

Data Collection  
Scanners

This Quick Tips guide lists, in alphabetical order, all messages that can appear on the display panel. Next to each message is an explanation of the message or what to do next. For more detailed explanations, see the *Operator's Guide*.

Contacting Scantron

Online support information is available at:  
[www.scantron.com](http://www.scantron.com)

Technical support for customers outside the U.S.  
Contact your local sales agent.

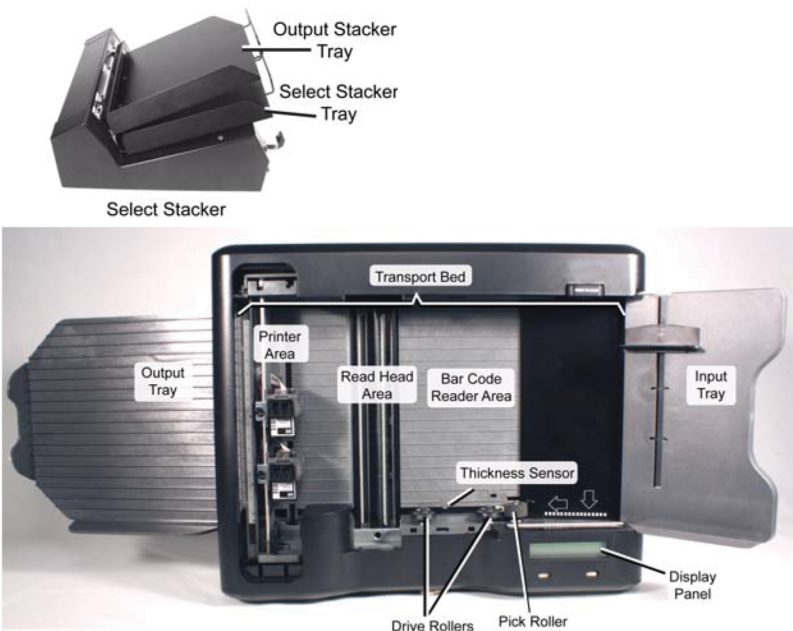
Technical support for customers inside the U.S.  
1-800-338-5544

Please have the following information ready before calling:

- Scanner model and serial number.
- A description of your problem.
- Any error messages that may have been displayed.
- A description of the hardware and software you are using.

Scanner Parts Illustration

The illustrations below show terminology used in the display panel messages.



Display Panel Messages

If you see this message . . .	Do the following:
CLEAN READ HEAD ↓OFF↓                  ↓START↓	<ol style="list-style-type: none"><li>1. Clean the entire read head area.</li><li>2. Make certain the last sheet you tried to scan is properly aligned in the input tray.</li><li>3. Adjust paper guide if necessary.</li><li>4. Press <b>START</b>.</li></ol>
CLEAN READ HEAD LAST SHEET SELECTED REFEED LAST SHEET ↓OFF↓                  ↓START↓	<ol style="list-style-type: none"><li>1. Clear the sheet from the transport bed (or Select Stacker).</li><li>2. Clean the entire read head area.</li><li>3. Place the sheet you removed from the transport bed (or Select Stacker) back into the input tray.</li><li>4. Adjust paper guide.</li><li>5. Press <b>START</b>.</li></ol>

If you see this message . . .	Do the following:
CLEAR PAPER PATH REFEED LAST SHEET ↓OFF↓                  ↓START↓	<ol style="list-style-type: none"><li>1. Clear all sheets from the transport bed.</li><li>2. Place the sheet(s) you removed from the transport bed back into the input tray.</li><li>3. Adjust paper guide.</li><li>4. Press <b>START</b>.</li></ol>
C=<XXXXX>	This message indicates the number of characters the form definition will return. No action is necessary.
Double Sheet                  ↓Cont↓	<ol style="list-style-type: none"><li>1. Remove all sheets from the transport bed.</li><li>2. Place the removed sheets in the input tray.</li><li>3. Adjust the paper guide.</li><li>4. Press <b>Cont</b>.</li></ol>
End of Batch	This message appears after you press End. No action is necessary.
Feed Form                  ↓End↓	This message indicates that the scanner is ready to read a form and that the input tray is empty. Feed a form or press <b>End</b> to quit.
Feed Form                  ↓Start↓	This message indicates that the scanner is ready to read a form and that the input tray has forms in it. Press <b>Start</b> to continue.
Feeding Form	This message appears when the scanner is feeding a form. No action is necessary.
Form Error                  ↓Cont↓	This message indicates that the form fed does not match the form definition. Press <b>Cont</b> and feed the correct form or download the correct form definition.
F=<XXX>	This message indicates the form number of the form definition being downloaded. No action is necessary.
INPUT TRAY EMPTY ↓OFF↓	<ol style="list-style-type: none"><li>1. Load sheets in the input tray.</li><li>2. Adjust paper guide.</li><li>3. Wait for the next message.</li></ol>
MULTIPLE SHEETS FED CLEAR PATH - REFEED ↓OFF↓                  ↓START↓	<ol style="list-style-type: none"><li>1. Clear all sheets from transport bed.</li><li>2. Place the sheet(s) you removed from the transport bed into the input tray.</li><li>3. Adjust paper guide.</li><li>4. Press <b>START</b>.</li></ol>

# OpScan® 4 ES & iNSIGHT™ 4 ES Quick Tips-Display Panel Messages

If you see this message . . .	Do the following:
M=<XXX>Kb	This message indicates the amount of RAM remaining for form definitions. No action is necessary.
NOT READY ↓OFF↓      ↓START↓	Press <b>START</b> to begin scanning a sheet.
Paper Jam      ↓Cont↓	<ol style="list-style-type: none"><li>1. Clear all sheets from the transport bed.</li><li>2. Place the sheets not scanned back in the input tray.</li><li>3. Press <b>Cont</b>.</li></ol>
PROCESSING SHEET ↓STOP↓	This message indicates that the scanner is processing. Press <b>STOP</b> if you want to interrupt the job you are running.
Ready	This message indicates that the scanner is ready to receive a form definition or a command from the computer.
RECALIBRATE SEE MANUAL	See Appendix A in the Operator's Guide.
RECONFIGURE HOST SEE MANUAL	See Display Panel Messages chapter in Operator's Guide.
RS-232 Error      ↓Cont↓	<p>This message indicates that there is a mismatch in serial communication parameters between the scanner and the software.</p> <p>See the Operator's Guide for details on how to use the Background Menu to reset the communication parameters.</p>
ScanMark Init Req'd   ↓Cont↓	<p>This message indicates that scanner memory needs to be initialized.</p> <p>Press <b>Cont</b> to initialize the scanner memory.</p>
Sensor 1 Blocked ↓Quit↓                      ↓Cont↓	<p>This message indicates that the read head is blocked by paper.</p> <ol style="list-style-type: none"><li>1. Remove any sheets blocking the paper path.</li><li>2. Press <b>Cont</b> to retest the read head or press <b>Quit</b> to ignore the error.</li></ol>

If you see this message . . .	Do the following:
SHEET DID NOT FEED CHECK INPUT PATH ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Move sheets up in the input tray.</li><li>2. Align sheets flush against the edge of the input tray closest to the front of the scanner.</li><li>3. Slide paper guide against sheets.</li><li>4. Press <b>START</b>.</li></ol>
SHEET DID NOT FEED CHECK SHEET DEFLECTOR ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Press down firmly on the sheet deflector so that it is tightly latched.</li><li>2. Press <b>START</b>.</li></ol>
SHEET DID NOT LEAVE OUTPUT/SELECT STACKER ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Clear all sheets from the transport bed.</li><li>2. Refeed any sheet(s) not processed by the software, or</li><li>3. Use a piece of paper towel to remove dust and debris from the stacker sensor.</li></ol>
SHEET DID NOT REACH OUTPUT/SELECT STACKER ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Clear all sheets from the transport bed.</li><li>2. Refeed any sheet(s) not processed by the software, or</li><li>3. Check cable connections.</li><li>4. Check for obstructions in paper path.</li></ol>
SHEET SKEWED REFEED LAST SHEET ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Clear the sheet from the transport bed. (If the sheet is torn or otherwise damaged, repair it. Copy all marks from the damaged sheet to the new sheet if repair is not possible.)</li><li>2. Place the sheet (or the replacement sheet) back in the input tray.</li><li>3. Adjust paper guide.</li><li>4. Press <b>START</b>.</li></ol>
SHEET TOO THIN SEE MANUAL ↓OFF↓                      ↓START↓	Read the explanation of the message in the section "Understanding Messages on the Operator Panel." in your <i>Operator's Guide</i> .
STOPPED ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Press <b>START</b>, or</li><li>2. Use the computer to issue instructions to start processing.</li></ol>
STOPPING	Wait until the next message is displayed and follow its instructions.

If you see this message . . .	Do the following:
UNEXPECTED SHEET AT OUTPUT/SELECT STACKER ↓OFF↓                      ↓START↓	<ol style="list-style-type: none"><li>1. Clear all sheets from the transport bed.</li><li>2. Refeed any sheet(s) not processed by the software, or</li><li>3. Use a piece of paper towel to remove dust and debris from the stacker sensors.</li></ol>
User Program	This message indicates that the scanner has received a valid form definition. No action is necessary.
Waiting	This message indicates that the scanner is waiting for instructions from the scanning software.
WAITING FOR COMPUTER ↓OFF↓                      ↓START↓	Enter instructions at the computer to start the scanner. Consult the documentation for the software application you are using on your computer if you are uncertain how to proceed.
Zone Error              ↓Cont↓	This message indicates that the form scanned has an error in one of the zones. Review the form for correctness.
Z=<XXX>	This message is displaying the zone number of the form being received. No action is necessary.

## Things To Check Before Calling Support

- **Power Source:** Is the outlet properly grounded and the scanner power on?
- **Cover:** Are the covers down and securely latched?
- **Connections:** Is the cable between the computer and the scanner secure?
- **Trays:** Are the input and output trays installed properly?
- **Location:** Is the location free of excessive dust, and does it have acceptable temperature and humidity?
- **Cleaning:** Is the scanner clean? The most common cause of scanner malfunctions is dust and paper debris.