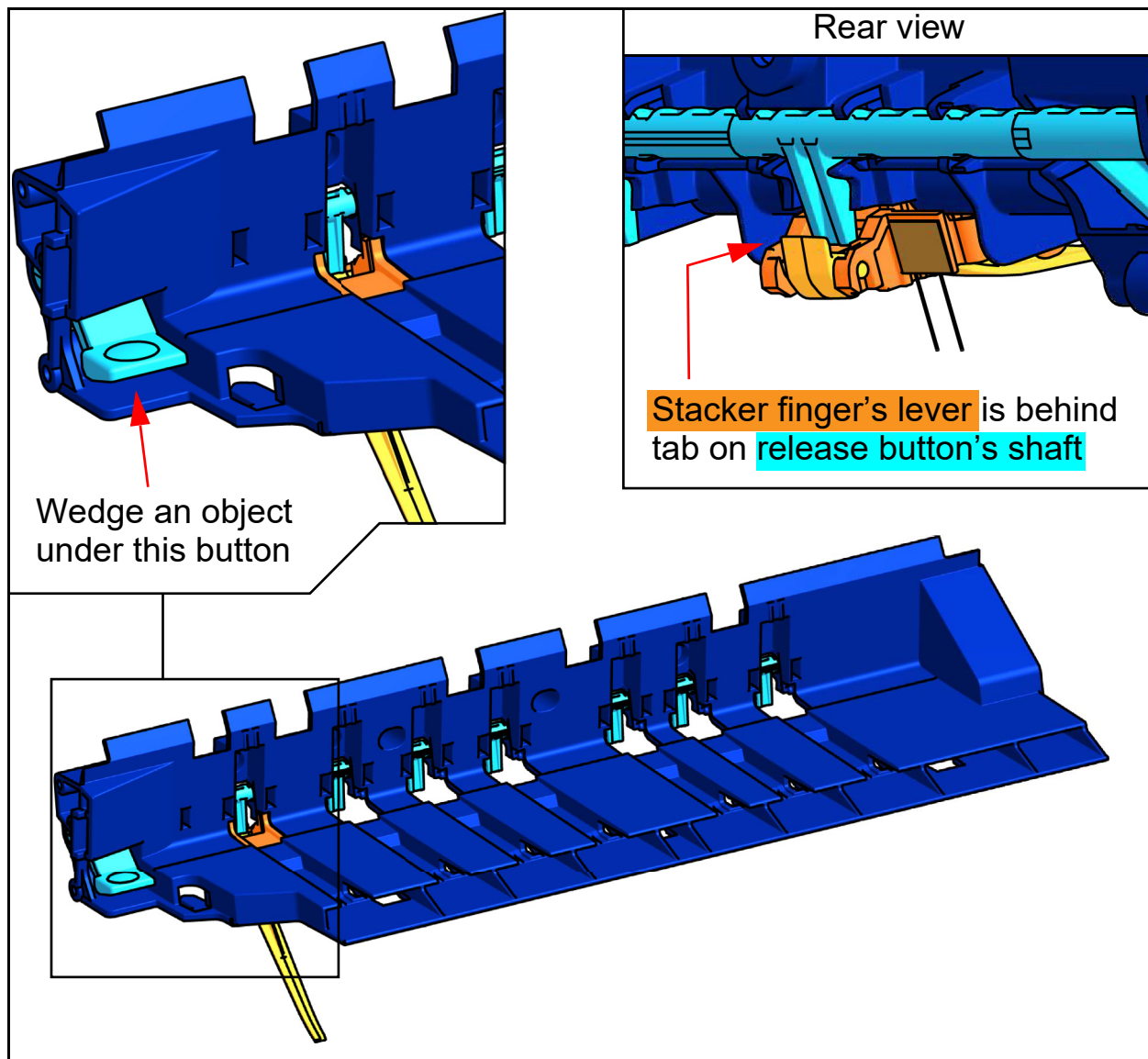
*Figure 5-13: Attaching Stacker Fingers*

Load the stacker finger assembly in at an angle so the hooks at its top-rear slide into the notches in the back of the stacker bin base.



(Stacker bin base, seen from below)

Hooks fit into notches under stacker bin base
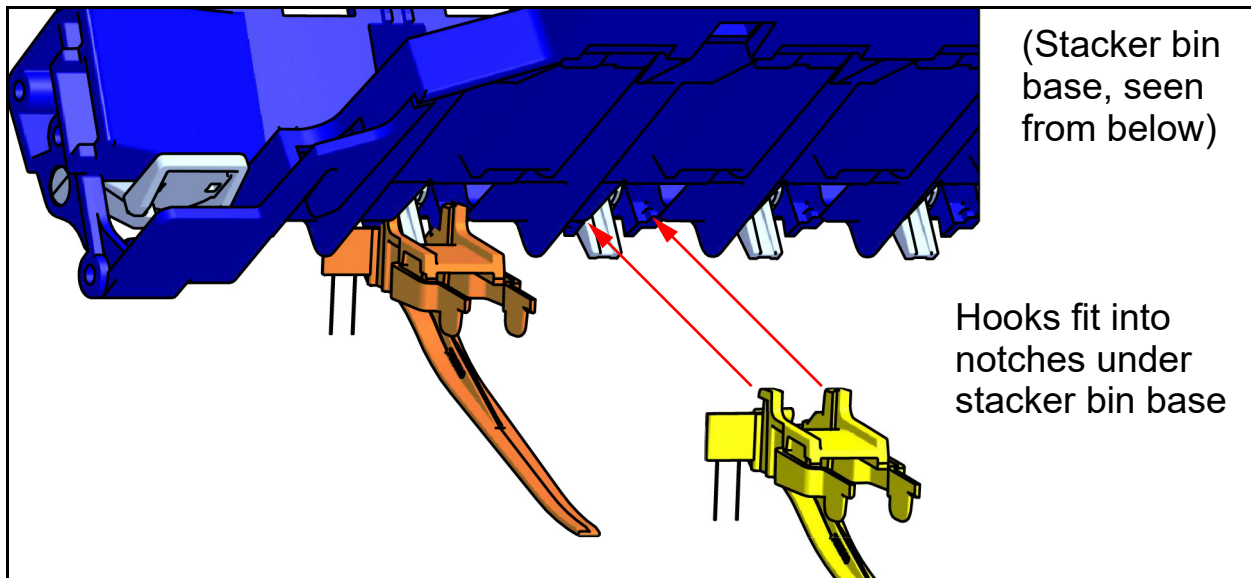
*Figure 5-14: Attaching Stacker Fingers*

Rotate the assembly up into place, while lightly squeezing the front tabs. These will snap into place.



Squeeze tabs

Rotate into position
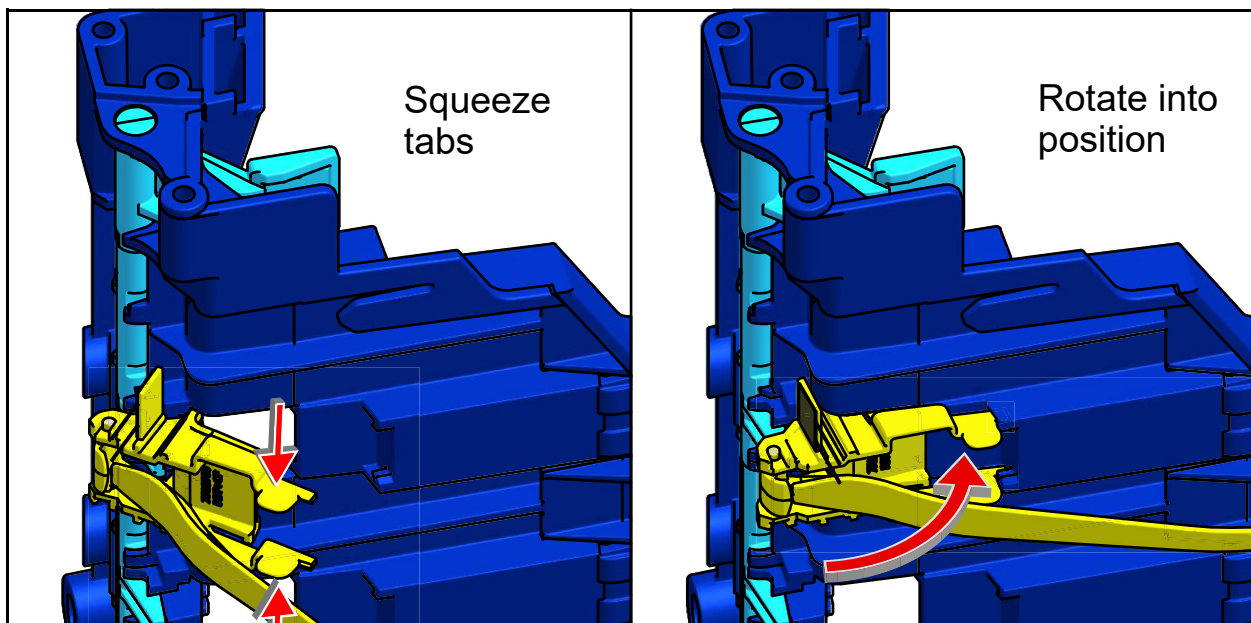
*Figure 5-15: Attaching Stacker Fingers*

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# 5.5. Bins

Insert the stacker bins (see Figure 5-16). The stacker bin positions are:

- Top: Side justifiers on top and bottom.

- Middle three: Side justifiers on bottom, only.

- Bottom: No side justifiers.

Top:
Justifiers on
top & bottom

Middle 3:
Justifiers on
bottom only

Bottom:
No justifiers
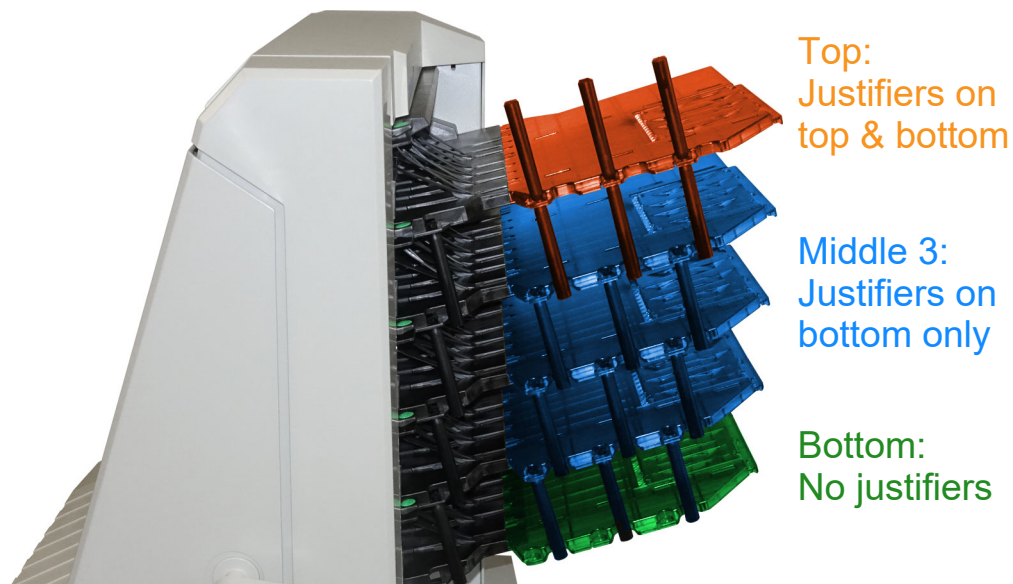
*Figure 5-16: Stacker Bins*

# 5.6. Cleaning the Scanner

When maintained, the Falcon+ will continue to operate efficiently. However, over time, dust and dirt buildup can degrade the performance, resulting in problems such as skewing, double feeds and jams. The conveyor, stacker assembly, feed assembly and the CIS require regular cleaning.

Regular maintenance will ensure that the Falcon+ continues to function with minimum downtime and maximum efficiency. This maintenance procedure consists of debris/dust removal and general cleaning.

> ⚠️ **CAUTION**
>
> Be careful when working with cleaners. A cleaner-soaked cloth or similar material should never be used to clean moving objects. For example, do not clean belts or rollers when the motors are running. The use of a cloth or a similar material on moving mechanisms can result in severe personal injury. If a belt, roller, pulley, or a similar part needs to be cleaned, hand-crank it during cleaning or clean it while stationary.

## 5.6.1. Conveyor and Stacker Assemblies

1. Stop all Jobs and power down the scanner.

2. Check the stacker area once a shift. Open the scanner cover and clear the area of paper debris, dust, envelope flaps, etc.

3. Vacuum dust and debris from the stacker sort bins as necessary.

4. Vacuum dust and debris from the conveyor rollers as necessary.

## 5.6.2. Contact Image Sensor

It is recommended the CIS glass be cleaned at the beginning or end of each shift, or as needed. When noticing lines appearing on the Run screen image preview, it is likely there is something (toner, white out, paper, glue, etc.) attached to the CIS glass. Wipe the CIS glass clean with a lint free cloth and glass cleaner, for example Windex. Be sure to clean the top and bottom CIS. The CIS's are located underneath the Scan bed door (Figure 5-17).
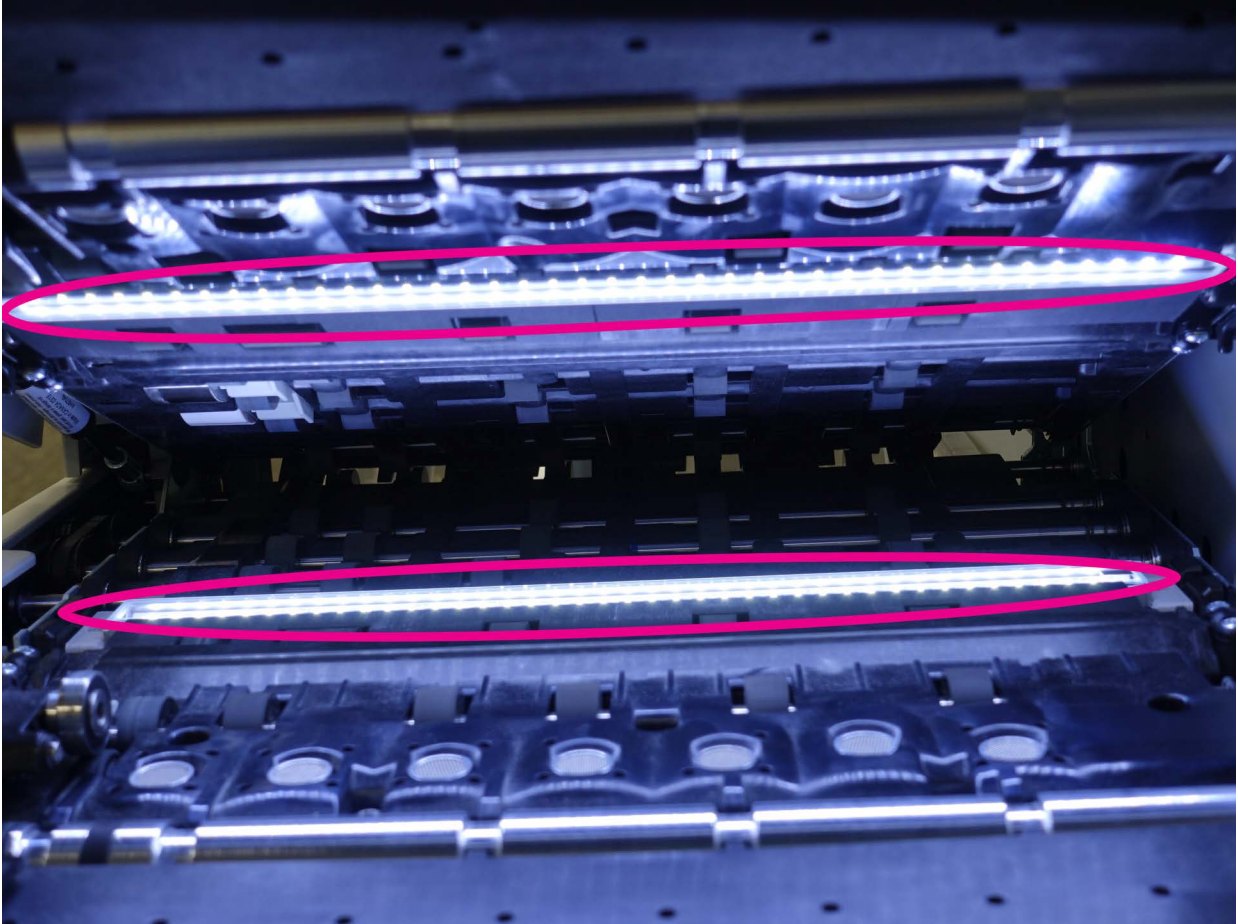


*Figure 5-17: CIS*

## 5.6.3. Feed Assembly

Lift the tab on the feed assembly to clean the retard pad underneath (Figure 5-18). Also clean the feed rollers that lead up to the feeder. Use a cleaner such as Formula 409 to clean the feed mechanism on a weekly basis or as necessary.



Feed assembly tab

Retard pad
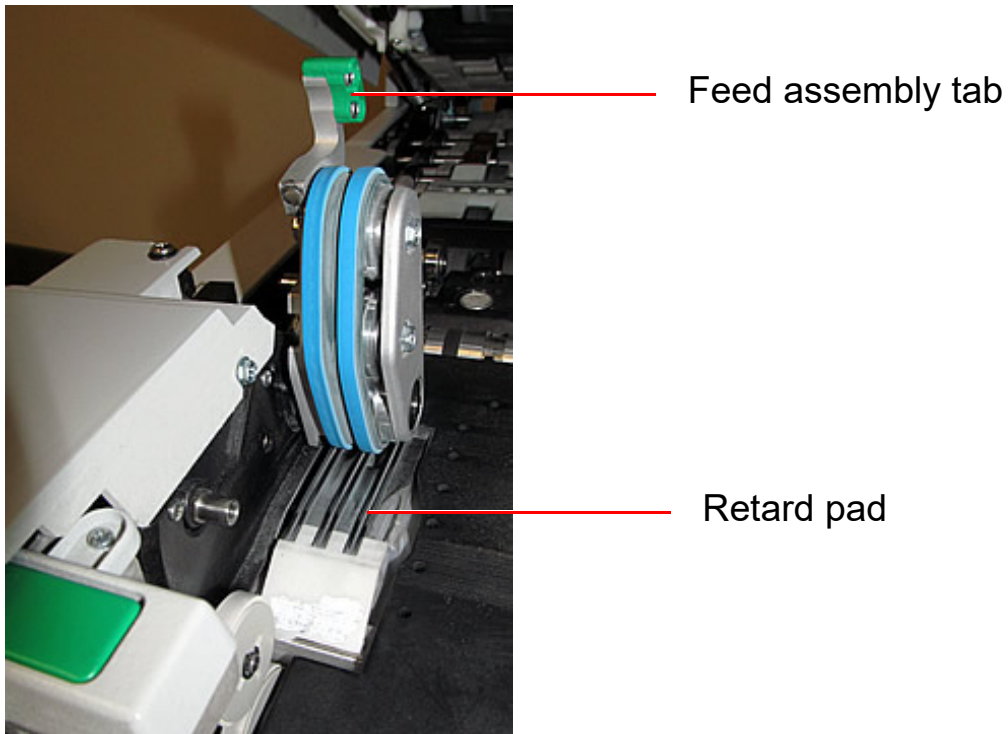
*Figure 5-18: Feed Assembly*

# 6. Statistics and Batch Output File Extensions

Falcon®+

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# 6.1. Falcon+ Statistics

Manager, Supervisor and User level operators have access to report functions:

- Create statistics reports

- Back up statistics

- Restore statistics

Use statistics reports to evaluate the efficiency of jobs run. The Falcon+ can generate:

- Individual Reports: Provide information on each Job run. When selecting the criteria for generating individual reports, if more than one Job run fits the criteria, a separate report is created for each run.

- Summary Reports: Provide information on a Job range defined in the Statistics Reports Criteria window.

These two types of reports both have the following sections:

- General Information

- Overall System Performance Measures

- Performance Details

# 6.1.1. Creating Statistic Reports

1.  In the Main Menu, select `Statistics`.

2.  In the **Statistics Reports Criteria** window, set the report parameters:
    - **Jobs:** Select the Job(s). Select individual, multiple or all.
    - **Operators:** Select the Operator(s) or the shift or all Operators.
    - **Date:** Drop down to set start and end date.
    - **Time:** Drop down to set the start and end time.
    - **Job/Operator Lists** - select one of the radio buttons:
        - Current Jobs/Operators: Use as set in the Jobs and Operators lists.
        - Read thru previous runs: To find Jobs deleted from the current list of Jobs and Operators. If a Job was deleted it is still stored in the stats

file. Access it by selecting this radio button, then click the Refill button to repopulate fields.

3. In the **Summary** section, select one of the radio buttons:
   - **All:** Generate a statistics report for every Job run that matches the selected criteria.
   - **Jobs:** Generate a statistics report sorted by Job name(s)
   - **Operators:** Generate a statistics report sorted by Operator name(s) Check the box to exclude jobs run by the OPEX Technician in your report.

4. Click the **Matching Runs** button to see how many jobs have been run that match the criteria selected above.
   - If N/A appears to the right of the button, there are no jobs to report that match the criteria listed. Change your search criteria.
   - If a number appears after the Matching Runs button, continue to the next step.

5. Click the **Summary Report** button at the bottom of the screen.


A tool bar across the bottom of the Statistics Report provides:

- **Left/Right Arrows:** Use to move through the content of your report(s).

- **Printer button:** Click to open the printer dialogue window and print report.

- **Export button E:** Click to automatically back-up the report to the location specified by the **System Setup > System > Statistics Settings > Statistics Report Export Filename** parameter.

- **Exit button X:** Click to close the Statistics Report window.

# 6.1.2. General Information

The following table lists the terms that appear in the General Information section of the statistics report.

*Table 6-1: General Information terms*

| Term | Definition |
| --- | --- |
| **Job Name** | Name of Job reported. If you are creating a summary report for two or more jobs, **All** appears in this field. |
| **Operator** | Name of operator included in report. If you are creating a summary report for two or more operators, **All** appears in this field. |
| **Run Type** | Type of run determined by setting the **Default Batch Type** Batch parameter. Can be:<br>• **Singles**<br>• **Multis**<br>• **Stub Only**<br>• **Check Only**<br>• **Multis With Pages**<br>• **Unstructured Transactions**<br>• **Page Only**<br>• **Structured Transactions**<br>• **Mix**<br><br>The **Default Batch Type** parameter can also be set in the Modify Batch Information window that appears when first starting a Job, if the **Prompt Operator for Process & Recv Dates** Batch parameter is set to **Yes**. |
| **Start Time** | Time first Job in the specified time window started. |
| **End Time** | Time the last Job in the specified time window stopped. |
| **Jobs Included** | (Summary Report only) Lists the number of jobs included in the report. |
| **Jobs Ended** | (Summary Report only) Lists the number of jobs that ended in the specified time window. |

# 6.1.3. Overall System Performance Measures

The table below lists the terms that appear in the Overall System Performance Measures of the statistics report.

*Table 6-2:  Overall System Performance Measures terms*

| Term | Definition |
|---|---|
| **Input** | Number of pieces fed into the machine. |
| **Output** | Number of pieces successfully processed by the machine. This number is figured by subtracting the number of rejects from the number of pieces input. |
| **Jam Rate** | Number of jams per run. The formula for the Jam Rate is: $$\text{Jam Rate} = \frac{\text{Input}}{\text{Jams}}$$ |
| **Rejects** | Number of pieces rejected. |
| **Feed Rate** | Number of pieces per hour the Falcon®+ is currently feeding. The formula for the Feed Rate is: $$\text{Feed Rate} = \frac{\text{Input} * 3600}{\text{Active Job Time (seconds)}}$$ |
| **Output Rate** | Number of pieces per hour the Falcon®+ is processing. The formula for the Output Rate is: $$\text{Output Rate} = \frac{\text{Output} * 3600}{\text{Active Job Time (seconds)}}$$ |
| **Jam Clear Time** | Average time the Falcon®+ was halted while the Operator was clearing a jam. The formula for the Jam Clear Time is: $$\frac{\text{Jam Clear}}{\text{Time (seconds)}} = \frac{\text{Jam Time (seconds)}}{\text{Jams}}$$ |
| **Reference Feed Rate** | Number of pieces fed into the Falcon®+ per hour. The formula for the Reference Feed Rate is: $$\text{Reference Feed Rate} = \frac{\text{Input} * 3600}{\text{Run Time (seconds)} + (\text{Jams} * \text{Ref. Jam Clear Time (seconds)})}$$ |

*Table 6-2: Overall System Performance Measures terms (continued)*

| Term | Definition |
|------|------------|
| **Reference Output Rate** | Number of pieces processed by the Falcon®+. The formula for the Reference Output Rate is:<br><br>Reference Output Rate = $\dfrac{\text{Output} * 3600}{\text{Run Time (seconds)} + (\text{Jams} * \text{Ref. Jam Clear Time (seconds)})}$ |
| **Reference Jam Clear Time** | Estimated time it takes to clear a jam. This number is fixed at 20 seconds. |

## 6.1.4. Performance Details

The following table list the terms that appear in the Performance Details section of the statistics report.

*Note:*  *All times noted in the formulas in this table are in seconds. For example, if the Active Job Time appears as "00:01:49" then that means one minute (60 seconds) plus 49 seconds, or 109 seconds.*

*Table 6-3: Performance Details terms*

| Term | Definition |
|------|------------|
| **Active Job Time** | Time the Falcon®+ was either actively running or was halted due to a jam. Active Job Time is broken down by:<br><br>• Run Time<br><br>• Jam Time |
| **Run Time** | Total run processing time. |
| **Jam Time** | Total time the Falcon®+ was halted for a jam. |
| **Idle Time** | Time the Operator was in the Run Job window, but the Falcon®+ was not processing pieces. |

# 6.1.5. Reject Terms

The Rejects section lists the reasons for the rejected items and how many items were rejected for each reason.

*Table 6-4:  Reasons for Rejected Items*

| | |
|---|---|
| **Feeder Issue: Page Gap Too Small** | A minimum page gap is set, and two pages were fed with a smaller gap. Refeed the pages. If this error continues, may require cleaning of rollers, or may require service to replace pre-feed tires. |
| **Job Issue: Batch Limit Reached** | A maximum has been set for transactions, pages, stubs or checks. This limit has been reached. Close batch and restart a new one to continue scanning. |
| **Job Issue: Batch Ticket Unexpected** | Results when a page is identified as a batch ticket after valid pages are already in the batch. Close batch before starting new batch, or enable Auto Batch mode in job configuration. |
| **Job Issue: Batch Ticket was Expected** | Results when system is expecting a Batch Ticket and the page is identified as something else. Rescan page or add Batch Ticket. If this becomes an ongoing problem, may need to review the job configuration. |
| **Job Issue: Blank image Detected** | Job setting was configured to reject blank pages. If page is not blank, contact supervisor for disposition of the image. |
| **Job Issue: Cannot Match Page Type** | Page cannot be matched to any of the defined Page Types. Force Page type and rescan. If the issue continues, it may be necessary to review job settings with supervisor. |
| **Job Issue: Cash Expected** | Results when system is expecting a Cash and the page is identified as something else. Rescan page or add Cash items to transaction. If this becomes an ongoing problem, may need to review the job configuration. |

### Table 6-4:  Reasons for Rejected Items (continued)

| | |
|---|---|
| **Job Issue: Check Expected** | Results when system is expecting a Check and the page is identified as something else. Rescan page or add Check items to transaction. If this becomes an ongoing problem, may need to review the job configuration. |
| **Job Issue: Check Listing Expected** | Results when system is expecting a Check Listing and the page is identified as something else. Rescan page or add Check List to transaction. If this becomes an ongoing problem, may need to review the job configuration. |
| **Job Issue: Current Transaction is Completed** | Occurs when a Transaction is complete, and the next page is not the start of a new transaction. Review transactions and rescan pages. |
| **Job Issue: Duplicate Batch Detected** | A batch already exists with the same name. Current batch will have to be renamed. If this error continues, contact supervisor for resolution. |
| **Job Issue: Envelope Expected** | Results when system is expecting an Envelope and the page is identified as something else. Rescan or add Envelope to transaction. If this becomes an ongoing problem, may need to review the job configuration. |
| **Job Issue: Money Order Expected** | Results when system is expecting a Money Order and the page is identified as something else. Rescan or add Money Order to transaction. If this becomes an ongoing problem, may need to review the job configuration. |
| **Job Issue: New Transaction Required** | A new Transaction must be started in order to add this item to the batch. Insert a new transaction and then rescan item(s). |
| **Job Issue: No Page Sub-Type Selected** | Page is defined as one requiring a Page Sub-Type to be selected. Select Page Sub-Type for the page to continue. |

**Table 6-4: Reasons for Rejected Items (continued)**

| | |
|---|---|
| **Job Issue: Only One Item of this Type Allowed** | Transaction contains one item already; and only one is allowed. Review transactions and rescan or contact supervisor to determine disposition of image. |
| **Job Issue: Page was Expected** | Results when system is expecting a specific Page and the actual Page is identified as something else. Rescan page, and if this becomes an ongoing problem, may have to review the job configuration. |
| **Job Issue: Paper is Too Thick** | Job is set to reject pages thicker than a defined maximum. If this is an unexpected behavior, contact supervisor for assistance in changing the job parameters. |
| **Job Issue: Paper is Too Thin** | Job is set to reject pages thinner than a defined minimum. If this is an unexpected behavior, contact supervisor for assistance in changing the job parameters. |
| **Job Issue: Stub was Expected** | Results when system is expecting a Stub and the page is identified as something else. Rescan page or add stub to transaction. If this becomes an ongoing problem, may have to review the job configuration. |
| **Paper Feed Issue: Clear Jammed Pages** | All pages immediately following a jam condition or any pages immediately following a reject when 'Stop Machine for Rejects' is set to something other than 'No' until the reject is cleared. |
| **Paper Feed Issue: Could Not Detect Document Edge** | Results when the edges of an item being scanned cannot be detected (edge is too dark). Thresholds may have to be adjusted or the page may have to be scanned in another orientation. |

**Table 6-4: Reasons for Rejected Items (continued)**

| | |
|---|---|
| **Paper Feed Issue: Paper Length Too Long** | Paper may be longer than the maximum allowable length or job is set to reject pages longer than a defined length. If this is an unexpected behavior, contact supervisor for assistance in changing the job parameters. |
| **Paper Feed Issue: Paper Length Too Short** | Job is set to reject pages shorter than a defined length. If this is an unexpected behavior, contact supervisor for assistance in changing the job parameters. |
| **Paper Feed Issue: Transaction Not Complete** | Results when a page starts a new Transaction and current Transaction is not complete. Review transactions and rescan pages in the correct order. |
| **ScanLink Issue: Plug-in Requested a Reject Condition** | ScanLink requested that the page be rejected. If this not something that is part of the normal ScanLink Process, contact supervisor for resolution. |
| **ScanLink Issue: Plug-in Time Out** | The ScanLink plug-in did not respond in the required amount of time. Re-scan page and if problem persists, contact supervisor for resolution. |
| **Scanner Issue: Cannot Process Print Data** | Error in creating audit trail and sending to printer. Rescan the page. |
| **Scanner Issue: Could Not Create Batch** | CertainScan was unable to create a batch. This may be a system/network issue. Restart system and retry. |
| **Scanner Issue: Failed to Save an Image** | An error occurred in scanning or rescanning a page to the current batch. Re-scan pages. If error persists, close/suspend current batch and restart system. |
| **Scanner Issue: MICR Read Error** | MICR read did not have enough characters or checksum is invalid. Rescan check. |

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**Table 6-4: Reasons for Rejected Items (continued)**

| | |
|---|---|
| **Scanner Issue: No MICR Response** | No magnetic ink from check was detected. Either the MICR reader had an error or the check itself is damaged. Open scan bed door, inspect MICR reader. Close cover and rescan items. |
| **Scanner Issue: Ran Out of Time Processing Image** | If the prior page takes too much time to qualify, the time available for the next page may run out. This is generally a problem with the job and the order the pages are set to qualify. Force the page type and rescan the page. Contact supervisor if this becomes problematic. |
| **Scanner Issue: Required Item Expected** | An item is in the wrong order for scanning. Recheck transaction pages and re-scan in the correct order. |
| **Scanner Issue: Unable to Capture Image** | An image could not be captured within the expected time frame. This is an issue with the PC or interface between imagers and PC. Rescan page. If this does not resolve the issue, reboot the system and retry scanning. |
| **Scanner Issue: Unable to Process Image** | An image could not be processed due to an issue with the PC or interface between scanner and PC. Rescan page. If this does not resolve the issue, reboot the system and retry scanning. |
| **Sort Bins: No Bin Available** | Sort bins are full. Check all bins to remove paper. If empty bins are available, supervisor assistance may be required to configure Job for use of available sort bins. |

## 6.1.6. Jams

The Jams section lists the reasons for the jams that occur.

*Table 6-5:  Reasons for Jams*

| | |
|---|---|
| **Conveyor: ID Assist Sensor Blocked** | The ID sensor is blocked. The sensor is located on the inside rail of the conveyor. Check for blockage. If error continues, may require vacuuming area. |
| **Feeder Issue: Double Feed** | A multi-feed was detected, either sticking pages, a note or folded page. Check rejected pages and/or fan lead edge of paper stack to reduce paper sticking together. |
| **Feeder Issue: Singulation Button On** | The feeder MFD button is detected On. Press the button on\off to clear message. If issue continues, may require service. |
| **Job Issue: Duplicate Batch** | A batch already exists with the same name. Rename the batch. If this error continues, contact supervisor for resolution. |
| **Job Issue: Page Type Reject** | The scanner stopped because a Page Type was not qualified and page was sent to reject bin, as specified by job instructions. Supervisor assistance may be required to reconfigure the Job. |
| **Paper Feed Issue: Paper Out of Bounds** | Paper fed is too wide for image capture. Open scan bed door and remove paper. Max. width: 12" / 30.48cm |
| **Paper Feed Issue: Skew Angle Exceeded** | Paper fed in, skewed in a clockwise direction. Open scan bed door and stacker door to remove any paper in scanner. Rescan or use drop slot based on paper being scanned. |
| **Paper Feed Issue: Skew Damage Prevention** | Paper fed in, skewed in a counterclockwise direction. Open scan bed door and stacker door to remove any paper in scanner. Rescan or use drop slot based on paper being scanned. |

**Table 6-5: Reasons for Jams (continued)**

| | |
|---|---|
| **Paper Feed Issue: Unexpected Page at Drop Slot** | Page detected in Drop Slot while not being activated. Remove page and resume scanning either with Drop Slot activated or by dropping page on conveyor. |
| **Scan Bed Paper Path: Bottom Image Entry Sensor Time Out** | Leading edge of paper did not make it to the bottom image entry sensor in the allotted time. Open the scan bed door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Scan Bed Paper Path: Drop Slot Time Out** | Paper expected at the drop slot was not fed in the allotted time. Clear pages from paper path and rescan. |
| **Scan Bed Paper Path: Entry Multi-Feed Sensor Blocked** | Blockage detected at the first sensor after pre-feed tires, under MFD sensor. Clear and restack paper to continue scanning. If this error continues, may require vacuuming this area or may require service to replace pre-feed tires. |
| **Scan Bed Paper Path: Feed Entry Sensor Blocked** | The Entry sensor is the first hole as paper feeds from conveyor, directly below multi-feed detect button. Inspect for sensor hole blockage. If error continues, may require vacuuming/cleaning area. |
| **Scan Bed Paper Path: Input Multi-Feed Sensor Blocked** | Blockage detected at the second sensor after pre-feed tires, under MFD sensor. Open the scan bed door. Clear and restack paper to continue scanning. If this error continues, may require vacuuming this area or may require service to replace pre-feed tires. |
| **Scan Bed Paper Path: Justification Sensor Blocked** | Blockage detected at Job start. Open scan bed door to check sensors for blockage. Justification sensors are the small top/bottom holes immediately inside the feeder. If this error continues, may require vacuuming paper path. |

**Table 6-5: Reasons for Jams (continued)**

| | |
|---|---|
| **Scan Bed Paper Path: MFD Sensor Blocked** | Blockage detected at Job start. Open scan bed door to check multi-feed sensors for blockage. These are the sensors just past the large metal 'crush' roller at the input of the scan bed paper path. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: MICR Entry Sensor Timed Out** | Leading edge of paper did not make it to the MICR entry sensor in the allotted time. Open the scan bed door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Scan Bed Paper Path: Missing Page at Straight Through Exit** | Page Type scanned was configured to exit out the straight through path, but was not detected exiting. Check bins for the Page Type to rescan. If issue re-occurs, confirm operation of straight through path. |
| **Scan Bed Paper Path: Out of Bounds Sensor Blocked** | Blockage detected at Job start. Open scan bed door to check sensor for blockage. The Out of Bounds sensor is the last small hole towards the back edge of the scanner, parallel with scan bed. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Skew Sensor 4 Blocked** | Blockage detected at Job start. Open scan bed door to check skew sensors for blockage. These are small holes across the paper feed path (1-9). Sensor 1 is closest to feeder. 9 is farthest from feeder. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Skew Sensor 5 Blocked** | Blockage detected at Job start. Open scan bed door to check skew sensors for blockage. These are small holes across the paper feed path (1-9). Sensor 1 is closest to feeder. Sensor 9 is farthest from feeder. If this error continues, may require vacuuming paper path. |

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*Table 6-5: Reasons for Jams (continued)*

| | |
|---|---|
| **Scan Bed Paper Path: Skew Sensor 6 Blocked** | Blockage detected at Job start. Open scan bed door to check skew sensors for blockage. These are small holes across the paper feed path (1-9). Sensor 1 is closest to feeder. Sensor 9 is farthest from feeder. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Skew Sensor 7 Blocked** | Blockage detected at Job start. Open scan bed door to check skew sensors for blockage. These are small holes across the paper feed path (1-9). Sensor 1 is closest to feeder. Sensor 9 is farthest from feeder. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Skew Sensor 8 Blocked** | Blockage detected at Job start. Open scan bed door to check skew sensors for blockage. These are small holes across the paper feed path (1-9). Sensor 1 is closest to feeder. Sensor 9 is farthest from feeder. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Skew Sensor 9 Blocked** | Blockage detected at Job start. Open scan bed door to check skew sensors for blockage.These are small holes across the paper feed path (1-9). Sensor 1 is closest to feeder. Sensor 9 is farthest from feeder. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Sort Bin 0 Entry Sensor Timed Out** | Leading edge of paper did not make it to the Sort bin 0 (straight-through path) entry sensor in the allotted time. Open the scan bed door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **ScanLink Issue: Plug-In Failure** | CertainScan access to ScanLink plug-in not available. Supervisor assistance maybe required to resolve error. |
| **ScanLink Issue: Plug-in Requested Jam Condition** | Confirm ScanLink instructions to run Job again. If the condition continues, Supervisor assistance maybe required to resolve error. |

**Table 6-5:  Reasons for Jams (continued)**

| | |
|---|---|
| **Scanner Issue: Conveyor Fan Issue Detected** | System detected an issue with the conveyor fan. Restart system to see if failure clears. If this error continues, contact supervisor for resolution. |
| **Scanner Issue: Conveyor Motor Issue Detected** | System detected an issue with the conveyor motor. Restart system to see if failure clears. If this error continues, contact supervisor for resolution. |
| **Scanner Issue: Fan Issue** | System detected an issue with a scanner fan. Restart system to see if failure clears. If this error continues, contact supervisor for resolution. |
| **Scanner Issue: Feeder Fan Issue Detected** | System detected an issue with the conveyor fan. Restart system to see if failure clears. If this error continues, contact supervisor for resolution. |
| **Scanner Issue: Feeder Motor Issue Detected** | System detected an issue with the feeder motor. Restart system to see if failure clears. If this error continues, contact supervisor for resolution. |
| **Scanner Issue: Internal Error With Batch Manager** | Close the batch, logout of CertainScan, and restart the scanner to resume scanning. If error continues, consult with OPEX Technical Support. |
| **Scanner Issue: No Imager Connection** | System detected an issue with HDMI CIS imager cable connectivity between the scanner and host computer. Contact supervisor for resolution. |
| **Scanner Issue: No IO Link Connection** | System detected an issue with I/O Link RJ-45 cable connectivity between the scanner and host computer. Contact supervisor for resolution. |
| **Scanner Issue: Open Fuse 1 Detected** | Restart scanner to see if condition clears. If the problem continues, contact supervisor for corrective action by service. |
| **Scanner Issue: Open Fuse 2 Detected** | Restart scanner to see if condition clears. If the problem continues, contact supervisor for corrective action by service. |
| **Scanner Issue: Scan Bed Motor Issue Detected** | System detected an issue with the scan bed motor. Restart system to see if failure clears. If this error continues, contact supervisor for resolution. |

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**Table 6-5: Reasons for Jams (continued)**

| | |
|---|---|
| **Scanner Issue: Scan Motor Issue Detected** | One of the system motors has stalled. This could be caused by a page that was too thick or contains a slick covering. If this error continues, contact service for resolution. |
| **Scanner Issue: Stacker Motor Issue Detected** | System detected an issue with the stacker motor. Restart system to, see if failure clears. If this error continues contact, supervisor for resolution. |
| **Scanner Issue: Thickness Exceeds Maximum Limit** | The thickness of an item was determined to be greater than the value configured. This parameter is configured under Machine parameters. Consult with OPEX Technical Support when changing Machine parameters. |
| **Scanner Issue: Thickness Less than Minimum Limit** | The thickness of an item was determined to be less than the value configured. This parameter is configured under Machine parameters. Consult with OPEX Technical Support when changing Machine parameters. |
| **Scanner Issue: Thickness Sensor Maximum Runout** | This parameter is configured under Machine parameters. Consult with OPEX Technical Support when changing Machine parameters. |
| **Scanner Issue: TMD Out of Specification** | Contact supervisor for resolution. |
| **Scanner Issue: Too Many Consecutive Rejects** | The consecutive reject count exceeded the maximum count configured. Supervisor assistance maybe required to resolve error and/or modify maximum count configured. |
| **Scanner Issue: Imagers must be at optimal temperature for FADGI acceptance** | Please allow up to "xx" minutes "xx" seconds for imagers to warm up. |
| **Scanner PC: File Write Error** | Error detected when writing image files. Stop scanning and check for missing pages. Rescan missing pages. |

**Table 6-5: Reasons for Jams (continued)**

| | |
|---|---|
| **Scanner PC: Host Computer and Scanner Issue** | A communication issue occurred with the Host Computer and scanner. Close out of CertainScan to reboot host computer and scanner. |
| **Scanner PC: Host Computer to Scanner Time Out** | Close the batch, logout of CertainScan, and restart the scanner to resume scanning. |
| **Scanner PC: Image Processing Not Complete** | The Host Computer had an issue with writing a complete image of a scanned item. Examine the batch images to resume scanning based on identifying the image that is not complete. |
| **Sort Bins: No Bin Available** | Sort bins are full. Check all bins to remove paper. If empty bins are available, supervisor assistance maybe required to configure Job for use of available sort bins. |
| **Sort Bins: Unexpected Page At Bin 2** | A bin gate failed to open, and a page has been detected at the next bin sensor. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path or contacting supervisor. |
| **Sort Bins: Unexpected Page At Bin 3** | A bin gate failed to open, and a page has been detected at the next bin sensor. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path or contacting supervisor. |
| **Sort Bins: Unexpected Page At Bin 4** | A bin gate failed to open, and a page has been detected at the next bin sensor. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path or contacting supervisor. |
| **Sort Bins: Unexpected Page At Bin 5** | A bin gate failed to open, and a page has been detected at the next bin sensor. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path or contacting supervisor. |

**Table 6-5: Reasons for Jams (continued)**

| | |
|---|---|
| **Stacker Paper Path: Sort Bin 1 Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 1 exit area. Clear paper or debris and rescan any pages still in the paper path. |
| **Stacker Paper Path: Sort Bin 1 Sensor Timed Out** | Leading edge of paper did not make it to Sort bin 1 exit sensor in the allotted time. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Stacker Paper Path: Sort Bin 2 Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 2 exit area. Clear paper or debris and rescan any pages still in the paper path. |
| **Stacker Paper Path: Sort Bin 2 Sensor Timed Out** | Leading edge of paper did not make it to Sort bin 2 exit sensor in the allotted time. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Stacker Paper Path: Sort Bin 3 Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 3 exit area. Clear paper or debris and rescan any pages still in the paper path. |
| **Stacker Paper Path: Sort Bin 3 Sensor Timed Out** | Leading edge of paper did not make it to Sort bin 3 exit sensor in the allotted time. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Stacker Paper Path: Sort Bin 4 Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 4 exit area. Clear paper or debris and rescan any pages still in the paper path. |
| **Stacker Paper Path: Sort Bin 4 Sensor Timed Out** | Leading edge of paper did not make it to Sort bin 4 exit sensor in the allotted time. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Stacker Paper Path: Sort Bin 5 Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 5 exit area. Clear paper or debris and rescan any pages still in the paper path. |

**Table 6-5: Reasons for Jams (continued)**

| | |
|---|---|
| **Stacker Paper Path: Stacker Entry Sensor Timed Out** | Leading edge of paper did not make it to the stacker entry sensor (in the page turn area) in the allotted time. Open the stacker door and check for paper in the path prior to reaching stacker entry. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Stacker Paper Path: Stacker Turn Sensor Timed Out** | Leading edge of paper did not make it to the Stacker Turn sensor in the allotted time. Open the stacker door and check for paper exiting out of the scan bed, making the turn into the sort bin path. If this error continues, may require vacuuming paper path and cleaning rollers. |
| **Stacker Paper Path: Unexpected Page At Stacker Entry** | The bin 0 (straight through) gate failed to open, and a page has been detected at the Stacker Entry sensor. Open the stacker door and check for paper in the path. If this error continues, may require vacuuming paper path or contacting supervisor. |

# 6.1.7. Stops

The Stops section lists the following:

*Table 6-6:  Reason for Stops*

| | |
|---|---|
| **Paper Feed Issue: Captured Image Too Skewed.** | Open Scan bed and Stacker doors to remove any remaining paper in the paper path. Re-align paper stack on conveyor to resume scanning or use the drop feed to rescan the too-skewed image. |
| **Paper Feed Issue: Paper Feed Jam Detected** | Fan lead edge of paper stack to reduce paper sticking together. If this happens frequently after fanning stacks of paper, feeder components (belts/ roller wheels) may need cleaning or replacement. |
| **Scan Bed Door: Open** | Check Scan bed is properly closed, reopen and close. |
| **Scan Bed Paper Path: Bin 0 Straight Through Entry Sensor Is Blocked** | Open Scan bed door, inspect back area prior to straight through paper exit for blockage. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: CIS Entry Sensor Blocked** | Open Scan bed door, inspect upper & lower surfaces before contact imager for blockage. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Entry Sensor Blocked** | The Entry sensor is the first hole as paper feeds from conveyor, directly below multi-feed detect button. Inspect for sensor hole blockage. If error continues, may require vacuuming area. |
| **Scan Bed Paper Path: MICR Entry Sensor Is Blocked** | Open Scan bed door, inspect upper & lower surfaces after contact imager for blockage. If error continues, may require vacuuming area. |
| **Scan Bed Paper Path: Skew Detect (Far) Blocked** | Open scan bed door and inspect for skew sensor hole (1-9) blockage. (Skew sensor holes are parallel with conveyor.) Far sensors (7-9) are farthest from feed entry. If this error continues, may require vacuuming paper path. |

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**Table 6-6: Reason for Stops (continued)**

| | |
|---|---|
| **Scan Bed Paper Path: Skew Detect (Middle) Blocked** | Open scan bed door and inspect for skew sensor hole (1-9) blockage. (Skew sensor holes are parallel with conveyor.) Middle sensors (4-6) are considered middle. If this error continues, may require vacuuming paper path. |
| **Scan Bed Paper Path: Skew Detect (Near) Blocked** | Open scan bed door and inspect for skew sensor hole (1-9) blockage. (Skew sensor holes are parallel with conveyor.) Lower sensors (1-3) are nearest to feed entry. If this error continues, may require vacuuming paper path. |
| **ScanLink Issue: System Stop** | ScanLink requested a scan stop. Check instructions for running document. If this error repeats, there may be Job or plug-in issue that requires supervisor intervention. |
| **Sort Bins: Bin (x) Not Empty (x=1-5)** | Paper detected in (bin x). Check bin to remove any paper or confirm sort bin is correctly seated. (x=1-5) |
| **Sort Bins: Not Available** | The bin configured in Job being run is not available. Confirm correct Job selected or request supervisor assistance. |
| **Sort Bins: Sort Bin 1 Entry Sensor Blocked** | Open the stacker door and check for paper in the path prior to reaching sort bin 1 entry. |
| **Stacker Door : Open** | Check Stacker door is properly closed, reopen and close. |
| **Stacker Paper Path: Back Printer Door Open** | Open Stacker door, check and properly latch back printer door. |
| **Stacker Paper Path: Front Printer Door Open** | Open Stacker door, check and properly latch front printer door. |
| **Stacker Paper Path: Sort Bin 1 Gate Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 1 gate area. Clear paper or debris and rescan any pages still in the paper path. |
| **Stacker Paper Path: Sort Bin 2 Entry Sensor Blocked** | Open the stacker door and check for paper in the path exiting at bin 2 gate area. Clear paper or debris and rescan any pages still in the paper path. |

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**Table 6-6: Reason for Stops (continued)**

| Stacker Paper Path: Sort Bin 3 Entry Sensor Blocked | Open the stacker door and check for paper in the path exiting at bin 3 gate area. Clear paper or debris and rescan any pages still in the paper path. |
| --- | --- |
| Stacker Paper Path: Sort Bin 4 Entry Sensor Blocked | Open the stacker door and check for paper in the path exiting at bin 4 gate area. Clear paper or debris and rescan any pages still in the paper path. |
| Stacker Paper Path: Sort Bin 5 Entry Sensor Blocked | Open the stacker door and check for paper in the path exiting at bin 5 gate area. Clear paper or debris and rescan any pages still in the paper path. |
| Stacker Paper Path: Stacker Turn Sensor Blocked | Open the stacker door and check for paper exiting out of the scan bed, making the turn into the stacker path. Clear paper or debris and rescan any pages still in the paper path. |

# 6.2. Batch Output File Extensions

An internal batch file format called OII (OPEX Interchange Interface) is used to pass batches between OPEX applications (CertainScan, CertainScan Edit, and CertainScan Transform). This allows changes to be applied along the way, and then produce the final output (OXI, ODI, Custom) made available to the back-end user. OII batch files use the extension ".oii". CertainScan Batch Parameter settings can affect how and when a batch is processed using the OII file.

## 6.2.1. Extensions:

The state of a batch is indicated by its file extension. ODI, OXI and OII support the following states:

- **Final:** *.odi, *.oxi, *.oii

- **Suspended Scanning:** *.odi_scan, *.oxi_scan, *.oii_scan

    These extensions appear based on the following Batch Parameter settings:
    - Require Image and Batch Editing = **No**
    - Prompt Operator to Suspend Batch = **Yes**

- **Suspended Editing:** *.odi_edit, *.oxi_edit, *.oii_edit

    This extension appears when a batch is closed for editing.

- **Suspended Transform:** *.odi_transform, *.oxi_transform, *.oii_transform

    This extension appears when a batch is closed for transform.

- **Temp Scanning:** *.odi_scan_temp, *.oxi scan_temp, *.oii_ scan_temp

    This extension is seen momentarily when a batch first appears.

- **Temp Editing:** *.odi_edit_temp, *.oxi_edit_temp, *.oii_edit_temp

    This extension appears when a batch is open in CertainScan Edit.

- **Corrupt:** *.odx, *.oxx, *.oix

*Note:  This is a list of all supported states, though you may not see all states being used.*

# About OPEX Corporation

OPEX Corporation is more than a manufacturer of machines. We continuously reimagine technology to power the future for our customers.

With an innovative approach, we engineer unique automated solutions that support our customers so they can solve the most pressing business challenges for both today and tomorrow. Our scalable Warehouse, Document, and Mail Automation solutions improve workflow, accelerate change, and drive efficiencies in infrastructure.

We are a family-owned and operated organization with more than 1200 committed employees who innovate, manufacture, install, and service products that are helping transform industry every day. We listen to our customers, respect each other, and work together to help reimagine the future through automated solutions.

At OPEX, we are Next Generation Automation.

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