Panini
Quick Reference Guide
Scanner Troubleshooting

Symptom Description	Troubleshooting Suggestions
No Scanner	The scanner indication light is not on. Check “Windows Device Manager” to see if the hardware is recognized. Check the USB cable connections or try a different cable. Try a different USB port. Verify that the PC has the proper drivers and the scanner firmware file is installed.
No Checks	A scan cycle has been initiated, but the Document in Pocket light is not on indicating that no documents are present. Restack the batch of documents and insert them back into the entry pocket. Slide them forward until the LED comes on. This typically can happen when a scan cycle is initiated and the LED is not on.
Mis-Feed	Remove the documents and re-align the leading edges. Check for bent or excessively curled leading edges and straighten as needed. Verify that documents are not stuck together. Insert and rescan the documents. If you continue to get errors, this might indicate the entry drive rollers may be dirty or something may be lodged in the path.
Double Document Feed	Select ‘Eject’ or power the scanner off and back on to clear the error condition. If the document is still in the path, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it. Insert and rescan the documents. If you continue to have issues, this might indicate the entry drive rollers may need to be cleaned. Check the condition of the documents for bent edges.
Document Stopped in the path	Eject the documents to clear the error condition. If the document will not eject, grab the upper edges with both hands and wiggle the document back and forth vertically to remove it from the path. Check the leading edges and corners of the document and straighten as needed. If a document is stopping in the path repeatedly it could indicate debris, paper or a staple in the path. Check if the document’s leading edge looks OK or is catching on something. All of the main drive rollers may need to be cleaned.

Miscellaneous Troubleshooting

Item	Description	Troubleshooting Suggestions
Canadian Item *Ineligible item.*	This item is drawn on a financial institution in Canada.	This item may not be deposited electronically. *Please send the deposit via mail * or deposit at your local First Tennessee Bank.*
Mexican Item *Ineligible item.*	This item is drawn on a financial institution in Mexico.	This item may not be deposited electronically. *Please send the deposit via mail * or deposit at your local First Tennessee Bank.*
Non-MICR Item *Non-readable item.*	The imprinted information did not read successfully.	Try to "Re-Capture" the document by placing the item into the scanner. If this fails; *Please send the deposit via mail * or deposit at your local First Tennessee Bank.*
Invalid MICR Item *Non-readable item.*	The nine-digit bank routing number and account number were not successfully read. This is due to a data format error on the check.	*Please send the deposit via mail * or deposit at your local First Tennessee Bank.*
ITR - Invalid Transit Routing *Non-readable item.*	The nine-digit bank routing number was not successfully read as a valid routing number.	Try to "Re-Capture" the document by placing the item into the scanner. If this fails; *If this message appears during a rescan, please send the deposit via mail * or deposit at your local First Tennessee Bank.*

*You may deposit ineligible or non-readable checks at your local First Tennessee Bank.

Maintenance:
Consistent maintenance will ensure your check scanner will run with optimum efficiency. The manufacturer suggests cleaning of unit after a maximum of 5,000 items processed. A cleaning kit is available for purchase through Benchmark Technology Group.

Support:
You may contact your Banking Support team at 888-382-4968 with any questions relating to the Remote Deposit Service or email businessservicecenter@ftb.com for further information or to view Panini videos and tutorials go to:
http://www.benchmark-us.com/check_scanners_x30_x60_x90.htm